



Raymond Road Surgery Patient Information Leaflet



<p>Raymond Road Surgery 34 Raymond Road Southampton SO15 5AL</p>	<p>02380 227559</p> <p>soccg.raymondroadsurgery@nhs.net</p> <p>www.raymondroadsurgery.nhs.uk</p>
<p>Surgery opening times</p> <p>Access to the surgery Monday to Friday</p> <p>8.30am to 12.30pm and 1.30pm to 6.30pm</p> <p>Telephone lines open at 8.00am to 6.30pm</p>	<p>GP Partners;</p> <ul style="list-style-type: none">• Dr Stuart Robinson (male) BM DRCOG DGGP MRCGP• Dr Bram Ganesan (male) MB.ChB MRCGP DRCOG DGM• Dr Caroline Hillyer (female) MBBCh MRCGP DRCOG DCH <p>Practice Manager;</p> <ul style="list-style-type: none">• Amanda O'Reilly
<p>Clinical Staff</p> <p>GPs Practice Nurses Advanced Nurse Practitioner Nurse Practitioner Health Care Assistants</p>	<p>Administration staff</p> <p>Administrators Clinical Administration Manager Medical Secretaries Practice Manager Receptionists</p>
<p>Other Health Professionals</p> <p>Raymond Road Surgery engages with various health and wellbeing practitioners, such as (but not limited to) Health Visitors, District Nurses, Community Nurses, Midwifery and social care.</p> <p>Raymond Road Surgery is a teaching and training practice and does have training staff on site. You will be informed if this is the case at the time of booking your appointment or when you are attending your appointment.</p>	<p>Practice Registration Area</p> <p>A full practice registration area can be obtained from our reception team and they are able to advise if your address falls within our practice registration, but below will provide you with a brief outline;</p> <ul style="list-style-type: none">• Lordshill Way, Lordswood Road to Upper Hill Lane, then Winchester Road to Bassett Avenue as far as the Chilworth round-a-bout• East of Bassett Avenue taking in Glen Eyre Road, part of Burgess Road, The Avenue, Highfield Lane to Brookvale Road, Westwood Road then to the Avenue• From The Avenue, Rockstone Place to Wilton Avenue, south end of Hill Lane, Millbrook Road East



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How to Register

This can initially be done on line via our website on www.raymondroadsurgery.nhs.uk, but will require you to visit the surgery.

This can also be done by a surgery visit. Please approach the receptionists who will be able to inform and direct you accordingly, as well as provide you with all the relevant documentation that requires completing.

You will be allocated a Doctor and you will have the right to express a preference to see your allocated Doctor. However, if this is not possible, you will be offered an appointment to see another healthcare professional.

When you have registered, we will apply for your medical notes both in their electronic and their paper format (if applicable).

Access and Car Parking

There is car parking available at the front and the rear of the surgery, with disabled access available at the rear.

Should you require disabled access to the rear of the surgery, this can only be gained by ringing the bell and a member of staff will open the door for you.

Surgery contact

Please be aware that you will be contacted from time to time for healthcare reasons for reviews, screening and immunisations that you may be eligible for.

We will also contact you the day before your appointment by text to inform you of your appointment.

If you would like to opt out of any of these contacts, please inform our reception staff.

Available appointments within our surgery

- Face to face appointments
- Telephone appointments
- E-Consult (Consult your Dr online), via our website www.raymondroadsurgery.nhs.uk
- Home Visits

If an appointment is not available with a clinician within our surgery, then we will offer you an appointment with the Southampton Hub Service. These appointments are available 7 days a week; early morning, evenings and during bank holidays and will be at one of seven other surgeries within Southampton. Our reception staff can provide you with more information.

Key Services Offered by our surgery

- GP services
- Child Immunisations
- Minor Surgery
- Practice Nurse Led Clinics

Out of Hours care

Should you require an appointment outside of our normal opening times, this can be arranged via our reception team with the Southampton Hub Service.

This service can also be accessed by dialling the NHS 111 service.



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Services to help our patients within the surgery and at their appointment;

We offer a number of services to assist you;

- Chaperones
- Interpreting
- Translation

If you require these, please enquire at reception or via our website

Repeat prescriptions

Repeat prescriptions can be requested via;

- Visiting the surgery
- Filling out the appropriate section on your prescription and delivering this to the surgery
- In written note format
- By email;
soccg.raymondroadsurgery@nhs.net
- E-Consult (Consult your Dr online), via our website

www.raymondroadsurgery.nhs.uk

Any requests over the telephone will not be granted.

Compliments and Complaints

We welcome your comments if you feel that one (or a number of) our staff members have provided you with good support and care.

Equally, if you feel that our service has not met with your expectations and feel the need to complain, our reception staff can direct you to our procedure, or this can be found on

www.raymondroadsurgery.nhs.uk

Please address any compliment or complaint to the Practice Manager

Subject Access Requests

The Data Protection Act gives every person (or authorised representative) the right to apply for access to their health records.

Online Access to Medical Records

As of March 2016, [*Coded information from Medical Records*] can be accessed as part of the Practice's online services. For security reasons, you will have to visit the practice to undertake an identity check before you are granted access to these records. Please ask at reception for more information

To make a Subject Access Request

A request for your medical health records held at Raymond Road Surgery must be made in writing using our Subject Access to Medical Records Form. This form can then be given to you, or forwarded to you via email or post. Please ask at reception or visit our website for more information.



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How we use your data

- We collect and hold data about you for the purpose of providing safe and effective healthcare
- Your information may be shared with our partner organisations to audit services and help provide you with better care
- Information sharing is subject to strict agreements on how it is used
- If you are happy with how we use your information you do not need to do anything
- If you do not want your information to be used for any purpose beyond providing your care please let us know

Online Access

- Each patient can view their medical records, make appointments and request medication online
- Proxy access is available for carers who assist in managing our patients' care

More information about this can be obtained from our reception staff, or via our website.

Practice Charter

We aim to provide the best possible service to our patients. The care of our patients' health is a partnership between the patient and our Surgery team. The success of that partnership depends on an understanding of each other's needs and co-operation between us;

Our responsibilities to you are to ensure that you :

- will be greeted courteously and any issues or assistance required will be addressed and actioned appropriately and in a timely manner
- have the right to confidentiality
- are contacted on the same day if your problem is deemed as urgent
- have your repeat prescription ready for collection or at your nominated pharmacy within 48 hours of making your request

Your responsibilities to us are to:

- Treat all of our staff with respect and dignity in their workplace
- Keep us up to date with any changes in your contact details
- Only request a home visit if this is absolutely necessary and you are too unwell to attend the surgery
- Cancel any appointment that you are unable to attend

Additional Medical Services

NHS 111 Service Minor Injury Unit

Royal South Hants Hospital, Brintons Terrace, Southampton SO14 OYG

Accident and Emergency

Southampton General Hospital, Tremona Road, Southampton, SO16 6YD

Emergency Services (Fire, Ambulance, Police)

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02380 540087

02380 777222

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