



**Meon Health
Practice**

Welcome to our Practice

we are a Primary Care Network (PCN) delivering NHS services
to patients in Fareham, Titchfield and Whiteley

www.meonhealthpractice.co.uk

Tel: 01329 845777



Our Opening Hours

Monday - Friday 8am–6:30pm
Saturday* 8am–12:30pm
Sunday CLOSED
**at Highlands, by appointment only*

Registering as a new patient

We welcome new patients living in our practice area (available on our website). Register on our website or in person. You will need proof of identity & address if registering with a UK GP surgery for the first time.

www.meonhealthpractice.co.uk/practice-information/new-patients/

How to request an appointment

You can always contact us for same-day medical advice during our opening hours:

Online via Anima

www.animahealth.com/patients

Telephone: 01329 845777

In person at our three surgeries

Our team consists of:

- General Practitioners (GPs)
- Advanced Nurse Practitioners
- Nurses & Health Care Assistants
- Clinical Pharmacists
- Pharmacy Technicians
- Physician Associates
- Paramedics
- Social Prescribers & Health Coaches
- Musculoskeletal (MSK) Practitioners
- Care Coordinators
- Patient Service Advisors/Administrators
- Management Team



The best way to contact us for routine medical advice is via Anima on Monday, Tuesday, or Wednesday, from 11am. Patients who cannot use the internet can contact us by telephone or in person.

You will be asked the same questions however you contact us, & your request will be managed by our GP-Led Triage Team. Telephone, video or face-to-face appointments & text advice are available, or we may direct you to a more appropriate service. Home visits can be arranged for housebound patients.

When the practice is closed:

Please call **111** or visit **111.nhs.uk** for advice at any time, or **what0-18.nhs.uk** for children, young people & pregnant patients. In an emergency, call **999**.

www.meonhealthpractice.co.uk/appointments/

Services

A full list of our services is available on our website, including:

Management of long-term conditions inc. asthma, heart disease, diabetes, etc

Nurse clinics

Vaccinations & routine immunisations

Cervical screening & contraceptive advice

Travel vaccinations and advice

And non-NHS services such as preemployment medicals and insurance claims

www.meonhealthpractice.co.uk/practice-information/clinics/



Our Wellbeing Team

The practice has a dedicated Wellbeing team with Social Prescribers and Health Coaches. They offer support with issues that do not need a medical prescription such as debt, carer stress, isolation, bereavement, employment support, managing low mood and anxiety. Our Health Coaches can support patients with achieving a healthy lifestyle.

www.meonhealthpractice.co.uk/wellbeing/

Repeat Prescriptions

Request repeat medication using the NHS App. This is free to download from the App Store & Google Play. If you cannot use the NHS App, please ask us for help. Unfortunately, telephone requests are not accepted.

www.meonhealthpractice.co.uk/prescriptions/

Accessibility of surgery facilities

We have full access for disabled patients as well as suitable toilets at all sites. Disabled parking bays are available at our Highlands & Whiteley surgeries and in the public car park beside our Jubilee surgery.

www.meonhealthpractice.co.uk/practice-information/accessibility-information/

Compliments, Suggestions & Complaints

We welcome all feedback about our services. Full details of how to provide feedback and our complaints policy is available on our website and in person.

www.meonhealthpractice.co.uk/feedback/

Patient Participation Group (PPG)

Visit the **Patient Collaboration** section of our website to subscribe to receive our patient newsletter and to find out more about our Patient Participation Group. We'd love to hear from you! www.meonhealthpractice.co.uk/practice-information/patient-collaboration/our-patient-participation-group/

Zero Tolerance Policy

We are grateful for polite & respectful patients. Meon Health Practice & the NHS operate zero-tolerance regarding staff abuse. We have the right to remove abusive patients immediately. www.meonhealthpractice.co.uk/policies/zero-tolerance/

Data Protection & Confidentiality

We use computers in many aspects of our service delivery; patient consultations, documentation, storing records, test results & referrals. All medical records are held in accordance with the strict guidelines of General Data Protection Regulations (GDPR).

www.meonhealthpractice.co.uk/practice-information/practice-policies/



Practice news and patient newsletter!

For updates about services and other news from the NHS, visit our website homepage. To subscribe to receive our bi-monthly newsletter "In Touch with Meon" by email, please sign up on the website or ask us to do this for you.

www.meonhealthpractice.co.uk/practice-information/patient-newsletters/



If viewing this digitally, please click on the Facebook logo to follow us, or find us **@MeonHealthPractice**



If viewing this digitally, please click on the LinkedIn logo to follow us, or find us **@MeonHealthPractice**

Our surgery locations

Highlands: 102 Highlands Road Fareham, PO15 6JF

Jubilee: Barry's Meadow, High Street, Titchfield, PO14 4EH

Whiteley: Yew Tree Drive, Whiteley, PO15 7LB



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