**Patient Information Leaflet**

***Telephone Number: 02392 513143 / 02392 513144***

***Website:*** [***www.rownerhealthcentre.co.uk***](http://www.rownerhealthcentre.co.uk) ***/ Facebook: @Rownersurgery2017***

***Email: FGCCG.rownerhealthcentre@nhs.net***

***(If you require this leaflet in an alternative format please inform Reception)***

**Welcome**

**At Rowner Surgery we aim to treat all our patients promptly, courteously and in complete confidence.**

**To Register:**

* Check you live in our catchment area
* Complete a registration form either online or collect form from our reception. For adults registering we require photographic ID and proof of address *(for example driving licence and utility bill)*

**Opening Hours:**

Monday to Friday – 08:00 to 18:30

**Appointments:**

Appointments can be made via telephone or online using Patient Access or the NHS app. Please note if you require an acute on the day appointment the surgery operates a triage service.

**Patient Access (online services)**

Speak to Reception or register online to request repeat prescriptions and book appointments online.

**E-consult**

You can access this service 24 hours a day via our website.

**Home Visits**

Home visits are available for housebound patient or patients whose condition means that they cannot attend the practice. Home visits are carried out after **12:00 midday**.

**Telephone Consultations**

**Urgent** telephone consultations are available on the on the day and **routine** telephone consultations are available to book in advance.

**Repeat Prescriptions**

Please allow 72 hours for your prescriptions to be processed. We are unable to accept prescription requests by telephone, the request must be in writing, by email or via patient access or alternatively via your nominated pharmacy.

**Sick Notes**

You **do not** require a sick note from the GP for any illness lasting 7 days or less. If your illness lasts longer than 7 days you will need to see a GP or ANP. Requests for continuing sick notes should be made in writing or via email.

**Test Results**

Please telephone Reception after 14:00 for test results.

**The Team**

* **Dr Goher Altaf** MBBM MRCGP DFSRH. (CQC lead).
* **Dr Amjad-Ur Rehman** MB BS MRCP.
* **ANP (Advanced Nurse Practitioners) -** Highly qualified Nurses who run the Triage clinics they are able to prescribe medicine and refer patients for further treatments.
* **Practice Nurses -** Have undertaken additional training in numerous clinical areas. Our Nurses run clinics for patients with long term health conditions such as Asthma, COPD, Cardiovascular Disease and Diabetes.
* **Healthcare Assistant** - Our Healthcare Assistant carries out many services for the Surgery, for example ECGs, Blood Pressure checks, removal of sutures/clips, dressings and administers our B12 injections. They also carry out our New Patient and NHS Health Checks

**Patient Removal / Zero Tolerance Policy**

The Practice has the right to remove any patient where there has been an irreconcilable breakdown between the Practice and the patient. Should the patient be unable to find an alternative doctor they should contact the Primary Care Trust who will assist them in this matter.

The Practice adopts a zero tolerance policy on threatened or actual verbal abuse or physical violence and has the right to remove a patient who places the Practice staff or bystanders in reasonable fear of their safety.

**Medical Records**

The [Data Protection Act](http://www.legislation.gov.uk/uksi/2000/191/made) / GDPR gives you the right to see your health records by making a subject access request (SAR). No fee is charged to see your records, but if you wish to take a copy away you may be charged depending on how the information is stored.

**How You Can Help Us**

***We would like to think that patients will extend the same courtesy and politeness to us as they would expect from the Practice team.***

***Our standard appointments are 10 minutes if you require more time please inform the Reception at the time booking.***

***Please remember that appointments are booked for one person only. Additional family members should have their own appointment, even if it is for similar symptoms.***

**USEFUL TELEPHONE NUMBERS**

NHS 111 is a free-to-call medical helpline 111

Queen Alexandra Hospital 02392 286000

Gosport War Memorial Hospital 02392 524611

Blake Maternity Unit 02392 523651

Community Nurses 02392 794796

Health Visitors 02392 749871

Sexual Health 0300 3002016

Quit4Life 0845 6024663

Italk 02380 383920