

# Oakley & Overton Partnership

## PATIENT HANDBOOK

June 2009

Overton Surgery  
Station Road  
Overton  
Hants RG25 3DU

Oakley Surgery  
Sainfoin Lane  
Oakley  
Hants RG23 7HZ

TEL: 01256 770212

FAX: 01256 771581

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

### OUT OF HOURS AND EMERGENCIES

HantsDoc (out of hours service) 01256 770212 / 0118 9365592

NHS Direct (telephone advice) 0845 46 47

NHS Direct Online website [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**In case of serious emergency at all times dial 999 and ask for an ambulance.**

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## **Surgery locations and access**

### **Overton Surgery**

#### **Location:**

Travelling from Basingstoke on the B3400 just before the traffic lights, turn right into Station Road. The surgery is on the left, past the Old House at Home and opposite the fire station.

#### **Disabled access:**

There is a parking space for disabled people in the car park next to the front door. Wheelchair access is available to all rooms and the patient toilet off the waiting room has wheelchair access and facilities for the disabled. A wheelchair for patients' use is available just inside the front door.

#### **Opening Times**

Overton Surgery is open Monday to Friday from 08.00 – 18.30  
Between 13.00 – 14.00 the phones take emergency calls only

### **Oakley Surgery**

#### **Location:**

From the pond in the centre of the village go up Hill Road for about 500m. Sainfoin Lane is the first turning on the right-hand side beyond the railway bridge. Go 100m down the lane and the surgery car park is straight ahead.

#### **Disabled access:**

There is parking space close to the front door. Wheelchair access is available to all rooms. The patient toilet does not have wheelchair access. A wheelchair for patients' use is available just inside the front door.

#### **Opening Times**

Oakley Surgery is open from 08.00 - 12.30 and 14.30 – 17.30 Monday to Friday but is **closed on Wednesday afternoon**

**Outside opening hours, and at weekends and Bank Holidays, HantsDoc provides cover. Phone calls to the surgery are put through automatically.**

## OAKLEY AND OVERTON PARTNERSHIP – Clinics 2009

	Clinic Times	OAKLEY	Clinic Times	OVERTON
Monday	AM 8.30 – 11.10 9.00 – 12.00 8.30 – 12.30	Doctor Nurse Specialist Health Care Assistant	AM 8.30 – 11.10 8.30 – 12.30 8.30 – 12.00	Doctor Acute Clinic Health Care Assistant
	PM 3.00 – 5.00	Doctor	PM 2.30 – 5.00 2.00 - 4:50 5:00 - 6:00 1:50 – 5.30	Doctor Nurse Specialist Travel Clinic Health Care Assistant
Tuesday	AM 8.30 – 11.10 8:30 – 12.30 8.30 – 12.30	Doctor Diabetic Clinic Health Care Assistant	AM 7.30 – 11.10 8.30 – 12.30 8.30 – 12.30 8:30 - 12:30 9:00 - 12:00	Doctor Acute Clinic Diabetic Clinic Health Care Assistant Midwife
	PM 3.00 – 5.00	Doctor	PM 2.30 – 5.30 3:00 – 3:30 2.00 – 5.00 5:00 - 6:00	Doctor Post-Natal Nurse Specialist Travel Clinic
Wednesday	AM 7.30 – 11.10 9.00 – 12.00 8.30 – 12.00	Doctor Nurse Specialist Health Care Assistant	AM 8.30 – 11.10 8.30 – 12.30 9.00 – 12.00 9.00 – 1.00 8.30 – 12.00 10.50 – 11.50	Doctor Acute Clinic Nurse Specialist Health Care Assistant Post- Natal Midwife
	PM	CLOSED	PM 2.30 – 5.30 2.00 – 5.30 2.00 – 5.00	Doctor Nurse Specialist Health Care Assistant
Thursday	AM 8.30 – 11.10 9.00 – 12.00 8.30 – 12.00	Doctor Nurse Specialist Health Care Assistant	AM 7.30 – 11.10 8.30 – 12.30 9.00 – 12:30 8.30 – 1.30	Doctor Acute Clinic Travel Clinic Health Care Assistant
	PM 3.00 – 5.00 2.00 – 4.00 2.00 – 4.30	Doctor Nurse Specialist Health Care Assistant	PM 2.30 – 5.30 6.30 – 7.40 2.00 – 6.00 2.00 – 5.00	Doctor Doctor Nurse Specialist Health Care Assistant
Friday	AM 8.30 – 11.10 10:30 – 11:30 8.40 – 11.40 8.30 – 12.00	Doctor Post-Natal Hypertension Clinic Health Care Assistant	AM 7.30 – 11.10 8.30 – 12.30 9.00 – 12.00 8.30 – 12.00 8:45 – 11:45	Doctor Acute Clinic Nurse Specialist Health Care Assistant Midwife
	PM 3.00 – 5.00	Doctor	PM 2.30 – 5.30	Doctor

## Who's who in our health care teams

### Practice Manager

Frances Turner

### Doctors

Dr Robert Lorge MBBS, MRCP, FRCGP, ILTM  
Dr Richard Coppin BMedSci, BMBS, DRCOG  
Dr Judith Lindsay MBBS, MRCGP  
Dr David Bartlett BM, DRCOG, MRCP  
Dr Julia Hopkins MBChB. DRCOG, MRCGP, BA  
Dr Nicola Decker MBBCh MRCGP DCH DRCOG  
Dr Christian Chilcott BM DRCOG MRCGP

### Practice Nursing Team

#### Practice Nurses

Dorothy Wicke RN, CHCN (GPN) Practice nursing team leader  
Faye Collins RGN (MSc)  
Anne Burnham RN  
Theresa Inglis RN

### Health Care Assistants

Gill Delbridge NVQ3  
Lorraine Phillips NVQ3  
Laura Dalton NVQ3

### Community District Nursing Team

Christine Cartwright Sister  
Kim Major Staff Nurse  
Rose Lee Staff Nurse  
Rayna Liversedge Staff Nurse  
Linda Yahia NVQIII Community Health Care Assistant

### Midwifery team

Rebecca Riley

### Health Visitor

Kathy Jerome (01635 298627)

## Becoming a patient

### Our practice area

We are happy to accept any NHS patients living within our practice area that is specified on maps in reception (see guide below). If you are in doubt as to whether you fall within our practice area please speak to one of our reception team.

Hannington  
North Oakley  
Ibworth  
Ashe Deane Malshanger  
OVERTON OAKLEY  
Whitchurch Steventon Kempshott  
Popham North Waltham  
Micheldever Station Dummer

### **How to register**

Just come in to either Oakley or Overton surgery and speak to a receptionist. If you are new to the area please register as soon as possible so we can obtain your medical records from your previous surgery.

Under the 2004 NHS GP Contract patients are registered with the practice rather than with an individual GP. However patients have a right under the Contract to express a preference to see a particular GP.

New patients are asked to complete a new patient questionnaire so that we have some basic health information before the NHS notes are transferred.

### **Making an appointment**

To make an appointment to see a doctor or nurse please ring the surgery. If you wish to book an appointment in advance please call after 10am. There are some appointments that can be booked on the day after 8am, please give the receptionist as much information about your appointment as possible so that you can see the most appropriate health care practitioner.

Our busiest times tend to be first thing in the morning, particularly on Monday. If you call at this time, you may find the phone lines are very busy. Leaving your call until a little later overcomes this difficulty. We may have free appointments throughout the morning, so please call at any time.

### **Home visits**

These are available for people who are too ill, disabled or immobile to get to the surgery. Please telephone before 11.00am whenever possible and give the receptionist the reason for your request so that we can prioritise them. Both GPs and Community nurses can visit if need be. A GP may phone you back too as sometimes it may be possible to deal with the issue over the phone.

We will always visit:

1. The Terminally ill
2. Those in whom travel to a surgery by car would cause a worsening in their medical condition or would cause discomfort.
3. Medical emergencies.

In general it is not acceptable to request a visit because of lack of transport. Buses, cars, friends, family and taxis can often be used to get to the surgery.

### **Out of hours care**

At weekends, evenings and at night, **emergency** GP cover is provided by HantsDoc who have been commissioned to provide out of hours services by the North Hampshire Primary Care Trust (NHPCT). HantsDoc provides telephone advice, consultations at their base and home visits. The HantsDoc base is situated in the Fracture Clinic next to the Accident and Emergency Department at The North Hampshire Hospital. Phone calls are initially taken by a call handler who then arranges for a nurse or GP to call you back.

HantsDoc is in general manned by local doctors from all practices in the Basingstoke area including this one.

At all times that the surgeries are closed phone calls to the surgery will be automatically transferred to HantsDoc.

### **Repeat prescriptions**

**In the interests of safety we do not accept requests for repeat medication over the phone.** There are very few exceptions to this rule.

Request slips (which come from the pharmacist with the previous repeat prescription) can be left at your surgery and we also accept requests by fax or letter. Please include your name, address and date of birth. Please also include the full drug name and dosage as well.

You can also register for our online service EMIS Access on our website, using this service you can order repeat medication and book an appointment with a Doctor.

The doctor might request that you be reviewed before a prescription can be issued.

At Overton, unless indicated otherwise, prescriptions will routinely be sent across to Overton Pharmacy. At Oakley unless indicated otherwise, prescriptions will routinely be available for collection at the surgery.

If you send a stamped addressed envelope with your prescription request we are happy to post your prescription to you.

Prescriptions should be available within three working days of the request. We cannot deal with enquiries about the whereabouts of prescriptions within this time.

**Please ensure your order your medication in good time and mark where you would like to collect the prescription from.**

### **Laboratory samples**

If you are asked to leave a sample at the surgery please place your sample in the appropriate container in the sealed bag if this has been provided. Please ensure that your name and date of birth is filled in on each container / bottle. It is important that neither the sample container nor the bag is soiled as; in that case, the lab will not examine it. Samples should be left at the surgery in the morning as they are collected daily from each surgery (12 noon Oakley, 1 pm Overton). Testing of samples left after those times may not be reliable and no samples should be left after the Friday lunch-time collection.

## Services we provide

### Our aims:

- To provide high quality healthcare for all our patients.
- To refer for specialist care when appropriate.
- To treat all patients with complete confidentiality.
- To provide access to a health care professional within 24 hours of contacting us.

## Roles of the Health Care Team

### Practice Manager

Frances Turner leads the administration of the Partnership. She is accountable to the Partners for the management of the practice and heads the admin teams at both surgeries.

### Patient coordinators

When you contact us you will probably speak first to one of our patient coordinators who will direct you to the most appropriate member of our Health Care Team. Please give them any information they ask you so that we can help you as quickly as possible. All information is treated in total confidence.

### General Medical Practitioners (GPs)

Our doctors run surgeries from Monday to Friday for patients who wish to see them or for follow-up of problems dealt with previously. Increasingly tasks which doctors have done previously are now being undertaken by practice nurses or health care assistants.

### Nurse Practitioners

Our Nurse Practitioners deal with a range of problems, including chest infections, urinary tract infections, ear ache, sore throat, conjunctivitis, abdominal pain, rashes, and coughs, colds and 'flu. Working with the Duty Doctor, they will offer a morning clinic for patients who need an appointment on the day for any of these complaints. They are also part of the practice research team, which means they can recruit patients into projects looking at the best way of managing certain conditions.

### Practice Nurses

Our practice nurses run clinics daily. Appointments can be made for such things as wound care, ear care, immunisations; help with lifestyle changes such as stopping smoking or losing weight; contraception and cervical smears; and management of diseases such as asthma, copd, diabetes, and hypertension. Each nurse specialises in particular areas and different length appointments are needed for different things. The receptionist will guide you when you book a nurse appointment.

### **Health Care Assistants**

The Health Care Assistants have undergone a rigorous training programme in the Practice and at the hospital. They are able to take blood and to undertake investigations such as ECGs, blood pressure measurement and wound care under the direction of a nurse.

### **Community Nurses**

The District Nursing Team for Oakley, Overton and Kingsclere is based at Overton Surgery and employed by the North Hampshire Primary Care Trust. They provide skilled nursing care to housebound patients with an identified nursing need (usually above 16 years of age). This includes caring for patients recovering from the effects of illness or surgery, those with long-term illness or those with terminal illness.

The team work 7 days a week and can be contacted on 01256 771636 (office hours) or, via a call-centre, on 01256 810683 (evenings, weekends or bank holidays)

### **Health visitors**

The Health Visitor team is based at Kingsclere Surgery. Their telephone number is 01635 298627. If you have recently registered at the surgery please contact the health visitors if you have children under the age of 5.

Health Visitors are nurses who have had additional training in public health, child development and health promotion. They work with families, children and in communities to promote health. They are able to offer advice on health and development and many other health related issues. They organise health and development assessments at home or at the surgery.

### **Midwifery**

Midwives provide ante natal care for all pregnant ladies at Overton surgery. Women who are planning a pregnancy are strongly advised to take folic acid 4mg daily prior to becoming pregnant and throughout the pregnancy. Folic acid tablets are available from pharmacies and help prevent spina bifida.

### **Cervical smears**

Women between 25 and 65 are routinely sent reminders for cervical smears. You will be notified when one is due. Please book cervical smears as a 20-minute appointment with a Practice Nurse.

### **Child health**

Child Health Clinics are held at Overton Community Centre on the first and third Friday of each month from 9.30 – 11.30am and at Oakley, St Leonard's Centre, on the second and fourth Wednesdays 2 – 3.30pm. No appointment is necessary.

### **Child immunisations**

We recommend all the routine immunisations for children and the GPs and Health Visitors are happy to discuss any concerns you may have. Immunisations are carried out at both surgeries. When your child's immunisations are due a notification will be sent out automatically asking you to book an appointment for a given week. Clinics are at Overton on Wednesday mornings.

### **Contraception**

The doctors and some nurses are available for family planning advice, including emergency contraception, hormonal methods, IUD (coil) and diaphragm (cap) fitting. This service is totally confidential and available to patients regardless of age.

Emergency contraception works best if it is undertaken as soon as possible. Please tell the receptionist that you need an emergency appointment. The 'morning after pill' can also be purchased from pharmacies.

Information leaflets describing all methods of contraception are available in advance of your appointment should you require them.

An appointment with a GP is needed for a first consultation or a change of method. Routine follow-up appointments should preferably be made with Sister Wicke.

### **Diabetic clinic**

Both surgeries run a diabetic clinic, you will receive a reminder when your follow ups are due. Some diabetics are seen at the hospital and some attend both the surgery and hospital clinics. All diabetics should be seen once a year.

### **Mammography**

Women between 50 – 65 will be offered 3 year mammography as a screen for breast cancer. The service is run by the Health Authority and invitations are sent by post. If you have a family history of early breast cancer or have any concerns please come and discuss this with a doctor.

### **Minor surgery**

Some of the doctors undertake minor surgical procedures such as excision of minor skin lesions and joint injections. These are normally undertaken outside normal surgery appointments. If you need this service, the doctor will explain what is involved and arrange an appointment.

### **Medical check-ups**

#### **New patients**

All new patients are invited to attend a consultation at the surgery (or at home if they are too ill to attend). At the consultation one of the health care team will assess whether you have health problems that might benefit from further checks.

#### **Existing patients**

If you have not been seen for a consultation or in one of our clinics for a while you may request a consultation with one of the health care team to assess whether you have health problems that might benefit from further checks. This applies if you are:

Aged 16-74 years and have not been seen in the previous three years

Aged 75 or over and have not been seen in the previous year.

### **Respiratory clinic (asthma, COPD, spirometry)**

Appointments are available at both surgeries. Patients may be advised to attend by their GP or receive a routine recall reminder. Patients with asthma or COPD should be seen at least once a year.

### **Stopping Smoking**

Nurses run a smoke stop programme to help smokers break the habit. Weekly appointments are offered. The first covers motivation, medication and preparation to stop. The second appointment is the agreed 'stop date' and covers concerns and coping strategies. Sessions 3 – 6 offer a tried and tested package tailored to individual needs to help with the process of stopping smoking.

### **Travel clinics**

Appointments are available at Overton on Tuesday afternoon or Thursday morning. They offer:

- ◆ Travel health advice
- ◆ Immunisations
- ◆ Private prescriptions for anti malarial medication in consultation with the GP

**If you would like to use our service you will need a travel pack. These are available at reception and contain information and a travel questionnaire that must be completed and returned 8 weeks before you travel.**

This allows time for us to:

1. Complete a travel printout for you of recommended vaccinations and advice.
2. Check your vaccination status.
3. Offer you any necessary appointments.

### **Please note:**

- ◆ If you are travelling to Western Europe, the USA, Canada, Australia or New Zealand you do not need travel vaccinations.
- ◆ Not all travel vaccinations are available on the NHS. A list of charges can be found in our travel pack or at reception.
- ◆ If you are travelling within 6 weeks (or 8 weeks if backpacking) we may not be able to fit your immunisation course in. You may instead need to go to a private travel clinic. The Hampshire Clinic provides this service.

A useful website is [www.travelhealth.co.uk](http://www.travelhealth.co.uk)

### **Non-NHS services**

Not all health care services are provided by the NHS.

We can provide you with the following private services:-

- Private sick note
- Passport/ photograph certification
- Driving Licence photograph
- Freedom from infection certificate
- Shotgun Licence certificate
- BUPA/PPP etc claim forms
- School fee insurance forms
- Sickness/accident insurance claim forms
- Pre employment medicals ( HGV, PCV, Taxi, Fitness for sport, Racing driver certificate

- Extracts from medical records
- Private medical consultation
- Medical reports with and without associated physical examination
- Private prescriptions
- Holiday cancellation certificates
- Fitness to travel

A fee is charged based on the British Medical Association guidelines. A list of charges is available from reception.

If you are uncertain whether a service is available under the NHS please ask.

Payment should be made by a cheque to The Oakley and Overton Partnership

### **Practice Complaints Procedure**

If you have a complaint or concern about any aspect of the service you have received from us, please let us know.

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints procedure meets national criteria.

### **How to complain**

We hope that most complaints can be sorted out quickly and easily, often with the person concerned at the time they arise. If your problem cannot be sorted out this way and you wish to make a complaint, please let us know as soon as possible - ideally within a few days – because this will enable us to establish what happened more easily.

If this is not possible, please let us have details of your complaint:

Within 6 months of the incident that caused the problem, or

Within 6 months of discovering the problem, provided that this is within 12 months of the incident.

Complaints should be addressed to the Practice Manager, or any of the doctors.

### **What we will do next**

We will acknowledge your complaint within two working days of receiving it, or as soon as we can if this is not possible. We aim to have looked into your complaint, and to report back to you within 25 working days of the date we received it. If it takes longer than this, we will let you know.

When we look into your complaint, we will aim to:

Find out what happened

Arrange for you to discuss the problem with us if you would like to

Make sure you receive an apology if this is appropriate

Identify if we need to change anything in the way we work to make sure it doesn't happen again.

### **Complaining on behalf of someone else**

If you make a complaint on behalf of someone else, we have to know that you have their permission to do so. Their written permission will normally be required.

### **What to do next**

If you are not satisfied with our response to your complaint, you have the right to ask the Healthcare Commission to review your case. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide service.

You can contact them on 020 7448 9200, or write to them at:

Healthcare Commission (Complaints Team)  
Peter House, Oxford Street, Manchester, M1 5AN  
[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

We are always keen to improve our services. Please make suggestions to any of the doctors or staff in person or by letter. There is also a comments box in the waiting room for written comments. These can be anonymous but, if you would like a reply, please add your name and contact details.

### **Teaching Health Care Professionals**

The Health Service requires new health care professionals such as doctors and nurses to take over as others retire and to enable services to expand and improve. Existing staff also need to maintain and improve their skills. Training and education is therefore a very important function of the Health Service.

Overton Surgery is a GP training practice and supports doctors during their period of GP training. The GP Trainers responsible for training in the practice are Dr Lorge and Dr Lindsay. GPs training with us may be registrars or Foundation Year 2 doctors. **Registrars** are doctors who have worked in hospital for at least 3 years since qualification and are required to work for one year as a GP in a surgery in order to be fully qualified as a GP. **Foundation Year 2 doctors** have spent at least a year working in hospital after they qualified from medical school. They spend a four month period in general practice as well as gaining hospital experience before becoming fully registered as a doctor.

Both surgeries sometimes have **medical students** who are gaining experience of general practice as part of their university training. They are not yet qualified doctors but work, under supervision, alongside a GP and may sit in during a surgery with the patient's consent.

When **sixth form students** are considering whether or not they want to study to become a doctor it is helpful if they can see how GPs and other doctors work. We provide this opportunity for a small number of local students by letting them see how the surgery works and by watching our doctors and nurses at work. We have a signed agreement with each student to respect patient confidentiality and they can only observe a consultation with the agreement of the patient.

**Locum GPs** are qualified GPs who are employed by the practice on an occasional basis usually because of the absence of one or more of the regular GPs.

We also help train other health care professionals. **Trainee Nurses** are sometimes attached to the community nursing team and always work under the supervision of fully qualified nurses.

Dr Lorge works one session a week as **GP Tutor** at the North Hampshire Hospital. In this role he is responsible for the continuing education of GPs in this area and for organising training courses for them.

## **NHS Research and development**

The National Health Service tries to ensure that people are treated in the most effective and safe ways. Research and development (R&D) is important in understanding more about illnesses and how treatments can be improved. This practice is one of a small number funded by the NHS to undertake research. Dr Coppin is the lead GP and spends two half days per week on research. He is also the Research Lead at the North Hampshire PCT. Sr Dorothy Wicke and Sr Faye Collins work part-time as a research nurses.

The practice encourages research that is likely to benefit present or future patients. The GPs assist colleagues in universities and hospitals to recruit patients to research studies. Dr Coppin, Sr Wicke and Sr Collins also undertake a small number of research projects in this and other practices.

All research has to comply with the NHS Research Governance Framework which sets out the responsibilities of researchers and the safeguards for patients. If you are invited to help with a research project you will be fully informed about the project before being asked to give your consent to participate. If you decide later that you do not wish to participate any more then you can withdraw. This will not affect your subsequent treatment.

If you have ideas for future research or wish to know about current research projects please contact Dr Coppin, Sr Wicke or Sr Collins.

## **Our contract with you**

### **Your responsibilities**

It helps us to run an efficient service if you can:

- Be on time for your appointment.
- Let us know if you no longer require an appointment.
- Only ask for a home visits when necessary
- Be polite when dealing with our staff – they are often very busy but really do want to help!

### **Looking after your own health**

It is our job to do the best we can to help you when you are unwell. However many minor illnesses get better on their own and there may be little that we can do to help. Overusing powerful medicines such as antibiotics can be harmful and in these situations we may encourage you to help yourself rather than issue a prescription.

Many long-term illnesses are caused by people's lifestyle. We emphasise the importance of a healthy lifestyle by encouraging regular exercise, a sensible diet and avoiding tobacco, recreational drugs and excessive alcohol.

### **Privacy**

In all your dealings with us we will try to respect your privacy. If you are making an appointment or discussing your health care needs in reception and feel that you may be overheard, please inform a member of the reception team who will try to accommodate your wishes. If you have concerns about your privacy when seeing any of our health care professionals please let them know or speak to one of the doctors or the Practice Manager. We would like you to feel as comfortable as

possible when you are seeing the GP or nurse and if you would like someone else to be present during a consultation or examination then please ask.

### **Information about you**

All information about you held by this practice is treated as strictly confidential. Unless obliged by law, information about you is not shared with anyone outside the Health Care Team without your consent and use of your medical records is controlled under the *Data Protection Act 1998*. You are entitled to access your clinical records or any other personal information held about you.

Anonymised data may be extracted from practice records for purposes such as of audit, research or NHS administration. Your individual identity cannot be ascertained in this process, which is only undertaken by properly authorised persons or bodies.

Your records may be used in research or audit projects carried out within this practice. In particular they may be used to establish whether you might be eligible to participate in a research study. In that case you will be fully informed about the project and then asked whether you wish to participate. Please let us know if you do not wish your records to be used in this way.

Under the *Freedom of Information Act 2000* the practice has a legal duty to adopt and maintain a Publication Scheme for the publication of information. For further information about any of the above please contact the Practice Manager

### **Abuse of staff**

We aim to treat our patients with the utmost respect and courtesy, and we normally find that this courtesy is returned to us. By the nature of our service patients may be distressed and in pain and we always try to make allowances for this.

However our staff and other patients have the right to a safe and friendly environment when caring for patients in the surgery or elsewhere. We do not tolerate verbal or physical violence, abuse, or intimidation and will always act to prevent this taking place. Where we believe the personal safety of staff or other patients is at risk, the police will be called. Any incident of violence, abuse or intimidation will normally result in a patient having to register elsewhere.

## **About the Oakley and Overton Partnership**

### **Legal standing**

The Oakley & Overton Partnership (The Partnership) is a general partnership between Drs Lorge, Coppin, Lindsay, Bartlett, Hopkins, Decker and Chilcott.

The Partnership is contracted to provide NHS general medical services by the North Hampshire Primary Care Trust (The PCT). Harness House, Aldermaston Road, Basingstoke, Hants, RG24 9NB.

### **Contracted services**

Under the terms of the 2003 NHS GP Contract all GP practices have to provide 'core' services. Other services may be commissioned by their Primary Care Trust.

The Partnership is contracted by the NHPCT to provide the following additional services:

- Directed Enhanced Services:
  - Access,
  - Childhood immunisations,
  - Flu vaccinations.
- National Enhanced Services:
  - Anti-coagulant monitoring
  - IUCD (contraceptive coils)
  - Near patient testing
- Local Enhanced Services:
  - Phlebotomy
  - Neo-natal checks

**Overton and Oakley Surgery**

**Tel 770212**

**Fax 771581**

**HANTSDOC (Out of Hours Service)**

**0118 9365592**

**Community nursing team (office hours)  
(Evenings, weekends or bank holidays)**

**771636**

**810683**

#### **Useful Contacts**

**Health Visitors**

**771357**

**Action Car Service (Overton)**

**770798**

**Basingstoke Counselling Service**

**843125**

**Battle Hospital Reading**

**0118 987 5111**

**Bridge Centre**

**316300**

**Community Care Oakley (voluntary transport)**

**781660**

**Emergency dentist**

**02380 338336**

**Hampshire Clinic**

**357111**

**NHS Direct**

**0845 46 47**

**North Hampshire Hospital**

**473202**

**North Hampshire Primary Care Trust**

**332288**

**Overton Pharmacy**

**770201**

**Parklands Hospital**

**817718**

**Registrars office (Births and Deaths)**

**322188**

**Royal Hampshire County Hospital (Winchester)**

**01962 863535**

**Royal South Hants Hospital**

**02380 634288**

**Salisbury Odstock Hospital**

**01722 336262**

**Southampton General Hospital**

**02380 777222**

**St Michael's Hospice**

**844744**

**Sarna Pharmacy (Oakley)**

**782381**

**QA hospital Portsmouth**

**02392 228 6000**

**Undertakers**

**Alexandra and Dry**

**844663**

**Howe and son**

**01635 298303**

**Spencer and Peyton**

**323165**

**John Steel**

**355939**

**Stowells**

**321281**

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P7