

Doctors

Dr N J Lowe BM MSc (Southampton 1993) MRCGP

Dr E Sansom, BM BSc (Hons). (Southampton 2003) MRCGP

Dr Jo Batten DFFP 2006, DRCOG 2006, MBChB 2002, MRCGP 2008 ,MSc 2014

Practice Nurses

Carolyn Ellery RGN

John Salmon CPN

Healthcare Assistant

Clare Jeffery (NVQ)

Management Team

Miss. Rebecca Ellery BA (Hons) (Practice Manager)

IMPORTANT VACCINATIONS

It is very important that you are up-to-date with your vaccinations, especially for the diseases that people can easily contract at university. We are happy to give you these vaccinations free of charge.

If you are in any doubt about having received them, it is best to have them to ensure you are protected.

MMR
Meningitis ACWY
Flu vaccination (for 'at risk' groups)

避孕是重要的。每年，我们都会看到一些因为意外怀孕而影响学业的女性。如果发生性行为，你需要使用可靠的避孕方式。如需要帮助，请尽早前来咨询。

如避孕失败或没有采用避孕措施，请到药房，护理中心或保健中心免费领取紧急避孕药。

ONLINE SERVICES

Patients can now register to be a patient at Highfield Health online. Please use the link on the Highfield Health website. With **Patient Access** and the **NHS APP** you can book, view, cancel and amend appointments on-line. You can also view, export or print summary information from your medical records on-line relating to medications, allergies and adverse reactions.

Consult with your GP online via ECONSULT (click on the link on the practice website to use)

Why not register on our WEBSITE via ON-LINE SERVICES link?

DATA SHARING

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes are as follows:

- The Hampshire Health Record (HHR or CHIE)
- EMIS Web data streaming (A&E and GP hubs)
- Remote Consultations (GP out of hours)
- Adastra Web Access (GP out of hours)
- BIS (Ambulance service)
- Symphony (Southampton General Hospital)

Details of these schemes, and of your right to opt-out of any or all of them, can be found on our web site.

LOCAL HEALTH SERVICES

Speak to your **local pharmacist** for advice on treating **colds, coughs, sore throats or flu-like** symptoms. Pharmacists are experts on many aspects of healthcare and can also advise if you need to book an appointment with your GP.

Call **111** if you need medical help or advice while the surgery is closed, and they will direct you to the most appropriate local health service. NHS 111 is available 24 hours a day, 365 days a year and is free to call from mobile *phones and landlines*. Find out more <http://www.nhs.uk/111>

Head to the **Urgent Treatment Centre** at the Royal South Hants Hospital if you have an injury or illness that is not life/limb threatening. No appointment necessary – just turn up between 7.30am – 10.00 pm weekdays and 8.00am – 10.00 pm on weekends. Find out more www.royalsouthhantsutcc.nhs.uk.

The **Contraception & Sexual Health Clinic** at the Royal South Hants Hospital is the place to go for advice on **sexual health or testing** for sexually transmitted infections. Use the drop in clinics or book an appointment. Call 0300 123 7399. 'Letstalkaboutit' website can be used to request testing kits for STI's including Chlamydia.

The **Emergency Department** at Southampton General Hospital and **999** should be for serious, life-threatening illnesses and injuries only - such as loss of consciousness, heavy bleeding, severe chest pain or difficulty breathing, serious burns, strokes or persistent fits.



Providing NHS services



Practice Information Leaflet

Dr. N J Lowe
Dr J. Batten
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Email: soccg.highfieldhealth@nhs.net

www.highfieldhealth.co.uk

Named GP

Dr N J Lowe

PATIENT INFORMATION

This leaflet is a brief summary of our patient information. For full up-to-date information, go to our website:

www.highfieldhealth.nhs.uk

Please check if you live within our catchment area:

Come to Reception to obtain the correct registration forms to complete. It is

SO14 6
SO15 6
SO15 5
SO15 7
SO16 2
SO16 3
SO16 5 (restrictions apply)
SO16 6
SO17 1
SO17 3
SO18 2 (restrictions apply)

essential that these forms are completed in full, with as much detail as possible. Or register online via the link on our website.

SEEING A NURSE, HEALTHCARE ASSISTANT OR DOCTOR

Please contact reception to make an appointment to see a Nurse, Healthcare assistant or Doctor. You may see the next available doctor, or if you wish to see a particular doctor, you will have to wait until their next available appointment.

URGENT APPOINTMENTS

If you have a medically urgent problem, which cannot wait until the next available appointment, we will do our best to offer you an appointment on the same day. When you ask for such an appointment, you **must** be sure that your condition is so severe or problematic that it cannot possibly wait. Please ring the surgery at 8:30 for an urgent appointment.

ARRIVING LATE & MISSING APPOINTMENTS

If you know you are going to be unable to make your appointment time, please call us so that we can offer the appointment to someone else. If you miss multiple appointments, you **will** be asked to leave the practice. All appointments cost the NHS money and the GP and Nurses time is very valuable.

HOME VISITS

If you are unable to come to the surgery a doctor will assess your request for a home visit on medical grounds only. The doctor may reject the request if the medical grounds are insufficient. Please call reception before 11:00 to request a home visit.

OPENING HOURS

We are open Monday - Friday 08:30- 17.30. We also offer an evening surgery once a week from 18:30 - 21.00 and a early morning surgery on a Wednesday 7:30-8:00. We may close from 12:30-14:00 on certain days for staff training. We will be closed on set Wednesday afternoons for staff training (dates are published in advance).

ORDERING REPEAT PRESCRIPTIONS

We do not take requests over the telephone. Please register with our 'patient access' online facility, which will enable you to order your repeat prescriptions or email the practice or complete a repeat prescription form in reception.

CHANGING CONTACT DETAILS

Our patients often move address, change their mobile phone or get a new email address without telling us. Please ensure you use the online change of address form to update your contact details or come into the surgery to let us know.

OUR SERVICES

We offer a wide range of services and our website offers the most up-to-date

details, our services include: Contraception & Sexual health advice, Contraceptive implant insertion, Cervical smears, condom provision, termination of pregnancy referral, blood tests, spirometry testing. Chronic disease management including Diabetes, Asthma and COPD care. Minor surgery, intra-articular injections, cryotherapy, childhood immunisations, cardiovascular risk assessments, onsite INR testing, travel clinics & immunisations, flu vaccinations.

TRAVEL CLINICS

We offer a limited travel advice and vaccination service to our patients, but some vaccinations and anti-malarial medications are not an NHS service, so you will be charged for these. You must complete a travel clinic form (downloaded from our website) and deliver it to reception in order to book a travel clinic appointment.

CONFIDENTIALITY

We take your confidentiality very seriously. Staff who have access to patient data are required to sign a legally binding confidentiality agreement. We will not release information from your medical record (even to your Parents) without your consent, apart from in very specific situations. You may access your medical information, please ask at reception or visit our website.

DISABLED ACCESS

We are able to accommodate the needs of people with disabilities. Our staff are very happy to offer additional help to anyone in need.

PRIVATE FEES

The NHS does not pay for all work that patients ask of us. If you require a non-NHS service a fee will be chargeable. We ask for payment prior to letters being written, the charges are displayed in the reception area or you can ask for a copy from reception.

OUT OF WORKING HOURS

Southampton City CCG are responsible for the care of patients outside our working hours. This is before 08:00 and after 18:30 on weekdays, and all day at weekends and public holidays. You may call them on **NHS 111** if you cannot wait until we are next open to see a GP.

URGENT TREATMENT CENTRE

Royal South Hants Urgent Treatment Centre, Royal South Hants Hospital, Brinton's Terrace, Southampton SO14 0YG. Tel: 0333 9997613

NHS 111

NHS 111 makes it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

SECTION 35 & 37 REVIEW APPOINTMENTS

If you are (1) aged between 16 & 74 and have not seen us for more than three years or (2) aged over 75 and have not seen us for more than one year, you may request a review appointment, including any tests deemed appropriate by your doctor. If you are over 75 and house-bound, this can be at your home.

COMPLAINTS & FEEDBACK

We recognise things go wrong and we are happy to receive your feedback or complaints in writing. We have a suggestion box or you could join our Patient Participation Group. We are here to help.

NHS CORE RESPONSIBILITIES TO YOU

These are our commitment to you – we want the NHS to be a high quality Health Service.

- The NHS will provide a universal service for all based on clinical need, not ability to pay.
- The NHS will provide a comprehensive range of services.
- The NHS will shape its services around the needs and preferences of individual patients, their families and their carers.
- The NHS will respond to different needs of different populations.
- The NHS will work continuously to improve quality services and to minimise errors.
- The NHS will support and value its staff.
- Public funds for healthcare will be devoted solely to NHS patients.
- The NHS will work together with others to ensure a seamless service for patients.

- The NHS will help keep people healthy and work to reduce health inequalities.
- The NHS will respect the confidentiality of individual patients and provide open access to information about services, treatment and performance.

YOUR RESPONSIBILITIES

We do our best to serve our patients, but we need your cooperation in achieving this.

- Do what you can to look after your own health, and follow advice on a healthy lifestyle
- Treat NHS staff, fellow patients, carers and visitors politely and with respect and courtesy. We will not accept violence, racial, sexual, homophobic or verbal harassment
- Attending on time for appointments. If you are late for your appointment you will be asked to re-book
- Letting us know as soon as possible if you are unable to attend
- Telling us if you change your name or address
- Using the name that you have registered with the practice
- Ensuring that the appointment you have booked is of adequate length for the problems you wish to discuss
- Requesting a home visit only when it is really necessary
- Following the advice offered. It may not always be necessary, or the best treatment for you to have a prescription
- Ordering repeat prescriptions sufficiently in advance
- Accept any invitation for health screening issued by the practice or Health Authority, including immunisations, cervical screening, etc
- Informing us when you book an appointment if you require any special assistance when you visit the practice
- Letting us know when things go wrong, but also letting us know when we have done something well as the staff are continuously working hard to ensure all your needs are met

NAMED GP

You will be allocated a named, accountable GP when you register with the Practice. He will be responsible for your overall care, this will be Dr Lowe. You may still continue to see the GP of your choice.

VIOLENT OR ABUSIVE PATIENTS

Our staff expect and deserve to be treated with respect. Depending on the seriousness of any rude or offensive behaviour exhibited to the staff at Highfield Health will depend on how it will be dealt with. Ultimately, we may expel patients from our list and undertake criminal proceedings.

BUSINESS INFORMATION

We are an unlimited partnership providing General Medical Services to the NHS on behalf of Southampton City CCG. You may obtain information about general practice services from the Primary Care Commissioning Team at Oakley Road Southampton SO16 4GX (023 8029 6904).

CAR PARKING

THERE IS NO GENERAL PATIENT PARKING AT THE SURGERY UNLESS YOU HAVE A UNIVERSITY PERMIT.

THERE IS A DISABLED PARKING SPACE AVAILABLE.