

# BROOK LANE SURGERY

233A Brook Lane, Sarisbury Green  
Southampton SO31 7DQ



**Tel: 01489 575191**

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

**INFORMATION FOR PATIENTS**

# BROOK LANE SURGERY

## *Welcome to the Practice*

This booklet is designed to inform you of the services available from the surgery and how you can obtain them. We would like to suggest that you keep it in a safe, but handy, place for future reference.

**Telephone No: 01489 575191** - to be used at all times.

You will be told by a recorded message if another number is being used.

**Fax No: 01489 570033**

### **DISABLED FACILITIES**

Both wheelchair access and toilet facilities are available for our patients with disabilities.

### **PRACTICE AREA**

Details of the area covered by the practice are available upon request.

### **THE PRACTICE TEAM**

The partners practise together as a non-limited partnership.

There are six partners.....

<b>DR ALAN MCFARLANE</b>	MB BS BSc (Hons) MRCGP (Barts 1994)
<b>DR ANNA MAISON</b>	Bmed MRCGP DFFP DRCOG DPD
<b>DR KIRSTINE HASLEHURST</b>	MBCHB BSc (Hons) MRCGP MRCP DFRS DRCOG
<b>DR JASON PHILLIPS</b>	MB BCh MRCGP
<b>DR ROS SEXTON</b>	BSc MBBS MRCGP DFFP
<b>CAROLYN HILL</b>	

### **Salaried GP**

<b>DR EMILY TYRRELL</b>	MBBS MRCGP DFRS
-------------------------	-----------------

### **Health Care Professionals**

<b>PHILIP DILLOWAY</b>	NURSE PRACTITIONER
<b>HEATHER RODGERS</b>	NURSE PRACTITIONER
<b>SALLY MEADUS</b>	RGN RM
<b>ELIZABETH SPRAGG</b>	RGN
<b>JANE DILLOWAY</b>	RGN
<b>PAULA WOOLCOCK</b>	RGN
<b>MARION HARDING</b>	HEALTH CARE ASSISTANT
<b>WENDY REEVES</b>	HEALTH CARE ASSISTANT

Southern Health NHS Foundation Trust employ the health visitors, community nurses and midwives who work from within Brook Lane Surgery.

### **Practice Manager**

Mrs Carolyn Hill is responsible for the administration and running of the practice.

### **Practice Receptionists**

Our team of receptionists are trained and do a difficult job well. Please remember that if you need to be kept waiting or seem to be asked irritating questions, they are carrying out procedures aimed at making the practice run smoothly. As with all our staff, they are bound by the same rules of confidentiality as the doctors and nurses.

### **Practice Nurses**

The practice nurses can be seen by appointment. They can remove stitches, change dressings, syringe ears, immunise babies and children, give tetanus injections, flu vaccinations and injections for going abroad. They are also able to take cervical smears, give contraceptive advice and run clinics to promote healthier lifestyles.

### **Healthcare Assistants**

The healthcare assistants can be seen by appointment. They perform ECG's and spirometry, fit and remove the cardio memo, remove stitches, give B12 injections, undertake new patient medicals, take blood as well as undertaking NHS health checks.

### **Community Nurses**

We have a team of community nurses who will visit, assess and treat those patients who are too ill or frail to come to the surgery.

### **Health Visitors**

The health visiting team support us with child and family health, working in the home and community clinics.

They can be contacted on 01489 554930.

### **Community Midwife**

Our midwife attends the antenatal clinics and visits mothers and babies during the first 10 days after delivery.

### **Training Practice**

Brook Lane Surgery is a training practice and we regularly have a GP Registrar working with us under the supervision of Dr McFarlane, Dr Maison or Dr Haslehurst.

We regularly have 3rd, 4th or 5th year medical students sitting in on consultations. You will be asked if you find this acceptable and we fully respect your right to exclude the student from your consultation.

## HOW TO SEE THE DOCTOR

Although you are registered with one of the doctors you can see any of the others if you wish. It is sensible, and strongly encouraged, that you see the same doctor most of the time.

### How To Register As A New Patient

To register as a patient at Brook Lane Surgery it is advisable to telephone the surgery in the first instance to ascertain that your new address falls within the practice boundary and that we are currently accepting new patients. We will require proof of address and photographic ID in order to register you as a patient.

### At The Surgery

All the doctors have their own and differing times but are generally available during the following times....

#### **MONDAY TO FRIDAY 8.00am - 12 noon and 2.30 - 6.30pm**

To see a doctor you must make an appointment. This can be done by contacting the surgery between 8.00am - 1.00pm and 2.00 - 6.30pm on Monday, Tuesday and Friday or between 7.00am - 1.00pm and 2.00pm - 8.00pm on Wednesday and Thursday or, alternatively, registering to use our internet booking service.

### Extended Opening Hours

We provide doctor appointments on a Wednesday and a Thursday from 7.00 - 8.00am and from 6.30 - 8.00pm. We provide nurse appointments on a Wednesday and a Thursday from 7.00 - 8.00am and on a Thursday from 6.30 - 7.30pm.

### Consultation

We will provide a consultation, without prejudice and on request, to any registered patient between the age of 16 and 74 who has not attended the surgery in the preceding three years and also to any registered patient aged 75 or over who has not attended the surgery in the preceding 12 months.

### Preference Of Practitioner

You have the right to express a preference of practitioner but, whilst we will endeavour to comply with your request, this may not always be possible. Should this, on any occasion, not be possible an explanation will be offered

### At Home

Please come to the surgery if you possibly can. A doctor can see at least three patients in surgery in the time that it takes to make one home visit. If you are too ill to come to the surgery please contact us before 10.00am (if possible) and ask a doctor to visit. The doctor may telephone you before coming to see you.

### Out Of Hours

#### Telephone 111

PLEASE DO NOT CALL UNLESS YOUR PROBLEM CANNOT WAIT UNTIL NORMAL HOURS.

### REPEAT PRESCRIPTIONS

- Please telephone **01489 574063** between 10.30am - 12.30pm. Please have your computer printout number ready to give to the receptionist.
- You can post your prescriptions to us, remembering to give full details of the items you require. Provided you enclose a stamped, self-addressed envelope, we will post your prescription back to you.
- You can fax your prescription request to us on 01489 570033 clearly indicating the items you require.
- You can register to use our internet facilities for ordering prescriptions (and booking appointments).

Your doctor may ask to see you before issuing another prescription - this is to ensure that you continue to receive the treatment best suited to you.

**PLEASE ALLOW 48 HOURS' NOTICE FOR ALL REPEAT PRESCRIPTION REQUESTS.**

### ELECTRONIC PRESCRIBING

Brook Lane Surgery is now part of the Electronic Prescription Service (EPS). EPS enables prescribers - such as GP's and Nurse Practitioners - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for our patients and us.

If you have a pharmacy of choice, please register for EPS at that pharmacy.

### FIT NOTES

"Self-certification" is the procedure you use if you are ill and, therefore, unable to work for up to seven days. These forms are available from your employer or the post office. After this period of time, if you are still too ill to return to work, you need to see a doctor to get a certificate for your employer.

### TEST RESULTS

When the doctor has arranged for laboratory tests to be carried out it normally takes five to seven working days for the results to be returned to the surgery. Cervical smear results usually take about three weeks. **It is your responsibility to check that your result is satisfactory.**

## PHYSIOTHERAPY

A GP referral is needed for NHS physiotherapy. Our NHS physiotherapy is undertaken at Fareham Community Hospital.  
Telephone 01489 873969 for details.

## MUSCULO-SKELETAL CLINIC (MSK)

The surgery offers appointments with a physiotherapist for assessment and advice regarding any recent musculo-skeletal problem eg back pain.

## FAMILY PLANNING

All contraceptive services can be provided by all doctors in the practice. Our nurses are also trained in family planning and have available appointments. This practice has a particular interest in giving pre-conceptual advice for those planning a family.

## CERVICAL SMEARS

The Government recommends regular cervical smears for women between the ages of 25 and 65.

## MINOR SURGERY

Please make a routine appointment with your doctor to discuss this.

## MATERNITY CARE

All the partners undertake full antenatal and postnatal care which they share with the community midwife. Antenatal clinics with the midwife are held weekly by appointment.

## IMMUNISATIONS AND VACCINATIONS

Routine childhood immunisation clinics are held weekly by appointment. We also advise:

- Travel vaccination when visiting overseas - please allow eight weeks before your departure.
- Influenza vaccination for those patients at risk. Appointments are available from mid-September.

## PHLEBOTOMY

Blood taking clinics are held at various times during the week. Please contact the reception team to make an appointment for a blood test.

## ZERO TOLERANCE

**Brook Lane Surgery aims to provide the best possible health care for its patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.**

We will remove a patient from our list if that patient:

- Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.

- Causes physical damage to practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- Gives racist abuse, orally or physically.
- Is violent or uses or condones threatening behaviour to doctors (or some other members of the primary health care team) while they are visiting the patient's home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

## COMPLAINTS

Whilst we constantly strive to provide a friendly and efficient service we realise that occasionally things do not go as smoothly as we would like.

We operate an internal complaints procedure. This does not affect a patient's right to pursue a more formal complaint but does recognise the fact that lengthy official complaints procedures are a cause of stress to all parties involved.

Most grievances are resolved to the satisfaction of all concerned by an explanation of what went wrong, a speedy apology and an assurance that steps will be taken to avoid repetition. If you have a grievance or complaint please ask at reception for a leaflet on our complaints procedure.

## HEALTH PROMOTION

We believe in promoting health as well as treating illness and offer advice and support on such topics as:

- Stopping smoking
  - Eating a healthy diet
  - Keeping fit
- We encourage you to ask about this service if you feel we can help you.

## SERVICES

Under the current General Medical Services Contract, Brook Lane Surgery offers the following services:

- Cervical screening
- Contraceptive services
- Vaccination and immunisation (non childhood)
- Childhood vaccination and immunisation
- Child health surveillance
- Minor surgery procedures
- Access to general medical services
- Influenza immunisations for those over 64 or at risk
- Pneumonia immunisations for those over 64
- Anti-coagulation monitoring
- IUD contraceptive fittings

# Everetts PHARMACY+

## Are you still waiting for your prescription?

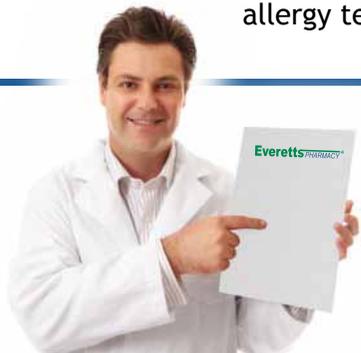
Ask about Our **FREE** Repeat Prescription Collection Service

*A simple and convenient way to manage your repeat medication*

Sign up today and we will organise the collection of your regular prescription from the surgery, then have it ready and waiting for you when you next visit us. Should you have difficulty in visiting the pharmacy, we can arrange delivery of your medication to your home.

To start enjoying the benefits of this **FREE** service pick up a registration form from one of our stores or download one from our website and hand it to one of our pharmacy team.

Other services available: Medicines use review, stop smoking services, allergy testing, veterinary products.



Find your Local Store on our website  
[www.everettspharmacy.co.uk](http://www.everettspharmacy.co.uk)

Locks Heath | Park Gate | West End  
Warsash | Titchfield | Hedge End  
Whiteley | Horndean | Cosham  
Incorporating David Fogg Chemist  
and St Lukes Pharmacy at Hedge End

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

Telephone: 01489 581172

## Everetts Pharmacy

For over 45 years Everetts Pharmacy has not only dispensed medicines, but also provided healthcare products and services to the local community. Our friendly, skilled staff can offer healthcare and medical advice for you and your family.

We can even save you time by joining our **FREE** and easy Repeat Prescription Collection service. This service is ideal for patients who are on regular medication. We can collect your repeat prescription from the surgery and have your medication ready to collect at a convenient time for you. To register for this service pick up a form from one of our pharmacies or download one from our website.

Are you taking your medicines the right way? If you are in doubt and feel in any way unsure about how to take your medication, then the Medicines Use Review (MUR) is an ideal opportunity for you to discuss it in private with one of our pharmacists. Sometimes, just taking your medication at a different time of day can change how well it works and may improve your symptoms. The MUR is **FREE**, it only takes about 10 minutes and it is completely confidential.

To find your nearest branch visit our website, [www.everettspharmacy.co.uk](http://www.everettspharmacy.co.uk) or call 01489 885305.



### FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at EVERETTS PHARMACY to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name .....

Address .....

.....

.....

Telephone no..... Signature .....

Please tick from which **EVERETT**s pharmacy you wish to collect your prescription

Locks Heath  Park Gate  Warsash  Titchfield  Whiteley

Please give your completed form to a member of our Everett Pharmacy team.

**Brook Lane Surgery, 233a Brook Lane, Southampton SO31 7DQ**  
**Tel: 01489 575191**

## PATIENT RECORDS

The personal data we hold on our patients will:

- Be accurate
- Not be kept for longer than necessary
- Be processed for limited purposes
- Not be transferred to other countries without adequate protection
- Be held securely
- Be processed in accordance with your rights
- Be fairly and lawfully processed
- Be adequate, relevant and not excessive
- Only be used when absolutely necessary

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

## NHS 111 SERVICE

NHS 111 is a nurse-led telephone service providing confidential healthcare advice and information 24 hours a day, seven days a week. NHS 111 can be contacted by telephoning 111.

## CLINICAL COMMISSIONING GROUP

Brook Lane Surgery is part of the Fareham and Gosport Clinical Commissioning Group whose address and contact details are:

Fareham and Gosport Clinical Commissioning Group

Commissioning House

Building 003

Fort Southwick

James Callaghan Drive

Fareham

Hampshire

PO17 6AR

**Telephone Number:** 023 9228 2063

**General Enquiries:** fgccg.enquiries@nhs.net

**Website:** www.farehamandgosportccg.nhs.uk

## CONFIDENTIALITY

The practice computer is registered under the Data Protection Act 1998 and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality.

## THE PROTECTION AND USE OF INFORMATION WE HOLD ABOUT YOU

When we **ask** for information this is 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 if we see you again, and some of this we will need to pass on to others concerned with your care.

There are two specific occasions when we use your medical data, unless you wish us not to.

### Summary Care Record (SCR)

If you decide to have a SCR, it will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. This does not include diagnosis or procedures.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record will also include your name, address, date of birth and your unique NHS Number to help identify you correctly. If you and your GP decide to include more information it can be added, but only with your express permission.

For more information: Phone 0300 123 3020 or visit [www.nhscarecords.nhs.uk](http://www.nhscarecords.nhs.uk)

### Hampshire Health Record (HHR)

The HHR is an electronic summary record for people living in Hampshire, Portsmouth and Southampton. GP Surgeries, hospitals, social care and community care teams collect information about you and store it electronically on separate computer systems. The Hampshire Health Record stores summary information from these organisations in one place so that – with your consent – professionals can view it to deliver better care to you. This record contains more information than the SCR, but is only available to organisations in Hampshire.

For more information visit: [www.hantshealthrecord.nhs.uk](http://www.hantshealthrecord.nhs.uk)

There are other times when we **may** use some of this information, in an anonymised form (ie no patient names), for other reasons. These are, for example:

- To help us protect the health of the public
- The efficient running of the NHS, ie planning for the future
- Training staff
- Carrying out medical and other health research approved by the Local Research Ethics Committee

Sometimes the law requires us to **pass on** information, for example to notify a birth or death.

### We would also like you to be aware that:

- If you should want your relatives or carers to be kept up to date with progress of your treatment please discuss this with the doctor or nurse delivering your care.
- The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner.

- 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.
- You have the right of access to your health records.

If at any time you would like to know more about how we use information about you please ask to speak to the practice manager.

## SELF TREATMENT OF MINOR ILLNESSES

### A Child With A Fever

Children frequently get infections, many caused by viruses that cause a high temperature.

- Give paracetamol mixture eg Calpol or Disprol at the recommended dose for the child's age. The paracetamol helps reduce fever and pain.
- Cool the child down by removing their clothes and making sure that the room is not too warm.
- Give cool drinks (small sips frequently). Do not worry if the child does not want to eat much for a few days.

If you are worried because the child does not improve, becomes drowsy, refuses all drinks or is crying inconsolably, contact the surgery and ask the doctor for advice.

### Coughs, Colds, Sore Throats And Earache

Most are caused by viruses and do not need special treatment with antibiotics.

- Dry coughs usually cure themselves. Children with colds often cough at night due to fluid running down the back of the throat from the nose. Prop the head of the bed or cot up slightly. Steam may also help.
- Earache can be helped by paracetamol and, often, by steam. Children with persistent earache should be seen at the next surgery.
- A sore throat will be helped by gargling soluble aspirin (use paracetamol in children under 16).

### Diarrhoea And Vomiting

This is most commonly caused by a viral tummy bug and clears up within a week.

- Avoid solid food and feed yourself or your child with frequent sips of water or diluted squash.
- Avoid milk.
- When the vomiting stops take a light diet and plenty of fluids until the diarrhoea goes.
- Tummy pains may be helped by paracetamol.

Consult a doctor if your baby is unable to keep any fluids down and is becoming unwell, if you have recently been abroad or the above measures have not helped.

### Nosebleeds

These can be alarming but are rarely serious.

- Sit down and lean forward with your mouth open.
- Pinch your nose (just below the bridge) for about 15 minutes.
- If the bleeding persists after this, repeat for 15 minutes.
- If the bleeding persists for more than an hour go to the nearest accident and emergency department.

### Back Pain

If caused by a severe injury go to the nearest Accident and Emergency department - you may need an x-ray.

- Otherwise use simple painkillers eg paracetamol, aspirin, ibuprofen and gently mobilise but be very careful when lifting or starting to exercise.

### Sprains And Sore Joints

- Rest, apply ice, apply compression and elevate the joint.
- Take simple painkillers.

## NOTES



**Generate more business  
with a Pay - Monthly  
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £24 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call  
0800 612 1408  
or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)**

OPG - HELPING THE SMALL BUSINESS  
GROW FOR OVER 40 YEARS



**Let our practice  
publications promote  
your business for you!**

To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards & Website simply phone Veronica Smith now on **0800 612 1516**

**USEFUL TELEPHONE NUMBERS**

**Hospitals**

Countess Mountbatten Hospital .....	023 8047 7414
Fareham Community Hospital .....	01489 587400
Gosport War Memorial Hospital .....	023 9252 4611
Moorgreen Hospital .....	023 8047 2258
Moorgreen Day Hospital .....	023 8047 6233
Princess Anne Hospital .....	023 8077 7222
Queen Alexandra Hospital .....	023 9228 6000
Royal South Hants Hospital .....	023 8063 4288
St Mary's Hospital .....	023 9228 6000
Southampton General Hospital .....	023 8077 7222

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
**Neighbourhood Direct Ltd** A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

*The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.*




## PATIENTS' RIGHTS

All members of the Practice Primary Care Team are dedicated to achieve a quality health service, which meets the patients' needs.

You, the patient, are entitled to:

- \* Be treated with courtesy and respect
- \* Absolute confidentiality
- \* Expect doctors and nurses to begin surgeries at the appointed time; any delay will be due to medical necessity or unforeseen circumstances
- \* Be offered a health check on joining the practice
- \* Have appropriate drugs and medicines prescribed and to have a clear explanation of any treatment proposed
- \* The opportunity to choose whether to be involved in research or medical training
- \* Be referred to a consultant acceptable to you when your GP feels it necessary, and to be referred for a second opinion if both you and your GP agree it is desirable
- \* See your health records, subject to any limitation in the law. A fee may be charged to cover costs
- \* Be offered appropriate levels of advice by the Primary Care Team regarding steps you may take to promote good health and avoid illness, eg smoking, exercise, diet and immunisation
- \* Expect that patients with urgent medical conditions will be given priority and will be seen as soon as possible, even when this will cause delay to booked appointments
- \* Be seen within one working day should you have a medically urgent complaint
- \* Have any suggestions you may make to improve the service considered by the appropriate team members and to be given a response
- \* A reply to a written complaint, from the practice manager, within seven days
- \* Be treated as an equal

## PATIENTS' RESPONSIBILITIES

The Practice Primary Care Team has made certain undertakings to you.

In return we expect you:

- \* To be courteous to staff at all times - they are working under the doctor's orders in the best interest of all our patients
- \* To call before 10.00am, where possible, for house calls to ensure that we can plan our day effectively to everyone's benefit
- \* To attend appointments on time or to give the practice adequate notice that you wish to cancel - lateness or non-attendance inconveniences other patients and wastes appointment time
- \* To make an appointment for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the notes will be made available
- \* To make every effort to consult at the surgery to ensure the best use of medical time and nursing facilities - home visits should be medically justifiable and not requested for social convenience
- \* To bring all relevant information to surgery to make consultations as effective as possible
- \* To only make out-of-hours calls (evenings, nights, weekends and bank holidays) if they are truly felt necessary
- \* To inform us if you change your address or telephone number as we may need to contact you urgently
- \* In the same way that patients choose their surgery, the doctors reserve the right to remove a patient from their list if the patient does not feel able to meet their responsibilities