



OAKLEY HEALTH  
GROUP

# Information For Patients

Hartley Corner Surgery: 51 Frogmore Road, Blackwater GU17 0DD

Monteagle Surgery: Tesimond Drive, Yateley GU46 6FE

Yateley Medical Centre: Oaklands, Yateley GU46 7LS

**[www.oakleyhealth.org](http://www.oakleyhealth.org)**  
**Telephone: 01252 872333**  
**Email: [NEHFCCG.OHG@nhs.net](mailto:NEHFCCG.OHG@nhs.net)**

November 2019

## Oakley Health Group

Oakley Health Group is a general partnership between Drs Mark Hinton, Rachel Blackman, Neil Bhatia, Gareth Robinson, Karl Bennett, Jamie Martin, Annabel Love, Mary Martin, Arfan Ahmed and Fiona Salkeld working at three sites: Hartley Corner Surgery in Blackwater, Monteagle Surgery in Yateley and Yateley Medical Centre in Yateley.

The partnership was formed in April 2016 following the merger of The Oaklands Practice and Hartley Corner Medical Partnership and joined by Monteagle Surgery in April 2018. We hold a contract to provide General Medical services with NHS England:

NHS England  
PO Box 16738  
Redditch  
B97 9PT  
0300 311 22 33  
[www.england.nhs.uk](http://www.england.nhs.uk)

## Care Quality Commission

From 1<sup>st</sup> April 2016, we are registered under the Care Quality Commission (CQC) for the following Regulated Activities:

- Diagnostic and screening procedures
- Family Planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

For CQC purposes, the Registered Manager is Dr Mark Hinton, who is contactable at the Hartley Corner Surgery address.

## Practice Charter

**Our aim is to provide the traditional values of General Practice, harmonised with modern ideas and methods in a friendly, kind and efficient environment.**

We believe that good healthcare is achieved by patient and doctor working together and therefore we aim to:

- make the care of our patients our first concern
- treat every patient politely and considerately, respecting patients' dignity and privacy
- give patients information in a way they can understand
- respect the rights of patients to be fully involved in decisions about their care
- keep our professional knowledge and skills up to date
- work in an integrated way with healthcare, social care and community organisations in ways which best serve our patients' interests
- be honest and trustworthy

In return, we ask you to:

- treat our staff with courtesy and respect
- inform the practice in good time if you are unable to keep an appointment
- only request a home or out of hours visit if absolutely necessary
- **only use A&E for accidents and emergencies, contacting the practice for all other matters**
- make a separate appointment for each person needing to be seen
- inform us of any change of address or telephone number as soon as that change takes place.

## Opening times:

	Yateley Medical Centre	Hartley Corner Surgery	Monteagle Surgery
Monday	08:00 – 20:00	08:00 – 18:00	08:30 – 18:00
Tuesday	08:00 – 20:00	08:00 – 18:00	08:30 – 18:00
Wednesday	08:00 – 20:00	08:00 – 18:00	08:30 – 18:00
Thursday	08:00 – 20:00	08:00 – 18:00	08:30 – 18:00
Friday	08:00 – 20:00	08:00 – 18:00	08:30 – 18:00
Saturday	08:30 – 11:30	Closed	
Sunday	Closed	Closed	
<b>Phone lines open Mon – Fri 08:30 – 20:00 and Saturdays 08:30 – 11:30</b>			

## When we are closed:

In an emergency, please call 999. Emergencies might include choking or difficulty breathing, chest pain, loss of consciousness or severe blood loss.

If it's not a 999 emergency but you need medical help and can't wait until the surgery reopens, please call **NHS 111**. You will be assessed, given advice and directed straightaway to the local service that can help you best. That could be A&E, an out of hours GP, community nurse, emergency dentist, late opening pharmacist or advice to contact the practice when it re-opens.

Calls from landlines and mobiles are free.

Local pharmacies can also be a very useful source of advice when we are closed, particularly if you have a query about your medication.

# Appointments

- Appointments can be made in person or by telephoning our Help Hub on **01252 872333** during surgery hours. If you are signed up for Online Access, you can also book a range of appointments online. More details are available from Reception or via our website [www.oakleyhealth.org](http://www.oakleyhealth.org)
- All patients are allocated their own "Named GP". We encourage patients to see their own doctor whenever possible so that continuity of care can be given. Of course, if they are not available, then other doctors and nurses will be available to help. If you do not know the name of your assigned GP then please ask at Reception or when booking an appointment.
- You will be encouraged to attend your "home" site for routine care but may be offered an appointment at the other site if this is more convenient for you or if you need to be seen by a particular clinician or at a particular time.
- Routine appointments last for fifteen. Please remember, an appointment is for one person only and separate appointments should be made for each person requiring a consultation.
- **If your appointment is urgent and there are no more routine appointments available, you will be offered an appointment on the same day at the Urgent Care Centre, based at Yateley Medical Centre. Be prepared to come to the next available appointment. You are telling us it is urgent and so, we will usually see you quickly. If this does not fit in with work or school arrangements, a routine appointment at a more convenient time may be more suitable. You may be seen by a Doctor or Nurse Practitioner as they work as a team to provide this service. Please remember that, in an urgent appointment, it is likely that the clinician will only deal with the immediate problem and that your length of wait may depend on the number of patients waiting to be seen. Please only use this service when your problem is medically urgent and you cannot wait until the next routine appointment available. We guarantee that the Urgent Care Centre is "never full" but can only provide this excellent local service, if patients use it appropriately.**
- You will be asked to provide a brief reason for your visit. This allows the clinician you are seeing to ensure that they have the necessary information and equipment available for your appointment. It also allows us to ensure you are seeing the person best able to help you.
- Our receptionists are well trained and maintain complete confidentiality – if you are not sure who the best person to help you would be, then please ask.
- If you cannot keep an appointment, please inform us as soon as possible so that it can be offered to another patient.
- **All of our routine appointments can be booked in advance.** Our phones are very busy first thing in the morning, so please try to book non urgent appointments a little later in the day.
- **We offer a range of routine appointments** with our GP's and Nurses. We offer appointments in the morning, over lunchtime, in the afternoon and early evening and also on Saturday mornings.

# PRACTICE A-Z

## Asthma

All patients with asthma should have annual check-up, with more frequent appointments available if required. If your asthma is stable, you may complete a template available on our website which will be reviewed by a Respiratory Nurse.

## Blood Pressure Checking

You can check your blood pressure without having to make an appointment by using the convenient and easy to use machines which are available in all of our waiting rooms. Simply follow the instructions by the machine or ask a Receptionist for some help if you're not sure. A record of your blood pressure is printed off, which can be given to reception to be added to your medical record and seen by your doctor if necessary.

## Blood Tests

Regular Phlebotomy Clinics are held at all three sites throughout the week, including early morning and evening appointments. Additional clinics are available at Aldershot Centre for Health 08:30 – 17:00 (01252 334391) and Frimley Park Hospital (Hospital blood tests only) 08:30 – 16:00 01276 604244

If you are asked to have a fasting blood test, you should not eat or drink anything (except sips of water) for 10 hours before the test.

## Carers

If you provide or supervise a substantial amount of care on a regular basis of a relative, partner or neighbour who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment, then please let the practice know so that we can ensure that you receive appropriate support. Information is available from the practice about local and national support services which may be able to help you.

**A Carers' Hub is now held at Monteagle Community Hall from 09:30 – 13:30 on the second Monday of each month. Both carers and those they care for are most welcome. Call 01264 835246 for more information.**

## Cervical Screening

Reminders are automatically sent out to women between 25 and 65 to book a test when due. Please call to book an appointment with a nurse which should, ideally, be mid-cycle. Appointments are available on weekday evenings and Saturday mornings – ideal if you find it hard to take time off work. We also run occasional "drop-in" clinics which are advertised on our website and Facebook page as well as on posters in the waiting rooms.

## Changing Your Name or Address

If you change your name, address or telephone number, it is important that you let Reception know as soon as possible – please call, email or use the link on our website. If you have a mobile, please make sure we have that number too.

## Chaperones

- This 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, i.e. a trained member of staff.

- Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However occasionally it may be necessary to reschedule your appointment.
- Please let us know if you would prefer to be examined by a clinician of the same sex.
- Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.
- If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Patient Services Manager.

## **Child Health Checks**

- The first baby examination is performed by a GP at around 6 weeks from birth. Please ensure you make an appointment for this examination and do bring with you the baby's 'Red Book'.
- Subsequent baby check-ups will be performed by the Health Visitors who run Baby Clinics at various locations in the Yateley area. Details are available on our website or contact the Health Visitors on 01252 813842

## **Childhood Immunisations**

Dedicated clinics are held for Pre School Boosters and for Baby Immunisations. Other appointments are available on request.

The first baby immunisations are due at the age of 8 weeks. For more information about the ages that vaccines should be given, and the diseases they protect against visit the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)

## **Chlamydia Tests**

This test is a simple urine test we encourage everyone aged between 16 and 25 who is sexually active to have a test at least once a year or whenever you have a new partner. Results provided are completely confidential. To request a pack visit [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk)

## **Clinical Commissioning Group (CCG)**

The practice is a member of the North East Hampshire and Farnham Clinical Commissioning Group which comprises 20 local practices. More information about the group is available on their website [www.northeasthampshireandfarnhamccg.nhs.uk](http://www.northeasthampshireandfarnhamccg.nhs.uk)

## **Clinical Psychologist**

Appointments by referral from your doctor.

## **Communication Needs**

If you have any communication/information needs relating to a disability, impairment or sensory loss, please ensure that we know so that we can ensure your needs are met. We can arrange interpretation services in person or by phone for patients with hearing impairment or who do not speak English. Please let us know if you need this service when booking an appointment, as 48 hours' notice is required.

## **Community Matrons**

Kelly Gray and Melissa Leach are our Community Matrons who work with the GPs to care for patients in their own home because they are frail or have complex long term conditions.

## **Community Nurses**

The Community Nurses provide nursing care for acutely ill, terminally ill and chronically sick people in their own home. They also provide professional advice and support to patients, their families and their carers to help promote their independence and healthy living. Anyone can refer a patient to the Community Nurses with the patient's permission. They can be contacted on 0300 0 0300 50.

## **Confidentiality**

Doctors, nurses and staff have access to your medical records for their work and are all obliged to keep them confidential at all times. If you are referred elsewhere for treatment, the relevant data will be passed to the provider of that treatment. Other organisations such as solicitors or life insurance companies acting on your behalf, may be granted access to your records only with your **written** consent. Anonymised data (i.e. not identifiable to a patient) may be made available to other parts of the NHS or health organisations for audit or statistical purposes.

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit to the surgery, but we won't. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

We do not hold any records on laptops, USB sticks or other portable devices. If you have any worries about confidentiality or medical records, please speak to the Business Manager or contact the Caldicott Guardian for the practice, Dr Neil Bhatia. You have the right of access to your own health record and if you wish to do this, you should ideally make a written request, although verbal requests are also allowed. If you are requesting information, please be specific about the type of information and the timespan of information you require.

Copies of the practice's Confidentiality Policy are available from Reception or on our website.

## **Contraception/Family Planning**

All of our nurses are available to help patients choose the right contraceptive methods for their needs including oral and injectable contraception. In addition, we provide an Emergency Contraception service for any female patient – call and ask for an appointment in our Urgent Care Centre.

Coils (IUD/IUS) & The Contraception Implant: Please ask the receptionist which clinicians can offer this service for you

## **COPD**

All patients with COPD should have an annual review, with more frequent appointments available if required. Rehabilitation courses are available with referrals from the practice.

## **Counsellors & Youth Counsellor**

Appointments with a counsellor are by referral from your doctor.

A Youth Counselling Service for 12-24 year olds is available on 0845 6002516. This service is free and confidential. Alternatively, there is a service called 121 Youth Counselling which can be contacted on 01252 815652 or by email on

[121@hartvolaction.org.uk](mailto:121@hartvolaction.org.uk)

## **Data Protection including GDPR and Record Sharing**

For more information please see our website [www.oakleyhealth.org](http://www.oakleyhealth.org) or ask at Reception.

## **Dementia Friendly Practice**

We are a Dementia Friendly Practice. Many of our staff have received additional training to be able to help patients with dementia and their families and carers. A free café called the Daisy Chain Café runs at Yateley Village Hall (off Macrae Road) on Mondays 2:30 pm – 4:30pm. For more information call Yateley Town Council on 01252 872198 or email [daisychaincafe1@gmail.com](mailto:daisychaincafe1@gmail.com)

We are also fortunate to work with Faye Freemantle, our Dementia Support Worker who can be contacted on 07900240829 or email [fay.freemantle@alzheimers.org.uk](mailto:fay.freemantle@alzheimers.org.uk) Faye is a mine of information about the support available locally for you and your family, so please do get in touch if she can be of any assistance.

## **Disabled Access**

There are disabled parking spaces close to the front door at all three sites. Wheelchair access is available to all consulting rooms. We have accessible toilet facilities. There are hearing loops available at Reception.

A Medical Equipment Loan Service including wheelchairs is run by the Red Cross who can be contacted on 0300 456 1914 for more information.

## **Dental Emergencies**

In an emergency, you should contact your regular dentist. If you are not receiving regular dental care, please call NHS 111 for details of emergency dental services locally. Please contact your dentist for any queries or concerns about dental treatment, including pain relief following dental treatments.

## **Diabetes**

Led by our Diabetes Nurse Specialist, Vanessa Middleton, our nursing team offer advice and health check-ups to patients diagnosed with diabetes.

All patients with diabetes need to have an annual appointment with a Healthcare Assistant – please bring an early morning urine sample to this appointment. You will have a non-fasting blood test, blood pressure check, foot check and be asked a few questions about your general health. An appointment should then be made about a week later with a diabetic nurse. Patients with a satisfactory blood glucose level will need another non-fasting blood test after 6 months. Patients who require more regular monitoring will need to have non-fasting blood tests every three months. We are working to ensure that every diabetic patient has a plan for their “Year of Care”.

## **Dietician**

Appointments by referral from your doctor or Nurse Practitioner

## **E-Consultations**

We now offer e-consultations via our website [www.oakleyhealth.org](http://www.oakleyhealth.org)

Complete a straightforward online form and your GP will reply within two working days.

## **Health Visitors**

Health Visitors are all registered nurses with additional qualifications and specialist training in Health Promotion and Child Development. In addition to their core service to



the 0 – 5 age group of monitoring child health and development, they can also be consulted for advice on other child-rearing matters, e.g. behavioural management, nutritional and parenting factors. The Health Visitors can be contacted on 01252 813842

## **Heart Failure**

A Heart Failure Nurse Specialist, from Frimley Park Hospital holds clinics at Yateley Medical Centre. For more details contact Reception.

## **Home Visits**

Home visits can be arranged by contacting the Help Hub 01252 872333

Please only ask for a home visit if you are too ill to come to the surgery and, if possible, please phone before 10:30 a.m. as this allows clinicians to make best use of their time.

Doctors prefer, where possible, to see people at the surgery as this way, they can see more patients and also have access to more diagnostic equipment and treatments.

Please remember that not having transport is not a reason for requesting a home visit.

## **Hospital Appointments**

If you have a query about a hospital appointment, you can save time by calling the hospital directly, rather than calling the practice. The Frimley Park Hospital Appointments Helpline is 01276 604201. If the problem is still unresolved, then contact the Medical Secretaries for assistance.

## **Integrated Care Team**

A group of local professionals, mostly based at the practice, meet weekly to work as a team to help patients who are referred to them (with their consent) because they have complex needs with which more than one organisation may help. The team is led by Dr Gareth Robinson, GP and includes a Social Worker, Mental Health Practitioners, Therapists, Specialist Nurses, Talk Plus (counselling), Making Connections (social prescribing) and members of the practice team – Clinical Pharmacist, Paramedics for example.

Referrals to the team are usually made by healthcare professionals such as Community Nurses or the Ambulance Service but families or friends who are concerned can speak to Zeph Storr, the Coordinator for the group, who is based at Yateley Medical Centre for advice about whether a referral to the group would be helpful.

## **Learning Disabilities**

We are accredited as a Learning Disability Friendly practice and many of our staff have been trained to take into account the additional requirements a patient with learning disabilities may have. We offer an annual health check to all patients with Learning Disabilities. This check is undertaken by a specially trained nurse and followed up by the patient's own GP.

## **Mental Health & Wellbeing**

Tatende Makombe and Sharon Burns work with the GPs and the Integrated Care Team to care for patients' mental health needs and see patients at the practice and in their own homes.

Local **FREE** NHS CBT, counselling, therapy for Depression, Anxiety, Panic, OCD and Phobias is available from TalkPlus [www.talkplus.org.uk](http://www.talkplus.org.uk)

Lots of useful information is also available on the Every Mind Matters website

<https://www.nhs.uk/oneyou/every-mind-matters/>

## **Midwives/Antenatal Care**

Frimley Park Hospital Midwives are attached to the practice and share responsibility for ante and post-natal care with the doctors.

You do not have to see a doctor if you become pregnant unless you have some concerns. An online pregnancy notification form is available in the maternity section of the Frimley Park Hospital website [www.fhft.nhs.uk/maternityforms](http://www.fhft.nhs.uk/maternityforms)

Following submission the woman's details will be registered on their patient administration system and the relevant community midwifery team will be informed.

**You can contact the Midwives directly on 01252 749598.** All pregnant women will be given information on how to contact the Midwives outside of surgery hours and who to contact in an emergency.

## **Missed Appointments Policy**

A significant number of appointments per month are missed appointments where the patient does not attend for a booked appointment and does not contact the surgery in advance to cancel or change the appointment. This increases the waiting time for appointments and wastes resources causing frustration for both staff and other patients.

If you fail to attend appointments without informing us, we will write to you asking if there are any specific problems preventing you from letting us know. If you repeatedly fail to attend for appointments you may be removed from the practice list and have to find an alternative GP practice.

We do offer a text reminder service – see details under Text Services

## **New Patients**

We are open to new registrations if you live within the practice area which includes Yateley, Blackwater, Eversley, parts of Finchampstead, Little Sandhurst, Sandhurst, College Town, Hawley & Minley. Details of our exact boundary can be found at Reception. If you live outside this area, you may be able to register as an "Out of Area Patient" which allows access to all of our services except home visits – ask Reception or see our website for more details.

When you visit the practice to register you will also be asked to fill out a registration form and medical questionnaire. This is because it can take some time for us to receive your medical records from your old practice. We would normally request you provide photo ID and proof of address such as a utility bill/bank statement but let us know if you have a problem providing this so that we can help you with your registration. We will never refuse to register someone who lacks this documentation but it does make our administration process easier if you can provide it.

## **Non NHS Examinations**

The NHS does not cover non-medical services such as insurance medicals, medicals for HGV licenses, fitness to undertake sports or diets etc. We are happy to provide these services - there is, however, a fee payable in accordance with British Medical Association guidelines. A list of fees can be found at Reception or on our website.

## **Online Services**

The practice is a big supporter of using technology to assist patients in interacting with the practice in a convenient way. You can now access your medical records, order repeat prescriptions and book appointments, either by downloading the NHS App or by signing up for Online Services. See our website or ask our Receptionists for more details.

## **Orthopaedic Practitioners**

Appointments are now available with Orthopaedic Practitioners (from the Orthopaedic Department at Frimley Park Hospital) who see patients over 12 years old at Yateley Medical Centre for various muscular-skeletal problems. Appointments are booked via Reception or Online.

## **Palliative Care**

A Palliative Care Nurse Specialists from Phyllis Tuckwell Hospice work with the practice. For more details contact Reception.

## **Paramedic Practitioner**

If a home visit is requested, a GP will speak to you and may ask one of the Paramedic Practitioners, Frank O'Connell or John Liddell, to attend if they consider this to be appropriate. The Paramedic Practitioner also assists GP's with following up some patients who have recently been discharged from hospital or who are being assisted by the Integrated Care Team.

## **Parkinson's Disease**

Clinics are held locally. For more details contact Reception.

## **Patient Participation Group**

A Patient Group has been set up under the Chair of Anne Strong, to allow patients the opportunity to have an input into the services provided at the practice and to provide the practice with feedback about how we can improve – filling the role of a "critical friend". For more information, visit our website [www.oakleyhealth.org](http://www.oakleyhealth.org) or ask for a more details at Reception.

## **Pharmacies**

Your local pharmacist will be able to give you free health advice at any time without an appointment. Many pharmacies operated extended hours on a rota basis. Call 111 for details. Your pharmacist will be able to advise on many minor illnesses including hay fever, upset stomachs, constipation, ear ache, coughs and colds, sore throats, aches and pains, cold sores, mild eczema, oral thrush, heartburn, skin rash, fungal skin infections and yeast infections or thrush.

## **Pharmacist**

Dilvir Gorae is our Clinical Pharmacist. She works with GPs and the Integrated Care Team to review patient medications and their usage. She also assists in the management of hypertension and diabetes. Dilvir also has daily phone appointments to answer medication queries – contact the Hub on 01252 872333.

## **Podiatrist**

Patients can self-refer by calling 01483 782147. Only treatment available with NHS guidelines is available.

## **Repeat Prescriptions**

Repeat prescription requests brought to the surgery should be ready for collection after 72 hours (three working days). Requests may also be faxed to the surgery on 01252 890084/878910 or requested via online (see Online Services for more details). Please note that to avoid any errors, requests for repeat prescriptions cannot be taken over the telephone. Please try to avoid asking for prescriptions to be completed **urgently** as this means considerable extra work both for the doctors and the admin staff involved. We now use an Electronic Prescribing System which sends your prescription electronically straight to the Pharmacy of your choice.

## **Research**

This practice is a Research Practice and you may occasionally be asked if you would like to participate in one of our studies. Many patients like to feel that they are "doing their bit" for medical science and the practice often gets access to extra training and resources as a result of our involvement. Participation is only with your full consent and declining to consent, in no way affects the medical care provided.

## **Sickness Certificates**

You do not require a sickness certificate for any illness lasting 7 days or less (including weekends). Your employer may, however, require you to complete a self-certification form which is available from your employer or from Social Services or the Post Office. For any illness lasting more than 7 days, you will need to have a sickness certificate. You do not necessarily need to see a doctor to obtain one of these – call Reception to check first.

**Statement of Fitness for Work - 'Fit Note'** - The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

Private certificates covering any period are available from the doctor and a standard charge will be made, as these are outside the NHS responsibilities for certification.

## **Speech & Language Therapy**

Appointments by referral from your doctor.

## **Stop Smoking**

This service is provided by Smokefree Hampshire [www.smokefreehampshire.com](http://www.smokefreehampshire.com)  
They can be contacted by Email on [smokefree.hampshire@nhs.net](mailto:smokefree.hampshire@nhs.net) or calling 01264 563039/0800 772 3649 or by texting QUIT to 66777

## **Suggestions, Comments & Complaints**

We try to make our practice a welcoming and efficient place for patients and staff and we are always open to suggestions on how we might improve our service. We have a Suggestion Box in all waiting areas and i-pads are also available for your feedback. There is an option to provide feedback on our website or please feel free to speak, email or write to our Patient Services Manager, Karen Toms. We endeavour to give you the best service possible at all times but there may be occasions when you feel that you wish to express dissatisfaction.

If you wish to make a complaint about the services the practice provides for you, we provide a leaflet explaining how to do this. This leaflet is available at Reception, in our waiting rooms and on our website. Full details of your complaint will be taken and a decision made as to what investigations need to take place. A patient's consent will be necessary if a complaint is not made by that patient directly.

We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken. We trust that, at the end of this process, you will feel satisfied that the matter has been resolved. However, if this is not the case, then we can provide details of how to progress the matter with appropriate authorities within the NHS.

If you require or may benefit from receiving advocacy support when wishing to make a complaint about NHS services in Hampshire, please contact Healthwatch Hampshire on 01962 440262 [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

## **Telephone Advice**

You may book a telephone appointment with your doctor by the Hub on 01252 872333. Nurses are also available daily to offer advice on minor ailments.

## **Test Results**

Please ring the surgery and speak to Reception, where possible after 11 a.m., for a result unless special arrangements have been agreed with the patient's usual doctor.

Results can only be given directly to the patient unless permission has been given for family members/carers etc to be given this information.

If you subscribe to Online Access, you can request access to your medical record and view your own test results with the doctor's comments and not have to call at all!

## Text Service

If you have a mobile phone, please make sure that we have your number. We offer an appointment reminder service by text. Contacting patients by text is also quicker and cheaper for us than writing you a letter and many of the doctors now use this way to communicate efficiently with their patients. Please let us know if you do not wish to be contacted by text.

## Training Practice

We are a training practice and work with post graduate doctors from Frimley Park Hospital undertaking further training in General Practice and doctors training to be GP's.

## Travel Advice & Immunisations

If you are going abroad and require advice on travel vaccinations, please book a nurse appointment at least 6 – 8 weeks before departure to discuss your requirements. A Travel Form should be completed before the appointment, copies of which are available at Reception or may be downloaded from our website. Please note that the NHS will pay for some vaccinations but not all are available free of charge. More information is available on our website or at [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) We are also a centre for Yellow Fever vaccinations and you do not have to be registered at the practice to receive this vaccination.

## Vaccinations

The following vaccinations are routinely offered by the practice to patients who meet the relevant criteria:

- Pneumococcal vaccination
- Shingles
- Tetanus
- MMR (measles, mumps & rubella)
- Meningitis ACWY
- Pertussis (whooping cough)
- Seasonal Flu – for all those aged 65 and over as well as other at risk groups
- Travel

## Yateley Neighbourcare

This service is run by local volunteers and can provide transport and assistance to elderly, disabled and disadvantaged residents. They can be contacted on 03000 05 05 05 from 9 a.m. until 5 p.m. on weekdays excluding Bank Holidays. **The service is always looking for new volunteers, so please call them if you think you could spare a few hours a week.**

## Zero Tolerance

We operate a zero tolerance policy with regard to violence and abuse both physical and verbal and the practice reserves the right remove patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

## Useful Contacts

Childline	0800 1111
Dementia Advice Service	01252 624808

Fleet Hospital	01252 813800
Frimley Park Hospital	01276 604604
Hampshire Adult Services (if you are concerned about a vulnerable adult)	0845 603 5630
Hampshire Childrens Services (if you are concerned about a vulnerable child)	0300 555 1384
INCLUSION Substance Misuse Service	0300 124 0130 <a href="mailto:Inclusionhants@sssft.nhs.uk">Inclusionhants@sssft.nhs.uk</a>
Local Pharmacies:	
Blackwater Pharmacy	01276 32227
Boots (Monteagle)	01252 860508
Boots (Village Way)	01252 874577
Chapel Lane, Hawley	01276 870685
Lloyds Blackwater	01252 870 685
Lloyds (Reading Road)	01252 873518
Tesco Extra (The Meadows)	01276 889647
Mental Health Crisis Helpline (evenings & weekends)	0300 456 8342
Out of Hours (when we are closed)	111
Parentline	0808 800 2222
Rape Crisis	01256 840224
"Safe Haven" at the Time Out Café The Wellbeing Centre 121-123 Victoria Road, Aldershot GU11 1JN	Mon - Fri 6 p.m. - 11 p.m. Weekends & Bank Holidays 6 p.m. - 11 p.m.
Samaritans	08457 909090
Talk Plus (free NHS treatment for stress, anxiety, low mood, depression, panic, phobias, OCD)	01252 533355
Yateley Citizens Advice Bureau	01252 878410
Yateley Police	01252 324545
Youth Counsellor	0845 600 2516