

THE PRACTICE

Established in 1926 by Alistair Mead, the practice serves patients in Copnor and adjoining districts

THE PRESENT PARTNERS ARE:

Dr Steve Evans (M) BM Soton (1987) DCH
Dr Beth Hockley (F) BSc (Hons) MB ChB Leic (2009) DFSRH

SALARIED GPs:

Dr Thomas Wood (M)BM (Hons) Southampton (2011) MRCGP

Dr Robyn Elliott (F)BM Southampton(1999)MRCGP DR COP,
DFFP

Dr Lin Mo (F)BM BS Brighton & Sussex(2013) MRCGP

Dr Sang Eun Lee (F) BSc (Hons) MBBS Hull & York(2011)
MRCGP

NURSE PRACTITIONERS:

Sister Louisa Lochrane and Sister Alison Horner

The Practice Manager, Tina Till looks after the Organisation of the practice.

NEW PATIENTS

We register patients from postcodes PO2, PO3, PO4. Extended boundary PO5

Please come to the surgery to register between the hours of 10am – 4pm. New patient health checks should be booked with the healthcare support worker and you are asked to bring a urine specimen with you when you attend your appointment.

The Practice Nurses Debbie Spicer and Sue Todd are available daily by appointment. We also have two Healthcare Support Workers.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS: All Kirklands patients now have a named accountable GP. The named accountable GP is responsible for the patients' overall care at the practice. If you would like to know who that GP is please contact the surgery. You may express a preference which GP you would like.

DISABLED ACCESS.

The premises have access for disabled patients. Please let reception know if you are unable to use stairs and we can arrange for you to be seen in a downstairs treatment room.

SURGERY OPENING TIMES

Monday	8.30am – 6.30pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	8.30am – 6.30pm

ROUTINE APPOINTMENTS

Monday to Friday- 8.30am- 12.00pm -2.00pm-5.30pm
Emergency appointments are available every morning.
Please telephone between 8.30am-11.00am

EMERGENCY TELEPHONE CONTACT

Between the hours of 8am – 6.30 pm tel: 023 92663368
If you need to be seen out of hours, please first call 111 Only use Accident and Emergency in the case of a genuine medical emergency

EXTENDED HOURS

Monday & Wednesday	6.30pm – 7.15pm
Tuesday	7.30am – 8.00am

HOME VISITS

Patients are encouraged to visit the surgery wherever possible. If you feel a visit may be required please telephone the surgery before 11.00am on 023 92 663368

LOCAL WALK-IN CENTRES

St Mary's NHS Treatment Centre
Milton Road, Portsmouth. PO3 6DW
0333 200 1822

SPECIAL APPOINTMENTS

Antenatal and Child Immunisation Clinics are all held in the afternoons. Wart clinics and minor surgical procedures are carried out by special arrangement. Appointments for blood pressure care, diabetic management, asthma, well-women or well-men advice is all available in normal surgery times by all the doctors and practice nurses.

REPEAT PRESCRIPTIONS: You may request repeat prescriptions, preferably with their computer printout in writing, in person or in writing. For patients' safety we DO NOT ACCEPT TELEPHONE PRESCRIPTION REQUESTS. The prescription will be ready for collection after two working days, or can be posted if a SAE is included in the request. Friday requests will not be ready until Tuesday afternoon.

YOUR HEALTH

Blood Pressure – we would suggest that you have your BP checked at least once every three years. Zoe Girdis our Prescribing Pharmacist assists us with the management of our chronic disease clinics

Cervical smears – we recommend that all women have a cervical smear following national guidelines.

Childhood Immunisations – the doctor, practice nurse and health visitor can advise you on appropriate immunisation prior to your appointment if you have any concerns.

Travel vaccinations – the practice nurses offer a comprehensive service for travel advice and vaccination by appointment.

CARERS SUPPORT Please let us know if you are looking after an elderly, sick or disabled person and need help obtaining an assessment or advice on claiming benefits.

ONLINE PATIENT SERVICES We offer patients access to online appointment booking and repeat prescription ordering via the national Patient Access website. Patients can also view selected information on their medical records including medications, allergies & immunisations. Please go to our website www.kirklandsurgery.co.uk to register for an online account.

ACCESS TO MEDICAL RECORDS All patients are entitled to have access to their medical records. If you wish to see your notes, please ask for a form at reception. All information about you is strictly confidential. Information may be shared with other healthcare professionals on a 'need to know' basis regarding your continuing care. We will always seek our written consent before releasing information to third parties.

GENERAL DATA PROTECTION REGULATIONS

We are compliant with GDPR 2018. Our Privacy Notices are available in the waiting room and online at www.kirklandssurgery.co.uk

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ZERO TOLERANCE Our staff are here to help you and we aim to treat all our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

COMPLAINTS & SUGGESTIONS We are very interested in your views of the service we are providing. If there is something that we are doing well and you would like to tell us about it – or something that you think we could be doing better – speak to a receptionist or ask to see the Practice Manager. If you would like to make a formal complaint, you can do this in writing or by speaking with the Practice Manager – in person or by telephone
NHS England operates a customer contact centre regarding issues relating to GP practices, the contact details are – tel 0300 311 22 33, e-mail england.contactus@nhs.uk

YOU CAN HELP US BY:

- Being on time for your appointment
- Letting us know if you need to cancel an appointment
- Calling for a home visit or urgent appointment before 10am
- Phoning for results of tests after 2pm

ITEMS FOR WHICH THERE IS A CHARGE All charges are in line with the recommended BMA rates. For details please ask at reception.

USEFUL TELEPHONE NUMBERS

Social Services....Children & families.....	9283 9111
Older persons.....	9289 3800
Alcoholics Anonymous.....	0800 917 7650
Carers Helpline.....	0845 722 1122
Childline.....	0800 1111
Drug & Alcohol Advice.....	9229 4573
Samaritans.....	9269 1313
Help In Bereavement.....	9266 8884
Police.....	101
NHS Direct.....	111

SITUATION AND CAR PARKING

We regret that there is insufficient space to be able to offer patients car parking facilities on the premises. However, there is ample space in the driveway for private cars or taxis to 'drop off' and 'pick up' patients who have difficulty walking.

The best car parking possibilities are in Powerscourt Road.

WE ARE HERE



Patient Participation Group :

If you are interested in joining the patient group please enquire at reception desk.

Kirklands Surgery Practice Leaflet



The Partners

Dr S Evans

Dr E Hockley

111 Copnor Road,

Portsmouth,

PO3 5AF

Telephone 023 92 663368

www.kirklandssurgery.co.uk