

ALMA MEDICAL CENTRE

**DR GAIL ORD-HUME
DR WILMA WESTENSEE
DR CHUK ONYEKWERE
DR LOUISE BRADING
DR ABDUL HAFEEZ
DR NEERU AGGARWAL
DR MARY EDELSTEN**

68 Alma Road, Portswood,
SOUTHAMPTON, SO14 6UX
Tele: 023 8067 2666
Fax: 023 8055 0972
(www.almamedcen.nhs.uk)

EMERGENCIES
When open - 023 8067 2666
When closed – 111

In addition you can attend the

**BITTERNE WALK IN
CENTRE**(no appointment
necessary)
WEEKDAYS 6.30PM – 10P.M.

WEEKENDS/BANK HOLIDAYS
8.30AM – 10PM

**Bitterne Health Centre,
Commercial Street,
Bitterne
Southampton SO18 6BT
Tele: 023 8042 6356**

CENTRAL WALK IN CENTRE

(no appointment necessary)
Open daily 8.00am to 9.30pm
Fanshawe Wing,
Royal South Hants Hospital,
Graham Road
Southampton SO14 0YH
Tele: 0333 999 7613

The DOCTORS

Gail Ord-Hume, BM (Southampton)
1980, DRCOG, DA, MRCP

Wilma Westensee, MB, ChB
(Stellenbosch, Cape, South Africa) 1979

Chuk Onyekwere, BM (Southampton)
1989

Louise Brading, MB, ChB (Liverpool)
1988

Abdul Hafeez, MBBS (Lahore) 1997
DCH, Pg DIP Diabetes, MRCP

Neeru Aggarwal, MB, ChB, DFFP
(Leeds) 1987

Mary Edelsten, MBBS (London) 1983
BS,DRCOG, DFFP, MRCP

STAFF

Practice Manager – **Keith Gates**

Reception Supervisors:-

Judith Collis/Lesley Birks

We also employ practice nurses, HCA,
receptionists, and other administration
staff

SURGERY HOURS

Morning

Monday – Friday 8.30 am. – 1.00 pm

Afternoon

Monday – Friday 2.00 pm. – 6.00 pm.

**Saturday 9.00 – 1pm (booked
appointments only)**
**(Emergency telephone line from
8.00am)**

How to Register: When you wish to
register at this Practice you will be asked to
complete forms giving the practice
information about yourself and your
previous medical and family history. You
can express a preference of practitioner
but if that practitioner is not available then
another practitioner will be offered. You
will be offered an appointment with the
Healthcare Assistant who will perform a
new registration check to check on blood
pressure, weight and any medical problems
or concerns.

Urgent Problems : Please telephone
as soon as possible before 10.30 a.m. If
the problem is an emergency needing a
doctor straight away, please make this
completely clear to the receptionist. In
some circumstance (collapse,

unconsciousness) you may wish to telephone the ambulance at the same time.

Telephone Advice: We are happy to offer advice by telephone. If you would like some advice, please let the receptionist know and she will arrange a telephone consultation appointment with either a doctor or a practice nurse as appropriate.

Telephone Appointments

a) Talking to a Doctor on the

Telephone: If you wish to speak to a Doctor by phone, please call to make a telephone appointment

b) Talking to a Nurse on the

Telephone: Nurse advice is also available by telephone, for travel, general health advice, management of minor ailments and to discuss appropriate test results e.g. smears, swabs and some other test results. Nurses are generally available to speak to patients in booked telephone consultation appointments.

Home Visits:

Home visits are intended for people unable to attend surgery for medical reasons. Please telephone before 10.30 a.m. if a visit is requested that day and give as much information as possible to enable the doctor to allocate priority. Please remember that we can see patients more promptly at the surgery. In addition, the facilities for treatment are better. Even if the patient has a temperature, rash or sore throat, coming to the surgery will do no harm. Please note that home visits are not available to assist with problems of

transport except at the discretion of the doctor on duty.

Out of Hours Cover: Out of hours is provided before 8.00 am and after 6.30 pm. on weekdays and at the weekends. The out of hours cover can be contacted by calling 111

PRACTICE TEAM

a) Practice Nurses

Practice Nurses are available Monday – Friday by appointment. They can help with:

- Advice e.g. losing weight, giving up smoking
- Adopting a healthy lifestyle
- Dressings and sutures
- Vaccinations for children, adults and travellers
- Asthma, heart disease and diabetes
- Contraception and cervical smears
- Ear syringing,
- Minor Illness e.g. stings, cuts, cystitis

b) District Nursing Team

The District Nurse Team provide nursing care to patients in their home and gives practical advice or assistance to patients, relatives and carers coping with illness at home. They can be contacted by telephone direct on **80713411**

c) Health Visitors

The Health Visitors visit families with

young children at home to discuss all aspects of child care, especially in the first few weeks of the baby's life. The Health Visitors can be contacted by telephone on **80585931** for further details

d) Community Midwife

The Community Midwife is responsible for antenatal and early postnatal care. The midwife organises parent craft classes and home visits and has a weekly antenatal clinic where she works in close liaison with the doctors and the local Maternity Unit. She is available for advice in all aspects of maternity care and you may contact her via Princess Anne Hospital **(80796012/80794871).**

OTHER SERVICES PROVIDED IN THE PRACTICE

- a) phlebotomy clinic
- b) INR testing (for patients taking Warfarin)

GENERAL INFORMATION

Intimate Examinations

You are entitled to ask or arrange for a chaperone to be present during intimate examinations. You may either choose to ask a friend or relative to be present or ask the Practice to provide a chaperone. Please ask in advance if you wish the Practice to provide a chaperone. If the Practice is unable to provide a chaperone at the time of your examination, you may be asked to rebook your appointment for a time when a chaperone is available.

Test Results

Although many results are ready within a few days, some may take much longer. Be sure to ask your doctor how and when you will learn the result each time you have tests done. This will help to avoid anxiety and unrewarding telephone calls.

Results can be requested on **8067 2666**

Repeat Prescriptions

If you are a newly registered patient you will need to see a Doctor first to authorise your inclusion on to our repeat

prescription system. Once this has been done, you may obtain prescriptions:

- **By post** please enclose a stamped addressed envelope if you wish the prescription to be returned to you

- **By handing** in your request slip at the surgery

- **By faxing** the request slip to the surgery

- **By e-mail** via the practice website

Please **allow 48 hours** for the processing of repeat prescriptions prior to collection.

PLEASE NOTE WE ARE NOT ABLE TO TAKE REQUESTS FOR REPEAT PRESCRIPTIONS OVER THE TELEPHONE

Complaints Procedure We welcome constructive comments and suggestions about the services we provide. If you have a complaint/comment, please bring it to the **attention of the Practice Manager**, who will deal with your concern through the Practice Complaints procedure. We also believe we have the right to bring any misuse of our services or unacceptable behaviour by you to your attention.

Periodically you may be asked to complete a questionnaire about the surgery services. This is to help streamline the service we provide and we are grateful for your help in completing these.

Medical & Nursing Students

Medical and nursing students from Southampton University attend the surgery from time to time to learn about General Practice. If there is to be a student present, you will be informed prior to the consultation. If you do not wish a student to be present, you are free to refuse, but it would help if you would book an appointment at a different time.

Mobile Telephones

Mobile telephones can interfere with the equipment used in the surgery. We ask therefore, that you please turn off your phone before entering the building.

Private Charges

We offer a range of non-NHS services for which we charge standard British Medical Association rates. These include medical examinations, reports for Solicitors, medical record extracts for Insurance Companies and HGV, travel immunisations and private consultations and visits.

Interpreting and Translation

The Practice uses **ACCESS to COMMUNICATION, a local interpreting and translation service**

which can provide face to face and telephone interpreting in the five core Asian languages and most European and Middle Eastern languages. Please inform the reception staff in advance if you require this service to enable a booking to be made on your behalf.

Freedom of Information Act

The Practice has produced a Publication Scheme, giving details of the Practice and information that we routinely publish, as required by the Freedom of Information Act.. This is available upon request.

How the Practice uses Personal Health Information

In line with Department of Health Guidelines, the Caldicott report and the Data Protection Act we wish to advise you of how we handle information we hold about our patients.

We ask for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example to help us protect the health of the public generally and to see that the NHS runs efficiently; to plan for the future; to train staff, and account for actions taken. Sometimes the law requires us to pass on information: for example to notify birth.

The NHS Central Register for England & Wales contains basic personal information of all patients who are registered with a General Practitioner.. The Register does not contain clinical

information. You have a right to access your health records. Please put your request in writing to the practice manager.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Whenever we can we shall remove details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

Disability Access

There is disability access to the practice.

Our Practice Charter

We aim to:

- Give you a personal, confidential service which meets your needs.
- Treat all patients equally.
- Give you the opportunity to have a healthier lifestyle

Help us to help you

Please:

Take up our offer of keeping you well and healthy

Keep your appointment or cancel in plenty of time

Only ask for a visit if you are too ill to attend surgery. Please remember that delays can sometimes happen due to emergencies for example.

We are sorry if you are kept waiting.

We welcome your comments. If you are happy, disappointed or have any suggestions for improvements, please tell us.

IF A PATIENT IS VIOLENT OR ABUSIVE TO THE DOCTORS, STAFF OR OTHER PERSONS PRESENT, THE PRACTICE MAY REPORT THE INCIDENT TO THE POLICE AND THE PATIENT WILL BE ASKED TO LEAVE THE PRACTICE.

IF YOU HAVE A COMPLAINT ABOUT THE SERVICES PROVIDED BY THE PRACTICE THEN ASK A MEMBER OF STAFF FOR A COPY OF THE COMPLAINTS PROCEDURE

IF WE ARE UNABLE TO RESOLVE YOUR COMPLAINT THEN YOU CAN CONTACT:

Complaints Department
NHS ENGLAND
15 Marylebone Road
NW1 5JD
Tel No: 020 3350 4500