THE WILSON PRACTICE



ALTON HEALTH CENTRE Anstey Road, Alton, Hampshire GU34 2QX

open Mon – Fri 8.00am – 6.30pm* plus some early morning, later evening and Saturday morning surgeries

tel: 01420 84676

fax :	01420 543430
web:	www.wilsonpractice.co.uk
e-mail:	hamp-pct.wilsonpractice@nhs.net

*for GP medical care (urgent, non-emergency) outside these times,

please call HantsDoc on 01189 365 592**

this number is changing to **111 early in 2013.

Please ring the surgery number and listen to the answerphone message from January 2013 to check the number for GP attention out-of-hours.

ALTON PHYSIOTHERAPY



Bring this advert to claim your FREE 15 minute body 'M.O.T. assessment'

& SPORTS INJURY CLINIC

Offering a range of treatments including:

- All Sporting and other Injury Treatment
- Back & Neck Manipulation
- Chronic and Long-term Pain Management
- Acupuncture
- Ultrasound
- Biomechanical Assessments
- Postural / Ergonomic Advice
- Performance Enhancement Training.
- Stretching Advice
- Sports and Remedial Massage Therapy

Do you suffer from pain, injury, muscular or spinal disorders? Or simply looking for FREE musculo-skeletal advice? Come and meet the team.

Medical insurance accepted, (BUPA approved) Flexible appointment times No waiting list

Alton Health Centre, Anstey Rd, Alton, GU34 2QX



ASSOCIATION OF CHARTERED PHYSIOTHERAPISTS IN SPORTS MEDICINE WWW.ACPSM.ORG





Contact us on:

01420 81852

or altonphysio.co.uk

THE WILSON PRACTICE

Welcome

Our aim is to provide a **high quality, family doctor service** for our patients, and a **convenient minor injuries service for everyone** in and around Alton.

Supported by well-trained nursing, reception, administration and management staff, our GPs offer all aspects of family medicine in a friendly, efficient surgery. We take our responsibility for your care very seriously. Any information you share with anyone working here will always be treated in the strictest confidence.

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THE WILSON PRACTICE

~ ALTON ~

Our Practice Charter

Respect

All patients are treated as individuals and as partners in their healthcare.

Information

We will provide full information about the services we offer and make every effort to ensure you receive any information which affects your health and the care you are offered.

Health promotion

The practice offers advice and information on the steps you can take to promote your own health and avoid illness.

Health records and confidentiality

You have the right to see your medical records, subject to any limitations in law. We keep your records confidential at all times.

Practice manager: Sharon Cox

www.wilsonpractice.co.uk

hamp-pct.wilsonpractice@nhs.net 01420 84676

Registering as a new patient

We welcome new patients at any time. To register with the practice:

- 1. Collect a registration pack from reception or download a registration form and health questionnaire from www.wilsonpractice.co.uk.
- 2. Complete the forms and bring them to reception with photo-ID and proof of your address (utility bill or bank statement, for example).
- 3. We can then register you (and your family, if relevant) with the practice. You will have a named 'usual doctor'. You can express a preference for an individual GP or a GP of a specific gender if you wish. Not all our GPs are full time, but the doctors work together as an effective team to provide healthcare all patients.
- 4. Once registered, you will be offered a New Patient Health Check with one of our healthcare assistants. This is a great opportunity to ask about the practice and to inform us of any significant medical history before your notes arrive from your previous practice, without the pressure of an immediate problem.

Working together

Our pledge:

- people involved in your care will greet you courteously
- doctors and practice staff wear name badges
- your appointment is when the GP or nurse plans to see you, but there can be delays. We aim to inform patients if an appointment is delayed by 30 minutes or more but please ask at reception if you think you have been overlooked
- we can send you a text message to remind you of your appointment (see p 7).

To help us help you, please:

- let us know if you change your name, address or phone number
- try to keep your appointments. Tell us promptly if you cannot attend, so we can give your slot to someone else (you can cancel, as well as book, an appointment on-line or via our automated telephone service. Both these are available 24 hours a day)
- ask for a longer appointment *(routine appointment is 10 minutes)* if you have more than one problem to discuss, or if more than one patient needs to be seen
- call outside of peak time (8am 10am) for non-urgent matters
- make sure you are available to take a call on the number you have given us if you request, or if you are offered, a telephone call from a doctor or nurse
- only request a home visit when the patient is too ill to come to the surgery. A GP can see six patients in the surgery in the time it takes to make one home visit
- do not telephone for test results any earlier than you have been asked to. Results take time to reach us from the laboratory and we risk giving you incomplete information if you call back too early

Finally – the practice has a zero tolerance policy on abuse. You can expect to be treated with courtesy and respect at all times. Please treat practice staff, doctors and others you meet in the surgery with courtesy and respect too.

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Appointments

To make an appointment ring 01420 84676 (press 2 for Reception), go online (www.wilsonpractice.co.uk) or use our automated telephone booking system (see page 7). Our reception and telephones are staffed between 8am and 6.30pm Monday to Friday and during our extended opening times (see below).

Routine GP surgeries run from 8.00 -11.00am and 4.00 - 6.00pm Monday – Friday and contain a mix of pre-bookable (up to four weeks ahead) and bookon-the-day appointments. There are generally some appointments earlier in the afternoon, too. We also offer pre-bookable appointments earlier on some mornings (from 7.15am), later on some evenings (to 7.45pm) and a single GP surgery on two Saturday mornings each month (see Ext. opening below).

Appointment length/type

Routine GP appointments are 10 minutes long. If you think you may need longer, or if you have several things to discuss, please let the receptionist know and she will arrange a longer appointment. If you wish to make an appointment for a specific purpose, a vaccination or insurance medical for example, please inform the receptionist, so she can make the relevant booking.

Pre-bookable or 'Book on the Day'?

You can book appointments up to four weeks ahead. We also reserve a number of appointments as 'Book on the Day', for patients who require more immediate attention.

Doctor or nurse?

Our nurses work very closely with the doctors and see many patients with minor ailments. They also have specialist training to run our chronic disease, well-woman, travel and baby immunisation clinics (see pages 12 & 13). When you ring for an appointment you will be asked whether you would like an appointment with a GP or a member of our nursing team.

Extended opening for pre-bookable appointments

We offer pre-bookable GP appointments:

- Early morning: from 7.15am on Wednesdays
- Later evenings: 6.30pm 7.45pm on Mondays and Tuesdays
- Saturdays: 8.00am 11.00am on 1st and 3rd Sats in month

and pre-bookable nurse clinics:

- Travel: 5.00pm 7.30pm on Mondays
- Asthma/COPD/CHD: 5.30pm 7.30pm on the Tues after first Saturday

Emergencies/ medically urgent cases

You should always call 999 for an ambulance if someone has severe chest pain, severe breathing difficulties, severe bleeding or sudden collapse. Our duty doctor will see other emergencies as soon as he or she is able.

Medically urgent cases will always be seen on the day, but not always by a patient's usual doctor (see Rapid Access below).

Rapid Access

If you have a medically urgent problem, are a casualty or if you call to make an 'on the day' GP appointment and the surgeries are fully booked, our Rapid Access Team (a GP supported by an experienced triage nurse) will ensure you get the assistance you require.

We aim to return all Rapid Access call within 90 minutes; usually our response is quicker. Your receptionist will ask for some basic details to assist the Rapid Access Team - please help them to help you. *If you need medical assistance urgently, please ensure you make this clear at the beginning of your call.*

24hr phone service for booking and cancelling

You can book a GP appointment up to 4 weeks ahead using this telephonebased service. Simply call the practice on the usual number (01420 84676) and choose **Option 1: 'automated system'**. You will need your date of birth and usual telephone number to verify your identity.

We are currently unable to use this service for nurse, healthcare assistant or blood test appointments because these appointments vary in length depending on your specific needs.

Arranging appointments/prescriptions on-line

To use our electronic services, contact the practice by phone (10am – 4pm, Monday – Friday) or e-mail hamp-pct.wilsonpractice@nhs.net) to request your personal login details and password.

Once you have these, visit **www.wilsonpractice.co.uk** and click the option you require at the bottom of the home page.

SMS/text reminders

If you would like to receive a text message to remind you of your appointment, just ask reception or e-mail hamp.pct.wilsonpractice@nhs.net to request this service. You can also do this via the website if you are registered to book appointments or order repeat prescriptions on-line.

Minor illness clinic

Our experienced practice sisters see and treat conditions such as:

- Coughs, colds, sore throats
- Skin rashes, spots, boils
- Cystitis
- Earache/ear discharges
- Diarrhoea and vomiting
- Sticky eyes/sties
- Chicken pox
- Head lice

Clinic appointments are available Monday – Friday. If you think a practice sister can deal with your problem, please request a minor illness clinic appointment.

Telephone consultations

Your doctor can give you medical advice by telephone. Contact reception to request a call from your doctor. Please leave an appropriate contact number and indicate when you will be available on that number. Depending on their timetable, he or she may not be able to contact you on the same day. Reception will be able to advise.

If your call is **urgent**, please make sure the receptionist is aware of this when you make your request. It may be more appropriate for you to be contacted by the Rapid Access team to avoid delay.

Home visits

Most medical problems are better dealt with in the surgery, and patients are generally expected to attend the practice or arrange a telephone consultation. There are some circumstances however, that make a visit to the surgery impossible. In such cases, please contact reception before 10.30am to enable us to plan the doctors' home visits effectively.

Minor surgery

All our doctors are qualified to perform minor surgical procedures – including removing moles and cysts. We do this in the surgical suite of the practice treatment room. Please consult your doctor.

Minor Injuries Unit:

open to all ~ 8am – 6.30pm Mon - Fri

Our fully-equipped treatment room and minor injuries unit is available for anyone with a minor injury sustained within the previous 48hrs, not just Wilson Practice patients. It is staffed by our Rapid Assessment GP and nursing colleagues.

No appointment is necessary, just come to reception and ask for the minor injuries unit. We can suture minor wounds, remove foreign bodies from eyes and have access to x-ray facilities at Alton Community Hospital. If you are concerned whether your problem is appropriate for the unit, telephone ahead to check. Our reception team will advise.

Depending on workload and the severity of your injury and others, you may have to wait to be seen. Once the nature and urgency of your problem has been assessed you will be offered treatment and/or advice from the GP on duty or from one of our nursing sisters.

Patients with an injury sustained more than 48 hours previously should see their own doctor. Any major casualties should visit the nearest Accident and Emergency Department (Basingstoke or Frimley Park hospitals).

Outside practice opening hours

Urgent, non-emergency 'out-of-hours' GP care, if you cannot wait to see a GP at the surgery on our next working day, is available from 6.30pm – 8am every weekday, throughout the weekend and on bank holidays from HantsDoc. The service can be contacted on: **01189 365 592**. This number is also included in the practice ansaphone message when we are closed.

When you call HantsDoc, you will initially speak to a receptionist. He or she will take your details and get a doctor to call you. Depending on your condition you will be offered:

- telephone advice
- a consultation with a HantsDoc GP based at North Hampshire Hospital, Basingstoke (beside the main entrance). *Please note, you will only be seen at HantsDoc with an appointment*
- a home visit

Repeat prescriptions

Our repeat prescription service is easy to use and totally confidential. Simply complete the re-ordering slip attached to your prescription and return it to the surgery – by fax, by post, via the secure box in reception or on-line (see p7). To ensure accuracy and security we **CANNOT** accept requests for repeat prescriptions over the telephone.

Your signed prescription will be ready to collect from the surgery in **two working days** or you can arrange for your medication to be ready for collection at a local pharmacy **in three working days** (see below).

Periodically, all patients on long-term medication will be invited to a medicines review with their doctor or a specialist nurse. It is important for your health and well-being to attend these reviews; for patients with more than one condition, we try to co-ordinate reviews. Please make an appointment when you are invited; your GP may not be able to sign your 'repeats' if we do not see you regularly.

Collecting your medicine from a local chemist

With your consent, any one of the Alton or Four Marks chemists is able to collect your completed prescription from the surgery on your behalf so they can dispense it ready for you to collect. To use this service simply indicate your chosen chemist on the repeat medication re-ordering slip.

Prescription enquiries

Please call Reception (press 2) after 10.00am.

Test results

Please call Reception (press 2) after 10.00am.

Your GP or nurse will advise, but we generally recommend calling after 10 working days, to ensure all your results are back. A GP marks your notes if results can be released to you over the 'phone and may include a request for you to come in to see your GP.

Temporary residents

If you are in the area for up to three months you can register temporarily, but please remember that your medical records are not available to any doctor or nurse you see, as these will remain with your 'home' GP.

Moving house

If you move outside the practice area (see map, page 15), you have to register with a practice in your new area.

Change of details

Please inform us of changes to your name, address, home or mobile telephone numbers, e-mail address etc, and those of family members or others for whom you are responsible. You can do this on-line (www.wilsonpractice.co.uk see icon on the home page), via e-mail (hamp-pct.wilsonpractice.co.uk) or via reception.

Medical certificates ('fitness to work notes')

Absence of seven days or less

For periods of less than eight days you should sign a Self Certificate (SC1), available from your employer. If you require a medical certificate for an absence of seven days or fewer, you will be charged a fee by the practice.

Absences of eight days or more

Your employer requires a medical certificate from your doctor for absences of eight or more working days.

Absence due to hospitalisation

If you are under the care of a hospital doctor he or she will issue your medical certificate for the time you spent in hospital, plus your expected recovery time.

Flu vaccinations

We offer flu vaccinations for all patients over 65 and those of all ages considered at risk (pregnant women and patients with diabetes, asthma, chest conditions and coronary heart disease, for example). A vaccination does not guarantee immunity but is a sensible precaution. We organise flu vaccination clinics in the autumn, but if you are housebound or unable to get to a clinic, we will make alternative arrangements with you. Flu clinic dates are available on our website and from reception at the beginning of September each year.

Health promotion/disease prevention

Our practice nurses offer a **free health screening service** for all our patients. This includes checks and advice on weight, blood pressure and urine. For an appointment please contact reception. We can also arrange access to a wide range of additional facilities including speech and language therapy or dietician, or 'prescriptions' for exercise classes or self-help books from the library, for example. Please ask your GP or nurse if you would find these of help.

The Wilson Practice Patient Participation Group (WP-PPG - see page 15) is actively involved in health promotion and education.

Routine health management and long-term condition clinics

We run specific clinics for patients with long-term conditions and routine health management needs. These include:

- Ante-natal clinic
- Baby immunisation and child health checks
- Well woman checks, contraceptive reviews and family planning
- Travel clinic
- Asthma and COPD clinics
- Coronary Heart Disease clinic
- Diabetes clinic
- Hypertension (high blood pressure) clinic

Ante-natal clinic

Routine ante-natal appointments are held at the surgery with either a midwife or a doctor. Please arrange to see your doctor soon after you think you are pregnant to receive early advice and to arrange to meet your midwife.

Baby immunisation and child health checks

We carry out all NHS routine infant immunisations in our special Baby Clinics. We strongly recommend that all children are fully immunised to minimise the risk of them catching preventable diseases. All six-week child health checks are performed by a GP in the practice; subsequent checks are undertaken by a health visitor.

Well woman checks, contraceptive reviews and family planning

This nurse-led clinic offers cervical smears, HRT reviews, health screens and breast awareness education. Several of our doctors also offer well woman checks and family planning advice. We offer a full range of family planning services including contraceptive pills, injections and implants, coil and cap fitting and counselling for sterilisation and vasectomy.

Travel clinic

Sister Lynne Paice runs our travel clinic, providing advice regarding the medical risks associated with travel, and immunisation against potentially serious diseases. Please arrange travel clinic appointments at least six weeks before travelling to allow enough time to complete any course of injections that you may need. We ask patients to complete a travel questionnaire before attending clinic so that their consultation can be tailored to their specific travel plans.

Long-term condition clinics

Although we encourage everyone with a long-term condition to take an active interest in managing their health and well-being, patients are urged to attend chronic disease clinics when prompted to do so, even if they feel well. The consultation provides an opportunity to discuss developments in disease management or potential changes to lifestyle and to monitor progress, review medications and to discuss other health concerns with a nurse or a GP who has a specific interest in your condition.

Asthma and COPD clinics

The asthma clinic is run by experienced nurses with specialist qualifications in asthma care. It provides help, support and education for patients and families of those with asthma. We encourage all asthmatic patients on regular medication to attend the clinic at least annually, or more frequently if their condition dictates. We aim to help patients manage their symptoms to reduce the impact of asthma on their everyday lives.

Coronary Heart Disease clinic

This clinic, run by our specialist nurses, supports and monitors patients with existing heart conditions. They offer lifestyle advice and co-ordinate routine investigations. Any change in a patient's condition is discussed with him/her and their doctor. Appointments are generally offered annually.

Diabetes clinic

This clinic offers education, advice, support, monitoring and treatment for patients with diabetes. It is run by Sisters Eleanor Forsyth and Debra Gillick, both of whom have qualifications in diabetes management. We encourage all patients with diabetes to attend the clinic annually, or more frequently if their condition dictates. By controlling symptoms well, the risk of complications and the impact of diabetes on everyday life can be significantly reduced. We strongly advise all patients with diabetes to have an annual flu jab and to be immunised against pneumococcus.

Hypertension (high blood pressure) clinic

When a patient or their doctor or nurse first suspect raised blood pressure, we arrange a number of appointments in the hypertension clinic to monitor blood pressure, to offer lifestyle advice and possibly for blood and urine tests or an electrocardiogram (ECG). If a patient's blood pressure remains raised the next step might be medication. Once a patient's blood pressure is stabilised, the GP may recommend that clinic appointments alternate between the doctor and one of the nursing team with a special interest in hypertension.

Private (non-NHS) services

The Wilson Practice offers the following paid-for services. Our fees are in line with BMA (British Medical Association) guidelines:

- Private health forms (BUPA/PPP etc)
- HGV, elderly driver and other licence medicals
- Sports and pre-employment medicals
- Travel vaccinations
- Private certificates

Our reception team can provide details of current charges and make an appointment for these services.

If you make an appointment for a private medical examination and fail to attend without cancelling the appointment you will still be charged for the service.

Questions, comments and complaints

If you have questions, comments or concerns about your care from:

• The Wilson Practice

please telephone, e-mail or write to our practice manager, Sharon Cox, on: 01420 84676, sharon.cox2@nhs.net or at the practice address. A leaflet outlining our complaints procedure is available from reception.

• any Hampshire-based dentist, pharmacist or optician

please contact NHS Hampshire Comments and Complaints Team on: 02380 627 600, hamp-pct.CommentsandComplaints@nhs.net or at:

NHS Hampshire Headquarters, Comments and Complaints Omega House, 112 Southampton Road, Eastleigh, Hampshire, SO50 5PB

Hampshire Hospitals Foundation Trust

- Basingstoke and North Hampshire Hospital
- Royal Hampshire County Hospital, Winchester

For issues concerning either hospital, please telephone 01256 486766, e-mail complaints@hhft.nhs.uk or pals@hhft.nhs.uk or write to:

Customer Care and Patient Advice and Liaison Service (PALS) Basingstoke and North Hampshire Hospitals Aldermaston Road, Basingstoke, RG24 9NA

Wilson Practice area

Anyone living within the area outlined below is entitled to register with the practice.



The Wilson Practice belongs to

North Hampshire Clinical Commissioning Group (www.nhccg.com).

Wilson Practice Patient Participation Group

This group is run by, and for, patients of The Wilson Practice. Its aims are:

- to provide a link for communication between patients and the practice to discuss practice and local health care initiatives
- to encourage health education activities within the Practice
- to develop self-help projects to meet the needs of patients
- to act as representatives in influencing local provision of health & social care

The group organises the annual Alton Health Fayre, a men's weight loss group, 'Help Yourself to Health' displays in the practice and on the website and informative talks during the year. It also encourages patient involvement in opinion surveys.

The WP-PPG welcomes new members and seeks to involve patients with a wide range of interests and experiences. If you are interested in their work, or if you have any questions, please e-mail wilsonpractice.ppg@gmail.com or leave a message at reception and they will arrange for someone to call you.

THE WILSON PRACTICE OUR DOCTORS

Dr Philip Hopwood MBChB DRCOG Family Planning Certificate **MRCGP Qual.1980** <u>Interests</u>: Accident and emergency medicine, asthma and chest medicine. Practice management and IT. Non-competitive sailing.

Dr Jane Peckham BA MB BS DCH DRCOG DFFP MRCGP Qual.1988 Interests: Women's health and contraception, child health, venous disease

and care of the elderly. Competitive sailing and skiing.

Dr Alison Rickard BA MB BChir DRCOG DFFP MRCGP Qual.1989

Diploma Occupational Medicine.

<u>Interests</u>: Care of the elderly, occupational health, family health and contraception. Running.

Dr Sally Louden BM BS BMedSci DGM DRCOG DFFP MRCGP Qual.1987

<u>Interests</u>: Care of women and children, contraception and sexual health. Teaching and GP continuous professional development. Tennis, running, skiing and occasional triathlons.

Dr Andrew Fellows MBBS MRCP DRCOG DFFP MRCGP Qual.1989

<u>Interests</u>: Adult and elderly medicine, surgery, joint injections. Teaching, practice administration and development. Healthcare commissioning. All sport, spending time with his young family.

Dr Russell Swart MBChB MRCGP Qual.1990

<u>Interests</u>: Internal medicine and pharmacology, orthopaedic and musculoskeletal medicine, joint injections, minor surgery. Cycling, running, triathlon.

Dr Oliver Kemp MBBS BSc DCH DFSRH DPD DiMM MRCGP Qual. 2005 <u>Interests</u>: Dermatology, expedition and altitude medicine. Teaching. Climbing and ski-ing.

Dr Avril Rush BM BS DRCOG DFSRH MRCGP Qual. 2006 Interests: Care of women and children, family planning. Ski-ing, tennis

Dr Jo Tatlock MBBS DRCOG DFSRH MRCGP Qual. 2005 Interests: Older people's health, family planning. Trampolining

As a training practice we routinely have GP Registrars and Foundation Year doctors working in the practice.





THE WILSON PRACTICE **OUR NURSING TEAM**

Sister Claire Muir BSc (Hons) Nurse Practitioner, Nurse Prescriber, RGN **Practice Nurse Manager**

Interests: Managing minor illness and injuries, asthma, chronic obstructive pulmonary disease (COPD), high blood pressure and coronary heart disease.

Sister Lynn Paice RGN Nurse Prescriber

Interests: Minor illness, hypertension, asthma care and travel medicine. Treatment room duties.

Sister Henriette Thoma RN (Adult) RN (Mental Health) Nurse Prescriber

Interests: Child immunisation, women's health, hypertension and minor injuries. Minor illness and treatment room duties.

Sister Eleanor Forsyth RGN

Interests: Diabetes care and coronary heart disease. Also child immunisations and women's health.

Sister Debra Gillick RGN RM

Interests: Wound management, diabetes care and treatment room duties.

Sister Emma Monk MSc BSc (Hons) Nursing, RN

Interests: Wound care, women's health, urology and treatment room duties.

Karen Baxter Wendy Gagen Mary Barnsley

Our three healthcare assistants carry out a range of important services including phlebotomy (taking blood), spirometry and taking ECGs. They routinely work in the treatment room. Wendy and Mary undertake the NHS 40+ Health Checks. Karen and Wendy are also trained Quit Smoking Counsellors.

HEALTHCARE PROFESSIONALS also serving Wilson Practice patients

Midwives

The midwifery team works with our doctors in the care of expectant mothers before and after delivery. The Basingstoke Hospital midwives offer clinics at Alton Health Centre every week and are available to advise on all aspects of ante- and post-natal care. The team liaises closely with the maternity units at both Basingstoke and the Royal Hampshire County Hospital in Winchester. **Integrated Care Team**

Our local Community Matron, Community Nurses, Physio- and Occupational Therapists, Community Psychiatric and Macmillan Nurses work with our GPs to provide nursing and therapy services both within a patient's home and at day clinics run at Alton Community Hospital. **Health Visitors**

Health Visitors are nurses with special training to advise and promote good health. They work with all age groups, but have a particular focus on families with very young children.



Anstey Road Pharmacy is designed around you our customer and patient.

We are conveniently located at the front of Alton Health Centre and we are here to meet all your healthcare needs.

We are open 7 days a week and we offer:

- \checkmark professional advice about your medicines
- \checkmark free prescription collection from local surgeries
 - friendly, efficient staff
- N N N free parking
- free delivery by arrangement

Opening times:

Mon – Fri 7.00am – 10.30pm Saturday 8.00am – 9.30pm Sunday 10.00am – 7.00pm

Call in to see us or contact us on:

01420 88327 info@ansteyroadpharmacy.co.uk Alton Health Centre, Anstey Road, Alton GU34 2QX

open early 'til late ~ every day ~ for everyone your caring independent chemist