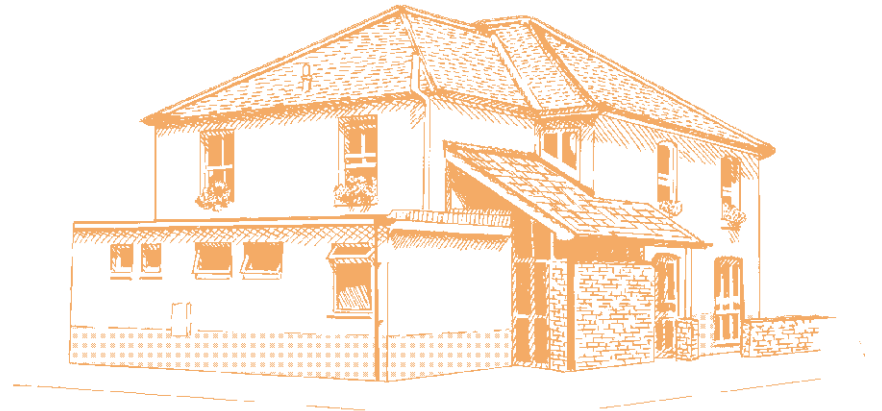


THE BROWNHILL SURGERY



THE BROWNHILL SURGERY
2 BROWNHILL ROAD
CHANDLERS FORD
HAMPSHIRE SO53 2ZB

TELEPHONE APPOINTMENTS: 023 8025 2188

ALL OTHER CALLS: 023 8025 2414

FAX: 023 8036 6604

www.brownhillsurgery.co.uk

Welcome To THE BROWNHILL SURGERY

THE DOCTORS

The doctors that work in partnership are:

Dr James F Williamson	MBChB FRCA 1975 Bristol
Dr Ian F Farmer	BSc MB BS DRCOG MRCGP 1984 London
Dr Elizabeth Kay	MBChB DRCOG MRCGP 1976 Birmingham
Dr Claire Tromans	MBChB MRCGP 2001 Bristol

The practice offers core services as defined by the General Medical Services contract held with the local Primary Care Trust. We also participate in a number of Local Enhanced Service schemes and Directed Enhanced Service schemes. If you require any further details please ask a member of staff.

The practice area covers Chandlers Ford, Eastleigh and Otterbourne. The surgery has car parking facilities to the front of the building. There is easy access for wheelchairs, a toilet for the disabled and baby changing facilities. If you would like to register with the Brownhill Surgery, please visit our website www.brownhillsurgery.co.uk or telephone or attend the surgery.

Medical students from Southampton University may occasionally be present, with your consent, during consultations.

SURGERY OPENING TIMES

Monday to Friday 8.00am - 6.30pm

Visit our website: www.brownhillsurgery.co.uk

HOW TO SEE A DOCTOR

Appointments Tel: 023 8025 2188

Reception staff are available from 8.00am - 6.30pm Monday to Friday. The practice operates an appointment system based on 10-minute consultations. Routine appointments may be made in person or by telephone up to eight weeks in advance. Please inform reception when making an appointment if you will require longer than 10 minutes. If you are unable to keep your appointment, please cancel so that another patient may use it. We have consulting rooms on two floors with access to the upper floor via a staircase. If you need to be seen in a ground floor room please advise the receptionist.

If you need to be seen urgently the receptionist will advise you.

You are free to see the doctor of your choice within the practice. We would advise you to consult the same doctor whenever possible (especially for the same illness). Doctors are also available for telephone consultations usually at or about 11.30am and 4.00pm. Please ask reception for details.

Consulting Times

Monday to Friday	7.15/8.30am - 11.00am/2.00pm
Monday to Friday	4.00 - 7.10pm

Extended Hours

We participate in this scheme. Earlier morning and later evening appointments are available for patients to pre-book. Please contact reception for details.

Daytime Home Visits Tel: 023 8025 2414

For all routine and urgent visits between the hours of 8.00am - 6.30pm Monday to Friday please telephone the number above.

Please request non-urgent visits before 10.30am.

Out Of Hours

(6.30pm - 8.00am Mon - Thur, 6.30pm Fri - 8.00am Mon & ALL Bank Holidays)

If you require health information or advice you can contact NHS Direct, a 24-hour nurse-led advice line, on 0845 4647. Alternatively, if you require medical assistance and cannot wait until the surgery is open, you may telephone the local out-of-hours service on **0844 811 3060**. You will be required to give some information to an operator and you will be assessed over the telephone by a healthcare professional in the first instance. You may be advised to treat yourself at home, asked to attend a Primary Care Centre or, if you are assessed as needing a home visit, a healthcare professional will visit you at home.

Other sources of medical help or advice:

NHS Direct online: <http://www.nhsdirect.nhs.uk>

Southampton (Central) NHS Walk-in Centre, Fanshawe Wing

Royal South Hants Hospital, Graham Road, Southampton, Hampshire SO14 0YG

Telephone: 023 8071 6539

Opening hours: Monday to Sunday 8.00am - 9.30pm

For the latest information click to: www.brownhillsurgery.co.uk

PRACTICE STAFF

Administration

The practice manager and reception staff are pleased to help you and answer any questions concerning the services provided by the practice.

Please note, all staff are bound by strict rules of confidentiality.

Please let us know if you have any problems or suggestions.

Practice Nurses

We have two fully trained practice nurses. Clinics are held for dressings, cervical smears, coil fittings, ear syringing, injections, advice on minor ailments, childhood vaccinations and immunisations, family planning and travel immunisation and advice.

Asthma, diabetic and coronary heart disease clinics are also held.

We also have a healthcare assistant who is available for blood taking, blood pressure checks, simple dressings, stitch removal, new patient checks, ECG and 24-hour BP monitoring following referral by a doctor. Appointments will be made with the healthcare assistant where appropriate.

ATTACHED STAFF

District Nurse

Tel: 023 8026 5732

(9.00am - 5.00pm + answer machine but NOT FOR URGENT CALLS)

The community nursing team provide skilled nursing care and support for patients and their families in the home. They help to promote positive health and act as a source of information on benefits and community resources available.

Health Visitor

Tel: 023 8025 4855 or 023 8026 8253(+ answer machine)

The health visitor is involved in promoting good health with all age groups. This includes antenatal and postnatal care and developmental screening up to the age of five years. Appointments for screening and immunisations will be sent to patients. The health visitor can offer advice on all aspects of child health.

The health visitor runs a drop-in well baby clinic on Wednesdays 12.45 - 2.45pm at Fryern Surgery, Oakmount Road and Fridays 9.30 - 11.30am at The Aviary Children's Centre, Blackbird Road, Eastleigh. No appointment is necessary.

Community Midwifery Sister Tel: (01962) 863535

(Emergency bleep for duty)

The midwife is responsible for your care throughout your pregnancy and after the birth of your baby.

She is also available to advise, help and support you.

Antenatal classes are held locally and details can be obtained from the midwife.

SERVICES

Repeat Prescriptions

Computer lists of medications which are used regularly may only be issued following consultation with one of the doctors.

Several days before you need a prescription, tick your request on your computerised repeat prescription sheet and deliver or send it to the surgery. If requested, we will post the prescription to you if you provide a stamped addressed envelope.

Alternatively, you may fax your request to 023 8036 6604 or send a detailed email listing full name, address, date of birth, drug name, strength of drug and quantities to hamp-pct.Brownhill@nhs.net

All types of prescription requests require 48 hours to process.

When you are approaching a medication review (which will be detailed on your repeat prescription request), please arrange to see the doctor before you request any further prescriptions, where possible.

We regret that requests for repeat prescriptions cannot be taken by telephone.

New Patient Checks

All newly registered patients will be invited for a health check with our healthcare assistant. This includes a brief medical history, details of medication and advice about your health including weight, diet, exercise and blood pressure. Please bring a urine sample with you.

Urine Samples

All urine samples should be delivered to the surgery before 11.00am where possible.

Phlebotomist Clinic

A phlebotomist clinic (blood samples) runs at the surgery every Wednesday and Friday afternoon. Samples can be taken for any NHS Consultant request from any NHS hospital.

Diabetic Clinic

Diabetic clinics are held by the practice nurse and one of the doctors; appointments are made by invitation.

Asthma Clinic

You will receive an invitation to attend but you may also make an appointment at the reception desk if you wish.

Adult Immunisation

If you have never had a course of anti-tetanus injections then we should do this for you. It consists of three injections at monthly intervals (please ask the nurse). If you have never had any polio immunisation, please let us know so that we can advise you.



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- Insurance Work
- Free Estimates
- Fleet & Trade Enquiries Welcome
- Collection Mobile or on Site
- Oven Baking/Body Kits

FOR MORE INFORMATION PLEASE CALL

Tel: 023 8026 9955

Fax: 023 8026 3777

73 Common Road
Chandlers Ford SO53 1HE

Email: sandy.bilcliffe@mdhrepairs.com

There For Repair

Steve Cooper, owner of MDH Accident Repair Centre, the biggest independent body shop in the Chandlers Ford area, knows a thing or two about his business from the ground up.

"I started out working as a panel beater in 1981. Twenty seven years later, I own the company!" he laughed. It's years of experience that have helped him build up a loyal client base. "We now look after the grandkids of our original grandparents."

MDH does a lot of work for insurance companies, but also offers private work as well. "We'll do anything our customers want," explained Steve. "We do a lot of the local customising - all the body kits and wheels - and also spray motorbikes. In fact, we've even sprayed a Silver Cross pram for someone."

Steve and his experienced team are happy to take a look at anything. "We say bring in whatever it is and we'll tell you if we can help. We're a good local body shop, so we can turn our hand to virtually anything."

To contact MDH Accident Repair Centre call 023 8026 9955.

Advertising Feature

A Handy Man To Know

Wouldn't it be nice to have someone to do the little jobs around the home and garden that just seem to take up precious free time? Or to take care of household maintenance that is sadly just that little too much now?

Perhaps you're a small business that needs someone to call in every now and then to make sure your premises are in first class condition?

Kevin Burnett, of Chandler's Ford's All In One home and garden maintenance service, is there to provide just such help.

"We like to think of ourselves as the complete home and gardening maintenance service," said Kevin. "We're there to help with anything from painting and decorating to guttering and plumbing, fencing and gardening to grass and hedge cutting.

"In fact, if you can think of a job that needs doing round the home, we can probably get it done for you quickly, reliably and for a realistic price."

Commercial clients receive the same great service, which is based on making sure the customer is happy with every aspect of a job.

For more information please call (023) 8025 1000, or 07980 023951.

Advertising Feature

The Complete Home & Gardening Maintenance Service



ALL IN ONE

Painting, Decorating
Guttering, Plumbing • Fencing, Gardening
Grass Cutting, Hedge Cutting & lots more

Domestic and Commercial
contracts, regular maintenance
or one off tidy ups welcomed

NO JOB TOO SMALL

Call now for a free estimate

Tel: 023 8025 1000

Mobile: 07980 023951

90 Hursley Road, Chandlers Ford, Eastleigh, Hampshire SO53 1JB



OPEN SIGHT

100 people are diagnosed with a
sight condition every day

Open sight is a local charity working with
people of all ages with sight loss and the
need for our support has never been greater

We urgently need volunteers to:

- Organise events
- Work directly with people with low vision or who are blind

You'll make new friends, revive your CV and
be well and truly valued no matter how
much time you can give us each week

Please call Debbie or Robbie on:

023 8064 1244

25 Church Road, Bishopstoke, Eastleigh SO50 6BL

Registered Charity 1055498 info@hach.org.uk

Advertising Feature

A Vision Of Care

OPEN SIGHT, established in 1922, is Hampshire's largest organisation working with people who suffer from sight loss. A registered charity, it offers a variety of services to help deal with vision problems.

"We have an outreach team who will visit people in their own homes to offer advice and information," said Evelyn Archenhold, service manager for Open Sight. The team also help with sign-posting, low-vision equipment assessment and help people to claim benefits.

Open Sight has an eye clinic liaison officer who works in Southampton General Hospital, and who runs a drop-in clinic for people newly diagnosed with vision problems.

"There's also a resource centre where we sell specialist equipment on a mail order basis," Evelyn said. Customers receive their goods on approval, and then pay when the invoice arrives.

"We are a Hampshire-based charity, and cover the whole of the county," said Evelyn. "You do not have to be registered blind or partially-sighted to access our services, just have problems with your sight."

Open Sight values independence and quality of life for all visually impaired individuals.

Contact them on the number opposite, or visit www.opensight.org.uk

A New Place to Cook and Entertain!

Whether you are renovating a new property or upgrading your existing one, purchasing your dream kitchen can be made easy with the right supplier that puts you first! To create the look you are wishing to achieve, set up a meeting with a reputable supplier to discuss any requirements and ideas you may have to help select the right kitchen or create a new design. Aim to work with a local company with a reputation for customer service, not sales targets.

It can be a daunting task trying to decide the layout for your kitchen, as it is important for most installations to achieve a highly functional and visually appealing new living space. All electrical and gas work should be undertaken by qualified engineers to ensure common safety standards are met.

All required tradesmen can be arranged and deadlines met without you lifting a finger! If this appeals to you, look out for a company offering this service. Contact a local kitchen designer and installer today to arrange for a plan and design of your new kitchen.

Kitchens Inc

Need Your New Kitchen Installed?

We offer complete installation including:
Plumbing • Electrical Work • Tiling
FLOORING AND BUILDING WORK UNDERTAKEN

Fully Qualified

Over 20 years' experience



Tel: 0776 610 7142

7 Sandringham Close
Chandler's Ford SO53 4LE

Childhood Immunisations

Clinics are held regularly. You should receive appointments through the post but if you have not heard by the time your child is 10 weeks old, or if you think your child has missed any other pre-school immunisations, please contact the surgery.

Childhood immunisations are as follows:

2 months	1st dose DTP (Diphtheria, Tetanus, Pertussis), Polio, Hib and Pneumococcal
3 months	2nd dose DTP, Polio, Hib + Men C
4 months	3rd dose DTP, Polio, Hib, Pneumococcal + Men C
12 months	Hib/Men C
13 months	MMR (Measles, Mumps, Rubella) and Pneumococcal
3½ - 4 years	Booster DTP, Polio, Hib + 2nd dose MMR
12-18 years	HPV Immunisation by invitation only
15-18 years	Booster Diphtheria, Tetanus, Polio

We participate in all immunisation catch up programmes. Anyone who receives an invitation is encouraged to make an appointment.

Travel Clinic

The practice nurses are available to advise on travel and to administer required vaccinations. Travel clinic appointments should be made a minimum of eight weeks prior to travel where possible. Malaria tablets are only available on a private prescription for which there is a charge; alternatively, certain malaria tablets can be purchased from the chemist. Travel packs are also available for purchase. A charge may be made for some vaccines.

Yellow Fever Centre

We are an approved Yellow Fever Centre and are able to administer the vaccine to any member of the public on request. There is a charge. For further information, please ask at reception.

Minor Surgery

We offer a range of minor surgery procedures, which doctors are qualified to undertake. Please make a routine doctor appointment in the first instance.

Contraception

Services are provided by all the doctors during a routine appointment, or by our practice nurses who hold family planning qualifications. Emergency contraception advice is available but must be obtained within 72 hours.

Non-NHS Examinations

A full range of insurance, pre-employment, fitness to travel, fitness to undertake sports and all forms of driver medicals are performed. An appointment is needed as they can take up to 30 minutes. A fee is normally payable as these services are not covered by the NHS.

Temporary Residents

If you fall ill away from home anywhere in the UK, you may see any doctor by registering with him or her as a temporary resident. If anyone is staying with you and needs a doctor we will be happy to see them.

COMPLAINTS

This practice operates a formal complaints procedure to deal with complaints about the services we provide. Please ask any member of staff to give you further information.

We attempt to resolve problems swiftly and take action as appropriate when we have failed to achieve the high standards for which we aim.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

PRACTICE CHARTER

This practice is committed to improving the quality of the services it provides within the National Health Service.

This Means

- always putting the patient first, ensuring that the services we provide are of the highest possible standard;
- promoting the concept of illness prevention and health promotion;
- continually striving to improve the services we provide by positive encouragement of further training for our staff and maximising their skills.

Our Responsibilities To You

- you may have a long wait, or be asked to make another appointment if you arrive more than 10 minutes late for your appointment;
- you will be greeted in a welcoming way;
- you have the right to confidentiality;
- you will be offered a routine appointment with a doctor within 48 hours;
- you will normally be seen within 25 minutes of your appointment time, and you will be informed if there is likely to be a delay;
- requests for computerised prescriptions will be ready for despatch within 48 working hours. Postal applications will be ready for despatch within 48 working hours of receipt at the surgery;
- the telephone will be answered within five rings. In exceptional circumstances when this is not achieved, you will receive an apology for the delay.

Your Responsibilities To Us

- to notify us as soon as possible if you cannot keep your appointment time;
- to notify us as soon as practicable if you change your address or telephone number and wish to remain a registered patient at this practice, subject to the practice boundary;
- to remain courteous, polite and understanding when dealing with practice staff at all times;
- to arrive promptly for your appointment time;
- to attend the surgery instead of requesting a home visit, when at all possible, and thereby gain benefit from our facilities at the practice. Home visits will normally be made where, for medical reasons, the patient is unable to attend the surgery;
- to contact the surgery for results of any tests performed by the doctors or nurses of the practice.

VIOLENT PATIENTS – ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to 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 are obliged to 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. The local Primary Care Trust (PCT) is then responsible for providing further medical care for such patients.

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the primary healthcare team and with other healthcare professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of healthcare services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

NHS HAMPSHIRE

NHS Hampshire is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address:

NHS Hampshire, Headquarters, Omega House
112 Southampton Road, Eastleigh, Hants SO50 5PB
Telephone: 023 8062 7444

USEFUL TELEPHONE NUMBERS

NHS Direct	0845 4647
GP Out of Hours	0844 811 3060
Out-of-Hours Pharmacy	0845 4647
Dental Helpline	023 8033 8336
Emergency Contraception Helpline	0800 318440
Quitters - for help giving up smoking	0845 6344484
Talk to Frank - drugs information and advice	0800 776600
Options - counselling and information service	0800 0184 309
Royal Hampshire County Hospital	01962 863535
Royal South Hants Hospital	023 8063 4288
Southampton General Hospital	023 8077 7222
Princess Anne Hospital	023 8077 7222
The Nuffield Hospital	023 8026 6377
Spire Chalybeate Hospital	023 8077 5544
Sarum Road Hospital	01962 844555
NHS Hampshire	023 8062 7444
Hampshire Community Health Care	023 8087 4270
Newtown House Day Hospital	023 8062 0162
Eastleigh Health Centre	023 8061 0961
Citizens Advice Bureau	0870 126 9504
Eastleigh Borough Council	023 8068 8068
Department of Social Services	023 8061 8722
Samaritans	08457 909090
Relate	01962 861336
Alcoholics Anonymous	023 8022 3198

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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

for Drs Williamson, Farmer, Kay & Tromans of Chandlers Ford

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MAP OF OUR PRACTICE AREA

