

# THE WILSON PRACTICE



## ALTON HEALTH CENTRE

Anstey Road, Alton, Hampshire GU34 2QX

open Mon – Fri 8.00am – 6.30pm\*

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**tel:**

**01420 84676**

**fax :**

01420 543430

**web:**

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

**e-mail:**

[nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)

*Please note: calls are monitored for training and quality purposes*

.....

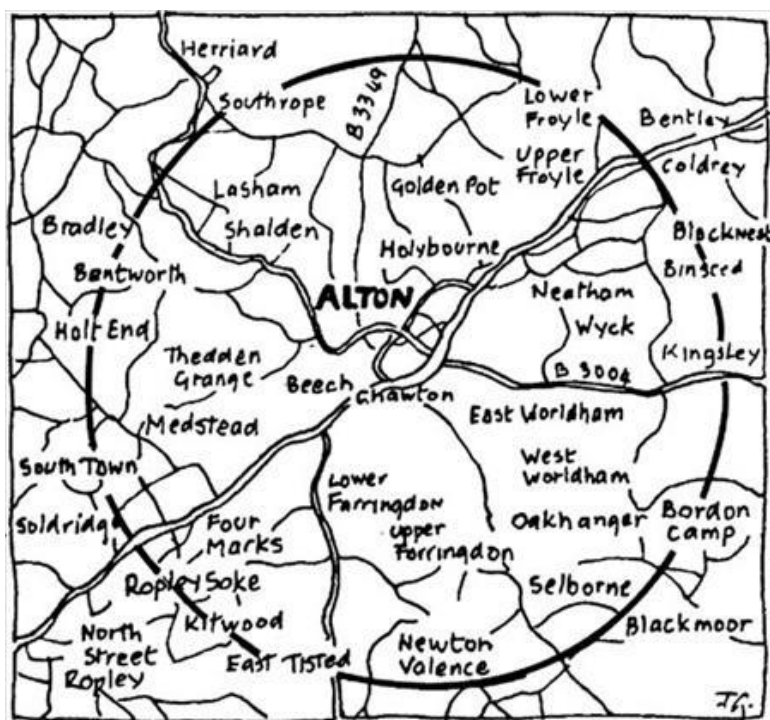
**\*for urgent, non-emergency medical care outside these times**

**please call 111**

*The NHS 111 service will ask for details of your problem and recommend the most appropriate care for your condition. NHS 111 will arrange for a doctor to call you if a consultation with an out-of-hours GP is required.*

# Wilson Practice area

Anyone living within the area outlined below is entitled to register with the practice.



The Wilson Practice belongs to North Hampshire Clinical Commissioning Group ([www.northhampshireccg.com](http://www.northhampshireccg.com)).

## Wilson Practice Patient Participation Group

This group is run by, and for, patients of The Wilson Practice. Its aims are:

- to provide a link for communication between patients and the practice to discuss practice and local health care initiatives
- to encourage health education activities within the Practice
- to develop self-help projects to meet the needs of patients
- to act as representatives in influencing local provision of health & social care

The group organises the annual Alton HealthFest (jointly with the Chawton Park Surgery PPG), the 'Help Yourself to Health' displays in the practice and on the website and informative talks during the year. It also encourages patient involvement in opinion surveys (see [wilsonpractice.co.uk/ppg](http://wilsonpractice.co.uk/ppg)).

The WP-PPG welcomes new members and seeks to involve patients with a wide range of interests and experiences. If you are interested in their work, or if you have any questions, please e-mail [wilsonpractice.ppg@gmail.com](mailto:wilsonpractice.ppg@gmail.com) or leave a message at reception and they will arrange for someone to call you.

# THE WILSON PRACTICE

## Welcome

Our aim is to provide a **high quality, family doctor service** for our patients, and a **convenient minor injuries service for *everyone*** in and around Alton.

Supported by well-trained nursing, reception, administration and management staff, our GPs offer all aspects of family medicine in a friendly, efficient surgery. We take our responsibility for your care very seriously. Any information you share with anyone working here will always be treated in the strictest confidence.

**You can find a list of our Doctors and Nursing staff inside the back cover**

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# THE WILSON PRACTICE

~ ALTON ~

## Our Practice Charter

### Respect

We treat all patients as individuals and as partners in their healthcare.

### Information

We will provide full information about the services we offer and make every effort to ensure you receive any information which affects your health and the care you are offered.

### Health promotion

We offer advice and information on the steps you can take to promote your own health and avoid illness.

### Health records and confidentiality\*

You have the right to see your medical records, subject to any limitations in law. We keep your records secure at all times. Everyone who works in the practice signs a confidentiality agreement.

*\*Please see important information about your medical records on p14*



**Practice manager: Sharon Cox**

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

[nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)

**01420 84676**

*Please note: calls are monitored for training and quality purposes*

The leaflets: ***'The facts about general practice'*** and ***'Please help us to help you'*** may also be of interest.  
Please ask at reception if you would like copies of these.

# Registering as a new patient

**We welcome new patients at any time. To register with the practice:**

1. Collect a registration pack from reception or download a registration form and health questionnaire from [www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk).
2. Complete the forms and bring them to reception with photo-ID and proof of your address (utility bill or bank statement, for example).
3. We can then register you (and your family, if relevant) with the practice. You will have a named 'usual doctor'. You can express a preference for an individual GP or a GP of a specific gender if you wish. Not all our GPs are full time, but the doctors work together as an effective team to provide healthcare for all patients.

## Working together

**Our pledge:**

- people involved in your care will greet you courteously
- doctors and practice staff wear name badges
- your appointment time is when the GP or nurse plans to see you, but there can be delays. We aim to inform patients if an appointment is delayed by 30 minutes or more but please ask at reception if you think you have been overlooked
- If you have a mobile phone you will receive a text message with details of your appointment (see p 7).

**To help us help you, please:**

- let us know if you change your name, address or phone number (inc mobile)
- provide our receptionists with the reason you require an appointment
- try to keep your appointments. Tell us promptly if you cannot attend, so we can give your slot to someone else (you can cancel, as well as book, appointments on-line or via text if we have your mobile phone number and you have not opted out of receiving appointment details via text).
- ask for a longer appointment (*routine slots are 10 minutes long*) if you have a number of issues to discuss, or if more than one patient needs to be seen
- call outside of peak time (8am – 10am) for non-urgent matters
- if you request, or if you are offered, a telephone call from a doctor or nurse, make sure you are available to take a call on the number you give us
- only request a home visit when the patient is too ill to come to the surgery. A GP can see six patients in the surgery in the time it takes to make one home visit
- do not telephone for test results any earlier than you have been asked to. Results take time to reach us from the laboratory and we risk giving you incomplete information if you call back too early
- consider an e-consultation (see page 7) if your problem is not urgent and you feel you may not need to be seen face-to-face

Finally – the practice has a **zero tolerance policy on abuse**.

You can expect to be treated with courtesy and respect at all times.

Please treat practice staff, doctors and others you meet in the surgery with courtesy and respect too.

# Appointments

To make an appointment

- ring **01420 84676** (*press 2 for Reception*)
- go **on-line** ([www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk))

Our reception is staffed between 8am and 6.30pm Monday to Friday. Routine GP surgeries run from 8.00 -11.00am and 4.00 - 6.00pm Monday – Friday and contain a mix of **pre-bookable** (up to four weeks ahead) and **book-on-the-day** appointments. There are generally some appointments earlier in the afternoon, too.

New book-on-day and pre-bookable appointments are released every day which is why, if you check availability on one day and find there is nothing convenient available, additional slots may be available if you try again on the following day.

## Appointment length/type

Routine GP appointments are 10 minutes long. If you think you may need longer, or if you have several things to discuss, please let the receptionist know and she will arrange a longer appointment. If you wish to make an appointment for a specific purpose, a vaccination, minor surgery, well woman or insurance medical for example, please inform the receptionist, so she can make the relevant booking.

## Pre-bookable or ‘Book on the Day’?

You can book appointments up to four weeks ahead. We also reserve a number of appointments as ‘Book on the Day’, for patients who need to be seen urgently.

## Doctor or nurse?

Our nurses work very closely with the doctors both as part of our ‘duty’ (rapid access) team and seeing many patients with minor ailments. They also have specialist training to run our chronic disease, well-woman, travel and baby immunisation clinics (see pages 12 & 13). When you ring for an appointment you will be asked whether you would like an appointment with a GP or a member of our nursing team.

## Emergencies/ medically urgent cases

**You should always call 999** for an ambulance if someone has severe chest pain, severe breathing difficulties, severe bleeding or sudden collapse. Our duty doctor will see casualties as soon as he or she is able.

Medically urgent cases will always be seen on the day, but not always by a patient’s usual doctor (see Rapid Access below).

## Rapid Access

If you have a medically urgent problem, are a casualty or if you call to make an 'on the day' GP appointment and the surgeries are fully booked, our Rapid Access Team (a GP and experienced triage nurses) will ensure you get the assistance you require.

***If you need medical assistance urgently, please ensure you make this clear at the beginning of your call.***

We aim to return all Rapid Access calls within **two hours**; usually our response is quicker. Your receptionist will request some basic details to assist the team. We use this information to prioritise the clinical workload. It is difficult to give your call the appropriate Rapid Access priority without it.

## e-Consultation

This service, available via our website: [www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk), provides access to a sophisticated symptom checker to assist with advice and potential home care solutions and enables patients to submit details of their medical concern or request (including requests for a repeat Fit to Work Certificate or follow-up after a consultation or change of medication for example, as well as new clinical symptoms) for the attention of one of our GPs. All queries receive a response within two working days.

## Arranging appointments/prescriptions on-line

To use our electronic services, contact the practice by phone (10am – 4pm, Monday – Friday) or e-mail [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net) to request your personal login details and password. Once you have these, visit [www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk) and click the option you require at the bottom of the home page.

## SMS/text reminders

If you have a mobile telephone number logged with the practice, when you make an appointment you will automatically receive an SMS reminder. If you prefer not to receive these, please let reception know, or e-mail us on [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)

## Minor illnesses

If you think a practice sister can deal with your problem, please request this. You will generally receive a telephone call in the first instance, as a number of issues can be resolved without the need to come to the surgery. Our experienced practice sisters see and treat conditions such as:

- Coughs, colds, sore throats
- Skin rashes, spots, boils
- Cystitis
- Earache/ear discharges
- Diarrhoea and vomiting
- Sticky eyes/sties
- Chicken pox
- Head lice

## Telephone consultations

Your doctor can give you medical advice by telephone. Contact reception to request a call from your doctor. Please leave an appropriate contact number and indicate when you will be available on that number. Depending on their timetable, he or she may not be able to contact you on the same day. Reception will be able to advise.

If your call is **urgent**, please make sure the receptionist is aware of this when you make your request. It may be more appropriate for you to be contacted by the Rapid Access team to avoid delay.

## Home visits

Most medical problems are better dealt with in the surgery, and patients are generally expected to attend the practice or arrange a telephone consultation. There are some circumstances however, that make a visit to the surgery impossible. **In such cases, please contact reception before 10.30am** to enable us to plan the doctors' home visits effectively.

## Minor surgery

All our doctors are qualified to perform minor surgical procedures – including removing moles and cysts. We do this in the surgical suite of the practice treatment room. Please consult your doctor.

## Minor Injuries Unit: *8am – 6.30pm Mon – Fri open to all*

Our fully-equipped treatment room and minor injuries unit is available for anyone with a minor injury sustained within the previous 48 hours, not just Wilson Practice patients. It is staffed by our Rapid Assessment GP and nursing colleagues.

No appointment is necessary, just come to reception and ask for the minor injuries unit. We can suture minor wounds, remove foreign bodies from eyes and have access to x-ray facilities at Alton Community Hospital. If you are concerned whether your problem is appropriate for the unit, telephone ahead to check. Our reception team will advise.

Depending on workload and the severity of your injury and others, you may have to wait to be seen. Once the nature and urgency of your problem has been assessed you will be offered treatment and/or advice from the GP on duty or from one of our nursing sisters.

Patients with an injury sustained more than 48 hours previously should see their own doctor. Any major casualties should visit the nearest Accident and Emergency Department (Basingstoke or Frimley Park hospitals).



## Outside practice opening hours

If you cannot wait to see a GP at the surgery on our next working day, urgent, non-emergency 'out-of-hours' medical advice and GP care is available via **NHS 111**. *This number is also included in the practice ansaphone message when we are closed.*

When you call **111**, you will initially speak to a call handler who will ask you a series of questions designed to determine the most appropriate care for you.

Depending on your condition you will be offered:

- advice on what to do next or who to visit (a pharmacist or dentist, for example, or GP practice on the next working day)
- a call from an out-of-hours GP who may offer:
  - telephone advice
  - a consultation at the HantsDoc base at North Hampshire Hospital, Basingstoke
  - a home visit
- a direct link to the 999 ambulance service.

## Repeat prescriptions

Our repeat prescription service is easy to use and totally confidential. Simply make your request on-line (see p7), or complete the re-order slip (right hand side of your prescription) and return it to the surgery – by fax, by post or via the secure box in reception. To ensure accuracy and security we **CANNOT ACCEPT** requests for repeat prescriptions **over the telephone**.

Your signed prescription will be ready to collect from the surgery in **two working days** or you can arrange for your medication to be ready for collection at a local pharmacy in **three working days** (see overleaf).

Periodically, all patients on long-term medication will be invited to a **medicines review** with their doctor or a specialist nurse. It is important for your health and well-being to attend these reviews.

We are moving towards scheduling patients' main review in the month of their birth, to make it easier for patients to remember and to help the practice plan other things around that key time. For patients with more than one condition, we aim to co-ordinate reviews, although the recommended intervals between reviews for different conditions sometimes make this difficult.

Please book an appointment when you are invited and submit any self-recorded test results to reception if you have been asked to do this. Your GP needs a current picture of your overall health status in order to authorise repeat medication requests.

**Your request may be rejected, or a reduced quantity issued, if you do not attend your medicines review.**

## Collecting your medicine from a local chemist

With your consent, your completed prescription (excluding any prescription containing controlled drugs) can be sent securely via electronic link to any chemist. Local chemists also collect prescriptions from the surgery on behalf of patients so they can have the medication ready for collection. To use these services simply indicate your chosen chemist on the repeat medication re-ordering slip.

## Prescription enquiries

Please call Reception (*press 2*) after 10.00am.

## Test results

Please call Reception (*press 2*) after 10.00am.

Your GP or nurse will advise, but we generally recommend calling after 10 working days, to ensure all your results are back. When results arrive in the practice, a GP reviews them and indicates if results can be released to the patient over the phone. He or she may also include a request for you to come in to see your GP.

## Temporary residents

If you are in the area for up to three months you can register with the Wilson Practice temporarily, but please remember that your medical records are not available to the doctor or nurses here, as these remain with your 'home' GP.

## Moving house

If you move outside the practice area (see map, page 16), you have to register with a practice in your new area.

## Change of details

Please inform us of changes to your name, address, home or mobile telephone numbers, e-mail address etc, and those of family members or others for whom you are responsible. You can do this:

- on-line ([www.wilsonpractice.co.uk](http://www.wilsonpractice.co.uk) see icon on the home page)
- via e-mail ([nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net)) or
- via reception

## Medical certificates ('fitness to work notes')

- **Absence of seven days or less**

For periods of less than eight days you should sign a Self Certificate (SC1), available from your employer. If you require a medical certificate for an absence of seven days or fewer, you will be charged a fee by the practice.

- **Absences of eight days or more**

Your employer requires a medical certificate from your doctor for absences of eight or more working days.

- **Absence due to hospitalisation**

If you are under the care of a hospital doctor he or she will issue your medical certificate for the time you spent in hospital, plus your expected recovery time.

## Flu vaccinations

We offer flu vaccinations for all patients over 65 and those of all ages considered at risk (pregnant women and patients with diabetes, asthma, chest conditions and coronary heart disease, for example). Patients who care for others, either professionally or informally, are also eligible for a flu jab.

A flu vaccination does not guarantee immunity but is a sensible precaution.

We organise flu vaccination clinics in the autumn, but if you are housebound or unable to get to a clinic, we will make alternative arrangements with you. Flu clinic dates are available on our website and from reception at the beginning of September each year.

## Health promotion/disease prevention

Our practice nurses offer a **free health screening service** for all our patients. This includes checks and advice on weight, blood pressure and urine. For an appointment please contact reception.

We can also arrange access to a wide range of additional facilities including speech and language therapy or dietician, or 'prescriptions' for exercise classes or self-help books from the library, for example. Please ask your GP or nurse if you would find these of help.

**The Wilson Practice Patient Participation Group (WP-PPG - see page 16) is actively involved in health promotion and education.**

# Routine health management and long-term condition clinics

We run specific clinics for patients with long-term conditions and routine health management needs. These include:

- **Ante-natal clinic**
- **Baby immunisation and child health checks**
- **Well woman checks, contraceptive reviews and family planning**
- **Travel clinic**
- **Asthma and COPD clinics**
- **Coronary Heart Disease clinic**
- **Diabetes clinic**
- **Hypertension (high blood pressure) clinic**

## Ante-natal clinic

Routine ante-natal appointments are held at the surgery with either a midwife or a doctor. Please arrange an appointment soon after you think you are pregnant, to receive early advice and to ensure you get booked in to the ante-natal programme.

## Baby immunisation and child health checks

We carry out routine NHS infant immunisations in our special Baby Clinics. We strongly recommend that children are fully immunised to minimise the risk of them catching preventable diseases. Six-week child health checks are performed by a GP in the practice; subsequent checks are undertaken by a health visitor.

## Well woman checks, contraceptive reviews and family planning

This nurse-led clinic offers cervical smears, HRT reviews, health screens and breast awareness education. Several of our doctors also offer well woman checks and family planning advice. We offer a full range of family planning services including contraceptive pills, injections and implants, coil and cap fitting and counselling for sterilisation and vasectomy. A Sexual Health Clinic also operates from Alton Health Centre (0300 300 2016; [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk)).

## Travel clinic

Sister Lynn Paice runs our travel clinic, providing advice regarding the medical risks associated with travel, and immunisation against potentially serious diseases. Please arrange travel clinic appointments **at least six weeks before travelling** to allow enough time to complete any course of injections that you may need. We ask patients to complete a travel questionnaire before attending clinic so that their consultation can be tailored to their specific travel plans.

## **Long-term condition clinics**

We encourage everyone with a long-term condition to take an active interest in managing their health and well-being and patients are urged to attend chronic disease clinics when prompted to do so, even if they feel well. The consultation provides an opportunity to discuss developments in disease management or potential changes to lifestyle and to monitor progress, review medications and to discuss other health concerns with a nurse or a GP who has a specific interest in your condition.

### **Asthma and COPD**

*annual or more frequently if condition dictates*

The asthma clinic is run by experienced nurses with specialist qualifications in asthma care. It provides help, support and education for patients and families of those with asthma. We encourage all asthmatic patients on regular medication to attend the clinic at least annually, or more frequently if their condition dictates. We aim to help patients manage their symptoms to reduce the impact of asthma on their everyday lives.

### **Coronary Heart Disease clinic**

*annual attendance*

This clinic, run by our specialist nurses, supports and monitors patients with existing heart conditions. The team offers lifestyle advice and co-ordinates routine investigations. Any change in a patient's condition is discussed with him/her and their doctor. Appointments are generally offered annually.

### **Diabetes clinic**

*annual or more frequently if condition dictates*

This clinic offers education, advice, support, monitoring and treatment for patients with diabetes. It is run by members of our nursing team with qualifications in diabetes management supported by our GP diabetes lead, Dr Fellows. We encourage all patients with diabetes to attend the clinic annually, or more frequently if their condition dictates. By controlling symptoms well, the risk of complications and the impact of diabetes on everyday life can be significantly reduced. We strongly advise all patients with diabetes to have an annual flu jab and to be immunised against pneumococcal disease.

### **Hypertension (high blood pressure) clinic**

*annual + self monitor*

When a patient or their doctor or nurse first suspect raised blood pressure, we arrange a number of appointments in the hypertension clinic to monitor blood pressure, to offer lifestyle advice and possibly for blood and urine tests or an electrocardiogram (ECG). If blood pressure remains raised the next step might be medication. Once a patient's blood pressure is stabilised, we establish a routine monitoring programme with him/her. This is likely to include an annual review with a healthcare assistant, ideally in the month of the patient's birth, and a request to take blood pressure readings six months after that, either at home or in the surgery waiting room, for inclusion in the clinical record. The patient's usual GP reviews this information and makes contact if any further tests or discussion is required.

## Your medical records

Medical records are highly confidential and we treat them with the utmost care. How we manage and use your medical information is governed by strict regulations. You have a right to see the information we hold on you and can request that information is not shared with other healthcare providers without your consent. Our policy around this is often called our 'Fair Processing' policy. You can read it on our website or ask for a copy at Reception.

**The Summary Care Record (SCR) initiative** aims to make critical information about individuals' health (allergies and medication) available to healthcare professionals outside the practice (A&E doctors and out-of-hours GPs, or those you visit when you are away from home, for example) in a secure and controlled way.

It has been developed to improve patient care in the widest sense, and is supported by the practice, as it is our view that the more informed a clinician treating you can be, about potential drug interactions, for example, the more effectively and quickly you can be treated, but everyone has the right to opt-out – simply ask for a form at Reception or download one from our website.

If you have chosen to opt out, even if you were registered at another practice at that time, there will be an electronic code on your medical record to prevent SCR access. You can change your mind at any time; just contact the practice and inform us of your request.

## Making contact with you

If you have given us a **mobile telephone number**, we will confirm and send reminders of appointments you have made with the practice to that number, unless you ask us not to.

If you have provided us with an **email address**, we will send you general practice updates and newsletters via email from time to time, unless you ask us not to do this.

You can 'unsubscribe' to either of these services by emailing us at [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net) or by informing Reception.

## Private (non-NHS) services

The Wilson Practice offers the following paid-for services. Our fees are in line with BMA (British Medical Association) guidelines:

- **Private health forms (BUPA/PPP etc)**
- **HGV, elderly driver, private pilot and other licence medicals**
- **Sports and pre-employment medicals**
- **Travel vaccinations**
- **Private prescriptions and certificates**

Our reception team can provide details of current charges and make an appointment for these services.

If you make an appointment for a private medical examination and fail to attend without cancelling the appointment, you will still be charged for the service.

# Questions, comments and complaints

If you have questions, comments or concerns about your care from:

- **The Wilson Practice**

Please contact Sharon Cox, our practice manager by:

- telephone on 01420 84676
- e-mail at [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net) or
- post, at the practice address on the front page.

A leaflet outlining our complaints procedure is available from reception and our website.

- **Hampshire Hospitals Foundation Trust**

- Basingstoke and North Hampshire Hospital
- Royal Hampshire County Hospital, Winchester

For issues concerning either hospital, please:

- telephone 01256 486766
- e-mail [customercare@hhft.nhs.uk](mailto:customercare@hhft.nhs.uk) or
- write to The Chief Executive, Hampshire Hospitals Foundation Trust, Aldermaston Road, Basingstoke, RG24 9NA

- **Other NHS care**

Please contact North Hampshire Clinical Commissioning Group in the first instance by:

- telephone on 01256 705 507
- e-mail at [nhccg.wilsonpractice@nhs.net](mailto:nhccg.wilsonpractice@nhs.net) or
- writing to Chief Operating Officer, NHCCG, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke, RG24 8GU

- **To contact NHS England**

web: <http://www.england.nhs.uk/contact-us/complaint/>

In writing: NHS England  
PO Box 16738  
Redditch  
B97 9PT

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 223

- **Independent advice and support**

Healthwatch Hampshire (<http://www.healthwatchhampshire.co.uk/>) offers a free, independent and confidential service in respect of making a complaint about the NHS in Hampshire. This service can be accessed at any Citizens Advice Bureau office in Hampshire, or by telephoning 01962 440262 to request advocacy support.

A helpful leaflet 'A step-by-step guide to making a complaint about health and social care' can be downloaded from the Healthwatch website.

# NOTES



# NOTES

# THE WILSON PRACTICE

## OUR NURSING TEAM

### **Sister Claire Muir RGN BSc (Hons) Nurse Practitioner, non-medical nurse prescriber, practice nurse manager**

Interests: Part of the Rapid Access team, managing minor illness and injuries, asthma, chronic obstructive pulmonary disease (COPD), high blood pressure and coronary heart disease.

### **Sister Lynn Paice RGN non-medical nurse prescriber**

Interests: Part of the Rapid Access team, managing minor illness and injuries, hypertension, asthma care and travel medicine.

### **Sister Wendy Morris RN BSc (Hons), non-medical nurse prescriber, RN**

Interests: Part of the Rapid Access team, managing minor illness and injuries, diabetes, tissue viability

### **Sister Karen Byng RGN Nurse Practitioner, non-medical nurse prescriber**

Interests: Part of the Rapid Access team, managing minor illness and injuries, care of elderly patients and responsible for routine support of patients in local nursing homes

### **Sister Jean Thomas CHCN RGN RHV non-medical nurse prescriber**

Interests: Part of the Rapid Access team, managing minor illness and injuries

### **Sister Alison Frater RGN RMN**

Interests: Diabetes care, coronary heart disease and women's health.

### **Sister Christina Palmer RGN RMN**

Interests: Wound care and treatment room duties.

### **Sister Julee Cherukattu RGN**

Interests: Wound care and treatment room duties.

### **Karen Baxter Wendy Gagen Mary Barnsley**

Our three **healthcare assistants** carry out a range important services including hypertension (blood pressure) reviews, phlebotomy (taking blood), spirometry and taking ECGs. They routinely work in the treatment room. Wendy and Mary undertake the NHS Health Checks. Karen and Wendy are also trained Quit Smoking Counsellors.

## **HEALTHCARE PROFESSIONALS *also serving Wilson Practice patients***

### **Midwives**

The midwifery team works with our doctors in the care of expectant mothers before and after delivery. The Basingstoke Hospital midwives offer clinics at Alton Health Centre every week and are available to advise on all aspects of ante- and post-natal care. The team liaises closely with the maternity units at both Basingstoke and the Royal Hampshire County Hospital in Winchester.

### **Integrated Care Team**

Our local Community Matron, Community Nurses, Physio- and Occupational Therapists, Community Mental Health and Macmillan Nurses work with our GPs to provide nursing and therapy services both within a patient's home and at day clinics run at Alton Community Hospital.

### **Health Visitors**

Health Visitors are nurses with special training to advise and promote good health. They work with all age groups, but have a particular focus on families with very young children.

# THE WILSON PRACTICE

## OUR DOCTORS

### **Dr Andrew Fellows MBBS MRCP DRCOG DFFP MRCGP**

Interests: Adult and elderly medicine, surgery, joint injections. Teaching, practice administration and development. Healthcare commissioning. All sport, spending time with his family.

### **Dr Jane Peckham BA MB BS DCH DRCOG DFFP MRCGP**

Interests: Women's health and contraception, child health, venous disease and care of the elderly. Competitive sailing and ski-ing.

### **Dr Alison Rickard BA MB BChir DRCOG DFFP MRCGP**

Diploma Occupational Medicine.

Interests: Care of the elderly, occupational health, family health and contraception. Teaching. Running.

### **Dr Sally Loudon BM BS BMedSci DGM DRCOG DFFP MRCGP**

Interests: Care of women and children, contraception and sexual health. Teaching and GP continuous professional development. Tennis, running, ski-ing and occasional triathlons.

### **Dr Oliver Kemp MBBS BSc DCH DFSRH DPD DiMM MRCGP**

Interests: Dermatology, expedition and altitude medicine. Teaching. Climbing and ski-ing.

### **Dr Avril Rush BMedSci BMBS DRCOG DFSRH MRCGP**

Interests: Care of women and children, family planning. Ski-ing, tennis, singing.

### **Dr Lucie Maloney MBBS BSc MRCGP DRCOG**

Interests: Family medicine.

### **Dr Camilla Nuttall MBChB BSc DRCOG FSRH LOCs**

Interests: Family medicine and the care of elderly people.  
On maternity leave from January 2018

***As a training practice we routinely have GP Registrars and Foundation Year doctors working in the practice.***



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