

Milford Medical Centre  
Sea Road  
Milford-on-Sea  
Lymington  
Hampshire  
SO41 0PG

**Partners: Dr Gareth Morris  
Dr Angela J Sizer, Dr Matthew Turner  
Dr Elizabeth Pugh, Dr Ian Murray  
Dr Alice Mavrogordato  
Dr Neil Moody-Jones, Dr David Fowler**

Wistaria Surgery  
Wistaria Court  
18 Avenue Road  
Lymington  
Hampshire  
SO41 9GJ

**Tel: 01590 643022  
Fax: 01590 644950**

**GP Associates:  
Dr Victoria Makin, Dr Ben Pettifer  
Dr Camilla Janssen, Dr Helen Bosanquet,  
Dr Jess Zhao**

**Tel: 01590 672212  
Fax: 01590 679930**

**Practice Manager: Jan Lamont**



**Wistaria Surgery**



**Milford Surgery**

### **Welcome to Wistaria & Milford Surgeries**

The surgeries were built in 2002. The entrance and all rooms are accessible to patients in wheelchairs and there are disabled toilets. Please tell the receptionist if you need any special help when you telephone for an appointment.

Surgery staff are available from 8am-6.30pm Monday to Friday. Our appointment lines open at 8.30am, we do not close for lunch. Out of Hours service is available at weekend and Bank Holidays.

#### **Wistaria Surgery** Web: [www.wistariasurgery.com](http://www.wistariasurgery.com)

Wistaria Surgery is located to the rear of the New Forest District Council offices off Avenue Road in Lymington. Turn off Avenue Road into the New Forest District Council offices, turn right along the front of the NFDC building and continue around to the left. Wistaria Surgery is ahead of you with its car park to the left. There are disabled parking spaces available immediately in front of the surgery entrance.

#### **Milford Medical Centre** Web: [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)

Our Milford branch is at Milford Medical Centre in Sea Road, adjacent to Milford Memorial Hospital. Some parking is available, please be aware that this is shared with the hospital and disabled parking is located near to the hospital and surgery entrance.

## **OUR DOCTORS**

We are a long established group practice consisting of Drs Gareth Morris, Senior Partner, Angela Sizer, Elizabeth Pugh, Ian Murray and Alice Mavrogordato at Wistaria, Lymington, in partnership with Drs Matthew Turner, Neil Moody-Jones and David Fowler at the Milford Medical Centre in Milford on Sea. All patients have an allocated GP responsible for their care – if you do not know who your GP is please ask at reception.

In addition we currently have non-partner GPs, Drs Victoria Makin, Ben Pettifer and Helen Bosanquet at Wistaria, Camilla Janssen at Milford Medical Centre and Jess Zhao working over both sites.

## **OUR DOCTORS – WISTARIA SURGERY**

### **Dr Gareth Morris – Senior Partner**

#### **BSc (Hons) Biotechnology, MSc, MBBS, DRCOG, MRCGP, PGCE**

Born in South Wales and educated in Kings College Taunton. Attended Kings College, London, Southampton University and trained in medicine at Royal London and St Bartholomew's Hospital. Full time partner at Wistaria Surgery since 2002 and GP trainer since 2006. Dr Morris is married with three children, enjoys gardening, dog walks, learning Italian, playing golf and watching rugby.

### **Dr Angela J Sizer**

#### **BSc (Hons) Psychology, MBBS, MRCGP, DRCOG, DCH, DFRSH**

Qualified St George's Hospital Medical School in 1996. Dr Sizer spent four years working in obstetrics and gynaecology before changing career path to general practice, becoming a GP in 2001. She has been a full time Partner at Wistaria since April 2003 and has particular interests in women's health, family planning and child health. Dr Sizer has responsibility for practice finances. Away from work she enjoys travel, skiing, fair weather sailing, gardening and photography.

### **Dr Elizabeth Pugh**

#### **BSc (Hons) Psychology, BM, MRCGP, DFFP**

Dr Pugh was born in Surrey and educated at The Lady Eleanor Holles School. She qualified from Southampton University Medical School in 1996. She has worked as a GP since 2004, and joined the Practice as a part time partner in 2009. She has an interest in women's health and fits contraceptive implants. Outside work she enjoys spending time with her family, cooking, gardening and walking her spaniel in the forest.

### **Dr Ian Murray**

#### **BM, BSc, MRCP, MRCGP**

Dr Murray qualified from Southampton School of Medicine in 2003 and joined the practice in 2008 as a GP registrar. After briefly working in Bournemouth he returned to Wistaria as a salaried doctor before becoming a partner in 2012. His main professional interest is adult medicine. Outside of work he enjoys golf and tennis and will reach for his guitar at every available opportunity.

### **Dr Alice Mavrogordato**

#### **BSc (Hons), BM, MRCS, DRCOG, DFRSH, MRCGP**

Dr 'Mavro' qualified from Southampton University in 2001 and pursued a career in surgery and plastic surgery before training in general practice, part of which was at Milford. She joined the practice as a partner in June 2012. Dr Mavro has accompanied several expeditions as a doctor including an exploration of the Blue Nile in Ethiopia and a climb of Mt Kilimanjaro. Her unusual surname is Greek. She is married to a farmer and has two young sons. In her spare time she likes to do gardening, walk, sail, cook (and eat!) good food which she is learning more about.

### **Dr Victoria Makin**

#### **BM BPharm (Hons), MRCGP, DRCOG, DFRSH**

Dr Makin qualified from Southampton Medical School in 2004. After working at Southampton General Hospital and Queens Medical Centre, Dr Makin moved to the North East, where she worked in A&E, paediatrics and gynaecology. She trained as a GP in Northumberland, where she lived until 2014. Dr Makin has a particular interest in child health and adult medicine. Personal interests include art and crafts, swimming and spending time outdoors with her young family.

**Dr Ben Pettifer****MBChB, MRCP, BSc**

Dr Pettifer qualified at Warwick Medical School in 2011 after achieving a first class degree in Biological Sciences and Parasitology at Kings College, London. He has particular interests in tropical medicine and infectious disease. In his spare time he enjoys many active pursuits including tennis and squash, road and mountain biking, cross country running and hiking. Other pastimes include travelling, camping and learning languages, particularly French and Spanish.

**Dr Helen Bosanquet****MBBCh, MRCP, MRCP, DFSRH, DRCOG**

Dr Bosanquet qualified from Cardiff Medical School in 2003, gained qualifications in hospital medicine, then decided to pursue general practice as a career, qualifying as a GP in 2011. She moved to Lymington and settled into a retainer GP job at Wistaria, starting in May 2017. Particular interests include minor injuries and sports medicine, diabetes/weight management/healthy eating. Away from work she is kept busy with her three children, trying to stay fit, and hopes to get back to pursuing her love of music.

**OUR DOCTORS – MILFORD MEDICAL CENTRE****Dr Matthew Turner****MBBS, MRCP, MRCP, DRCOG**

Dr Turner qualified from St George's Hospital Medical School in 1993 and spent four years in paediatrics before moving into general practice. Dr Turner has been a GP partner at Milford Medical Centre since 2009 where he is responsible for the GP registrar training. He enjoys all aspects of general practice and has particular interest in paediatrics, sport medicine/orthopaedics and medical education. Away from work he is married with two sons who keep him busy. When time allows he enjoys water sports, cycling, golf and racket sports.

**Dr Neil Moody-Jones****BM, MRCP, DRCOG**

Originally from South Wales Dr Moody-Jones qualified in 2008 from Southampton University. He completed his GP Training in 2013 which included spending 18 months in Milford-on-Sea as a GP registrar. Prior to this he worked at Lymington Hospital, Southampton General Hospital and on Jersey. Neil joined the practice as a partner in April 2014. He lives with his wife and young son and his interests include music, photography and walking in the New Forest with his family.

**Dr David Fowler****BM (Hons), PhD, MRCP**

David Fowler graduated from Southampton Medical School in 2008 and his initial post-graduate training was at Dorset County Hospital, Dorchester. He then worked for a year in the histopathology department in Southampton, before starting general practice training in Dorset. Dr Fowler completed his GP training in August 2014 and became a partner at Milford in 2015. He is married with young children.

**Dr Camilla Janssen****MBBCh, MRCP, DFSRH**

Dr Janssen joined the practice in October 2014 and typically works on Tuesdays and Thursdays. She completed her medical training in the University of Wales, Cardiff becoming a member of the Royal College of General Practitioners in 2004. She also holds a diploma from the Faculty of Sexual and Reproductive Health and her areas of interest include women's health, covering menopause and contraceptive services. She fits contraceptive implants and coils for our patients locally. Outside the surgery she acts as a local representative for the Hampshire and Isle of Wight Local Medical Committee. She is involved in organising a GP education programme to keep local GPs up to date and is also involved in teaching medical students at Southampton University. Camilla is married with two young girls who keep her very busy and when time allows, she enjoys the outdoors, the forest, the sea, paddle boarding, cycling and skiing.

**Dr Jess Zhao (Dr Jess)****MBChB, MRCP, PhD, BSc****(BOTH WISTARIA & MILFORD SURGERIES)**

Dr Jess qualified from University of Edinburgh in 2007. She formally joined the practice in 2019 after completing her GP registrar training at Wistaria Surgery. Dr Jess completed a PhD in Molecular Physiology at Imperial College London and has particular interests in medicine of the elderly and mental health.

Born in China, Dr Jess grew up in Scotland and settled in Hampshire five years ago. In her spare time, she enjoys gardening, rambling and travelling.

## TEACHING & TRAINING

We are committed to medical education and at most times we have GP Registrars working in the practice. They are fully qualified and very experienced doctors who are finalising their accreditation as GPs and may work within the practice from 12-18 months.

Frequently we also have undergraduate medical students, nurses or ancillary staff training in the practice. We will always inform you if there is a student present and your permission will be sought before a student attends your consultation.

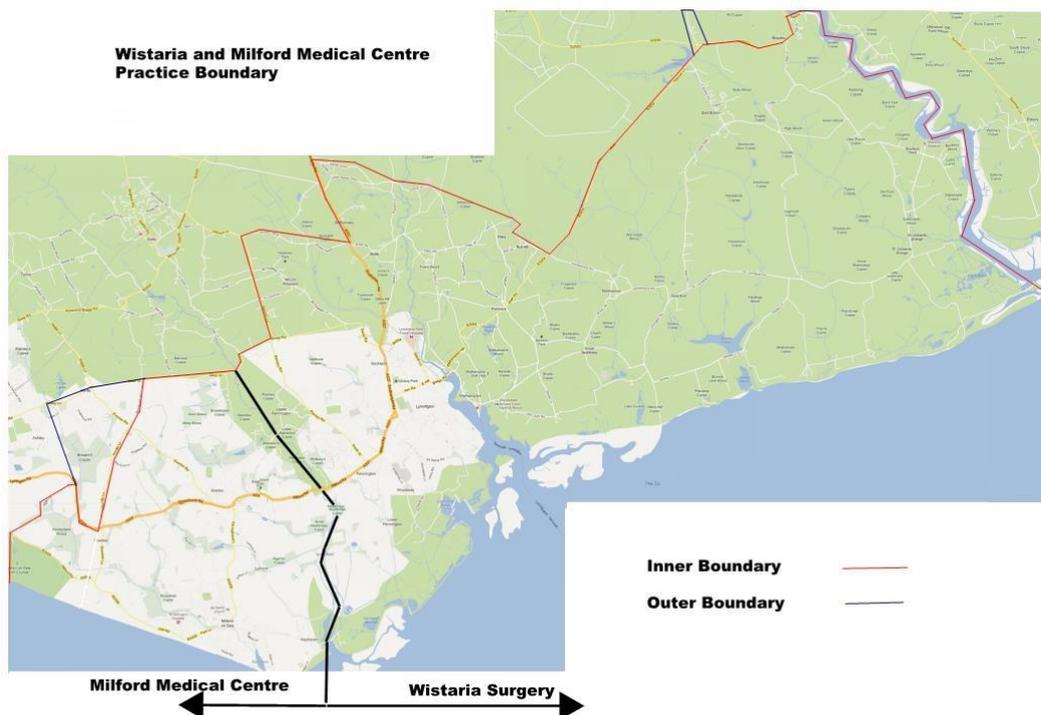
## VIDEOING

For doctors' ongoing professional development and as part of GP registrar training some consultations may be videoed (no intimate examinations will be videoed). You will be asked if you would mind co-operating with these essential programmes. However, should you not wish to be part of a training programme please let reception know and your wishes will be respected.

## NEW PATIENTS

If you would like to register with the practice please call into reception and speak to our reception staff. We will provide you with a simple registration form and a questionnaire that you will need to complete. Please bring photographic identity and proof of address. It can take some time for your records to reach us from your previous doctor, and the information you give us in the questionnaire is helpful in the interim. For families with children, we emphasise the particular importance of recording the immunisation and vaccination history. All new patients are offered a health check; this appointment enables us to take some details about your medical history and some simple measurements e.g. blood pressure.

## PRACTICE BOUNDARIES



## MOVING HOUSE (for existing patients)

If you move house and you still reside in either our inner or outer boundary then you may remain on the practice list by completing a change of address form with your new details. However, if you reside outside our outer boundary then you will be asked to move to a neighbouring surgery. If you require any further information then please see NHS website at [www.nhs.uk](http://www.nhs.uk) or contact the PPSA (The Practitioner & Patient Service Agency) at Coitbury House, Friars Gate, Winchester SO23 8EE who can assist you finding a new GP Surgery closer to your new home.

## APPOINTMENTS

Wistaria Telephone: 01590 672212

Milford Telephone: 01590 643022

If possible, please make an appointment in advance by telephone or by using online access. You may call in at reception to book appointments as well. We encourage patients to see their usual doctor wherever possible. However, when your doctor is away you may be asked to see another GP. These surgeries will be covered by doctors from the practice on a rota basis and are for routine pre-booked appointments. If you are unable to attend your appointment for any reason please let reception know as early as possible so that the appointment may be offered to someone else.

### Urgent or 'On the Day' Appointments

We keep a number of appointments clear on each day to allow for patients who have suddenly become unwell. These allow patients with conditions that they consider urgent to be seen on the same day. However, using these inappropriately means that someone who may need the appointment will not be able to be seen. Normally we use a triage system for urgent appointments – one of our GPs will call you back to discuss your problem and book an appointment if necessary.

### Timetable of Appointments

The tick represents the days that the doctors are available to book for an appointment.

WISTARIA SURGERY APPOINTMENTS										
Doctors	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr G Morris	✓	✓			✓	✓	✓	✓	✓	✓
Dr A Sizer	✓	✓	✓	✓			✓	✓		
Dr E Pugh	✓	✓			✓				✓	
Dr I Murray	✓	✓	✓	✓					✓	✓
Dr A Mavrogordato	✓				✓	✓	✓			
Dr V Makin			✓	✓	✓	✓			✓	✓
Dr B Pettifer			✓	✓	✓	✓			✓	✓
Dr J Zhao (Dr Jess)							✓	✓		
Dr H Bosanquet			✓				✓			

MILFORD MEDICAL CENTRE APPOINTMENTS										
Doctors	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr M Turner	✓	✓					✓	✓	✓	✓
Dr N Moody-Jones	✓	✓	✓	✓	✓	✓				
Dr D Fowler	✓	✓			✓	✓	✓	✓	✓	✓
Dr C Janssen			✓	✓			✓			
Dr J Zhao (Dr Jess)			✓	✓					✓	✓

Please note that whilst we do our best to keep to the above timetable, all surgeries are subject to change or cancellation at short notice. Doctors may be present in the surgery at all times other than those given, for (example, as duty doctors or for administration) but will not be available for consultation.

## **TELEPHONE APPOINTMENTS**

Telephone appointments can be booked with reception if you do not feel you need to see a doctor or nurse but would like to discuss something with them. The surgery staff are trained to take messages for you, give results of investigations and help you get in touch with other members of the practice team.

Please note that any results can only be given to the patient themselves, rather than to a third party, unless that is done with the patient's consent. Telephone messages can be left for your doctor who will then be able to return your call.

## **HOME VISITS**

Wistaria Telephone: 01590 672212

Milford Telephone: 01590 643022

Home visits are offered only for those who are too unwell to come to the surgery. Attending the surgery enables us to deal with your problems more thoroughly, as we have our full team and equipment available. Ideally, please telephone before 10.00am giving details. Please remember that a doctor can see up to five patients in the surgery in the time it takes to make one home visit. The doctor may wish to phone you before coming out. Please be prepared to give the receptionist some indication of the nature and urgency of the problem.

## **EXTENDED HOURS APPOINTMENTS**

Extended hours appointments are available outside our usual opening hours on early weekday mornings and late evenings for patients who are unable to attend the surgery during our usual working hours. Please ask reception and explain that you cannot attend during usual hours. We try to be flexible with appointments and if you are unable to get an appointment at a time that is convenient for you reception will do their best to help.

## **DNA (did not attend) APPOINTMENTS**

Unfortunately approximately 225 appointments per month are DNAs, i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment. The effect of this is an increase in the waiting time for appointments, a waste of resources and frustration for both staff and patients.

All DNAs will be logged electronically as per our DNA policy and patients who DNA on three or more occurrences will be contacted by the Practice Manager. Further occurrences may result in removal from our practice list.

## **APPOINTMENTS+ AND URGENT TREATMENT CENTRE AT LYMINGTON HOSPITAL**

From 1<sup>st</sup> July 2019 The Practice at Lymington Hospital became Appointments+ and has become part of the new Urgent Treatment Centre, managed by Partnering Health Ltd.

This service is located in Lymington Hospital as previously and you will still be able to book GP appointments at Appointments+ via Wistaria and Milford Surgeries but there will also be additional services.

## **APPOINTMENTS+ (Formerly The Practice)**

### Opening hours

Monday to Friday – 6.30pm to 10.00pm

Saturday, Sunday and bank holidays – 8.00am to 10.00pm

- Pre-bookable appointment service at Lymington New Forest Hospital
- 365 days a year – evenings, weekends and bank holidays
- Specialist clinicians on hand to treat you
- Appointments can be booked via your GP practice and NHS 111

You can access this service in the two following ways:-

- Via your GP practice – you will need to give permission to your GP practice for your full medical record to be shared with the doctors and other clinicians that will look after you
- Via NHS 111 – you may be offered an urgent, pre-booked appointment for the same day

## **URGENT TREATMENT CENTRE (Formerly Minor Injuries)**

### Opening hours

365 days a year – 8.00am to 9.00pm

- Walk-in service with no appointment needed at Lymington New Forest Hospital
- Pre-bookable appointments also available via NHS 111
- 365 days a year access from early in the morning until late at night
- Specialist clinicians on hand to treat you
- Expert diagnostics including x-ray
- Capability to treat children, including under 2s
- Treatment will now be available for minor illnesses as well as minor injuries

You can access this service in a number of ways:-

- Walk in between the hours of 8am and 9pm if you have a minor injury or illness which is not considered critical or life threatening
- You may be offered a pre-booked appointment here if you call 111 for advice
- They will assess your health needs and determine where you will be treated – you may be signposted to a service which more appropriately meets your need
- They will see patients under two years of age, although there are some restrictions on tests, investigations and treatments available

## **TEST RESULTS**

Test results enquiries - some blood test results are ready within a few days but some can take much longer. Please ask your doctor how long your results may take and how you will learn the results. If you wish to enquire about results please telephone the surgery after 2pm. The reception and secretarial staff will inform you if your results are back and any information from your doctor.

## **SAMPLE CONTAINERS**

Samples need to be brought into the surgery by 10.30am. If you need to bring in a sample please use an appropriate laboratory container, these are available from the surgery. Samples should not be brought in glass jars. Please ensure you mark your container and form correctly – samples not labelled or without paperwork will be discarded.

## **REPEAT PRESCRIPTIONS**

Request via your nominated pharmacy, at the surgery with a request slip or with online access.

### Nominated Pharmacy

You can nominate your local pharmacy as the automatic destination for medications so you can collect your repeat prescription at the pharmacy. Please speak to your pharmacy about this service.

### Paper based requests to the surgery

On the right hand side of your prescription there is a detachable white sheet that is your repeat prescription re-ordering slip. When you require more medication, please tick it on your slip and return the slip to the surgery via the letterbox at reception or by post. If you wish us to return your prescription to you by post, please enclose a stamped, addressed envelope.

Many of the local pharmacies will arrange collection of your prescriptions from the surgery – contact your local pharmacy for this service.

Please allow **two working days** for us to issue your prescription.

Telephone and e-mail requests are not accepted as these can be subject to error.

## **UNWANTED MEDICINES**

Unwanted Medicines cannot be left at the surgery. Your local pharmacy has a facility to dispose of these for you.

## **HOW DO YOU COMMUNICATE?**

Do you need information in a different format? Do you need communication support? If so, please tell a member of the practice staff, telephone us on 01590 672212 or email us at [WHCCG.WistariaPractice@nhs.net](mailto:WHCCG.WistariaPractice@nhs.net) Our Practice is working to achieve the Accessible Information Standard.

## **ONLINE PATIENT ACCESS**

Online access enables you to book appointments, request repeat prescriptions and view medication, allergies and immunisations. If you would like to sign up for on-line patient access, please complete the slip in reception, make a request over the telephone, by email or by the surgery website – see below. Online registration information will be posted to your registered address.

You can also request access to more of your information online, such as test results. Please come into reception with photo ID, complete the application form and read the guidance about access. Your doctor will assess your request and access should be provided within 14 days of your request.

## **WEBSITE**

You may like to visit the practice website at [www.wistariasurgery.com](http://www.wistariasurgery.com) or [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com) for further information about the practice, latest news and blogs. Please see our Services section for self-referral forms and practice information leaflets.

## **REFERRALS FOR FURTHER CARE**

If you need to see a consultant regarding a problem, you must see a doctor in the practice in the first instance, whether you will see the consultant privately or via the NHS. The doctor will discuss your choice of hospital with you and you may be given the information to enable you to book your appointment directly with the hospital. If you have a query regarding any referral please contact the hospital concerned in the first instance. If you have any other query regarding your referral please telephone the secretaries on 01590 672212 (Wistaria) or 01590 643022 (Milford Medical Centre).

## **WHEN THE SURGERY IS CLOSED**

You can call 111 when you need medical help fast, when it's not a 999 emergency.

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straight away to the local service that can help you best. That could be A&E, an urgent care centre, an out of hours GP, community nurse, emergency dentist or a late opening pharmacist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you. You can ring the 111 number 24 hours a day, seven days a week, 365 days a year, calls from landlines and mobile phones are free.

In an acute emergency dial 999. The following conditions and emergencies are best dealt with by calling 999.

- If you think you are (or someone you are with is) having a stroke
- If you think you are (or someone you are with is) having a heart attack
- If someone collapses or is unable to breathe
- If someone is bleeding heavily
- If you think your child has meningitis

In any of these situations if you ring reception they may advise you to call 999 as delaying treatment can lead to serious consequences.

If you need to be seen IMMEDIATELY the surgery is not the place to go as there may not be a doctor or nurse there.

### **NHS WALK IN CENTRE**

NHS walk-in centres provide fast and convenient NHS treatment. You will be seen by an experienced nurse for advice, assessment and treatment for minor ailments and injuries. You don't need an appointment. The nearest NHS walk-in medical centre is:

West Southampton NHS Walk-In Centre, 1a Howard's Grove, Southampton S015 5PR

Open 7am to 10pm seven days a week.

### **APPOINTMENTS+ AND URGENT TREATMENT CENTRE AT LYMINGTON HOSPITAL**

Please see details on page 6.

### **DENTAL PROBLEMS**

- Contact your dentist as soon as possible to find out who is on duty for emergencies.
- If you do not have a dentist contact the NHS Dental Services for Hampshire on 0300 7900 280 or 111.

## **THE PRACTICE TEAM**

### **PRACTICE MANAGER**

#### **Jan Lamont Dip PCM**

Jan has worked in primary care since 1989 and joined our practice in 2007. As Practice Manager she is responsible for the smooth running of the two surgeries and heads a comprehensive team of practice nurses, administrators, secretaries and receptionists. The practice team work hard to provide quality services to our patients. If you have any concerns regarding our service then please refer to our Practice Manager in the first instance.

### **TEAM LEADER**

#### **Rachel Plumb**

Rachel joined the practice in August 2013, was promoted to Practice Team Leader in April 2019. Her role is to support the partners for and to assist the Practice Manager with the smooth running of the admin team at both surgeries and day to day maintenance issues. She can also deal with patient queries, your concerns, suggestions and complaints.

### **IT MANAGER**

#### **Ann Mason B.Sc (Hons)**

Ann's background is in software development and engineering management. Her role in the surgery, since joining in November 2012, has been to support the accuracy of patient electronic records and produce reports on clinical data, both for patient care and surgery funding. She introduces and supports software tools and methods to improve the efficiency of the surgery and to provide patients with more convenient access to surgery facilities and information, such as online access, the practice website and practice email. **Sally Woods, Mel Mendham and Joanna Crouch** enthusiastically assist with IT administration.

### **RECEPTION**

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with our GPs. They also perform other important tasks such as giving details or recent test results and messages from our GPs, issuing repeat prescriptions and dealing with prescription enquiries.

### **SECRETARIES**

If your doctor is in surgery seeing patients and you have a query, please ask to speak to our secretarial team as they may be able to assist you or will ring you back later with the information you require. As well as dealing with referrals to secondary care they can also help you with general enquiries regarding medical reports, financial claims and will deal with patient requests to review their medical records.

### **CARE NAVIGATOR**

#### **Clare Richardson**

Clare is our Care Navigator, who some of you have already met. Clare joined our team in October 2016 and looks after both Wistaria and Milford patients. Her role is to provide a single point of access for patients and/or carer concerns, usually for the elderly and she can help access required services and signpost relevant information.

By assisting you to access health, social and community services your care navigator aims to help you maintain your independence and safety at home, avoiding hospital admissions. You can contact Clare directly, so if you have been in hospital or have any queries about your ongoing care or how to stay safe and independent at home please contact her via the surgery.

## **SOCIAL PRESCRIBER**

### **Lee Rand**

Lee has joined the practice team as a Social Prescriber, a new role that will place patients at the centre of their own non clinical care, helping people discover ways to feel better and improve how they feel in a manner that supports their own decision making.

Social prescribing offers help and support that doesn't come in a tube or a bottle but instead engagement with local and community based groups and resources to aid support, encourage participation and help reduce the impact of loneliness and isolation.

Lee has a background and interest in weight loss, mental health and health referral, and has helped many people in addressing associated health conditions and improving their wellbeing.

*Areas that a social prescriber can assist with are:-*

- Support with finances
- Getting out & active
- Supporting your mental wellbeing
- Being healthy & well
- Connecting with your community
- Hobbies & interests

## **MEDICINES OPTIMISATION PHARMACIST**

### **Helen Plumb**

Helen joined us in October 2016 and she too works at both sites. This is a trial post being funded by Better Local Care and West Hampshire CCG.

Helen's role includes medication reviews for patients on multiple medications and the frail elderly, drug monitoring and cost saving, quality and safety interventions. She works together with community and hospital pharmacists and GPs to improve the health and care of elderly patients. As well as helping patients this role takes pressure off GPs, freeing up their valuable time.

## **PRACTICE NURSE AND HEALTH CARE ASSISTANT TEAM**

Our nurses have routine nursing care clinics as well as running specialist clinics in:

- Cervical cytology (cervical smears)
- Diabetes
- Hypertension
- Asthma and chronic lung disease (COPD)
- Chronic heart disease
- Child, teenage and adult immunisations
- Flu prevention

For certain procedures (ECG, etc) you will be asked to read a Patient Information Leaflet, this will be given to you at reception. However if you make your appointment on line or by phone then these can be downloaded from our website.

Healthcare assistants support practice nurses with their daily work and carry out tasks such as new patient checks, NHS healthchecks and blood pressure management. They may act as a chaperone when a patient or doctor requests one.

## **FOREIGN TRAVEL**

Practice nurses offer comprehensive advice about overseas, travel and vaccination. If at all possible, seek advice some 8-12 weeks before departure. Firstly you will need to complete a travel form which can be collected from our surgeries. When you have completed these forms you will be able to book a travel appointment. The nurse will advise you of any vaccinations are not covered by the NHS and any payment necessary will be required before the first vaccination.

If we are unable to fit you in at the surgery there are other travel clinics available locally. You can book appointments for the travel clinic at Boots, Waitrose in Lymington, Tesco Pharmacy in New Milton offers anti-malaria tablets or you can contact the Southampton Travel Health Clinic on 023 8063 1922.

## **LIFESTYLE ADVICE**

From time to time a GP or practice nurses may offer you lifestyle advice in conjunction with treatment for certain conditions or at a health promotion clinic. Details of how to stop smoking, lose weight and increase your activity can be found on our website at [www.wistariasurgery.com](http://www.wistariasurgery.com) or [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)

## **HEALTH VISITOR**

Wistaria and Milford patients please telephone: 01590 619099

The Health Visiting Service aims to promote the health of the whole community. Health visitors and their team members play a vital role in promoting family health and supporting parents, referring onto other specialist services as appropriate. The health visiting team has information relating to babies, toddlers, young people, and parents. The team also offers ante and postnatal support groups, parenting groups, child health clinics and child health surveillance.

## **COMMUNITY NURSES**

Single Point of Access telephone: 0300 121 0175

The community nursing team is led by a community matron. They are available to visit patients for nursing at home when they are unable to attend the surgery. New referrals need to be actioned by a GP but if you have any queries regarding a visit please call SPA directly on the above number. Patients who are fit enough to attend surgery should make an appointment with a practice nurse.

## **SOCIAL WORKERS**

Telephone: 01590 625000

Social workers from Hampshire County Council Social Services Department can help with domiciliary care arrangements, day care, residential care and sitting services. Referrals can be made direct to Social Services.

## **COMMUNITY MIDWIFE**

The community midwife is involved in all aspects of maternity care and oversees most of the antenatal care in our practice. Some confinements are possible at the New Forest Birthing Centre at Ashurst. Other patients should be delivered at a consultant led unit, either in Bournemouth or Southampton. You will be advised as to the most appropriate place for the birth, but you will also have a choice of where you go to have your baby. They can be contacted 24 hours a day by telephoning 01590 663480 or New Forest Birthing Centre at Ashurst 023 8074 7690.

## **ANTENATAL/PRE-PREGNANCY CARE**

If you are thinking of becoming pregnant and would like advice please see your doctor. Please make an appointment at the surgery if you are pregnant. The doctor will make a referral for obstetric care to the midwife team at Lymington Hospital. Most antenatal care is now carried out by the midwife team, who will liaise with doctors at the surgery and the obstetrician at the hospital if necessary. Once your baby is born you will be offered a postnatal check up with your GP at six to eight weeks.

## **OAKHAVEN NURSES**

Telephone: 01590 670346 or 01590 679624

Oakhaven is a local hospice caring for people with terminal illness. The consultant, medical staff & clinical nurse specialists from Oakhaven offer advice, support and care to patients and their families.

## **BLOOD TESTS**

Phlebotomy clinics are available at Lymington Hospital Walk-In Clinic, opening times are Monday to Friday, 7.30am to 3.00pm.

No appointment is necessary for this clinic but you must take a request form with you. Children under five years of age cannot be seen in this clinic – they should go to the Butterfly Clinic in Southampton.

For all blood tests not at your practice, you **MUST** take a request form with you.

## **CHILDHOOD IMMUNISATIONS**

Childhood immunisation clinics are held regularly at Wistaria and Milford Surgeries.

Please telephone your surgery as an appointment is necessary.

If you are concerned about your child's immunisations and wish to discuss them please contact your health visitor or GP who will be able to help.

## **CHILD DEVELOPMENT**

The practice is approved for child health surveillance. Usually your doctor will carry out the first developmental check at about 6 weeks. Thereafter regular checks are made by the health visitor.

## **CERVICAL CYTOLOGY (CERVICAL SMEARS)**

Women between the ages of 24.5 and 64 years of age should have regular cervical smears. These are normally done every 3-5 years. Regular clinics are held by our practice nurses at both surgeries.

## **FAMILY PLANNING**

All the doctors provide family planning advice. Some of our GPs have been specially trained to fit coils, caps and implants at the surgery or you can be seen in a contraception and sexual health clinic by calling 0300 3002016.

## **MINOR SURGERY**

Some minor surgery and joint injections are offered at the surgery. This service is accessed by seeing your usual doctor before an appointment is given for our minor operations clinic; these are usually held at Wistaria.

## **CONSENT**

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment or investigation. This will include the nature, purpose, and risks of the procedure to ensure that the patient understands and has enough information to make an "informed choice". Implied consent will be assumed for many routine physical contacts with patients (e.g. patient attending an appointment for a blood test and proffering their arm).

Verbal consent will be obtained and recorded for all immunisations/vaccinations.

Written consent will be obtained and recorded for

- Minor Surgery
- Joint Injections
- Video recording of consultations
- Any disclosure of information regarding a patient to a third party e.g. insurance report
- Some family planning procedures

## **CARERS**

If you are a carer or are cared for by a friend or relative, it is important to let us know so we can add their details to your records. Carers also qualify for certain health checks and annual flu immunisation – so it is important that our records are accurate.

## **NHS ENGLAND**

We are contracted to provide NHS services by NHS England (Wessex) Oakley Road, Southampton, SO16 4GX.

## **PATIENT ADVICE AND LIAISON SERVICES (PALS)**

You can talk to PALS who provide confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

[www.hampshire.nhs.uk/listening-to-you/comments-compliments-complaints](http://www.hampshire.nhs.uk/listening-to-you/comments-compliments-complaints)

Full details of all PALS Office are available at PALS tel: 02380 874545

## **OUR PHILOSOPHY**

The Practice Team at Wistaria & Milford Surgeries are committed to providing the highest standards of Primary Care in a calm and caring environment. The wellbeing of our patients is our highest priority.

We aim to provide a service that endeavours to treat each patient as an individual, taking into account their cultural, spiritual and social needs.

We seek to promote a high standard of evidence based holistic care. Our Practice team encourage and support our patients in taking an interest in their own health throughout their lifetime.

## **OUR COMMITMENT TO YOU**

All the staff are dedicated to providing you with a high standard, quality service, based on your clinical needs. This can best be achieved by working together so that you can help us to help you.

In particular:

- Your will be treated as an individual and as a partner in the care and treatment you receive.
- All patients have the right to be treated with courtesy and respect at all times. Every attempt will be made to deal with requests promptly and efficiently and any delays explained as soon as possible. All members of staff will give the patients their name and inform them how they may be contacted.
- All patients have the right to absolute confidentiality. They may also have access to their own health records on written request and subject to any limitation in law.
- All staff offering services to patients will endeavour to begin their surgeries at the appointed time, although delays can occur because of medical emergencies. If there is a delay of more than 30 minutes for an appointment, patients have the right to be informed and to make an alternative appointment.
- All patients have a right to information about their own health, and the doctors and nurses will endeavour to explain the illness, its treatment and potential outcomes of the illness or its treatment. Any patient may be accompanied by a friend or relative if they so wish.
- The practice staff will offer advice on health promotion. This will include advice on lifestyle and prevention of disease through immunisation. Advice will also be given on self-help in the case of minor ailments or injuries.
- Patients will be given full information about the services we offer. This information will be available via the practice leaflet, notices in the reception area and direct from any member of staff.
- Patients have a right to make an appointment with the doctor of their choice. Patients needing to be seen urgently will be seen on the same day but may not be able to see their own doctor. Patients asking for a home visit may be asked to discuss their problem with a doctor and if a visit is necessary it will be made on the same day.
- All new patients will be offered an appointment for a health check.
- Repeat prescription requests, submitted in writing, will be ready for collection within 48 working hours.
- All patients have the right to be referred to a consultant if this is felt necessary by the GP and the patient. At all times a patient has the right to ask for a second opinion if they are unhappy with their treatment.
- Patients have the right to choose whether they take part in research or the training of medical or nursing students.

## **YOUR RESPONSIBILITY**

Whilst the staff will endeavour to fulfil their responsibilities to our patients, we would ask you to respect the demands on our time so that you can help us to help you:

- Please show the same courtesy to the staff and remember how difficult it is for them to meet everybody's needs.
- Please do all you can to keep appointments and inform the staff as soon as possible if you cannot. Remember that someone else may have needed your missed appointment.
- Please remember that it is more time effective to be seen in the surgery and only ask for a home visit if it is absolutely necessary. Home visits should not be requested for social convenience.
- Please only ask for a visit out of hours if it is truly necessary.
- Please help us by submitting your repeat prescription requests in writing and in advance (not at the last minute).

**We are your surgery and part of the same community.** With your co-operation and support we will endeavour at all times to provide a caring and sensitive service that contributes to the well-being of the individual and the community as a whole.

## **CONFIDENTIALITY**

All your medical information is confidential. If you wish to speak privately to the receptionist you may request this and there is a room available for this. Any results will only be given to the patient. If a patient requires family members to be made aware of results we will need their prior permission in writing.

## **COMPUTERS AND CONFIDENTIALITY**

Both Wistaria Surgery and Milford Medical Centre are fully computerised practices. Many of you will have experienced the benefits of us being able to run efficient recall programmes as a result.

This is a practice-based system with restricted access to the NHS. The Practice conforms to the Data Protection Act 1988 and The General Data Protection Regulation (EU) 2016/679 (GDPR). We are required by these acts to accurately maintain your personal medical records in a confidential manner and access to your records is restricted to those persons deemed to be maintaining your records on behalf of the Department of Health and by those directly involved in your care. However, the records remain the property of the Secretary of State.

## **YOUR CARE**

You may be receiving care from other people as well as the NHS, we may need to share some information about you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential at all times. The law courts can insist that we disclose medical records to them. Further information is available in our Privacy Notice which can be viewed on the practice website or at reception.

## **COMPLIMENTS, COMMENTS, COMPLAINTS & SUGGESTIONS**

Please ask for our feedback form, which can also be downloaded from our website. We aim to offer a high standard of service and medical care to our patients. Should you have any complaints or comments about the way your treatment has been managed by either doctors or staff, you may make them to any member of the practice team. We take any comments seriously and you are free to talk to any doctor or member of staff when you feel a matter could have been better handled.

For any issue which is serious enough you feel you have a formal complaint, we have an in-house complaint procedure so you can tell us of your dissatisfaction and we can investigate thoroughly, and explain what has happened, admit any shortcomings and take action to remedy any deficiency. Such complaints should initially be made in writing to the Practice Manager, Jan Lamont.

## **DISCLOSURE OF INFORMATION**

Enquiries about your medical history from such bodies as insurance/life assurance/solicitors etc, companies are generally only permissible with your formal consent. You will normally be asked to give written consent to such enquiries before your GP releases information.

We disclose all relevant medical conditions unless you ask us not to do so. In that case we would have to inform the insurance company that you have instructed us not to make a full disclosure to them.

You have the right, should you request it, to see reports to insurance companies or employers before they are sent.

We will not normally release details about other people that are contained in your records (eg wife, children, parents, etc) unless we also have their consent.

Limited information is shared with the health authorities to help them organise national programmes for public health such as childhood immunisations, cervical cytology etc. We also notify the Health Authority of certain procedures that we carry out on patients.

We are required by law to notify the government of certain infectious diseases (eg meningitis, measles but not AIDS) for public health reasons.

Social Services, The Benefits Agency and others may require medical reports on you from time to time. These will often be accompanied by your signed consent to release information. Failure to co-operate with these agencies can lead to patient's loss of benefit or other support. However, if we have not received your signed consent we will not normally disclose information about you.

## **YOUR PRIVACY & ACCESS TO YOUR MEDICAL RECORDS**

You have a right to keep your personal health information confidential between you and your doctor. This applies to anyone over the age of 16 years and in certain cases to those under that age. As a patient you are entitled, subject to limitations under the law, to have access to your personal medical record. If you wish to view your full personal medical record you are required to make a formal request to the Practice Manager who will agree a date and time for you to visit the practice and have access to your records.

Whilst viewing your record you are at liberty to make any notes that you may feel appropriate and will be allowed to ask for copies of any information you have seen.

You are not allowed under any circumstances, to amend, delete or in any way alter the records. If you believe there has been an error in your record you must bring this to the attention of the Practice Manager who will ensure that your concerns are notified to your general practitioner. The alleged error will be investigated and if the error is confirmed the general practitioner will amend your records accordingly.

## **NON-NHS SERVICES**

Many medical examinations, (for example for HGV Licences and for pre employment), some travel vaccinations and certain other services are not paid for by the NHS. Some insurance forms such as the certificates for elderly drivers insurance appear deceptively simple but need a full medical examination for their completion. Examinations of this nature take time so please ensure that the receptionist knows the reason for your appointment. The fee due is payable by patient at the time of the examination. Examination for life insurance companies will 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 see our private fees list at reception for a list of the chargeable fees.

## **VIOLENT OR ABUSIVE BEHAVIOUR**

Our staff are encouraged to handle all enquiries in a friendly and helpful manner and wherever possible to avoid confrontation. We are aware that for many patients their attendance at a GP surgery can be a stressful experience. We endeavour to provide a clean and relaxing environment so that patients can await their consultation with our staff in comparative peace.

Occasionally patients may, for various reasons, feel that they have a right to express their feelings in a violent or abusive manner. Whilst recognising that in some cases there may be some justification for extreme behaviour, other patients, our doctors, nurses and staff are not here to be the butt of unreasonable expressions of anger.

If a patient persists in such behaviour and continues to act unreasonably in either a verbal or physically violent manner we are at liberty to take action that may result in the patient being permanently removed from the practice list. We will, in extreme cases, enlist the assistance of the local police to remove an offender and in this instance we will ask the police to issue a crime reference number that will be reported to the NHS England. Violent or abusive patients who have been identified to the NHS England in this manner may subsequently find it difficult to register for medical services with an alternative practice in the area and may be referred to a special unit who deal specifically with violent or abusive patients.

## **CHILD PROTECTION & ADULT SAFE GUARDING**

If you have a concern about a child or a vulnerable adult, then please raise this with either your GP or the Practice Manager. Our reception team can provide you with a leaflet regarding local and national agencies which may be of interest to you. This leaflet is also available in the download section on our website at [www.wistariasurgery.com](http://www.wistariasurgery.com) or [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)

## **THE FRIENDS OF WISTARIA SURGERY**

Inaugurated in 2003, the 'Friends of Wistaria Surgery' is an independent voluntary organisation whose purpose is to organise social activities, to raise funds thereby enabling the purchase of equipment for the surgery not normally provided by the statutory authorities and to provide practical assistance such as help with the annual influenza clinics, maintaining the surgery's garden etc.

Amongst its regular activities, the 'Friends' hold monthly coffee mornings in the surgery's River Suite with talks on health and other topics of local interest, run fundraising events and hold occasional general meetings, with speakers from the medical profession. The events are publicised on the Friends notice board in the surgery's reception area and in The Friends and Surgery newsletter.

The Friends also run a befriending service which was set up in response to a need identified by the nurses and with the support of the Hampshire Good Neighbour Support Services. Befrienders offer a 'listening ear' to those living isolated lives through ill-health or the loss of a partner. There is a great need for such a service and the ability to meet this challenge is limited solely by the number of volunteers.

All activities take place in the spirit of 'fun and friendship' and there is a real sense of working in partnership with the surgery to promote the welfare of patients.

Members of the Friends can be as involved as they want to be. Many attend the social and fundraising events but do not get involved with the organisation, whereas others like to play a more active part. It is entirely up to the individual.

Membership application forms are available from the reception desk at the surgery or, if you would like to learn more about the Friends, you can telephone 07867 229982 (answerphone), write c/o the surgery, visit their website: [www.friendsofwistariasurgery.weebly.com](http://www.friendsofwistariasurgery.weebly.com) or e-mail the Secretary at [friendswistariasurgery@gmail.com](mailto:friendswistariasurgery@gmail.com)

### **LEAGUE OF MILFORD ON SEA HOSPITAL & COMMUNITY FRIENDS**

The League of Friends has changed in recent years, with the closure of the beds in the Community Hospital. They still help at various clinics and have organised fitness classes (known as MAPLE) on a Tuesday and Wednesday afternoon, which are very popular. These classes are followed by tea and a chat. There is also a bathing service for those who are no longer able to take a bath at home. A Parker Bath, which is easy access, is used. There are helpers available to assist as well. Refreshments are served after the bath. The League also helps at the Medical Centre with the busy flu clinics and serve refreshments in the Hospital. The role of the League of Friends has changed over recent years and much of the new equipment we buy is for use in The Medical Centre, to enable to the doctors and nurses to have more up-to-date diagnostic and treatment equipment. The League also supports Oakhaven Hospice by funding a clinical nurse specialist for four years in the Milford, Downton, Everton, Keyhaven and Lymore area. It means that there is now seven day cover.

Any donations to support the League to continue with these much needed services can be sent to the League of Friends at the Hospital and will be placed in the appropriate accounts. We hold three events during the year, Spring Fair, the Garden Party at the hospital and an Advent Fair and items for sale or prizes and your support for these are very much appreciated. Please support us.

### **PATIENT PARTICIPATION GROUP (PPG)**

Wistaria and Milford PPG are a group of patients who work in partnership with the surgery, assisting with surveys and feedback and strengthening the relationship between patients and the practice. If you are interest in joining the virtual PPG group please email [wistariamilfordppg@gmail.com](mailto:wistariamilfordppg@gmail.com) or visit their website at [www.wistariamilfordppg.com](http://www.wistariamilfordppg.com) for further information.

### **GETTING TO AND FROM THE HOSPITAL FOR APPOINTMENTS**

We no longer book patient transport – patients can call directly on 0300 123 9833.

If you need help getting to and from the hospital for appointments, you may find Milford Community Care Cars a help, they are a voluntary service offering to take patients to the hospital for their appointments and blood tests at a small charge their telephone number is 0845 6443628. Also Lymington Voluntary Care Group can help with transport their telephone number is 01590 679187.

## USEFUL TELEPHONE NUMBERS

### Hospitals

<b>Becton Centre</b>	0300 121 0175
<b>Christchurch Hospital</b>	01202 486361
<b>Fenwick Hospital Lyndhurst</b>	02380 282782
<b>Hythe Hospital</b>	02380 846046
<b>Lymington New Forest Hospital</b>	01590 663000
<b>Macmillan Unit, Christchurch</b>	01202 705291
<b>Milford on Sea War Memorial Hospital</b>	01590 648100
<b>New Forest Birthing Centre Ashurst</b>	02380 747690
<b>Oakhaven Hospice</b>	01590 670346
<b>Patient Advice and Liaison Services (PALS)</b>	023 8087 4545
<b>Poole General Hospital</b>	01202 665511
<b>Princess Anne Hospital</b>	02380 777222
<b>Royal Bournemouth Hospital</b>	01202 303626
<b>RBCH Eye Unit</b>	01202 704181
<b>Royal South Hants Hospital</b>	02380 634288
<b>Salisbury District Hospital</b>	01722 336262
<b>Sexual Health</b>	0300 300 2016
<b>Single Point of Access - Community Nurses</b>	0300 121 0175
<b>Southampton General Hospital</b>	02380 777222
<b>Waterford House</b>	01425 622922

### Chemists

<b>Boots (Lymington Avenue Road)</b>	01590 672774
<b>Boots (Lymington Thomas Street)</b>	01590 673725
<b>Boots (Lymington Waitrose)</b>	01590 678874
<b>Boots (Lymington High Street)</b>	01590 673097
<b>Pennington Pharmacy</b>	01590 673745
<b>Boots (Milford On Sea)</b>	01590 643224
<b>Milford Pharmacy</b>	01590 645555
<b>Sway Pharmacy</b>	01590 682225
<b>Hordle Pharmacy</b>	01425 610594

### Other Useful Numbers

<b>Emergency Police, fire ambulance, coastguard</b>	<b>999</b>
<b>Lymington Police Anti-Social &amp; Neighbourhood issues</b>	101
<b>Travel Clinic –Southampton</b>	023 8063 1922
<b>Tourist Information</b>	01590 689000
<b>Alzheimer's Society</b>	01590 644679
<b>Community Centre</b>	01590 672337
<b>Citizens Advice Bureau</b>	0844 499 4119
<b>Health Visitors</b>	01590 619099
<b>Lymington Care Group</b>	01590 679187
<b>Lymington Library</b>	0845 6035631
<b>NF Disability info</b>	01425 628750
<b>Samaritans</b>	116 123
<b>Trading Standards</b>	01622 626520

## Feeling unwell?

You may not need to see a doctor – choose from the range of options below:-

Self Care	
Self care is the best choice to treat very minor illnesses, ailments and injuries. Coughs and colds, aches and pains and upset stomachs can be treated from the home medicine cabinet.	Some self care essentials:- <ul style="list-style-type: none"><li>• Paracetamol</li><li>• Anti-diarrhoeal medicines</li><li>• Re-hydration mixtures</li><li>• Indigestions remedies</li><li>• A thermometer</li></ul>
Your Local Pharmacy	
Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints.	Contact details for your local pharmacies are provided on the previous page.
NHS Website – <a href="http://www.nhs.uk">www.nhs.uk</a> – NHS 111	
You can find up to date and expert advice as well as find your nearest NHS services such as GPs, dentists, pharmacists, etc.	If you need medical help fast but it isn't a 999 emergency you can dial 111. NHS 111 will assess you, provide advice and direct you to a local service that can help you best. Calls are free including those from mobiles.
Your GP	
You can access advice online or contact your GP using e-consult on the surgery website. Or Make an appointment with your GP for medical advice, examinations and prescriptions.	Out of hours – if you require urgent medical assistance which cannot wait until the surgery is open, call 111 for the NHS 111 service. If you need face to face medical attention you will be asked to attend a Primary Care Centre.
Urgent Treatment Centre (formerly Minor Injuries Unit)	
You do not require an appointment for the urgent treatment centre.	Urgent Treatment Centre, Lymington New Forest Hospital, Wellworthy Road, Lymington, SO41 8QD. Tel: 01590 663000. Open 8am to 9pm, 365 days a year.
A&E and 999	
For symptoms or serious illness and major accidents, choose the Emergency Department or 999. Emergency services should only be used in very serious or life threatening situations.	Southampton General Hospital, Tremona Road, Southampton, SO16 6YD. Tel: 0238 077 7222. Bournemouth General Hospital, Castle Lane East, Bournemouth, BH7 7DW. Tel: 01202 303626.

## Choose Well



Grazed knee.  
Sore throat.  
Cough.  
Stock your  
medicine cabinet.

### Self-care



Unwell?  
Unsure?  
GP surgery closed?  
Need help?

### NHS 111



Diarrhoea.  
Runny nose.  
Painful cough.  
Headache.

### Pharmacy



Vomiting.  
Ear pain.  
Stomach ache.  
Back ache.

### GP surgery



Choking.  
Chest pain.  
Blacking out.  
Blood loss.

### A&E or 999

Emergencies only