

Odiham & Old Basing

Health Centre

ODIHAM HEALTH CENTRE

Deer Park View, Odiham
Hampshire RG29 1JY

Tel: 01256 702371

OLD BASING HEALTH CENTRE

Manor Lane, Old Basing
Hampshire RG24 7AE

Tel: 01256 868370



The Odiham & Old Basing Health Centres

E: NHCCG.odihamhealthcentre-reception@nhs.net

W: www.odihamhealthcentre.co.uk

Mission Statement

This practice aims to provide the highest quality health care available under the NHS to all its patients with a trained and motivated primary health care team in a well-organised, modern and friendly setting.

The Practice Values

- *Patients' medical conditions will be managed according to the highest standards as defined by the profession. You will be referred for specialist and other care whenever appropriate.*
- *Patients will be treated with compassion, courtesy and consideration by all our staff.*
- *Patients will receive appropriate information about their condition and treatment and will be involved at all times in decision making.*
- *The practice will endeavour to educate patients on health care matters whenever possible.*
- *Doctors, nurses and staff will all be encouraged to pursue appropriate further training and learning throughout their careers.*
- *The practice will strive for excellence and invest in the future of general practice by training doctors on the Wessex Deanery rotation*

Patient Confidentiality

We maintain the highest level of patient confidentiality and we value personal privacy.

Information is accessed by staff at the surgery only to the level that is required in order to meet the specific needs of the patient.

We will only pass on personal information to a third party with the appropriate written consent of the individual. We take all reasonable care to protect both the physical security of information technology and the data contained within it.

All information systems are firewall and password protected and all paper files are kept secure. In certain circumstances we may be required to pass some information to other parties; these circumstances include information required by statute or court order, or where there is a serious public health risk or harm to other individuals or for the prevention, detection or prosecution of serious crime.

Zero Tolerance

We will treat our Patients with *respect, courtesy* and will *not discriminate* against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, practice Nurses and other practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff properly – **without violence or abuse**.

We strongly support the NHS Policy on Zero Tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list and be reallocated with the assistance of the North Hampshire Clinical Commissioning Group.

In extreme cases we may summon the Police to remove offenders from the practice premises.

Internet Services

Please view our website (www.odihamhealthcentre.co.uk) to:

- Order your repeat prescriptions – please see “**Prescription Requests**”
- Make routine **telephone appointments & face to face appointments**, these include appointments for GPs, nurses and HCA’s for things like blood tests, travel vaccinations, cervical screening and much more
- View and cancel appointments
- Find links to other websites e.g. NHS Choices, HMRC
- Access practice and useful information
- Access registration and patient health forms

The Patients’ Responsibilities

- Patients should attend their appointments at the arranged time. If this is not possible they should inform the surgery as **soon as possible**.
- We expect that patients will understand that appointments are for **10 minutes** and **for one person only**. Additional appointments should be made if more than one person wishes to be seen. If you require longer with your GP, please ask for a double appointment.
- Requests for help and advice for non-urgent matters should be made during surgery hours only.
- We ask that patients treat the staff and doctors with courtesy and respect.
- The practice follows the NHS Policy of Zero Tolerance towards violence or abuse against NHS staff; offending persons can be de-registered and prosecuted.
- Please inform us if you change your name, address or telephone number, so that we can keep your records up-to-date.

Doctors

We are a **training practice** which means that qualified doctors, who are training to be a General Practitioner, will be working with us for periods of up to 1 year. We also train medical students and nurses.

Dr Raffi Assadourian	-	MBBS (1993 London) BSc FRCGP DRCOG DFFP D Occ.Med
Dr David Andrews	-	BM (1998 Southampton) MRCGP
Dr Jessica Pizzotti	-	MBBS (2004 London) BSc (Hons) MRCGP DRCOG
Dr Juliette Williams	-	MD MPH BSc
Dr Nicci Pickup	-	MBChB, MRCGP
Dr Katharine Edmonds	-	MBBS BSc
Dr Georgina Harris	-	MBChB, DRCOG, DFSRH
Dr Charlotte Hutchings	-	BMedSci BM BS DRCOG MRCGP

Practice Nursing Team

The practice nursing team offer a wide range of services including diabetes, asthma, COPD and heart checks, health education, health promotion, child immunisation, travel and other vaccinations, flu vaccinations (starting in October each year), cervical smears, blood tests, dressings, treatment of minor injuries, blood pressure measurements and removal of stitches. When booking an appointment with a practice nurse, our reception Staff may need to ask you the reason for an appointment in order to determine how much time to allocate.

Sr Jenny Piper	-	RGN BSc in Adult Nursing
Sr Debbie Stafford	-	RGN/RSCN (specialist nurse in Child Immunisation, Diabetes)
Sr Anne-Christina Hitchin	-	RGN
Sr Sharon Hodge	-	RGN

Health Care Assistants / Phlebotomist

The Health Care Assistants are not qualified as nurses but have undergone training to enable them to take bloods, blood pressure, assist with minor surgery, checks that do not involve medication and do ECGs.

Sarah Brooks	-	Health Care Assistant
Juliette Ingrams	-	Phlebotomist

Midwife

Midwives care for and support pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby. Please make an antenatal **booking appointment** with the midwife at **8-11 weeks of pregnancy**. Postnatal care is shared between the midwives, health visitors and doctors. Please make a **30 minute appointment** with your doctor for the **6-week postnatal** check for you and your baby.

Mrs Lucy Edwards	-	RM [Midwife]
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Practice Manager

Mrs Sue East is responsible for the management of the office and staff, publications, information leaflets and general policies and procedures in use within the practice. Please contact her if you have any suggestions, comments or complaints.

Reception Staff and Administration Staff

Our reception staff are here to help you and have undertaken special training and always respect patient confidentiality. The doctors have asked the reception staff to ask a few details when making appointments so they can help you in the most appropriate way and prioritise the doctors' clinics.

To Register with the Practice

You can complete a registration form **on-line** or come into the surgery and complete one at reception. When you come to the health centre to register, you will be asked for some ID in the form of photo identification (passport or photo-driving licence) and proof of address. Please see the practice area above **Please note, you will need to sign the registration form (whether on-line form or one in surgery)**

Opening Times

	Odiham	Old Basing
Mondays	08.00 – 18.30	08.30 – 18.00
Tuesdays	08.00 – 18.30	08.30 – 20.00
Wednesdays	08.00 – 20.00	08.30 – 18.00
Thursdays	08.00 – 18.30	08.30 – 18.00
Fridays	08.00 – 18.30	08.30 – 18.00
Saturdays	08.30 – 12.30	09.00 – 17.30

Surgery Times

	Odiham		Old Basing	
	AM	PM	AM	PM
Mondays	09.00 – 12.00	14.30 – 18.00	09.00 – 12.00	14.30 – 18.00
Tuesdays	09.00 – 12.00	14.30 – 18.00	09.00 – 12.00	14.30 – 18.00 18.00 – 20.00 <i>for pre-booked appointments</i>
Wednesdays	09.00 – 12.00	14.30 – 20.00	09.00 – 12.00	14.30 – 18.00
Thursdays	09.00 – 12.00	14.30 – 18.00	09.00 – 12.00	14.30 – 18.00 18.00 – 20.00 <i>for pre-booked appointments</i>
Fridays	09.00 – 12.00	14.30 – 18.00	09.00 – 12.00	14.30 – 18.00
Saturdays	08.30 – 12.00 <i>for pre-booked appointments</i>		09.00 – 17.30 <i>for pre-booked appointments</i>	

Extended Access Times

	Basingstoke Hospital	
	AM	PM
Sundays	09.00 – 12.30	Closed

Out-Of-Hours Service

Please remember that this service is there to provide **urgent medical attention**. Telephone the out-of-hours service at **weekends** and **bank holidays** or **after 6.30pm** and **before 8.00am** weekdays

- NHS 111 service for advice - Freephone 111
- If you need to see a doctor out-of-hours - Freephone 111
- If you need an emergency ambulance - 999

Practice Area

We have an open list and accept any legitimate patient resident in any of the following villages.

Please see practice boundaries on-line.

Odiham	Hartley Wintney	Lychpit	Herriard	Newnham
North Warnborough	Well	Upton Grey	Ellisfield	Crandall (Mill Lane)
South Warnborough	Dogmersfield	Greywell	Weston Patrick	
Long Sutton	Old Basing	Up Nately	Nately Scures	
Hook	Mapledurwell	Rotherwick	Powntley Copse	

Appointments

Face to face & telephone appointments for any healthcare professional can be made or cancelled via:

- The **NHS App** (please call into the surgery for more details or visit our web site)
- Our **on-line services** (please call into the surgery for more details or visit our web site)
- Telephone or in person

Urgent Health Problems

If you feel that your problem required **urgent medical attention for the day**, please call one of the receptionists and they will arrange a doctor to call you that day. If the doctor feels that you need to be seen they will arrange for you to come in if appropriate or additional services will be signposted.

Please note: these telephone appointments are **NOT** for:

- Prescriptions or Fitness Certificates
- Non-Urgent problems

Chaperones

Our practice is committed to providing a *safe, comfortable environment* where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. **All patients** are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Home Visits

Home visits are for those patients **too ill or frail to attend surgery**. If you are requesting a home visit, please try to **telephone** the surgery **before 11.00am**, unfortunately it is not possible to request a specific doctor for a home visit. If you have an outside light, please ensure that it is switched on during the hours of darkness. Also, if you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

Please remember the doctor can see four patients in the time it takes to make one house call.

Sickness / Fitness Certificates (*Now known as Statement of Fitness for Work or "Fit Note"*)

Illness Lasting LESS than 7 Days

You should complete a **self-certification form (SC2)**, available from reception, from your employer or the HMRC website (www.hmrc.gov.uk). If an employer requests a certificate for an illness lasting less than seven days, a **Private Certificate of Statement** can be issued, for which a fee is payable.

Illness Lasting MORE than 7 Days

We can only provide **NHS certificates** for illnesses causing absence from work **for 7 days or more** and can only be used in connection with sickness absence from work. Please go to our website and select E-Consult if it is a continuing certificate - sickness certification for all other purposes will require a private, payable certificate.

Test Results

Results of blood tests, X-Rays etc. can only be given to the patient themselves for reasons of confidentiality. Parents/guardians can obtain the results for children under 16 years, unless the child requests otherwise. Blood test results are usually available within 5 days, x-ray reports within 7 days and hospital letters within 4 weeks

Please Note: please call the surgery after 2pm for test results or you can request access and view on line.

Access to Patient Records

You can request access to your medical records by one of the following:

- Via the NHS App (*go onto the **App Store** and download the **NHS App***)
- Via our **on-line services** (*please call into the surgery with a photographic ID and speak to the reception to complete a form*)

Referral to Hospital

Patients have the right to be referred to the hospital of their choice. More information and a list of frequently asked questions are available on the **NHS Choices website**.

Prescriptions - Unfortunately we cannot take prescription requests over the phone

Requests - Please make sure you only request those items that are needed.

Patients who need to take regular medication will be issued with a computerised list of their authorised repeat medicines. Your prescription will be issued by your GP within **2 full working days** and you can either

- Via our **on-line services** or download the **NHS App** from the App Store
- Tick the item(s) on your list and **return** it to the **surgery**.
- If you want the prescription **posted** to you, please provide a stamped addressed envelope.
- Arrange for your local pharmacy to make regular requests on your behalf.

Medication Review

Your medication is under constant review. We do like to discuss your regular medication with you at least every 6 months. The review can often be done by telephone. The medication review date on your prescription is for your doctor to review and decide whether a telephone or face-to-face review is required.

Patients with Special Needs

Odiham and Old Basing Health Centres have suitable access for people with disabilities.

If any patient feels that they cannot access any of the practice service because of their disability, please discuss the matter with the Practice Manager so that we can resolve the difficulty.

Car Parking

A car park is provided solely for patients who are visiting the surgery, with designated parking spaces for the use of disabled patients. Please **park only in the spaces provided**. Please do not park in the designated staff spaces.

Please note; No responsibility can be accepted by the practice for damage caused to any vehicle using the car park.

Community Nurses (ICT)

Community Nurses assess, plan and manage the care of sick patients who are **housebound** in the patient's own home. The Community Matron and District Nurses Rural East ICT are based at Alton Community Hospital and can be contacted on **0300 003 0022**.

General Services

Annual Medical & 6-monthly Medical Review

Annual reviews are for patients with chronic medical conditions such as asthma, COPD, epilepsy, severe mental ill health, cerebro-vascular disease, learning disabilities and chronic kidney disease.

6-monthly reviews For patients with coronary heart disease, diabetes and hypertension.

Immunisations

We can provide the full range of child and travel vaccinations. Some vaccinations are covered by the NHS, but for others a fee is payable. For travel immunisation, please make a telephone appointment with the practice nurse **at least 8 weeks** before your intended departure as we cannot guarantee their availability. We are also a registered yellow fever centre.

Health Visitors & Child Health

Health Visitors are qualified nurses and have additional training in child health and development They also organise special clinics or drop-in centres. Child development checks are organised by the Health Visitors, please call them on **01420 88336**, they are based at the Alton Hospital

Minor Surgery Services

We offer a variety of minor surgical procedures, including removal of small skin lumps and joint injections.

Contraceptive Services

All the doctors provide a confidential family planning service. You can ask to see one of the female doctors if you prefer.

Cervical Screening

The national recall system is for all women aged between **25 and 65 years**: you will be sent a reminder when your screening test is due. This is currently **every 3 years** from **age 25 to 50** and **every 5 years** from **50 to 65**. Please make an appointment with the practice nurse at the surgery on receipt of your reminder letter. The Winchester Laboratory informs each patient of the result of their test, if any other action needs to be taken and will when the next test is due.

Other NHS services

Consultant-lead Community Urology work from the practice.

Scrivens Hearing Care

Osteopath

Podiatrist

Dietician

Counselling

Patient Participation Group (PPG)

The Odiham Patient Participation Group (PPG) provides a forum for patients to express their thoughts and views as to how the services that the practice provides can be improved and developed.

The group meets regularly to share ideas and is made up of patients who volunteer to come and share their thoughts together with members of the practice. Members of the group can be contacted through the surgery, new members are always welcome.

If you are interested in joining the PPG please send your email enquiry to: nhccg.odihamhealthcentre-reception@nhs.net

Private & Other Services

Citizens Advice Bureau	-	Appointments available at both surgeries, Wednesdays 9am – 15.00pm
Private Osteopathy	-	Louise Sanders & colleagues (<i>approved by most medical insurance companies</i>)
Private Psychiatrist	-	Mark Slaney MBBS (1983 London) (SR) (GP)
Pilates	-	Helen Varcoe and Kathy Venus
Optometry	-	Sophie Rose
Private Podiatry	-	Ms Alice Grundy
Private Psychologist	-	Helen Childs

Carers

We would like to know if you are caring for someone who has long-term health problems. We believe that carers need support as well. Forms are available in the surgery and can be printed off on-line.

NHS England

NHS England is responsible for directly commissioning all prescribed specialised services.

If you wish to know more about available NHS services, please contact NHS England:

NHS England, PO Box 16738, Redditch B97 9PT

Tel 0300 311 22 33 (Monday – Friday 8.00am to 6.00pm, excluding bank holidays)

e-mail: england.contactus@nhs.net

PALS (The Patients Advice Liaison Services) is provided by NHS England and can be contacted as above. They can provide advice and guidance on a variety of health services.

North Hampshire Clinical Commission Group (NHCCG)

The CCG's purpose is to improve local health services and to manage the budget allocated by central government. Their address is:

Central 40, Lime Tree Way, Chineham Business Park, Basingstoke. RG24 8GU, Telephone: 01256-705507

Summary Care Record

NHS England automatically creates a record of your medication and allergies to be available to authorised health professionals over the internet **UNLESS** you opt out. More details and opt-out form is on the practice website, or at: www.hscic.gov.uk/scr.

Complaints, Comments and Suggestions

We are always pleased to receive suggestions for improvement, please speak or write to Mrs Sue East, Practice Manager or Dr Assadourian or feedback can also be given via NHS Choices website: www.nhs.uk