

LIPHOOK & LISS

SURGERY

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Liss
Hampshire
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Liphook
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www.liphookandlissurgery.co.uk

Welcome to the Liphook and Liss Surgery. This leaflet will provide you with some general information about our practice, the health care professionals who will look after you and details of the many services and specialist clinics we provide for our patients. For more comprehensive information please visit our web site.

We are a Personal Medical Services practice operating as an independent contractor to NHS England, Wessex, Oakley Road, Southampton, SO16 4GX. England.contactus@nhs.net

New Patients

We welcome any new patients who would like to register with the practice. Forms to begin the registration process can be downloaded directly from our website. Alternatively, please ask at reception.

Clinics

We offer a comprehensive range of appointment types which include respiratory, diabetes, heart disease, well woman, family planning, ante and post-natal, child health, minor surgery and travel.

On occasions we invite patients to attend one of our surgeries for specific checks or for immunisation. If you receive such a letter, it is vital you contact us if you are unable to attend.

Dispensing

We are fortunate in having a full time dispensary at the surgery for issuing medicines to those patients who live one mile away from their nearest pharmacy. In order to receive this service we would ask you to complete a simple form which is available from our website or reception.

Surgery Hours

Our core hours are 8.00am - 6.30pm, Monday to Friday. All surgery consultations are by appointment only and should be made by telephoning the surgery, via the on-line booking facility or calling in at the surgery.

In addition we are also open two Saturdays each month and our Liss Surgery is open until 7:30pm each Monday.

Out Of Hours

There is a GP led service that provides cover for weekends, public holidays and other times when we are closed. Patients may be given telephone advice; asked to attend a centrally located surgery or a home visit may be arranged following a doctor's assessment.

You can also now choose to pre book an evening or weekend appointment at one of five NHS sites in the area, if that is more convenient for you. Routine and urgent appointments can be booked between 6.30pm and 10.30pm during the week, or between 8am and 10.30pm at weekends.

Please call 111 to access this service when we are closed. This service can also provide advice and information 24 hours a day, 7 days a week,

If you have a life threatening emergency, call **999** immediately and ask for an ambulance.

Home Visits

We visit patients at home if they are too ill to come to the surgery. However, our clinicians can see three or four patients in surgery in the time it takes to do an average visit. So please, if possible, make a surgery appointment. Otherwise call for a visit before 10am if possible. A clinician will speak to you prior to a visit.

Telephone Advice

If the GP is aware of your condition, or you have a query that does not require a face to face meeting a telephone consultation can often be arranged. These can be booked via reception and a doctor will then telephone you at the arranged time.

Surgery Access

Both surgeries offer easy access for prams and wheelchairs. Our toilets have nappy changing facilities and aids for those with impaired mobility.

Prescriptions

If you need more medication, please tick the required items on the repeat prescription slip, drop it in, post or fax it to us. Alternatively you can order on-line via our website. It is our policy to limit quantities to 28 days. Please allow at least two working days (48 hours) before collecting your prescription.

For safety reasons, our staff cannot accept telephone requests for prescriptions so please ensure repeat items are requested before they run out.

The surgery can now send prescriptions electronically to a pharmacy of your choice. This is called the Electronic Prescription Service (EPS) and means that you may no longer need to collect a paper copy from the surgery. To use this facility simply contact the pharmacy you wish to use regularly. They will explain the service to you and ask you to complete a simple agreement form.

If you had nominated a pharmacy when registered with a previous practice these details may have been removed as being no longer applicable. We would therefore advise you to revisit your nominated pharmacy to ensure they have the correct details for you.

Results

To maintain patient confidentiality results will only be given to the patient concerned, or if under 16yrs, to a parent or guardian where appropriate.

Our reception staff are only allowed to pass on information as described in the notes by your doctor and so cannot pass on an opinion of their own.

To ease congestion on the phone lines in the morning we would ask that you contact the surgery after 2:00pm where possible

Contact Details

Please help us to help you by keeping us informed of changes in address, telephone numbers, or indeed if you have moved out of our practice area altogether.

Comments, Complaints & Quality of Service

We strive to provide the best possible service at all times. Suggestions on how we can improve services are always most welcome and can be sent via our website or in writing to the Practice Manager.

If you are unhappy about any aspect of your care or the quality of our service, then please let us know.

We expect patients to be considerate to our staff and fellow patients at all times. Patients who are aggressive, rude, or persistently fail to attend appointments may be asked to seek medical care elsewhere.

Carers

If you are a carer, please let our reception team know, as you may find our carers policy of interest.

Our Practice Team

The Partners

Dr Suzy J. Holden

MBBS London 1989 St. Mary's, MRCGP, DRCOG, DFFP

Dr Thomas Price

BSc, MBBS London 1996 St. Mary's, DFFP, MRCP, MRCGP

Dr Johnny Vere-Hodge

BSc, MBBS London 2004 Imperial, MRCGP

Dr Anna Lalonde

MBBS, MRCGP, BSc, DCH

Dr Sian Taylor

MBChB, DA, DRCOG, MRCGP

Dr Caroline Phillipson

MBBS, MRCGP, DFFP

Dr Catherine Forshaw

MBBS, BSc

Dr Natalie Higham

BSc, MRCGP, MBBS

Nursing Team

Sarah Starling RGN, BA, BSC, ENB 978, ENB 901

Anne Chuter, RGN, EMB 998, EMB 249

Jane Dawes RGN

Becky Bourne-Jones RN, PGdip, BSc(Hons)

Lucy Clack RN, BN(Hons), MSc

Rachael Elliott

Gillian Harris – Health Care Assistant

Kathryn Powell – Health Care Assistant

Management Team

Mike Korab- Practice Manager
Helen Steven – Assistant Practice Manager
Carol Richards - Practice Administrator
Tanya Chainey - Dispensing Supervisor

Freedom of Information & Data Protection

Please note that by registering with the practice, you consent for your details to be shared, on a need-to-know basis, with the member of the practice team and NHS England to improve patient care. Your details will not be passed on to anyone not employed by the practice or NHS England without your consent.

Members of the public have the right to know how the public services are organised and run, how much they cost and how decisions are made. For a copy of the publication scheme, please access our website, or speak to the Practice Manager.

Patients are also entitled to request access to their clinical records – please contact the practice for more information or to request access.

A copy of the Privacy Notice for Liphook & Liss Surgery can be obtained via the surgery website or please ask at the surgery.

Research

Our practice is a member of the Medical Research Council's (MRC) General Practice Research Framework - a national group of GPs interested in research into medical problems in the community. We will always ask your permission prior to passing any information to the MRC, which of course you are free to withhold.

Community Health

We have midwives, community nurses, district nurses and health visitors attached to both of our surgeries. We also keep information on many other useful local contacts such as, therapists and specialist support groups and have a links page on our website.

Training Practice

We are a training practice and often have a GP registrar working with us. These are qualified doctors with at least three years hospital experience who are seeking to broaden their expertise into general practice. We also occasionally have medical students from Southampton University Medical School.

Practice Area

Please refer to the un-shaded area of the map below.

