

Getting the most out of your healthcare services at

The Drayton Surgery

Making an appointment

- ✓ Telephone appointment ✓ Video consultation ✓ Face to face appointment

Urgent appointment

 call 023 9237 0422

 call from 8am

All calls are answered by a team of trained Care Navigators who will ask you a series of questions to book the right appointment with the most appropriate person for your needs.

We run a triage system for GP appointments. This means that patients who feel they need urgent support can speak to someone on the phone or get in touch via eConsult and they will be offered a face-to-face appointment if required. Patients can usually get an on-the-day appointment with an Advanced Nurse or Clinical Practitioner by calling at 8am without the need for triage.

Routine appointment

 call 023 9237 0422

 call from 10am

Routine appointments can also be made through SystemOnline – the practice's online service. Register at thedraytonsurgery.co.uk and click **online services**.

Other queries

Non-urgent medical query

Use eConsult to contact us online. Fill out an intuitive online form and our care navigators will respond by the end of the stated time. Use for common problems like coughs,

back problems or mental health; administrative help like sick notes, test results or doctor's letters.

The link to eConsult is thedraytonsurgery.webgp.com

Prescription orders

Use our online service SystemOnline or through your chemist.

Medication enquiries and test results

Use our online service SystemOnline or call 023 9237 0422.

Meet our team of clinical experts

As well as GPs and Nurses, we have a wide-ranging multi-disciplinary team to support our patients. These include:

Care Coordinator

- Monitor and coordinate treatment plans for our housebound patients
- Educate patients about their condition
- Connect patients with different services
- A Cancer Care Coordinator works closely with patients diagnosed with cancer along with local support services

Clinical Pharmacist

- Carry out medicine reviews if you have complex, long-term needs
- Help with prescription requests
- Support with repeat prescriptions

Pharmacy Technician

- Advise on how to take medicine and any side effects
- Work with patients to make healthy lifestyle choices

Practitioners

- A team of Nurse and Clinical Practitioners
- Support patients with a range of acute conditions

Musculoskeletal First Contact Physiotherapist

- Help patients with joint, bone and muscle issues
- Diagnose and treat issues quickly
- Able to suggest further investigation

Social Prescriber

Work with patients and their families to signpost towards local activities and services, that provide practical and emotional support to improve health and wellbeing

Mental Health Practitioner

- Help patients to manage their mental health
- Services include counselling

Other ways to get help

Mental health

Learn more about mental health and see a list of free local services at mentalhealthinportsmouth.co.uk

Pharmacies

Visit your local community pharmacy for fast and convenient expert advice on minor illnesses, no appointment needed.

Physiotherapy

If you have a musculoskeletal (MSK) pain or condition and are aged 16+, you can refer yourself to the Solent Physiotherapy Service.

Visit solent.nhs.uk/msk or call 0300 123 6682

Sexual health

Let's Talk About It provides support for STIs and STI screening, contraceptive advice, sexual assault advice and support, pregnancy advice and vasectomy referrals.

Visit letstalkabout.nhs.uk or call 0300 300 2016

Urgent Treatment Centres

Attend a UTC for urgent minor injuries such as broken bones. Call 111 or visit 111.nhs.uk to make an appointment, or just turn up (appointments will be prioritised).

Wellbeing Service

For support on losing weight, quitting smoking or getting support for a problem with drugs or alcohol, visit wellbeingportsmouth.co.uk or call 023 9229 4001.

NHS website

Health A-Z: Guide to conditions, symptoms and treatments
nhs.uk/conditions

Live Well: Advice, tips and tools for health and wellbeing
nhs.uk/live-well

Medicines Guide: How medicine works and possible side effects
nhs.uk/medicines

Care & Support: Options and where to get the best support
nhs.uk/conditions/social-care-and-support-guide

NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet – including prescriptions and appointments.



Our two sites

If you require a face-to-face appointment, you will be asked to attend an appointment at one of two sites across the city.

The Drayton Surgery

280 Havant Road
Drayton
Portsmouth
PO6 1PA

The Wootton Street Surgery

1 Wootton Street
Cosham
Portsmouth
PO6 3AP


To register with the practice

Visit one of our surgeries to complete a registration form.

 thedraytonsurgery.co.uk

 hiowicb-p.draytonsurgerystaff@nhs.net

 facebook.com/thedraytonsurgery

 023 9237 0422 from 8am – 6.30pm