

# Stubbington Medical Practice

Your local GP Surgery: a guide for patients



# Welcome

Our mission is to provide sustainable, good quality, safe, people-centred primary care services to our patients, and temporary residents, in our locality. To do so we tailor patient services to population types, focus resources where they are most needed, co-ordinate with related services and listen to our patients and staff, monitor need and performance.

## Clinical / Management Team

<b>Doctors—Partners</b>
Dr Sally J Robins
Dr Katy H Knighton
Dr Sarah E Coombs
Dr Tracy D Murray
Dr Alex MacDonald
Dr Katie Macleod
Dr Omar Farooqi

<b>Doctors—Salaried GPs</b>
Dr P Noel Hopkins
Dr Katherine Hodkin

<b>Management Team</b>	
Janet Fry	Business Manager
Helen Allen	Operations Manager
Hayley Goddard	Reception Supervisor
Claire Gorman	Reception Supervisor

<b>Nurses / Healthcare Assistance (HCA)</b>	
Vikki Bartlett	Advance Nurse Practitioner (ANP)
Amy Evans	Advance Nurse Practitioner (ANP)
Sister Jill Jennings	Health Promotion Nurse
Sister Rebecca Dewane	Urgent Care & Health Promotion Nurse
Sister Janine Bolden	Urgent Care & Treatment Room Nurse
Charly Maisy	Practice & HRT Nurse
Hannah Freemantle	Practice Nurse
Amanda Luff	Healthcare Assistance (HCA)
Sue Berry	Healthcare Assistance (HCA)
Lis Smith	Healthcare Assistance (HCA)

# Appointments



Our Care Navigator Team will need to ask you a little about the nature of your enquiry to guide you to the best person.



## **Sudden illness**

Our urgent care team specialise in on-the-day appointments for when you are unexpected unwell. Our Urgent Care Team comprises of Advanced Nurse Practitioners and Urgent Care Sisters, who are senior health care professionals with additional training, qualifications and experience allowing them to undertake tasks once performed by Doctors. They are experienced at taking a patient history, assessing symptoms, making a diagnosis and instigating treatment or referrals as required. The duty doctor also works along side the urgent care team daily.



## **Routine GP appointment**

The purpose of routine appointments is for general health queries, diagnoses, and monitoring of conditions (also known as non-urgent appointments). Routine appointments last for 15 minutes and can be booked by calling the practice or via patient online access accounts.



## **On-going medical concerns**

Annual or regular check-ups with our Nursing team are really important, especially for our patients with chronic diseases. Annual reviews for Asthma, CHD, COPD, Diabetes, Mental Health and Stroke patients will be invited by birth month by text message or letter.

We have limited GP advance appointments, if the GP would like you to have a follow-up appointment, the Care Navigators will be in touch to arrange this with you.



## **Home Visits**

Home Visits are specifically for patients who are too ill or infirm to attend the Surgery. Please come in to the surgery if you can as we have the equipment to better assess your clinical needs here. The surgery is not able to assist with public transport or child care issues.

## **Making the most of Consultations**

It is important to be as frank and open as you can. You may find it helpful to prepare some notes to bring with you to discuss during your appointment.

## NHS Services

### Nurse/HCA Clinics

- ♦ Annual Reviews (Chronic diseases)
- ♦ Suture Removal & Dressings
- ♦ Wound Checks & Dressings
- ♦ Leg Ulcer Checks & Dressings
- ♦ Cervical Smears
- ♦ Flu Immunisation
- ♦ Childhood/Young Person Immunisation
- ♦ Blood pressure monitoring
- ♦ Blood test/ECG/ Doppler

### GP Clinics

- ♦ Steroid injections
- ♦ Postnatal and baby checks
- ♦ Contraception clinics
- ♦ Clinical triaging

## Non-NHS Services

A fee is payable for these services.

Ask our secretaries for full details.

- ♦ Holiday cancellation certificate
- ♦ Medical examination: pre-employment, elderly drivers, sports, HGV or Boatman
- ♦ Letters requested by the Patient addressed 'to whom it may concern'
- ♦ Private prescriptions

### WHEN TO CALL 999 / GO TO A&E

- ♦ loss of consciousness
- ♦ a sudden confused state
- ♦ fits that are not stopping
- ♦ chest pain
- ♦ breathing difficulties
- ♦ severe bleeding that cannot be stopped
- ♦ severe allergic reactions (anaphylaxis)
- ♦ severe burns or scalds
- ♦ someone has seriously injured themselves or taken an overdose

**Closest A&E— Queen Alexandra Hospital, Portsmouth, PO6 3LY**

**Southampton General Hospital, Southampton, SO16 6YD**

### WHEN TO GO TO A MINOR INJURIES UNIT

- ♦ sprains and strains
- ♦ suspected broken limbs
- ♦ minor head injuries
- ♦ bites and stings
- ♦ minor scalds and burns
- ♦ skin infections and rashes
- ♦ eye problems
- ♦ high temperature in child and adults
- ♦ stomach pain
- ♦ being sick (vomiting) and diarrhoea

**Closest Minor Injury Unit— Gosport War Memorial Hospital, Gosport, PO12 3PW**

**St Mary's, Portsmouth, PO3 6DW**





## Caring Together

Providing the highest quality care that can be delivered within the limited available resources means we need your support and understanding too. You can help by managing minor illnesses yourself, by making sure you follow treatment instructions and attend appointments, or cancel them in advance.

Treatments and services will not always be provided by a GP, or your usual GP, but those performing these services will have the relevant knowledge and skills to do so safely. In this way we can focus our GPs to support you when you have complex needs.

All staff should wear a name badge, be polite to you and people close to you, and treat you with dignity and respect. You should also be polite and show respect to the team.

Instances of violence or aggression are rare. However, a patient being violent or aggressive will be reported to the police and ultimately removed from our list of patients.



## Prescriptions

Please allow 5 working days' notice for your prescription request to be processed and sent directly to your nominated pharmacy.

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions can be made by:

- ♦ using your online access account if you have one or you can download the by the NHS app (visit [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp))
- ♦ using the online form on the practice website
- ♦ by phone: 01329 664231, choosing option 3 to speak to our prescriptions team, lines open from 10am-1pm & 2pm-4pm

**PLEASE DO NOT LEAVE YOUR PRESCRIPTION REQUESTS TO THE LAST MINUTE.**

## THINK PHARMACY FIRST

PHARMACISTS CAN GIVE YOU EXPERT ADVICE ON MEDICINES AND HOW THEY WORK. YOU CAN TALK TO THEM IN A PRIVATE CONSULTATION AREA ABOUT:

- ♦ SKIN CONDITIONS,
- ♦ COUGHS & COLDS
- ♦ SORE THROAT
- ♦ MINOR CUTS AND BRUISES
- ♦ CONSTIPATION
- ♦ HAY FEVER AND ALLERGIES
- ♦ ACHES, PAINS
- ♦ INDIGESTION
- ♦ DIARRHOEA
- ♦ PERIOD PAIN AND THRUSH
- ♦ HAEMORRHOIDS (PILES)
- ♦ WARTS AND VERRUCAS
- ♦ MOUTH ULCER COLD SORE
- ♦ ATHLETES FOOT



## Working Together

**Feedback from patients is important to our efforts to continually improve services.**

The Practice has a Patient Participation Group (PPG) which is a group of volunteers who regularly meet with the practice staff to discuss issues affecting the patients and surgery.

### **The purpose of the PPG is:-**

- ♦ To contribute to Practice decision making, service development and provision.
- ♦ To assist the Practice with the promotion of good healthcare.
- ♦ To facilitate the communication of information to patients about the community which may affect their healthcare.
- ♦ To influence as far as may be practical the provision of secondary healthcare and local social care.
- ♦ To provide feedback to the Practice on patients' needs, concerns and medical interests.
- ♦ To assist the Practice and patients by publishing voluntary support groups active within the community.
- ♦ If you are interested in joining the group and receive emails from [ppg.stubbington@gmail.com](mailto:ppg.stubbington@gmail.com), please complete this form on our website.

## Suggestions, Concerns or Complaints



Your suggestions and concerns are important to us. These can be emailed to [hiowicb-hsi.stubbington-admin@nhs.net](mailto:hiowicb-hsi.stubbington-admin@nhs.net), posted or call us. Equally, if you have been happy with the consultation or service you receive, please tell us or leave a review at



If you have a formal complaint please follow the procedure in our Complaints Leaflet available from reception or our complaints procedure can viewed on our website. The managers and lead GP for complaints do their best to respond to your concerns, investigate the circumstances and help the practice to learn from these experiences.



Call and ask for the Managers or send your complaint to: [hiowicb-hsi.stubbington-admin@nhs.net](mailto:hiowicb-hsi.stubbington-admin@nhs.net) or Stubbington Medical Practice, Park Lane, Stubbington, Hampshire, PO14 2JP



Feedback on our performance is important. Feedback is given across a number of methods: Friends and Family Test (surveys are sent via text 24 hours after an appointment at the practice or on our website), NHS choices website and our own surveys. We use this feedback to inform our planning, our processes and our communication.



## Patient Privacy and Data Protection

We will ask you for information to enable us to give you the best health care and treatment. We then keep this information, together with details of your care, because it may be needed when we see you again. Some of this we will need to share with others concerned with your care. Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.

If you would like to know more about how we use your patient information, please refer to our Patient Privacy Notice on our website, email [hiowicb-hsi.stubbington-admin@nhs.net](mailto:hiowicb-hsi.stubbington-admin@nhs.net) or ask at the practice.



## Primary Care Network

All GP practices - including ours - are working together in 'Primary Care Networks' (PCNs), to share their expertise and resources over wider geographical area.

The NHS's Long Term Plan, published in January 2019, aims to integrate a lot of services which have traditionally worked separately - like mental health services, physiotherapy and social care. By working together in a PCN, practices like ours can offer you a wider range of services than we can on our own, and give you much faster and more efficient access to the right care and support.

Each PCN will develop teams of healthcare professionals, including GPs, pharmacists, district nurses, community paramedics, physiotherapists and other health workers, to provide tailored care for patients in their community. Social Prescribers will be appointed in each PCN to help direct people to a whole range of nonmedical services, like social clubs, community support groups and exercise activities, that will help them take greater control of their own health and stay well.

Within the Fareham and Gosport Integrated Care Board, PCNs will deliver personal care valued by patients and GPs, and allow better collaboration between us and other practices. Locally, our PCN details are as follows:

**PCN Title: Coastal PCN**

**Practices: Stubbington Practice, Brook Lane Surgery & Lockswood Surgery**

**Clinical Lead: Dr Ros Sexton**

**Managing Lead: Paula Pearce**

## **Surgery Opening Times**

Monday	8am-6pm
Tuesday	7:30am-6pm
Wednesday	7:30am-6pm
Thursday	7:30am-6pm
Friday	8am-6pm
Saturday	CLOSED
Sunday	CLOSED

## **Phone Lines Opening Times**

Monday	8am-1pm & 2pm-6:30pm
Tuesday	8am-1pm & 2pm-6:30pm
Wednesday	8am-1pm & 2pm-6:30pm
Thursday	8am-1pm & 2pm-6:30pm
Friday	8am-1pm & 2pm-6:30pm
Saturday	CLOSED
Sunday	CLOSED

## **Prescription Team Phone Lines Opening Times**

Monday	10am-1pm & 2pm-4pm
Tuesday	10am-1pm & 2pm-4pm
Wednesday	10am-1pm & 2pm-4pm
Thursday	10am-1pm & 2pm-4pm
Friday	10am-1pm & 2pm-4pm
Saturday	CLOSED
Sunday	CLOSED

## **To make an appointment**

- ♦ Call 01329 664231 (routine GP appointments are released at 8am daily)
- ♦ Use online patient services to book routine GP appointments, blood test and smear test

## **General Enquiries**

- ♦ [www.stubbingtonmedical.co.uk](http://www.stubbingtonmedical.co.uk)
- ♦ Call 01329 664231

## **Practice Website**

[www.stubbingtonmedical.co.uk](http://www.stubbingtonmedical.co.uk)

From the website patients can

- ♦ Request prescriptions
- ♦ Submit registration forms
- ♦ Submit consent, change of address, change of name and change of contact details forms
- ♦ Download patient online services registration form
- ♦ Carer questionnaire
- ♦ PPG (patient participation group) application form
- ♦ Latest practice news and upcoming events
- ♦ links to related services & support

## **Practice Address**

STUBBINGTON MEDICAL PRACTICE  
PARK LANE  
STUBBINGTON  
HAMPSHIRE  
PO12 2JP

EMAIL ADDRESS:  
[hiowicb-hsi.stubbington-admin@nhs.net](mailto:hiowicb-hsi.stubbington-admin@nhs.net)