

### 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, in the event that you referred to another service or require emergency treatment. Please see practice charter as to confidentiality. You have the right to request copies of your medical records as of November 2022 you are now able to see all prospective data online via the NHS app.

### Surgery Times

Times variable from 8.30am (morning surgery) and 3.00pm (afternoon surgery)

	GP Clinics		OTHER CLINICS	
	AM	PM	AM	PM
<b>Mon</b>	Dr Law Dr Hillman	Dr Law Dr Green	Treatment Room*	Treatment Room*
<b>Tues</b>	Dr Green Dr Hillman	Dr Green Dr Hillman	Childhood Immunisations  Blood tests	Treatment Room*
<b>Weds</b>	Dr Law Dr Wallis	Dr Law	Treatment Room*  Blood tests	Treatment Room*
<b>Thurs</b>	Dr Papakosta Dr Hillman	Dr Papakosta	Treatment Room*  Blood tests	Treatment Room*
<b>Fri</b>	Dr Green Dr Hillman	Dr Green Dr Hillman	Treatment Room*	

\*Treatment room sessions are run by our Practice Nurse and Healthcare Assistant offering a variety of nursing services.

**We hold one Saturday clinic per month & one late evening surgery every Monday (from 6.30pm-7.00pm).**

### Patient Participation Group

Our PPG are vital in helping us shape the future of the practice and will be asked to take part in surveys to help improve the services we offer. If you would like to join our PPG please ask at reception for an application form. We are always grateful to add any new patients to this group.

# Atherley House

143-145 Shirley Road  
Shirley  
Southampton SO15 3FH

Dr Angela Wallis, BM  
Dr Caroline Law DRCOG, MB BS, MRC Paed  
Dr Tina Hillman, MB ChB  
Dr Samantha Green  
Dr Georgia Papakosta

Practice Manager – Shaun Austin

**EMERGENCY DOCTOR  
OUT OF HOURS  
RING 111**

**Reception open Monday-Friday**  
8.30am-1.00pm  
2.00pm-6.30pm

**Disabled access available at rear of property**

### Telephone Numbers:

Reception  
02380 220763 or 02380 221964  
Health visitor 0300 123 6661

[hiowicb-hsi.atherleyhousesurgery@nhs.net](mailto:hiowicb-hsi.atherleyhousesurgery@nhs.net)

*"If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 023 80220763 or email [hiowicb-hsi.atherleyhousesurgery@nhs.net](mailto:hiowicb-hsi.atherleyhousesurgery@nhs.net)."*

### **Practice Area**

Our practice area runs from Burgess Road junction down the Avenue (A33) along Cumberland Place, Commercial Road, up Mountbatten Way (A33), Millbrook Road (A33), along Tebourba Way (A35), Winchester Road (A35), Burgess Road (A35) to meet up with the Avenue (A33). Unfortunately we are not able to accept patients who live outside our catchment area. You can check your postcode on our practice website.

### **Registering at the Practice**

If you are within our practice area then simply call into the surgery (or go online) to complete the necessary forms. Once complete it will take up to two weeks to have you on our system. You will not be registered with a named doctor however you will have the choice to see any of our doctors that are available.

### **Appointments**

A separate appointment must be made for each patient to be seen. If you have multiple problems to discuss please book a double appointment. We have a mixture of routine and urgent appointments that open for booking each day at 8.30am. Routine appointments open 3 working days in advance and urgents are dealt with on the same day. You can also consult with a Dr online using E-Consult available on our website. We offer a range of face to face and telephone consultations.

### **Visits**

Please request a visit before 10.30am if possible. Come to the surgery if you can, it takes much longer to see you at home and proper examination is often difficult or impossible.

### **Out of Hours**

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

### **Medical students**

We take an active part in the teaching of future doctors. Students taking part in our surgeries will have completed at least 2 years of training. Please tell the clinician if you do not want the student to be present. We consider our role in training to be very important and are grateful to those patients who feel able to help.

### **Test Results**

Reception staff cannot interpret results. A GP will contact you to inform you of your result, if you do not hear within 2 weeks please telephone between, 4.30-5.00pm

Monday, Tuesday and Thursday, when a nurse will be available to discuss these with you.

### **Prescriptions**

Please 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 or download the NHS app. **It is practice policy that prescriptions cannot be requested over the telephone.**

### **Practice staff**

#### **Practice Manager and Receptionists**

We aim to provide an excellent service to our patients, please work with our team to ensure we can deal with your enquiry as efficiently as possible.

**Practice Manager:** Mr Shaun Austin

**Senior Ops Co-Ordinator:** Miss Melissa Robertson

**Admin/Reception:** Ann, Julie, Heather, Tina, Nicky, Donna, Lucy, Amelia

#### **Nursing Team**

Cervical smears, blood tests, blood pressure, family planning, health screening, long term condition review and other nursing services are available by appointment. Please see over for specific details of clinic times.

**Practice Nurse:** Mrs J Baker **Trainee Nursing Associate:** Mrs K Bartlett

**Phlebotomist:** Mrs J Bryan

#### **District (Community) Nurses**

The Community nurses provide a wide range of nursing support services for patients who cannot attend the surgery. Their aim is to help patients and their relatives to manage illness at home.

#### **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 if you wish to make a complaint, please contact the practice manager. If you are still not satisfied, or wish to escalate this then please contact:

Parliamentary & Health Services Ombudsman

Citygate, Mosley Street

Manchester, M2 3HQ

Tel 03450 154033

Phso.enquiries@ombudsman.org.uk