

Information Governance

When registering at the practice, as part of the new patient questionnaire, you will be asked if you consent to electronic record sharing. This consent would enable information on your health to be shared confidentially with other healthcare professionals. You have the right to view copies of your medical records by pre-arrangement with the practice should this be necessary. However, charges will apply for this service.

USEFUL TELEPHONE NUMBERS:

Dental Helpline	0845 0508 345
Eye Hospital	02380 777222
Princess Anne Hospital	02380 777222
Royal South Hants Hospital	02380 634288
Social Services	02380 332861
Southampton General Hospital	02380 777222
111 Service	111 (free to ring)
Minor Injuries Unit	02380 716539 (RSH)

Zero Tolerance Policy

All of our staff members treat patients with sincere dignity and respect at all times. We expect the same treatment from all of our patients and visitors to the practice. Patients not adhering to our policy may be reported to NHS England to have offenders removed from our practice list.

Annual Reviews and Recalls

If you are required to come into the surgery for medication or annual reviews, routine testing, vaccinations etc we will contact you in person by text, telephone or by letter. Please do not ignore our requests to take care of your health. We want you to ensure you have the best care at all times.

Help us to Help You

Please always ensure that we have your correct contact details held at the Surgery. If you do change your mobile telephone number or e-mail address please let us know.

Alma Medical Centre

**68 Alma Road
Portswood
Southampton
SO14 6UX**



**Telephone: 02380 672666
Fax: 02380 550972**

**Dr Gail Ord-Hume
BM (Southampton 1980)
DA, DRCOG, MRCGP**

**Dr Chuk Onyekwere
BM (Southampton 1989)**

**Dr Adam Malaczynski
BD, MA, MRCGP**

**Dr Joanna Jarmolowicz
MD, MRCGP**

**Practice Manager
Mrs Angie Brebner**

**Website: www.almamedcen.co.uk
E-mail: soccg.almamedicalcentre@nhs.net**

**EMERGENCY DOCTOR
OUT OF HOURS
RING 111**

Reception Open Times

**Monday to Friday
08.30 – 18.00**

Please Note: We are closed between 13.00 & 14.00 daily

Registering at the Practice

If you are within our practice area then simply call into the surgery to complete the necessary forms. Confirmation of your current address and eligibility to treatment will need to be confirmed during your registration. Once complete the receptionist will offer you a new patient check with the Health Care Assistant. You will be registered with a particular doctor but have the choice to see any of our doctors if they are available.

Appointments

A separate appointment must be made for each patient to be seen. There are appointments, which are available to book in advance with the Doctors/Advanced Nurse Practitioner/Practice Nurses/Health Care Assistant.

We have a number of appointments to offer each day. If your appointment is a new urgent (on the day) problem we will offer you an appointment with a doctor as soon as possible. For routine appointments with a doctor please book an appointment in advance (up to 4 weeks). The doctors will endeavour to keep to their surgery times. We aim to see you within 30 minutes of your appointment time. Delay is sometimes unavoidable but when this happens we will try to keep you informed.

Visits (housebound & palliative care patients)

Please request a visit before 10.00am if possible. Children can sometimes be difficult to examine and it is better if a child is brought into the surgery where equipment for examinations is easily accessible.

Out of Hours

When requiring a doctor out of hours please telephone 111 to access the appropriate telephone number to ring to obtain help.

Test Results

Reception staff cannot interpret results. They need to be seen by a clinician before they are filed in your records. If your results are abnormal you will be contacted to make a telephone consultation with the GP.

Prescriptions

Always give at least 3 working days' notice. If you would like to access prescription requesting online please ask at reception to register for our online services. **It is practice policy that prescriptions cannot be**

requested over the telephone. Acute Medication will not be issued on repeat unless in exceptional circumstances and must be authorised by the GP.

Practice Manager and Receptionists

We try to keep doctors and patients happy. It can be a difficult job at times with a heavy administrative load. Our team are here to support you and direct you appropriately to the correct clinician. All staff are bound by our confidentiality policy. **You may be asked for information regarding your health problems, so that you can be signposted to the correct clinician. Staff are not asking for information on a need to know basis – they are trying to help you**

Practice Nurses

Cervical smears, blood tests, blood pressure, family planning, health screening and other nursing services are available by appointment. The nurses will be pleased to give you advice and treatment during surgery hours.

Advanced Nurse Practitioner

We are very fortunate to offer appointments with our ANP. Helen Crowe is highly experienced in dealing with all issues of health and she can also prescribe medication, refer to other services if necessary and make clinical judgment regarding your health.

Suggestions and Complaints

We try to maintain a high standard at all times. If you have any suggestions as to how our services might be improved, or altered, or if you have any reason to complain, please contact the Practice Manager.

On-line Access

Please ask at the reception when registering for access to our on-line services. This will make access to appointments, test results, medical records, changing your personal details easier without having to come into the surgery in person or telephoning the reception.