

PRACTICE BOOKLET

Information for Patients

Waterside Health Centre & Blackfield Health Centre

Produced in association with

Hythe and Blackfield Patient Groups

Patients and GPs Working Together to Improve Services and Health



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THE RED & GREEN PRACTICE BOOKLET

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Introduction and Welcome

From all the doctors, nurses and staff at Waterside (Hythe) and Blackfield Health Centres, ***“Welcome to the Red and Green Practice”***.

We hope you find this book useful.

Our aim is to provide high quality primary care in clean, safe premises. We actively engage our patients in managing their health and in shaping the services we deliver within a culture of equality and continuous improvement.

As well as explaining our services and how we aim to achieve continuity of care by defining your “usual GP”, this booklet also has useful information on *“How to get the most out of a GP Appointment”*, a practical family guide to *“Managing Minor Ailments”* and when to ask for antibiotics for children, plus a useful leaflet on choosing the right NHS service at the right time is available from reception – just ask for the *“Appointments”* booklet.

We are here to help you. If you have any questions, or need help using our services please ask at reception, or speak to any of the management team.

Disabled Access

Both Health Centres at Waterside (Hythe) and Blackfield are wheelchair friendly with no step to enter either surgery. Wheelchairs are available at both Health Centres as are induction loops for hearing aid users and foreign language translation services. All consultation and treatment rooms are on the ground floor – no stairs or lift access is required to access any GP or nurse room. If a patient has any difficulty with opening or holding open the front surgery doors, there is a bell at wheelchair friendly height to alert a member of staff to provide the necessary assistance.

How to Register

You can register as a new patient by asking for a New Patient Registration pack at reception in Waterside or Blackfield Health Centre, and online at: www.redandgreenpractice.co.uk/registration.html

Opening Hours

The surgery premises, phone lines and reception desk are open:

Waterside Health Centre

Monday – Thursday 8:00am – 8:00pm
(closed Wednesday 1:00pm – 2:00pm)
Friday 8:00am – 6:30pm

Late Doctor appointments available Mon, Tue, Wed and Thu evenings.
Late Nurse appointments available to 7:30pm on Tues and Weds for selected clinics only.

Closed Saturday & Sunday.

Tel: 023 8089 9119

Fax: 023 8084 1292

www.redandgreenpractice.co.uk

Blackfield Health Centre

Tuesday and Thursday 8:00am – 8:00pm
Monday, Wednesday and Friday 8:00am – 6:30pm
(closed Monday 1:00pm – 2:00pm)

Late Doctor appointments available Tuesday and Thursday evenings.
Late Nurse appointments available on Tues to 7:30pm for selected clinics only.
Closed Saturday & Sunday.

Tel: 023 8089 9119

Fax: 023 8089 1217

www.redandgreenpractice.co.uk

If the surgery is closed and you need medical help, call 111

If the surgery is closed and you need an ambulance, call 999

Our Services

GP Appointments

We offer two main types of GP “face to face” consultations and home visits. When you request an appointment, you will be asked for a brief reason for the appointment. This is so we can help you get the most appropriate appointment, at the best time available, with the most suitable clinician. You do not have to tell us when booking, and the Receptionist will respect your decision, it just really helps us to help you.

- **Usual GP**

All patients of the Red and Green Practice have a named, accountable GP, we call this your Usual GP. Your usual GP is responsible for your overall care. The aim of this is to be proactive in maintaining your health and well-being, providing continuity of care. When booking a routine doctor appointment or telephone consultation for an ongoing matter, the reception team will offer you an appointment with your usual GP whenever possible. If you are asked to provide details of your GP when completing forms or when attending hospital etc. please give them your usual GP's name.

If you are not aware who your usual GP is please look on your prescription counterfoil or ask when booking your next appointment. Alternatively please contact the surgery.

- **Urgent Care Clinic**

We have a limited number of same day “routine” appointments and most requests to be seen on the same day of calling will be booked into our Urgent Care Clinic for an appointment with either an Advanced Nurse Practitioner or experienced Practice Nurse. (A GP is available to offer advice on complex problems).

The Urgent Care team works together to allocate patients based on need but we are unable to offer any telephone advice. Alternatively, they may advise you to attend the Minor Injury Unit at Lymington Hospital (x-rays, suspect fractures, etc) or call 999 or go to Accident & Emergency Department (A & E) if life threatening (see page 5). When booking a same day appointment, it is extremely helpful if you can give the Receptionist a brief reason for the appointment as this is displayed on the GP and nurse clinical system which helps the Doctor/Nurse to decide the best course of action.

Our Urgent Care Clinic runs weekdays from 8:00am to 6:30pm and appointments must be booked (this is NOT a walk-in service). After 6:30pm weekdays, at weekends, and on Bank Holidays there is no “emergency doctor” on either site and all urgent enquiries should be directed to the **NHS 111** (See Out of Hours, on page 5).

- **Routine Appointments**

Bookable up to 2-weeks in advance (or further ahead if arranged with a Doctor), we encourage patients to book routine appointments with their “usual GP” whenever possible. Our Doctors work as a team providing healthcare to all of our patients so if your usual GP is not available (on holiday, training, booked up, etc), an appointment with an alternative Doctor will be offered. All GPs work a rotating late evening rota – please check with reception if you prefer an evening appointment.

- **eConsult – a new way to consult your doctor on-line**

The way we consult our GP hasn't changed much for decades – in general we phone our practice and make an appointment. However, we've probably all experienced difficulties getting through at busy times, and have sometimes had to wait a long time for an appointment. When attending for a GP appointment, we might also have to wait to see the doctor if they are running late. What if it could be done differently? What if you could contact your surgery at any time of the day, and be assured of a response by the end of the next working day? This is the aim of a new online consultation service led by GPs that aims to improve outcomes for patients.

If you're over 18, registered with the practice, and have a non-urgent condition you'd like to consult about, eConsult could be the answer. It's easy to use, and guides you through a series of questions about your condition. Visit our practice website, and you should see the banner about consulting your GP online. What happens if you submit an eConsult? You will receive a response within one working day, and may not even need to attend the surgery – most eConsults can be resolved either by issuing a prescription or with a phone call from the practice. If, after using eConsult the doctor decides you do need an appointment, they will already know what you're seeing them about, so the appointment time will be used more effectively.

So next time you want to make an appointment with your GP, why not try eConsult?

- **EMIS Patient Access**

The Red and Green Practice are pleased to offer this new, online service for our patients so you can book your GP appointments and order your repeat prescriptions online at your convenience.

Online Appointment Booking

Have the flexibility to book and cancel your appointments from home, at work or any location with internet access. You don't need to queue at the practice, wait on the telephone and you can manage your appointments outside practice opening hours. Only GP appointments can be booked online but you can cancel, view and cancel nurse appointments online.

Request Your Repeat Prescriptions Online

Request your repeat prescriptions quickly online by logging into your account and simply ticking the appropriate boxes. You can review the progress of your repeat prescriptions and any message that the practice may have sent to you.

Your Medical Record

Limited access to your medical care record held by the practice.

Your Contact Details

You can update your contact numbers, email and home address.

Coercion

'Coercion' is the act of governing the actions of another by force or by threat, in order to overwhelm and compel that individual to act against their will. If you feel that you are being pressured into applying for Patient Access against your will, please discuss with staff and/or your GP. Remember we can switch off Patient Access for you at any time should you have concerns.

- **Is It For Me?**

If you are comfortable with shopping, banking or booking holidays online etc. then you are suitable for EMIS Patient Access. Please note that the practice is not available to offer online support for training and technical questions. Please visit <http://www.learnmyway.com/what-next/health> for further insight.

How to Apply

Application form can be downloaded from our website or available in practice at reception.

- **Out of Hours**

Late evening GP appointments (after 6:30pm) are for pre-booked routine problems only. After 6:30pm weekdays, at weekends, and on Bank Holidays there is no “emergency doctor” on either site and all urgent enquiries should be directed to the **NHS 111** service (Dial 111 from any landline or mobile phone – the call is free). If you need an ambulance, one will be sent just as quickly as if you had dialled 999.

- **Minor Injury Units (Lymington and Southampton)**

Minor Injury Units are for non-emergency injuries and illnesses. Getting treated at a Minor Injury Unit helps free up Southampton’s Emergency Department to deal with treatment for those who need it the most. Do not call first, just turn up in person for physical injuries such as cuts, grazes, sprains and small fractures – you do not need an appointment and more often than not you may be treated far quicker than going to A&E.

Lymington Hospital (Minor Injuries Unit)

Open 8:00am – 9:00pm (7 days a week, 365 days a year)

Lymington Hospital, Lymington SO41 8QD Tel: 01590 663101

www.southernhealth.nhs.uk/services/community-health-services/miu/

Royal South Hants Hospital (Minor Injuries Unit)

Open Monday – Friday 7:30am – 10:00pm

(7 days a week, 365 days a year)

Weekends and Bank Holidays 8:00am – 10:00pm

Royal South Hants, Southampton SO14 0YG Tel: 0333 9997613

www.rshsouthampton.nhs.uk/services/miu/

- **Accident & Emergency (A&E) Department**

A&E departments treat patients with serious injuries or illnesses.

You should only visit A&E or call 999 for life-threatening emergencies:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped








If you need an ambulance, call **999**. A&E Departments are at:

Southampton General Hospital, SO16 6YD. Tel: 023 8077 7222








Royal Hampshire County Hospital, SO22 5DG. Tel: 01962 863535

Royal Bournemouth Hospital, BH7 7DW. Tel: 01202 704167

Your Doctors: GPs and usual clinical days are:

Waterside Doctors		Mon		Tues		Wed		Thurs		Fri	
		a.m.	p.m.	a.m.	p.m.	a.m.	p.m.	a.m.	p.m.	a.m.	p.m.
	Dr. Chris Cole	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓
	Dr. George Nurton	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓
	Dr. Sabine Akerman	✗	✗	✗	✗	✓	✗	✓	✓	✓	✓
	Dr. Charlie Besley	✗	✗	✓	✓	✓	✓	✗	✗	✓	✗
	Dr. Sanjeeva Fernando	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓
	Dr. Jessica Pickford	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
	Dr. Victoria James	✓	✓	✓	✓	✗	✗	✓	✓	✗	✗

Blackfield Doctors

		Mon		Tues		Wed		Thurs		Fri	
		a.m.	p.m.	a.m.	p.m.	a.m.	p.m.	a.m.	p.m.	a.m.	p.m.
	Dr. Alison Steadman	✓	✗	✓	✓	✗	✗	✓	✓	✗	✗
	Dr. Dane Robertson	✓	✓	✓	✓	✓	✗	✗	✗	✓	✓
	Dr. Viv Holloway	✓	✓	✗	✗	✓	✓	✓	✓	✗	✗
	Dr. Iain Redmill	✗	✓	✓	✓	✗	✗	✗	✗	✓	✓
	Dr. Jon Kenrick	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓
	Dr. James Beer	✓	✓	✓	✓	✓	✓	✗	✗	✓	✓
	Dr. Carmen Hockey	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓

How to get the most out of a GP Appointment

If you have a question regarding your health, a referral, or want to find out test results, you can contact the practice by telephone first rather than book a doctor's appointment. Please advise the Receptionist of your query as they may be able help, or direct you to a Secretary.

- **Appointment Length**

Most GP appointments are ten minutes and we ask you to try and observe the ‘one appointment, one problem’ ethos by avoiding saving up medical problems and bringing a long list to the GP. We aim to deal with each medical problem to the highest standard, and this can be difficult when expected to deal with numerous problems in a single appointment.

If you have multiple problems you would like to address with the Doctor, or you expect the consultation to run over the normal 10 minutes, please ask reception for a longer (double) appointment to help prevent the Doctors running late. Also, your appointment is for you only, so do not expect the GP to deal with the problem of a relative or a child during your appointment – please make a separate appointment if your child, partner or a relative needs to see the Doctor as well as yourself.

We are no longer able to offer telephone advice for urgent problems. Requests to have a telephone consultation should be made to our reception staff who will liaise with your GP. Your returned call may take a little longer depending on the doctor's scheduled working times and if your usual GP is unavailable, they will have assigned a “buddy” who will help you in their absence.

- **Home Visits**

If you are too unwell to attend surgery, please phone before 10:00am to request a home visit. A doctor may speak to you on the phone before agreeing to make a home visit. Please attend surgery when possible: a home visit can take as much time as up to 6-10 surgery consultations and so are reserved for the very elderly and genuinely ‘bed bound’.

- **Chaperones**

We recognise that intimate examinations by health care professionals (e.g. breasts, genitalia, rectum, or any examination where it is necessary to touch or be close) can be distressing or embarrassing for patients. You can ask for an impartial observer (chaperone) to be present during an intimate examination and we will provide one whenever possible.

If you think you will require a chaperone, please feel free to ask reception to arrange this in advance of your appointment. If you prefer to see a doctor of a specific gender to discuss your medical problem, then please advise the Receptionist of this when booking your appointment.

Nursing, Administration & Other Services

Your Receptionists, Secretaries and the Data Team

Behind the scenes, we have a fantastic clerical team supporting the Doctors, Nurses and Health Care Assistants, including Receptionists, Secretaries and a team who keep your clinical records up to date.

Practice Nurse Manager

Karyn Brooke RGN

Advanced Nurse Practitioners

Peter Molloy, Kristina Presswell, Freya Frazer

Your Nurses

Chris Whitfield RGN

Carole Biddlecombe RGN

Glenda Tupper RGN

Carol Keating RGN

Caroline Thew RGN

Karen Mulley RGN

Heidi Doak RGN

Natasha Webb RGN

Caroline Dear RGN

Practice Pharmacist

Katy Hand

Health Care Assistants

Vanessa Diaper, Julie Hynds, Joanne Sussex, Magenta Franklin

Your Managers

Business Manager: Phillip Sayers MBA DMS

Operations Manager: Dawn Poole MIHM

Nurse Manager: Karyn Brooke RGN

IM & T / Data Manager: Kerry Livermore

Your Officers

Senior Finance Officer: Tracy Tough

Operations Assistant: Janice Mears

Training Officer: Linda Windsor

IM & T Officer: Katy Bird

Repeat Prescriptions

If you are on regular medication, you will have a 'print-out' attached to the right hand side of your prescription. Each item will have an indication of how many times the GP has 'authorised' the medication to be issued. Once these have all been issued, a further number of issues will need to be re-authorised by the GP. This is normally carried out by your 'usual GP'. You may be asked to see the GP before more medication is prescribed and are advised to order anything up to 2 weeks ahead, to prevent running out.

To re-order, use Emis Patient Access, order via Pharmacist, hand to reception or post to us, indicating the items you require. Prescription requests cannot be accepted by telephone. Please allow at least 2 complete working days before collection – more if possible, particularly if you know items have 'expired' and may need to be re-authorised. If you order your prescription via a pharmacy, allow at least 4 days between ordering and collecting your medication. Requests submitted after 4:30 pm are classed as received by the office on the next working day.

Test Results

Please call the Secretaries 2pm – 4pm. We have a strict policy regarding patient confidentiality and data protection and will only release test results to the person they relate to, unless the patient has given prior permission for the release of this data or they are not capable of understanding the results. Alternatively view your results in Emis Patient Access.

Waterside Health Centre: 023 8089 9119

Blackfield Health Centre: 023 8089 9119

When you take your test you will be told how long it normally takes for test results to be returned and viewed by your doctor; this is usually within 5 days, although HbA1c results can take 8-10 days due to batch processing (beyond our control). It is your responsibility to check results and to make an appointment to discuss them with your doctor if you are advised to do so.

Health Checks

We offer a variety of health checks to new and registered patients.

- **New Patient Health Check**

All patients complete a registration form and health questionnaire and we invite new patients aged 16 and over to attend a free practice Health Check, usually within 10 days of returning the registration forms. The check takes about 20 minutes and will record height, weight, blood pressure, and offer healthy lifestyle advice. Parents of children will be advised of our immunisation and booster program and clinic times. When arranging a new patient check, we will also aim to book a GP appointment if you are on certain long-term medication(s).

- **NHS Health Check**

Most patients aged 40-74 will be invited by the NHS for a Health Check every 5 years, providing there is no prior diagnosis of heart disease, type 2 diabetes, kidney disease or stroke. If you are outside the age range and have concerns about your health, you should contact your GP.

- **Three Yearly and Over-75 Checks**

Any patient aged between 16 and 74 who has not attended surgery for the past three years (and patients aged 75 and over who have not attended surgery for the past 12-months), are entitled to request a Health Check consultation where we will make inquiries and undertake examinations as appear to be appropriate in all the circumstances.

Clinics

We offer a full range of routine and Urgent Care Clinic appointments Monday to Friday (see Appointments), plus a wide range of Health Promotion Clinics, many run by our team of experienced Practice Nurses, including:

Respiratory (COPD and Asthma), Diabetes, Blood Pressure, Children's & Teenage Immunisation & Health Surveillance, Family Planning, Cervical Smears, Teledermatology, Travel health and Cryotherapy.

- **Flu Prevention**

We run flu immunisation clinics every autumn through to January. If eligible for a free flu jab, you will be invited by letter.

- **Contraception**

Full contraceptive services are available, including coil fittings, long acting contraceptives (implants) and emergency contraception.

- **Minor Surgery**

Some of our Doctors are qualified to perform minor surgical procedures and joint injections. Please discuss with your 'usual GP'.

Letters will be sent when routine checks are due.

Additional Services

- **Foreign Travel**

An NHS travel advice and vaccination service is available for registered patients.

- **Yellow Fever**

We are an accredited Yellow Fever vaccination centre. A charge is payable. Please ask reception for an updated list of private fees.

- **Sexual Health**

Full range of NHS sexual health services at Waterside Health Centre. This is run by the Sexual Health Clinic and is appointment only on Thursdays.

- **Podiatry, Physiotherapy and Occupational Therapy**

If aged 16 or over, you can refer yourself without needing to see a GP – complete the Self Referral Leaflet available at reception and return to the address provided.

- **Phlebotomy (Blood Tests)**

Our phlebotomy is provided by the practice. Appointments are available at reception and via Emis Patient Access.

- **Smoking Cessation**

Regular clinics, including walk-in clinics, are held weekly: please contact reception if you want help to quit smoking.

- **iTalk**

italk provides access to psychological therapies for people in the New Forest and the surrounding area. They also work with other agencies to signpost people to suitable community provision. For more details and to self-refer ONLINE please go the italk website (www.italk.org.uk) You may need your NHS number which we can provide you with if required. Referral forms are also available at reception.

- **Carers Together**

Monthly drop-in sessions to support those caring for others.
(www.carerstogether.org.uk)

- **Healthy Walks**

With support from Community First volunteers, we offer regular healthy walks
(www.redandgreenpractice.co.uk/nextwalk.html)

Non-NHS Services

In addition to our private travel clinic, many medicals, i.e. HGV licenses and pre-employment medicals are not paid by the NHS. Some insurance forms such as Certificates for Elderly Driver Insurance, appear deceptively simple but need a full medical examination for completion. Examinations take time to book so please ensure the Receptionist or our Medical and Vaccinations Officer, knows the reason for your appointment when booking it.

Any fee due is payable by the patient at the time of the examination.

Examinations for life insurance companies also need a special appointment but the fee in this case is usually payable by the company concerned. Many of the certificates, forms and reports that ask for completion by a doctor, also attract a fee. Please ask for an updated list of charges payable.

Day Lewis Pharmacy at Waterside Health Centre

In April 2012, we completed building works to accommodate a new Day Lewis pharmacy at Waterside Health Centre. Open 6 days a week, 8:00am to 8:00pm Monday to Friday, 8:00am to 12 noon Saturday. Other pharmacy providers are available locally, for details and opening times please ask at reception or see NHS Choices.

Patient Participation

We encourage all patients to participate in helping shape your practice for the future. Meeting monthly, our Patient Participation Group (PPG) was formed in 2008, initially to resolve long-standing issues with local blood test provision. Since then, the group has carried out survey work to help improve local pharmacy provision, provided marshals for the Blackfield surgery car park during school term time and been involved in helping shape changes to our appointment system and continuity of care. In 2011 we also formed a “virtual group” who receive information from the main group and who we ask for feedback and opinion before making improvements. Your views are very important and you are very welcome to join the PPG – just ask at reception.

How Do I Express My Views About Your Service?

We strive to give you the best care and attention and welcome suggestions as to how we may improve. Your views are very important and have guided us to improve what we do, and how we do it. You can join our Patient Group or give feedback in any number of ways. It is always appreciated when our GPs, nurses and staff have earned a compliment. Whether positive, negative or just an observation, your feedback helps us to continuously improve the service we offer. General comments and suggestions can be made using the forms at reception or by contacting the practice online at www.redandgreenpractice.co.uk/contact.html

Complaints About Us

Despite our best efforts, there may be times when you have a complaint about the service you have received from the GPs or staff working in the practice. In the first instance, you can ask to speak to the Office Leads at Waterside or Blackfield Health Centres, or to Dawn Poole, our Operations Manager, if the Office Lead is not available.

If we cannot resolve your concern quickly, for example within 24-hours, formal complaints can be made in writing and you can ask at reception or download a Complaints Pack from our website. The pack guides you through the complaints process and what to expect from us at each stage.

Written complaints should be addressed to:

**The Practice Manager
Red and Green Practice
Waterside Health Centre
Beaulieu Road
Hythe
Southampton
Hampshire
SO45 5WX**

We will acknowledge your complaint in writing within three working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. If we are unable to respond fully within 10 days, we will offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we will aim to:

- Find out what happened and explain what went wrong.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

Please note we have to respect our duty of confidentiality and the written consent of the patient concerned will be necessary if a complaint is not made in person by that patient.

We hope you will feel able to discuss any concerns or complaints with us in the first instance. This gives us the best chance of putting right what has gone wrong and provides an opportunity to improve our practice for other patients too. This does not affect your statutory right to approach NHS England. If you feel you do not want to raise your complaint with us directly you can write to them at: NHS England, PO Box 16738, Redditch, B97 9PT.

Complaints About Other NHS Services

If your complaint is about another part of the NHS, you should deal direct with the service providing the care you are not happy with. If you are unsure of who to contact, or want help managing your complaint, you can contact the Patient Experience and Complaints Service team at West Hampshire Clinical Commissioning Group on **0800 456 1633**. Alternatively you can write to: Diane Law, Patient Experience and Complaints Manager, Omega House, 112 Southampton Road, Eastleigh, Hampshire SO50 5PB.

Your Rights and Responsibilities

As a patient you have the right to (a) be registered with a doctor, (b) change your usual GP if desired (but please remember that you may have to see any of our doctors if your need is urgent), (c) receive emergency care, (d) receive appropriate drugs and medicines, (e) be referred for specialist or second opinion if they and GP agrees, (f) see your medical records or a copy, subject to certain laws, (g) know that by law, everyone working for the NHS must keep the contents of your medical records confidential. With these rights come responsibilities, including, (a) being courteous to our staff at all times, (b) be as prompt as possible for all appointments, and (c) cancel unneeded appointments in adequate time.

Violent or abusive patients

We aim to treat our patients with respect, courtesy and dignity at all times and we expect you to treat our staff in a similarly respectful way. Any abusive, threatening or violent behaviour will be taken seriously. If a patient is violent or abusive, they will be warned to stop their behaviour and we may exercise our right to report any incident to the Police and take action to remove the patient from our list, immediately if necessary and appropriate.

Confidentiality and Access to Patient Information

All patient information is strictly confidential and will not be released to any other agency without the full and informed consent of the individual patient.

There are times when we may need to share medical information about you with other healthcare staff outside the practice. If you are referred to hospital you are welcome to request a copy of the referral letter. If you are unable to give consent, we will be guided by and attempt to act in accordance with previously expressed wishes and in your best interest. Our clinical records are computerised and we comply with the Data Protection Act 1998.

If you wish to talk confidentially to any member of staff, please let them know and you will be taken somewhere where you cannot be overheard.

NHS Organisational Details

Since the NHS reforms were implemented on 1st April 2013, Primary Care (GP surgeries) in England is now managed by a new organisation, NHS England, which also commissions the national NHS 111 service. Information on NHS England can be found at: www.england.nhs.uk and you can write to them at: NHS England, PO Box 16738, Redditch, B97 9PT. The local Out of Hours service is contracted by another new organisation, West Hampshire Clinical Commissioning Group (www.westhampshireccg.nhs.uk/localservices/out-of-hours-services) and you can write to them at: West Hampshire CCG, Omega House, 112 Southampton Road, Eastleigh, Hampshire, SO50 5PB. If you are confused by all the changes, or just want to know a bit more about how the practice operates, please join our Patient Participation Group (PPG). Regularly attended by the Practice Manager and GPs, the PPG is a great place to get involved and help us improve our services to the Hythe and Blackfield communities we are privileged to serve.

What is ISO?

ISO 9001 is the internationally recognised standard for the quality management of businesses. It applies to the processes that create and control the products and services an organisation supplies, and prescribes systematic control of activities to ensure that the needs and expectations of customers are met. ISO 9001 is designed and intended to apply to virtually any product service, made by any process anywhere in the world.

Certification of our management system ISO 9001 demonstrates The Red and Green Practice's ability to meet your requirements and needs. It helps us to:

- Ensure quality and safety in the treatment of patients.
- Implement best practice routines and procedures.
- Prevent incidents from occurring.
- Identify areas of improvement.
- Provide assurance to patients and authorities that we have implemented a well-functioning management system and are committed to continual improvement.

ISO re-accreditation is required every three years. The Red and Green Practice first achieved ISO certification in 2010 and were successfully reaccredited 2013 and June 2016.

About Us

The Red and Green Practice: is a non-limited partnership, so patients are registered with the (Red and Green) Practice, not an individual Doctor. However, we believe in the benefits of “continuity of care” and so each patient has a named ‘usual GP’ and we encourage you to build a positive and trusting relationship with this GP. Of course, you are free to express a preference to see an individual GP, or a GP of a specific gender. Our Doctors work together as an effective team to provide healthcare to all of our patients so, if your usual GP is not available (training, booked up, on holiday, etc), an appointment with an alternative Doctor will be offered.

Our GP’s are:

Dr. Chris Cole BSc MBBS MRCP

Dr. Alison Steadman MBChB MRCP DRCOG

Dr. Dane Robertson MBChB BAS

Dr. George Nurton MA MB B.Chir

Dr Iain Redmill BM MRCP MRCP DFSRH PGCertEd

Dr. Sabine Akerman MD (GER) MRCP MRCP DFRSH

Dr. Viv Holloway MBChB MRCP MRCP

Dr. Jon Kenrick MB BS MRCP BSc. Imm

Dr. Charlie Besley BM MRCP MSc Pall.Med

Dr. Sanjeeva Fernando MBChB MRCP

Dr. James Beer MBChB MRCP

Dr. Jessica Pickford BSc BMed

Dr. Carmen Hockey MBChB BSc Microbiology MRCP

Dr. Victoria James MRCP(hons) DFSRH MRCP

Training Practice

As an established training practice, we have close links with Southampton University Medical School and regularly support undergraduate medical students, post graduate GP Registrars (3-4 years post qualification working in general practice to complete training as a GP) and GP Retainers (fully qualified GPs usually returning to work after a break such as maternity). Students and Registrars may sometimes sit in a consultation – you can ask to see the doctor alone, if you prefer.

Dementia Friendly

We have recently acquired our dementia friendly practice accreditation.

The information provided in this booklet is for information purposes only and is subject to personal interpretation and can become obsolete, thus accuracy cannot be guaranteed. Please consult your own healthcare provider regarding any medical issues.

Practice Booklet Dated 16/6/2017. Issue 03

Practice Area

The Red & Green Practice provide a family GP service available to all residents of Hythe and Dibden, Marchwood and East Boldre from Waterside Health Centre (A) and to all residents of Blackfield, Holbury, Fawley, Exbury and East New Forest, including Beaulieu, from Blackfield Health Centre (B). The yellow shaded region indicates our “outer boundary”, defined as an area that patients can move to and remain registered with the practice.



(A) Waterside Health Centre

Beaulieu Road

Hythe

Hampshire

SO45 5WX

Tel: 023 8089 9119

Fax: 023 8084 1292

www.watersidehealthcentre.co.uk

(B) Blackfield Health Centre

Hampton Lane

Blackfield

Hampshire

SO45 1XA

Tel: 023 8089 9119

Fax: 023 8089 1217

www.blackfieldhealthcentre.co.uk