



# Wistaria & Milford

SURGERIES

## 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 reception and telephone lines open at 8.30am until 6:00pm. Out of Hours service is available at weekend and Bank Holidays by calling 111.

**Wistaria Surgery** Web: [www.wistariaandmilford.nhs.uk](http://www.wistariaandmilford.nhs.uk)

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.wistariaandmilford.nhs.uk](http://www.wistariaandmilford.nhs.uk)

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. The Milford site close for lunch each day 01:00pm – 02:00pm

## Iris Suite

The Iris Suite is at the old Red Cross Suite alongside Wistaria Court. This has undergone a large refurbishment project during 2022. The Iris Suite is our daily triage hub and handles urgent care requests between 8am – 6.30pm across our total list size of 16,100 patients. You may find your urgent appointments are offered here.

## 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, Helen Bosanquet, Andrew Hodgson, & Ben Pettifer at Wistaria, Camilla Janssen at Milford Medical Centre as well as Jess Zhao, Nichola Osborne & Melissa Carrell 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, DFRH**

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 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, has worked as a GP since 2004 and joined the Practice as a partner in 2009. She has an interest in women's health. 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, DFRH, 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, walking, sailing, cooking (and eat!) good food which she is learning more about.

### **Dr Victoria Makin BM BPharm (Hons), MRCGP, DRCOG, DFRH**

Dr Makin qualified from Southampton Medical School in 2004. After working at Southampton General Hospital and Queens Medical Centre, Dr Makin moved to the Northeast, 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 Helen Bosanquet MBBCh, MRCP, MRCGP, DFRH, 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. 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.

### **Dr Andrew Hodgson MBChB, MRCCGP, MPhys**

Dr Hodgson qualified at Warwick Medical School in 2015 having previously achieved a degree in Physics at UMIST, Manchester. He then worked at Southampton General Hospital, Princess Anne Hospital and Lymington Hospital before completing his GP registrar training at Wistaria and joining the practice in 2020. He has a particular interest in child health and infectious diseases, as well as medical education. In his spare time, he enjoys running, cooking, travelling, and learning foreign languages.

### **Dr Ben Pettifer MBChb BSc MRCCGP**

Dr Pettifer qualified at Warwick Medical School after receiving a 1st-class Bachelor of sciences degree in biological sciences and Parasitology. He trained in hospitals in London and Brighton before returning to Southampton hospital for his GP training. He likes all aspects of medicine, particularly infectious diseases. Ben started work at our Practice in 2016 and returned in 2022, following travelling and working in New Zealand. Outside of work he enjoys surfing, hiking, and travelling.

## **OUR DOCTORS – MILFORD MEDICAL CENTRE**

### **Dr Matthew Turner MBBS, MRCCGP, 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, MRCCGP, 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 in 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, MRCCGP**

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 GP 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, MRCCGP, DFRH**

Dr Janssen joined the practice in October 2014 and typically works on Tuesdays and Thursdays. She completed her medical training at 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 and is also involved in teaching

medical students at Southampton University. Camilla is married with two daughters 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**

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 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.

#### **Dr Nichola Osborne MA Oxon (Physiology) MBChB, MRCP, DFRH, DCH**

Dr Osborne joined the practice in January 2021 and typically works at Milford on Mondays and Wednesdays. She completed her GP training at St Georges Hospital, London in 2017. On her other days she works in Sport, Exercise Medicine, and Rehabilitation, with the military, GB hockey and rugby. Dr Osborne is extremely passionate in how our lifestyle and behaviour can influence or prevent chronic disease and wellbeing, regardless of diagnosis, age, or personal background, including exercise, nutrition, sleep, mental wellbeing, and access to our community. She is also interested in musculoskeletal medicine and does offer some joint injections. Dr Osborne grew up locally and after spending some time away feels incredibly lucky to have returned to the New Forest. In her spare time, she enjoys most outdoor pursuits and being out in nature especially running, cycling, and trying the benefits of a cold sea swim!

#### **Dr Melissa Carrell BSc (Hons) Medical Physics MB BS DRCOG MRCP DFRSH Prac.Dip PCMH**

Dr Carrell qualified at St Batholomew's Medical School in 1996. She initially worked in obstetrics and gynaecology and histopathology in Oxford, then moved to Singapore and worked as a general physician at the University Hospital. Returning to the UK, she settled in the New Forest and did her GP training in Dorset. Dr Carrell has special interests in women's health and mental health. She enjoys sailing, walking, cycling and the piano.

#### **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.

#### **APPOINTMENTS, TOTAL TRIAGE & KLINIK**

We have a "total triage" portal called Klinik. You can submit appointment requests between 6am – 6pm Monday to Friday excluding bank holidays.

Triage is the assignment of urgency of illnesses to decide the order of treatment of a large number of patients. Prior to the Covid-19 pandemic we only triaged some urgent/same day requests. We have

adopted this model of total triage which means that every patient request for an appointment will be assessed.

We have a mix of telephone/video and face to face these appointments to get out patients to the right clinician first time, every time remains a high priority and many of you may have seen our physiotherapist, mental health practitioner or our paramedic.

### **How can I request assessment or an appointment?**

You will be able to use the Klinik online form via our website [Wistaria and Milford Surgeries - Lymington, Hampshire](#) to submit appointment requests for new medical problems or ask for follow up of an existing one.

Using the online form will be the quickest and most efficient way for you to tell us about a new medical problem. Please be assured that the online form is not the only way to access our care. You can still call us if you are not able to use the online form. Our touch screens in the waiting rooms will guide you through the same process and ask you questions about your medical needs. Please be factual and courteous with our staff, the more information you given them will ensure they direct you to the right person. Please remember whatever you tell them is in strict confidence.

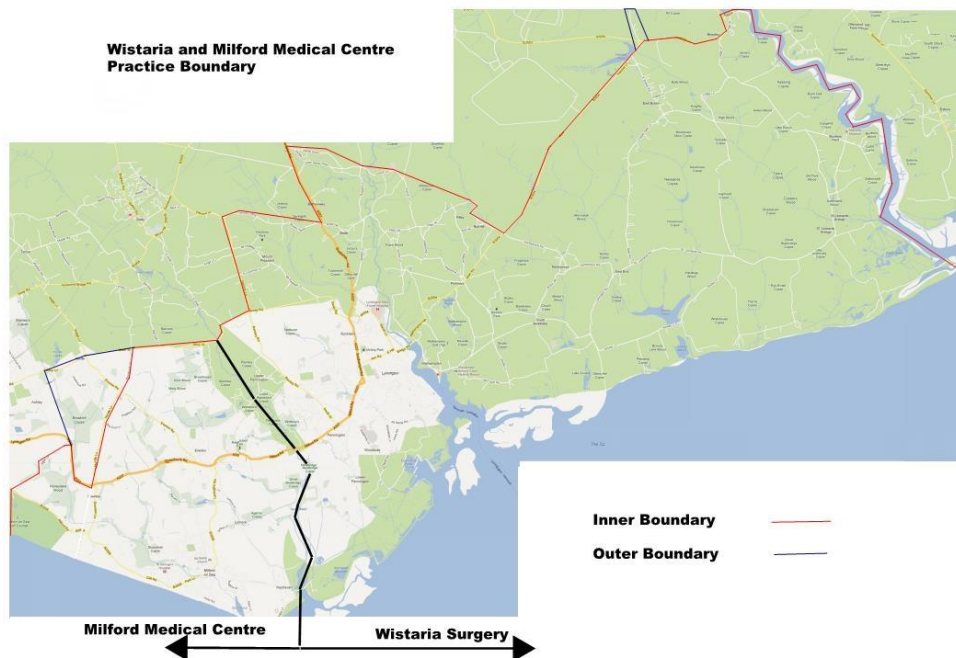
Depending on the nature of your main symptom you will be asked some further questions. This will help us direct your request to the right person and make sure urgent problems are highlighted quickly. If your symptoms may be a sign of a medical emergency, you may be directed to contact NHS111, 999 or attend the Emergency Department (A&E)

At each of our sites, clinicians will be reviewing new submissions throughout the day and acting on them as appropriate. This may mean they telephone you for more information, arrange a video consultation, send you a text, book a face-to-face consultation or schedule a home visit.

### **NEW PATIENTS**

If you would like to register with the practice, please either complete the online form from our website, or call into reception and speak to our reception staff. We will provide you with a simple registration form 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)

### **APPOINTMENTS**

Wistaria Telephone: 01590 672212

Milford Telephone: 01590 643022

We encourage patients to see their usual doctor wherever possible. However, when your doctor is away you may be asked to see another GP. If you are unable to attend your appointment for any reason, please let us know as early as possible so that the appointment may be offered to someone else.

Using KLINIK from our website is the quickest and most efficient way for you to tell us about a new or urgent medical problem or ask for follow up to an existing one. You can still call us if you are not able to use the internet, please be mindful of those who do not have computer access and do need to telephone us,

Our call handlers will guide you through the same process and ask you questions about your medical needs. Please be factual and courteous with our staff, the more information you given them will ensure they direct you to the right person. Please remember whatever you tell them is in strict confidence.

# Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



**Reception staff, like all members of our team, are bound by patient confidentiality.**

## Timetable of GPs

The tick represents the GPs usual working days.

<b>WISTARIA SURGERY APPOINTMENTS</b>										
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 H Bosanquet			✓				✓			
Dr A Hodgson			✓	✓	✓	✓			✓	✓
Dr B Pettifer	✓				✓	✓	✓	✓		

<b>MILFORD MEDICAL CENTRE APPOINTMENTS</b>										
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)			✓	✓			✓	✓	✓	✓
Dr N Osborne	✓	✓					✓	✓		
Dr M Carrell					✓	✓			✓	✓

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 times other than those given above, for administration, etc, but will not be available for consultation.

**Face to face / telephone appointments** – all our GP appointments are “hybrid” so you can be seen face to face at the Surgery or the GP will ring you during either the morning or afternoon session. Unfortunately, we cannot give an exact time for telephone calls, however we are happy to ring you on a mobile or take note of when you may be unavailable to take a call.

### HOME VISITS

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 submit a home visit request via our website using KLINIK or by telephoning before 10.00am giving details. The paramedic or doctor may wish to phone you before coming out. Please be prepared if you speak to us over the phone the call handler will need some indication of the nature and urgency of the problem.

### ENHANCED ACCESS APPOINTMENTS

Enhanced access appointments are available outside our usual opening hours on Saturdays (via our PCN) and some late evenings. 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

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.

### URGENT TREATMENT CENTRE (Formerly Minor Injuries) at Lymington Hospital

#### Opening hours

365 days a year – 8.00am to 9.00pm

[Homepage | Lymington Urgent Treatment Centre \(lymingtonutc.nhs.uk\)](http://lymingtonutc.nhs.uk)

- 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
- 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

### TEST RESULTS

Test result 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 check your NHS app as this will give you a copy of your results, otherwise telephone the surgery after 2pm.



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

### **SAMPLE CONTAINERS**

On occasions that a clinician requests a sample this needs 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**

Please make your request via your nominated pharmacy, at the surgery with a request slip or with online access from our website or the NHS app – please remember we do not take prescription requests over the phone as this can cause inaccuracies.

#### 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.

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 [hiowicb-hsi.wistariapractice@nhs.net](mailto:hiowicb-hsi.wistariapractice@nhs.net) Our Practice is working to achieve the Accessible Information Standard.

### **ONLINE PATIENT ACCESS via the NHS App** [NHS App and your NHS account - NHS \(www.nhs.uk\)](#)

The NHS app gives patients a simple and secure way to access a range of NHS services, you can download the NHS App on your smartphone or tablet. You must be over 13 to use the app.

### **What you can do once you have full access with the NHS APP**

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- Book and manage appointments
- View your GP health records, including your latest test results
- View your immunisations, book, and manage any vaccinations you may be due

### **WEBSITE**

You may like to visit the practice website at [www.wistariaandmilford.nhs.uk](http://www.wistariaandmilford.nhs.uk) 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 as our secretaries are unable to chase appointments or access hospital waiting lists.

## **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.

## **EYE, EARS & DENTAL PROBLEMS**

- For eye emergencies - please attend eye casualty at either Southampton General or Bournemouth Hospital. These include chemical injury, severe trauma, total loss of vision, excruciating pain
- Non-Emergency eye issues - Two services are available locally which enable you to get telephone advice and then if needed be seen by an optician on the NHS. This is for adults and children. Those under 16 need to be accompanied by an adult. They can refer on to the hospital eye departments if needed You can call 0300 303 4922 9am-5pm Monday to Friday to book
- Please see our website link should you wish to self-refer for a child with hearing problems. For other hearing issues then please ensure your ears are free from wax. Our ear care leaflet is available at this link too. [Ears - Wistaria and Milford Surgeries](#)
- Please see information on our dental advisory service and how to find an NHS dentist

### [Teeth - Wistaria and Milford Surgeries](#)

- 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 via 0300 311 2233 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 three sites 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.

#### **Rachel Plumb, Patient Services Manager**

Rachel joined the practice as a medical secretary in August 2013, was promoted to Team Leader at Milford Medical Centre in 2016 and further promoted in April 2019 to Practice Team Leader. From November 2021 Rachel progressed her role to Patient Services Manager & supports the Partners & Practice Manager, assisting with the recruitment, training & smooth running of the administration teams. She can also deal with your queries, concerns, suggestions, and complaints.

#### **Emma Wandowski, Operations Manager**

Emma joined the practice August 2022. Originally from an insurance background used her experience & knowledge and moved into the Construction Industry. During the pandemic it resulted in a career change, to dental practice management.

Her role as operation manager is to provide support to the practice team across both sites, along with day-to-day maintenance issues. Emma works closely with our Practice Manager to update patients via our website and social media.

#### **Fiona Moore, Finance Officer**

Fiona recently joined our practice in August 2022. She has previously worked in the accounts departments for both the charity and legal sectors. As our finance officer, Fiona is mainly responsible for processing and reconciling income and expenditure and ensuring that the Practice operates in a profitable and cost-effective manner in keeping with the financial aspirations of the Partners.

### **Receptionists & Call Handlers**

Our patient support team & call handlers 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. 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.

We are often asked why our call handlers and receptionists need to ask what is wrong with you when you wish to make an appointment. Both call handlers and receptionists have been directed by the GP Partners and management to ask why you need to be seen and based on your responses you will receive the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.

Your information helps clinicians prioritise phone calls, appointments, and home visits, and ensures that all patients receive the appropriate level of care. Call handlers and receptionists, like all staff, are bound by confidentiality rules, and any information given by you is treated strictly confidentially. If you do not wish to discuss your health needs directly with our staff, then you may wish to use the online portal or one of our touch screens in the private rooms.

**Remember, our staff are not being difficult or intrusive, they are following specific directives set by Wistaria & Milford GPs and Management in order to get you the care you need.**

## **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.

## **Document Management & IT TEAM**

Our document management team support the accuracy of patient electronic records and produce reports on clinical data, both for patient care and surgery funding. Together with our Partner IT lead and Practice Manager – the team 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.

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

### **Sian Davies, Lead Nurse, RGN**

Sian qualified from Southampton University in 2007 and initially worked alongside our practice as a district nurse. Sian then joined our team in 2014 as a practice nurse, moving onto Lead Nurse in 2015. Sian has completed both her history taking and physical examination course and is an independent and supplementary prescriber. Sian leads the nursing team and is responsible for the smooth running of our nursing team and is also infection control lead and health and safety lead. Alongside running the nursing team Sian is working as a nurse practitioner. You may see Sian within the surgery for chronic disease reviews, tissue viability or routine immunisations as well as from triage consultations via our Klinik system. Outside of work Sian is kept busy with her 3 young children and enjoys spending precious time with her family.

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 online 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 health checks and blood pressure management. They may act as a chaperone when a patient or doctor requests one.

### **MEDICINES MANAGEMENT TEAM**

The Medicine team deal with all the routine, day to day queries that surround prescribing and medicines. This may be something as simple as finding an alternative to a medicine that are out of stock or adjusting medication dosages for those with serious liver or kidney disease or investigating complex drug interactions between medications. They process hospital discharge summaries to ensure medicine lists are updated accurately and promptly following any stays in hospital. We are also able to help you “sync” medications, giving you less visits to the pharmacy, or organise deliveries of Stoma, Colostomy, Urostomy, Parenteral Nutrition, Lymphoedema Garments, and Compression Hosiery – to name but a few.

Our Senior Clinical Pharmacist is also a qualified Independent Prescriber, specialising in Minor Illnesses whilst the rest of the team have pharmacy background experience.

Throughout the year you may be contacted by one of the team to arrange some blood tests, or to ask you for some simple updates to our records for things like height, weight, blood pressure or smoking status

If you have any questions or concerns about your medicines, or there’s something that you just can’t seem to get right with your prescriptions please contact us via telephone or the online Klink system

### **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.

### **PRIMARY CARE NETWORK**

Please see the link below for the services the team offer.

<https://www.newforestpcn.co.uk/>

### **FOREIGN TRAVEL**

Practice nurses offer comprehensive advice about overseas, travel and vaccination. If 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 which 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 & 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 ante-natal 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**

You can book a blood test for an adult at Southampton General, Lymington or Romsey Hospitals by calling 023 8120 4877 or via this link, [Pathology patient information - University Hospital Southampton \(uhs.nhs.uk\)](http://Pathology%20patient%20information%20-%20University%20Hospital%20Southampton%20(uhs.nhs.uk))

Phlebotomy clinics at Lymington Hospital are for over 18yrs+ the opening times are usually Monday to Friday; 7.30am to 3.00pm. **This service is available by appointment only.** This helps them reduce waiting times and allow for social distancing in the waiting areas.

For anyone less than 18yrs old you must attend the **Butterfly Clinic** at Southampton Children's Hospital. You can book a test for a child by calling 023 8120 2024

If the blood test has been requested by your child's GP or CAMHS Please call 023 8120 2024 (lines are open 8.30am to 4.30pm, Monday to Friday).

If the blood test has been requested by your child's nurse or doctor from the hospital, or a community paediatrician, you can use our walk-in service between the hours of 8.30am to 5.00pm, Monday to Friday (or 8.15am for a fasting blood test).

Please encourage your child to drink plenty of fluids before their blood test (for fasting blood tests offer water only). We can offer options to numb your child's skin before their blood test, to reduce any pain or discomfort.

### **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 careers, 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:

- You 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, 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 (e.g. 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 (e.g. 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 the 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 examinations/reports.

### **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 SAFEGUARDING**

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.

### **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 interested 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 some 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

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

### Chemists

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

### Other Useful Numbers

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

## Feeling unwell?

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

<b>Self-Care</b>	
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>
<b>Your Local Pharmacy</b>	
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.
<b>NHS Website – <a href="http://www.nhs.uk">www.nhs.uk</a> – NHS 111</b>	
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.
<b>Your GP</b>	
You can access advice online or contact your GP via the surgery website or by telephone between 8.30am & 6.00pm on weekdays, excluding bank holidays.	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.
<b>Urgent Treatment Centre</b>	
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.
<b>A&amp;E and 999</b>	
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.



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