



# Practice Leaflet

Welcome

[www.tworiversmedicalpartnership.co.uk](http://www.tworiversmedicalpartnership.co.uk)

**Derrydown Clinic, St Mary Bourne, Andover, SP11 6BS**

**Telephone: 01264 738368**

**Whitchurch Surgery, Bell Street, Whitchurch, RG28 7AE**

**Telephone: 01256 212311**

If you would like this information in a different format please  
contact the Practice

## Introduction

Two Rivers Medical Partnership covers the populations of Whitchurch, eastern Andover and the surrounding rural areas. We are a dispensing and training practice and provide care to 9,600 patients at two surgeries in Whitchurch and St Mary Bourne. We are a modern digital practice with a fully functional and interactive website [www.tworiversmedicalpartnership.co.uk](http://www.tworiversmedicalpartnership.co.uk). Two Rivers Medical Partnership is part of the North Hampshire Clinical Commissioning Group. It was formed from the merger of the partnerships of Derrydown Clinic and Whitchurch Surgery in April 2016.

We deliver high quality and efficient services, providing a personal and safe service to our patients. Continuity between our patients and their clinicians is ensured by having individual patient lists lead by your GP with a team of clinicians including doctors and generalist advanced nurse practitioner. This team is known as your POD. To allow adequate time for patients routine booked consultations either fact to face or by telephone are for 15 minutes. We also have on the day provision for emergencies.

## Meet the team

Alison Wogan is our Practice Manager and oversees the running of the practice. There are currently 6 GPs including Paul Barber our senior partner, Alex Prudence-Taylor, Emily Donovan, Daniel Lickman our GP Trainer, Kate Edgecombe and Diana Kenshole. We have three generalist advanced nurse practitioners Sandra Barnett, Barbara Harris, Rachel Sidwell and two Practice nurses Allison Spittles and Winnie Sheppard. All of the clinicians work across both sites. Dawn Noble is the healthcare assistant in Derrydown and Kate Williams in Whitchurch. There is more information on the wider team on our website.

## **Our Primary Care Network**

We are part of the Winchester Rural North and East Primary Care Network along with West Meon, Gratton, Arlesford, Watercress and Stockbridge Surgeries.

The purpose of the Network is to support member GP Practices to improve resilience and stability, to provide value for money services for commissioners and stakeholders and develop innovative, cost-effective primary and community services that respond to people's needs.

Since the the Network formed we have:

- Established a social prescribing service to support mental wellbeing of children and young people
- Improved access by setting up joint appointments with a Paediatric consultant and GPs at our local practices for children
- Worked with our Care Homes across the Network to support them and provide multi-disciplinary teams involving all the practices.

## Practice Information

### Opening hours

<b>Monday</b>	<b>08:00-18.30</b>
<b>Tuesday</b>	<b>08:00-18.30</b>
<b>Wednesday</b>	<b>07:30-18.30</b>
<b>Thursday</b>	<b>08:00-18.30</b>
<b>Friday</b>	<b>08:00-18.30</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

### Derrydown Clinic Opening Hours

<b>Monday</b>	<b>08:00-18.00</b>
<b>Tuesday</b>	<b>08:00-18.00</b>
<b>Wednesday</b>	<b>08:00-18.00</b>
<b>Thursday</b>	<b>08:00-18.00</b>
<b>Friday</b>	<b>08:00-18.00</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

### Extended Opening Hours

We offer extended opening hours with pre-bookable appointments with doctors and nurses on one Saturday morning per month in Whitchurch. These appointments are pre-bookable and not for emergencies.

### Out of Hours Service

GP assistance for all surgeries in this area, outside of normal working hours is provided by Hampshire Doctors On Call - now Portsmouth Healthcare Limited (PHL). If you have a life-threatening medical emergency please dial 999. For urgent advice or appointments outside of surgery hours, please call 111. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

## Home visits

It is always preferable for patients to be seen at the surgery where we have full access to medical records including results and hospital letters. We can examine the patient more thoroughly and equipment for investigations is available. There is access to other surgery staff and emergency equipment.

If it is impossible for you to attend the surgery because your medical condition prevents you from travelling and you feel you need a home visit, please telephone the Surgery before 11:00am to make your request. The doctor may ring first to find the best way to help you.

## Disabled access

There is wheelchair access to all areas including toilets for the disabled and there are 2 designated disabled parking bays in the Whitchurch surgery car park. A hearing aid loop is in use in Whitchurch reception- switch your hearing aid to the "T" setting and a portable hearing aid loop is available for use during your consultation. If you are worried that you will not hear your name called when it is your turn, please let the receptionist know this. Large print copies of the Practice Leaflet and Repeat Prescription items are available on request.

## Confidentiality and medical records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services. The practice supports the NHS Summary Care Record, which will be used in emergency care by authorized healthcare staff providing your care anywhere in the UK. You can choose not to have a Summary Care Record by informing the practice.
- To help you get other services e.g. from the social work department. This requires your consent.

- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. If you do not wish anonymous information about you to be used in such a way, please let us know.

### **Freedom of information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

### **Complaints procedure**

If you have a complaint or concern about the service you have received from the doctors or any of the team working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so AS SOON AS POSSIBLE – ideally within a matter of a few days, using the form on our website. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing where possible to Alison Wogan our Practice Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

### **Access to records**

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

### **Violence policy**

The NHS operate a zero tolerance policy with regard to violence and abuse. The practice will remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

### **Patient Group**

The practice has an active patient groups at Whitchurch and Derrydown surgeries. These are in the process of merging.

### **GP Pay**

The average pay for our team of GPs will be available to view on our website and updated annually.

## Reception and Enquiries

### Register as a new patient

If you would like to register with the practice please use the online form on our website. Please note: Once you have completed the form you will need to come into the practice with proof of identity (photo id and proof of address) to complete your registration. If you prefer you can collect the registration forms from either surgery.

### Register for online services

To register for our comprehensive online services complete the online services form on the website and then visit the practice, bringing with you two forms of identification. One of these items should include your photograph. We will issue you a username and password.

The things you can do via our website include:

- Order your repeat prescriptions
- Make an appointment
- Cancel an appointment
- Change your contact details
- Review your medications and known allergies
- Request sickness certificates
- Request referrals
- Obtain the results of tests
- Ask your named clinician a question.



## **Common illnesses**

Minor illness such as coughs, colds, blocked nose, headache, insect stings etc can be self managed. Sources of advice include your local pharmacy. We have a local Minor Injury Unit in Andover for minor injuries or suspected broken bones with the facility for X-ray and managing simple injuries. There are A&E Departments in Basingstoke and Winchester open 24/7.

## **Consultations**

If you need help and advice from a GP out of hours then you can call 111. You can use our website to ask a Practice Nurse/Advanced Nurse Practitioner or GP a medical question if you are concerned/need some advice but feel you do not need a 15 minute face to face consultation or telephone consultation to do so. We will respond within 2 working days to any queries. We will continue to offer telephone consultations and face to face 15 minute consultations which are booked by our team of doctors and nurses.

We also offer a wide range of other services such as providing health education and health checks, offer advice on smoking and diet, run clinics for patients with long term conditions such as high blood pressure, diabetes, asthma and copd, give vaccinations and carry out simple surgical operations or injections. Please ask reception so you can be guided to the correct member of the team for these services.

## **Travel Service**

We offer a full travel advice and immunisation service. If you are travelling abroad please complete and submit the travel form online in plenty of time (we recommend 6-8 weeks) before your journey. You can also pick up a form from our reception if you would prefer. There are links on our website in the travel section advising what vaccinations you are likely to need dependent on your destination.

## **Advice and help**

Please visit the 'advice and help' area of our website for groups and services in the community that might help improve your health and wellbeing. The services listed are mainly

from local providers within the Andover, Winchester and Rural areas. We have also provided the link on our website for Wessex Healthier Together which is a link to Child Health advice written by local children's doctors and GPs.

## **Long term conditions and health reviews**

We have a team of GPs, advanced nurse practitioners, practice nurses and healthcare assistants that coordinate the careful follow-up of patients with long term conditions such as high blood pressure, asthma, chronic bronchitis, and diabetes. Many patients measure their own blood pressure at home and submit their results to the practice. Data and answers can be submitted on our website. This allows you and your clinician to monitor your condition without the need to make appointments at the surgery. You will be given the option to use this service by a member of the team if your long term condition is suitable.

## **Medicines and prescriptions**

The Medicines and Prescriptions "rooms" on our website page allows you to request your repeat medications online. This uses the same login you need for booking appointments online etc. It is the safest and most efficient way of ordering your repeat prescriptions each month. You can also post or drop off the right side of your prescription at the surgeries after ticking which repeat items you would like.

If you are a dispensing patient which means you do not live within a mile of a pharmacy we can issue you with the medication directly from either surgery and will prepare this ready for collection within 3 working days of your request. If we are not able to dispense your medication directly we will be able to send your prescription electronically to the pharmacy of your choosing. You can also collect your signed prescription from either surgery if you wish.

## **Administration Office**

Our administration team are ready to help you and guide you with your requests for sick notes, referrals, medical reports, change of personal details, feedback and complaints, friends and family test, CQC report etc which you can do in person in our reception or via our website.

\*If you have any further questions or would like to leave us feedback/have ideas how we could improve this leaflet or our surgery in general please do so via either our website or to Alison Wogan our Practice Manager. We are really keen to hear your ideas and work with you to provide the best possible service.