



GP PRACTICE LEAFLET

Welcome

www.tworiversmedicalpartnership.co.uk

Derrydown Clinic, St Mary Bourne, Andover, SP11 6BS
Telephone: 01264 738368

Whitchurch Surgery, Bell Street, Whitchurch, RG28 7AE
Telephone: 01256 212311

Introduction

Two Rivers Medical Partnership covers the populations of Whitchurch, eastern Andover and the surrounding rural areas. We are a dispensing and training practice and provide care to 8700 patients at two surgeries in Whitchurch and St Mary Bourne. We are a modern digital practice with a fully functional and interactive website www.tworiversmedicalpartnership.co.uk. Two Rivers Medical Partnership is part of the West Hampshire Clinical Commissioning Group. It was formed from the merger of the partnerships of Derrydown Clinic and Whitchurch Surgery in April 2016.

Our goal as a practice is to deliver a high quality and efficient service to our patients, to provide a personal and safe service, and continue to be a learning organisation. To improve continuity between patients and our clinical team our patient list is divided into three. You and your family will be looked after by a named GP partner and generalist advanced nurse practitioner. We offer routine pre-booked 15 minute consultations with our doctors and nurses as well as appointments on the day for medical emergencies.

Meet the team

Alison Wogan is our Practice Manager and oversees the smooth running of the practice. There are currently five GPs including Jim Rose our senior partner and GP trainer, Paul Barber, Daniel Lickman, Sarah Hebdon and Kate Edgecombe. We have three generalist advanced nurse practitioners Anne Hardiman, Rachel Sidwell and Maggie Craig and two Practice nurses Allison Spittles and Pippa Sherlock. All of the clinicians work across both sites. Dawn Noble is the healthcare assistant in Derrydown and Kate Williams in Whitchurch. There is more information on the wider team on our website.

Practice Information

Opening hours

Whitchurch Surgery Opening Hours

Monday	08:00-18.30
Tuesday	08:00-18.30
Wednesday	07:30-18.30
Thursday	08:00-18.30
Friday	08:00-18.30
Saturday	Closed
Sunday	Closed

Derrydown Clinic Opening Hours

Monday	08:00-18.30
Tuesday	08:00-19.30
Wednesday	08:00-18.30
Thursday	08:00-18.30
Friday	08:00-18.30
Saturday	Closed
Sunday	Closed

Extended Opening Hours

We offer extended opening hours with pre-bookable appointments with doctors and nurses on alternating Monday evenings in Whitchurch, every Tuesday evening in Derrydown and one Saturday morning per month in Whitchurch. These appointments are pre-bookable and not for emergencies. These appointments appeal particularly to commuters.

Out of Hours Service

GP assistance for all surgeries in this area, outside of normal working hours is provided by Hampshire Doctors On Call - now Portsmouth Healthcare Limited (PHL). If you have a life-threatening medical emergency please dial 999. For urgent advice or appointments outside of surgery hours, please call 111. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Home visits

It is always preferable for patients to be seen at the surgery where we have full access to medical records including results and hospital letters. We can examine the patient more thoroughly and equipment for investigations is available. There is access to other surgery staff and emergency equipment.

If it is impossible for you to attend the surgery because your medical condition prevents you from travelling and you feel you need a home visit, please telephone the Surgery before 11:00am to make your request. The doctor may ring first to find the best way to help you.

Disabled access

There is wheelchair access to all areas including toilets for the disabled and there are 2 designated disabled parking bays in the Whitchurch surgery car park. A hearing aid loop is in use in Whitchurch reception- switch your hearing aid to the "T" setting and a portable hearing aid loop is available for use during your consultation. If you are worried that you will not hear your name called when it is your turn, please let the receptionist know this. Large print copies of the Practice Leaflet and Repeat Prescription items are available on request.

Confidentiality and medical records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services. The practice supports the NHS Summary Care Record, which will be used in emergency care by authorized healthcare staff providing your care anywhere in the UK. You can choose not to have a Summary Care Record by informing the practice.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. If you do not wish anonymous information about you to be used in such a way, please let us know.

Freedom of information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Complaints procedure

If you have a complaint or concern about the service you have received from the doctors or any of the team working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** – ideally within a matter of a few days, using the form on our website. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to Alison Wogan our Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

Access to records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the

practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Violence policy

The NHS operate a zero tolerance policy with regard to violence and abuse. The practice will remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Patient Group

The practice has an active patient groups at Whitchurch and Derrydown surgeries. These are in the process of merging.

GP Pay

The average pay for our team of GPs will be available to view on our website and updated annually.

Reception and enquires

Register as a new patient

If you would like to register with the practice please use the online form on our website. Please note: Once you have completed the form you will need to come into the practice with proof of identity (photo id and proof of address) to complete your registration. If you prefer you can collect the registration forms from either surgery.

Register for online services

To register for our comprehensive online services complete the online services form on the website and then visit the practice, bringing with you two forms of identification. One of these items should include your photograph.

We will issue you a username and password.

The things you can do via our website include:

- Order your repeat prescriptions
- Make an appointment
- Cancel an appointment
- Change your contact details
- Review your medications and known allergies
- Request sickness certificates
- Request referrals
- Obtain the results of tests
- Ask your named clinician a question.

Common illnesses

Minor illness such as coughs, colds, blocked nose, headache, insect stings etc can be self managed. Sources of advice include your local pharmacy. We have a local Minor Injury Unit in Andover for minor injuries or suspected broken bones with the facility for X-ray and managing simple injuries. There are A&E Departments in Basingstoke and Winchester open 24/7.

Consultations

If you need help and advice from a GP out of hours then you can call 111. You can use our website to ask a Practice Nurse/Advanced Nurse Practitioner or GP a medical question if you are concerned/need some advice but feel you do not need a 15 minute face to face consultation or telephone consultation to do so. We will respond within 2 working days to

any queries. We will continue to offer face to face 15 minute consultations with our team of doctors and nurses.

We also offer a wide range of other services such as providing health education and health checks, offer advice on smoking and diet, run clinics for patients with long term conditions such as high blood pressure, diabetes, asthma and copd, give vaccinations and carry out simple surgical operations or injections. Please ask reception so you can be guided to the correct member of the team for these services.

Travel Service

We offer a full travel advice and immunisation service. If you are travelling abroad please complete and submit the travel form online in plenty of time (we recommend 6-8 weeks) before your journey. You can also pick up a form from our reception if you would prefer. There are links on our website in the travel section advising what vaccinations you are likely to need dependent on your destination.

Advice and help

Please visit the 'advice and help' area of our website for groups and services in the community that might help improve your health and wellbeing. The services listed are mainly from local providers within the Andover, Winchester and Rural areas. We have also provided the link on our website for Wessex Healthier Together which is a link to Child Health advice written by local children's doctors and GPs.

Long term conditions and health reviews

We have a team of GPs, advanced nurse practitioners, practice nurses and healthcare assistants that coordinate the careful follow-up of patients with long term conditions such as high blood pressure, asthma, chronic bronchitis, and diabetes. Many patients measure their own blood pressure at home and submit their results to the practice. Soon they will submit data and answers on our website. This allows you and your clinician to monitor your condi-

tion without the need to make appointments at the surgery. You will be given the option to use this service by a member of the team if your long term condition is suitable.

Medicines and prescriptions

The Medicines and Prescriptions "rooms" on our website page allows you to request your repeat medications online. This uses the same login you need for booking appointments online etc. It is the safest and most efficient way of ordering your repeat prescriptions each month. You can also post or drop off the right side of your prescription at the surgeries after ticking which repeat items you would like. Patients also have the option of requesting between 3-6 months of repeat prescriptions at a time directly from the dispensary or pharmacy. You will still have to collect your prescription monthly but the dispensary or pharmacy will have prepared your prescription for you in advance without you needing to inform them. Please ask one of the doctors or nurse practitioners if you would like to use this function.

If you are a dispensing patient which means you do not live within a mile of a pharmacy we can issue you with the medication directly from either surgery and will prepare this ready for collection within 2 working days of your request. If we are not able to dispense your medication directly we will be able to send your prescription electronically to the pharmacy of your choosing. You can also collect your signed prescription from either surgery if you wish.

Administration Office

Our administration team are ready to help you and guide you with your requests for sick notes, referrals, medical reports, change of personal details, feedback and complaints, friends and family test, CQC report etc which you can do in person in our reception or via our website.

*If you have any further questions or would like to leave us feedback/have ideas how we could improve this leaflet or our surgery in general please do so via either our website or to Alison Wogan our Practice Manager. We are really keen to hear your ideas and work with you to provide the best possible service.