

## Useful Telephone Numbers

Age Concern Information Line.....	0800 009966
Alcoholics Anonymous .....	0845 769 7555
Alzheimer's Disease Society.....	023 9273 0088
Asthma Helpline.....	0845 701 0203
Citizens Advice Bureau.....	0870 126 4036
ChildLine.....	0800 1111
Community Midwives Office .....	023 9286 6560
CRUSE Bereavement Care.....	023 8023 2500
DIAL - Disabled Information & Advice Line .....	023 9282 4853
Domestic Violence Helpline.....	0870 599 5443
District Nurses .....	Mon - Fri 8.30pm - 2.30pm 023 9286 4617
Drugs Helpline (National) .....	0800 776600
Ella Gordon Centre (Family Planning).....	023 9286 6301
GU Medicine Department (Sexually Transmitted Disease) .....	023 9286 6796
Gay Men's Health Promotion.....	023 9265 5077
Haslar Hospital .....	023 9258 4255
Health Visitors .....	023 9285 1350
Kingsway House (Drug & Alcohol Team).....	023 9229 1607
NSPCC Child Protection Helpline .....	0800 800 500
NHS Direct .....	0845 4647
Portsmouth Hospitals (Q.A. & St.Mary's).....	023 9228 6000
Portsmouth City Council .....	023 9282 2251
RELATE .....	023 9282 7026
Rowan's Hospice.....	023 9225 0001
Rape Crisis Line .....	023 9266 9511
Samaritans.....	08457 909090
Social Services - Children & Families .....	023 9283 9111
- Over 65s .....	023 9289 3800
- Adult Team.....	023 9220 0132
- Mental Health Problems .....	023 9273 6999
St Marys NHS Treatment Centre .....	0333 200 1822



# Sunnyside Medical Centre

The Pompey Centre, Fratton Way  
Southsea, Hampshire PO4 8TA

***To be the surgery of choice in Portsmouth  
by delivering excellent care through  
partnership and innovation***

Sunnyside Medical Centre is registered by the Care Quality Commissioning Board  
Provider No: 1-99750062

**Email for Repeat Requests: [ssmc.sunnyside@nhs.net](mailto:ssmc.sunnyside@nhs.net)**

**[www.sunnyside.gpsurgery.net](http://www.sunnyside.gpsurgery.net)**

**[www.facebook.com/sunnysidemedicalcentre`](https://www.facebook.com/sunnysidemedicalcentre)**

**Visits and 24 Hour Emergency: 023 9282 4725**

**Appointments: 023 9281 2481**

The practice was established in 1889 by Dr Theophilus Mead at 150 Fratton Road. In 2005 we moved to our present site in purpose built premises on land adjacent to Fratton Park - previously Fratton Goods Yard. The move has enabled us to provide an even better range of up to date services involving nurses, doctors and all members of our health care team in a friendly comfortable and relaxing environment.

## WHERE WE ARE

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The practice area is illustrated below.

For specific details please see the map displayed on the notice board in the reception area.

# MAP

There is free car parking available outside the surgery but these spaces are limited. Please be aware that we have additional free car parking across the road adjacent to Topps Tiles.

### Practice Area

Common sense dictates that, no matter how much we like you and you like us, convenience and ease of access matter a great deal, so please ask yourself, when registering, whether you can easily travel to and from the practice alone or perhaps with small children, or whether you would be better finding a doctor nearer to where you live.

Welcome to

**Sunnyside**  
MEDICAL CENTRE

### THE DOCTORS

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<b>Dr Anthony Tollast</b>	BM (So'ton) 1983 MRCGP DRCOG MFFP DPD
<b>Dr Jane Loxton</b>	MB ChB (Manchester) 1980
<b>Dr Fiona Moss</b>	MB BCh (Cardiff) 1997
<b>Dr Jonathan Lake</b>	BM BSc MRCGP DFFP DRCOG MA(Ed)
<b>Dr Catherine Lake</b>	FRCGP MRCGP DRCOG DFFP
<b>Dr Helen Buckby</b>	BM (Southampton 2003) nMRCGP
<b>Dr Sian Slater</b>	MB (London) 1999
<b>Dr Rebecca Peatman</b>	BM MRCGP DRCOG MA

### SURGERY TIMES

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The surgery is open from 8.00am - 6.00pm weekdays. We have an appointment system and doctors are available for consultation in routine booked appointments throughout the day. Surgeries run from 8.00am until 6.00pm and we try hard to make our appointment times fit into the schedules of busy working people.

### OUT OF HOURS SERVICE - WHEN THE SURGERY IS CLOSED

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Between the hours of 6.30pm and 8.00am, emergency calls are dealt with by the Portsmouth Out Of Hours Service and when you ring our emergency number (023 9282 4725) between these hours or at the weekend or bank holidays, you will be connected to an answering machine that will advise you of the number to ring to speak to a healthcare professional. You may telephone Out Of Hours directly on 111.

Depending on your problem you may be offered advice or asked to attend an emergency centre. If you are too ill to travel the doctor may visit you at home. The emergency centre is situated at: St Mary's Treatment Centre: 0333 200 1822.

The doctors at the emergency centre do not have access to your medical notes and whilst they can offer emergency treatment your own GP's opinion and treatment is always preferable, but of course, there are times when the immediacy or urgency of a problem makes the use of the emergency service necessary.

### TARGET - WEDNESDAY AFTERNOON CLOSING

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The surgery closes once a month on a Wednesday afternoon for essential G.P. and Staff Training. During this time the Out Of Hours Service will look after our patients emergencies only. Our answer phone will provide you with the deputising services telephone numbers. Please see details above.

## HOW TO SEE / CONTACT THE DOCTOR

**Appointments** can be made by telephoning **023 9281 2481** between 8am - 1.30pm and 2.30pm - 6.00pm or by calling into the surgery. We offer appointments both am and pm Monday to Friday every week. Some of our Doctors offer **telephone appointments** for advice and queries where a face to face discussion isn't necessary.

If you make a routine appointment to see a GP, the choice of whom you see is up to you.

All Sunnyside Patients are now registered with the Practice not an individual Doctor.

The surgery is closed one Wednesday afternoon per month for Doctor and staff education. Emergencies are covered on this afternoon by the "Out of Hours service" - the number to ring is given on phoning our emergency number 023 9282 4725

### **Additional Extended Opening Hours**

We will be offering alternate 2 late evenings and alternate Saturday mornings for pre-booked routine appointments only. This will help those of you that find it difficult to attend surgery during our core hours.

To book please telephone the surgery between Monday to Friday 08.00 to 18.00.

The new sessions will be held on an alternating weekly schedule as per the example below:

Week 1 - Tuesday & Thursday evening - 18.30 until 20.00

Week 2 - Saturday morning only - 8.00 until 11.00

Week 3 - Tuesday & Thursday evening 18.30 until 20.00

Week 4 - Saturday morning only - 8.00 until 11.00

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### **Pre-Booked Appointments Only**

Home visits and urgent health problems out of hours will continue to be dealt with by the out of hours service

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### **The Urgent Care Clinic**

This team deals with emergency problems only and operates during the following hours:

Monday to Friday mornings: 8.30am - 10.30am

Monday to Friday afternoons 3.00pm - 5.00pm

The duty team is made up of: one doctor, one nurse and one healthcare support worker.

The team members work together and you will be seen by one of them. Any patient who feels that they need to be seen for a pressing problem before a routine appointment becomes available can be seen by one of the duty team.

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You do not need to telephone in advance, just come to the surgery between the times listed, book in and wait to be seen.

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## Chickenpox

On the first day a rash appears as small red patches about 3-4mm across and within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the itching and cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last crusts have dropped off.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

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### **German Measles (Rubella)**

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four to five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

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### **Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two to three days before the rash appears until eight to ten days after that date.

Immunisation can prevent this disease.

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### **Mumps**

Symptoms are swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two to three days before the swelling appears until eight to ten days after that date. If the pain is severe you should consult your doctor.

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### **Head Lice**

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription. However, daily removal of lice using a special fine toothed comb and conditioner is the most important treatment.

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## **FREEDOM OF INFORMATION**

The practice complies to Government legislation and produces a Freedom of Information document which is available to the public, providing information about the practice.

## Chest Pain

Tight or heavy chest pain spreading to the arms of jaw, with nausea, shortness of breath and feeling cold and clammy, may indicate a heart attack.

Consult your doctor immediately or ring 999.

## Nosebleeds

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks and hot food for 24 hours. If the symptoms persist consult your doctor.

## Diarrhoea And Vomiting

This usually settles after one to three days. Avoid all food for 12-24 hours, drink plenty of fluids, frequently and in small amounts. If very frequent, special fluids eg Dioralyte will prevent dehydration and are available from the chemist. Avoid milk, dairy produce and fatty/spicy foods when starting to eat again. Tummy colic can be eased by paracetamol.

## Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain until the pain subsides. This may take up to 15 minutes. If the skin is unbroken but blistered apply a loosed dry dressing. If the burn is larger than four to five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

## Sunburn

Remember that you can get burnt on a cloudy day or a sunny one. Use a cream with a protection factor of 15 or above and re-apply every two hours. Try to avoid the hottest period of the day between 12 noon and 2.00pm, seek the shade, cover up and wear a hat. Treat sunburn as other burns with cold water and stay where it's cool.

## Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve symptoms. Note: bee stings should be scraped away rather than "plucked" to avoid squeezing the contents of the venom sac into the wound.

## Sprains

First apply a cold compress, containing ice if possible (a bag of frozen peas kept for this purpose is ideal), for 15-20 minutes to reduce swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery time.

Such problems might typically include:

- urgent problems that cannot wait for a routine appointment
- sudden illness
- coughs and sore throats
- diarrhoea and vomiting
- unexplained temperatures
- thrush and vaginal infections
- skin infections
- conjunctivitis
- cystitis and urinary infections
- the "morning after" pill
- minor injuries
- new episodes of backache or joint problems
- earache
- sinusitis
- new rashes
- flu symptoms

The urgent Care Clinic system is not designed to deal with ongoing or more complex problems which would be more appropriately dealt with by a routine appointment.

THE URGENT CARE CLINIC WILL NOT ISSUE REPEAT PRESCRIPTIONS

## Home Visits

We are pleased to visit you if you are too ill to leave home. You can ask for a visit by telephoning or by sending a message to the surgery. It helps us to plan our calls if you telephone or notify us between 8.30 and 10.00am. The receptionist will ask for details of the problem so that the doctors can plan their calls accordingly. If the matter is urgent, it is even more important to know why - urgent calls can, of course, be accepted at any time.

We will always see very ill children promptly. The receptionist may ask you to wrap the child up and bring them to the surgery so they can be seen without delay. This helps us to put your mind at rest without the need to disrupt surgeries by visiting you at home when it is quicker and just as feasible for you to come over to see us.....we thank you for your co-operation.

**REPEAT PRESCRIPTIONS** Email: [ssmc.sunnyside@nhs.net](mailto:ssmc.sunnyside@nhs.net)

Fax: 023 9281 2905 Website: [www.sunnyside.gpsurgery.net](http://www.sunnyside.gpsurgery.net)

Repeat prescriptions are for patients on long-term treatment and will be arranged after consultation with your own doctor. Please leave a written request with the receptionist or, if your prescription is on computer, tick the items you require on the tear-off slip, or repeat prescriptions can be ordered through our Website address above. Please allow two working days before collection, making allowance for weekends and bank holidays. Where possible, please give exact drug names when ordering or leave the bottle or box the medications came in. To avoid error, we cannot take requests for repeat prescriptions over the telephone. If your medicines are entered into our computer system, you will only be able to obtain repeat prescriptions a certain number of times before you are reminded that you need to see your doctor; for example. to have your blood pressure taken. Please co-operate with this system which is designed for your benefit, as there is no point in taking medicine if its effect is not accurately monitored.

*Please note that our Doctors cannot accept communications from patients by email regarding other health matters.*

## **THE PRACTICE TEAM**

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### **Business Manager**

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Mr Paul Cox is our Business Manager and is in charge of practice administration, strategic planning and development. He is responsible for all staff and for liaison with the Portsmouth C.C.G. He is on the governing body of the Portsmouth C.C.G. If you have any suggestions as to how our practice can be improved, please write to or telephone him at the surgery.

### **Practice Manager**

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Mrs Beverley Algar, Practice Manager, has responsibility for the day to day running of the surgery for the computer system and for keeping the database up to date. She organises recall of patients to have tests such as cervical smears, general medical checks, thyroid checks and other regular screening procedures.

She also undertakes audit procedures in collaboration with the doctors in order to evaluate our treatment methods and to find out how we can help our patients more efficiently. She is also in charge of IT training of staff and doctors within the practice.

### **Patient Services Team**

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The practice reception team and the waiting area's are managed by Mrs Christine Woods. Any problems relating to the general running of reception and waiting area's should be addressed to her.

Our receptionists have first contact with the patients and it is their job to help and advise you within the guidelines laid down by the practice manager and the doctors. If you are willing to provide them with details of your query or problem, they will be better placed to help you and to use our range of services within a strict code of confidentiality.

If you can tell the receptionists a little about your problem they will be able to make sure you see the correct doctor and be given the correct amount of time for your problem to be dealt with - simple problems may require only a visit to our duty team, yet more complicated problems can only be dealt with in a normal surgery slot with a doctor who knows you and will have enough time to go into the problem and discuss it with you.

### **Clinical Administration Team**

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The practice administration team is managed by Mrs Christine Parsons. Any problems relating to administration issues should be addressed to her.

### **Secretaries**

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We have two medical secretaries who deal with a vast amount of day-to-day secretarial and administrative work for the practice - a large proportion of their work involves the typing of patient referral letters to the hospitals and summarising new patients medical records.

## **SELF HELP FOR MINOR AILMENTS**

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### **Antibiotics**

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First a note about these commonly prescribed and powerful medicines. They only work on bacteria and have no effect on viruses. Unfortunately this means that common infections like coughs, colds and flu etc will not be helped by them at all.

The correct treatments are the simple remedies outlined below and we only use antibiotics when they fail and we suspect there may be a secondary bacterial infection.

Overuse of antibiotics and failure to complete the course may lead to them not working in future and other complications like thrush, skin rashes etc.

### **Back Pain**

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Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong. Due to the complex nature of the spine it is advisable to consult your doctor if the back pain persists for more than several days. If, as is usual, the pain is caused by abuse, ie the lifting of heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with support in the small of the back. Aspirin, paracetamol or solpadeine will not only relieve the pain but will also help reduce inflammation. Your doctor may prescribe stronger drugs if needed or refer you to the physiotherapist. Most cases of back pain will settle in about 10 days with rest and painkillers

### **Cold And Sinus Pain**

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Take plenty of fluids, paracetamol or, if over 16 years old, aspirin. Inhalation with steam and, for example, menthol crystals can help clear nasal passages. If they are very blocked you could ask the chemist to recommend a decongestant.

You should be improving after seven to ten days and be better by two weeks. We would like to see you if you are getting worse instead of better by then.

### **Flu**

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If you have a temperature and are aching a lot, paracetamol or aspirin (if over 16 years old), fluids and rest are the answer.

### **Coughs**

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These can be soothed by a drink made with honey and fresh lemon juice in hot water. If particularly irritating, steam inhalations or your favourite cough medicine can be worthwhile. If you bring up coloured phlegm we may need to examine your chest.

### **Sore Throats**

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If over 16 years old gargle with soluble aspirin, otherwise soluble paracetamol, drink plenty of fluids and use lozenges or boiled sweets if they help.

## PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

### Our responsibilities to you: We are committed to giving you the best possible service.

### Your responsibilities to us: Help us to help you.

#### Names:

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names on their surgery rooms.

Please let us know if you change your name, address or telephone number.

#### Waiting Time:

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

Please do everything you can to keep appointments; tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

#### Access:

You will have access to a doctor rapidly in case of emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery. Most children can quite safely be brought to surgery by car/taxi. Please ensure that your request for a home visit reaches surgery before 10.00am unless a genuine emergency arises.

#### Telephone:

We will try to answer the phone promptly and ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone at a given time.

Please keep your phone call brief and avoid calling during the early morning time for non-urgent matters.

#### Test Results:

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Test results take time to reach us. Please do not ring before you have been asked to do so, and then after 4.00pm. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

## Practice Nurses

We have seven practice nurses who see patients on an appointment system from Monday to Friday. They work closely with the doctors and are able to advise on a variety of health problems. All have specialist skills including management of diabetes, asthma, hypertension and heart problems and the care of the elderly. They carry out adult and child immunisations, advise on family planning, perform blood pressure and general health checks, cervical smears and give advice on travel-related health issues. They also, of course, perform general nursing duties such as changing dressings, ear syringing, removal of stitches and new patient interviews.

An appointment can be made via the receptionists without referral from a doctor.

## Healthcare Support Workers

The practice is fortunate to have a team of specially trained healthcare support workers who can help with a variety of nursing-related tasks, including:

- Measurement of blood pressure
- New patient interviews
- Repeat prescriptions for the contraceptive pill
- Helping with chronic disease management
- Phlebotomy (Blood Tests)
- Removal of stitches
- Recording of ECGs
- Dressings to wounds and scars
- Assistance in minor operations
- Flu Vaccines

## Phlebotomist

We have a phlebotomist offering appointments at the practice. Who is able to accommodate all your blood test requirements including Warfarin blood tests.

Appointments can be made Monday - Friday mornings only.

## The Community Nursing Team

There is a community nursing team allocated to our patients that provides holistic nursing care for patients in the community who are generally housebound. The team comprises of the district nursing sister who is a hospital trained registered nurse with further training in district nursing and community health. She leads and supports a team of community staff nurses and an auxiliary nurse. Contact single point of access: 0300 300 2012

### The team is able to:

- Assess individual patients' needs and provide nursing care to patients in their own home or community setting ie residential homes.
- Discuss health and social problems and give advice, support or teaching to patients, their families or carers.
- Help patients in the management of their illness to be as independent as possible.
- Promote good health by encouraging healthy lifestyles.
- Access nursing equipment eg special beds and pressure-relieving equipment.
- Liaise closely with your GP, hospital, other health professionals and agencies with regard to your care.
- Access night nursing, intermediate care and continuing care services.

## Specialist nursing skills provided include:

- The management of leg ulcers, pressure sores and other wounds - with access to the community specialist leg ulcer nurse,.
- Palliative care for those who are terminally ill, care of the dying, with follow-up bereavement support to families/carers.
- Post-operative care.
- Diabetes care.
- Promotion of continence and management of incontinence including access to specialist nurse-led continence clinics.

Referrals are accepted from patients, relatives/carers, GP's, hospitals and other statutory and voluntary agencies.

## Community Midwives

Community midwives provide maternity care to our patients. They are based at the Mary Rose Maternity Centre at St Mary's Hospital and work between the hospital and the community. They can be contacted via the midwives office on 023 9268 0135.

If you are pregnant the midwife can be informed by reception and will contact you between 9 - 12 weeks to arrange an appointment. Following the birth of your baby the midwife will visit you at home to give you support with the care of your newborn baby, feeding and postnatal advice.

## Health Visitors

Health visitors are qualified nurses with special training and experience in child health, health promotion and education. They offer support and advice to families especially those with babies and young children on how to avoid illness and stay healthy. They aim to promote the health of the whole community.

Health visitors are able to offer help and support with the care of your baby or young child with advice on:

- Feeding
- Growth and development
- Immunisations
- Behaviour and/or sleep problems
- Toilet training

Health visitors realise the impact of a new baby in the family and recognise the joy and challenges that this brings. They can offer support to the whole family.

Health visitors are able to take a special interest in the emotional wellbeing of a mother, especially with problems such as postnatal depression, unhappy or violent relationships, disability and language and/o cultural difficulties.

They have access to groups on breast-feeding and first-time mums' support.

Visitors or family members who are unhappy with the services they received Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this, or documentation to prove that you are a legal representative.

## How To Complain

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

If it is not possible to do that, please let us have details of your complaint:

- within six months of the incident that caused the problem; or
- within six months of discovering that you have a problem, provided this is within 12 months of the incident

Complaints should be addressed to Mr Paul Cox (Business Manager)

Alternatively, you may ask for an appointment with Mr Paul Cox in order to discuss your concerns. He will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## What We Shall Do

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. Within that time we shall be in a position to either offer you an explanation or a meeting with the people involved. Making a complaint will not affect your future treatment/care. When we look into your complaint, we shall aim to:

- find out what happened and what went wrong;
- make it possible for you to discuss the problem with those concerned, if you would like this;
- make sure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation, you should contact:

## The Parliamentary & Health Service Ombudsman

Millbank Tower  
Millbank  
London. SW1P 4QP  
Telephone: 0345 0154033

You have the right of access to your health records which are held electronically.  
**EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

The main reasons for which your information may be needed are:

- **Giving you health care and treatment.**
- **Looking after the health of the general public.**
- **Managing and planning the NHS. For example:**
  - Making sure that our services can meet patient needs in the future.
  - Paying your doctor, nurse, dentist, or other staff, and the hospital which treats you for the care they provide
  - Auditing accounts
  - Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)
  - Investigating complaints or legal claims
- **Helping staff to review the care they provide to make sure it is of the highest standard.**
- **Training and educating staff** (but you can choose whether or not to be involved personally).
- **Research** approved by the local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing.)

**If you agree, with a signed consent from you, named relatives, friends or carers may be given medical information from our records on your behalf.**

### SUNNYSIDE SURGERY COMPLAINTS PROCEDURE

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

#### Persons who may make complaints

1. A current or former patient  
Any person who is affected by, or likely to be affected by, the action, omission or decision of the practice, which is the subject of the complaint.
2. A complaint may be made by a representative acting on behalf of a patient where that patient:
  - Has died or is a child
  - Someone on behalf of a patient (for example, a relative, a carer or advocate) where the patient has given consent
  - Is unable by reason of physical or mental incapacity to make the complaint themselves

### Pre-school Reviews - Child Development

<b>2 weeks</b>	Visit from health visitor to mother and baby
<b>8 weeks</b>	Routine immunisations. The first is given by your GP, the second and third by the practice nurse.
<b>12 weeks</b>	
<b>16 weeks</b>	
<b>8 months</b>	Developmental review by doctor
<b>1 year</b>	Contact with health visitor
<b>2 years</b>	Contact with health visitor or nursery nurse
<b>3 years</b>	Contact with health visitor or nursery nurse
<b>3 - 5 years</b>	Pre-school booster vaccination with practice nurse

Health visitors will respond to parents' concerns about children's development or health at any time with a routine appointment.

### GP Registrar

Our practice is a training practice and has been for many years. All the partners take a keen interest in the education of young doctors. Our registrars are fully-qualified doctors who have chosen general practice as the career they wish to pursue and who will gain valuable experience by being based at our practice. They spend one year with us and patients find that their fresh and enthusiastic approach enhances the health care we provide. At all times they provide care of the same standard as that provided by the other doctors - please accept them as a valued addition to the team.

### Medical Students

The practice is a teaching practice and a medical student may be in attendance while you are having a consultation with the doctor. You will always be told if a student is going to be present but, if you wish to see your doctor alone, tell the reception staff and nobody will take offence.

### Physiotherapy

We are fortunate to be able to refer patients directly to the physiotherapy department at St Mary's Hospital. In particular, patients with back problems will be assessed there by a multi-disciplinary team and referred onwards for specialist advice if necessary should the problem warrant it.

### Respiratory / Asthma Nurse

Our asthma nurse holds regular weekly clinics and is happy to see and advise any patient with a history of asthma or breathing problems, to advise them on how to manage their illness and use their medication, tablets or inhalers, properly. She is happy to review patients who are well or have poor control of their symptoms and also to see patients whose symptom control has deteriorated. She can help patients who are confused about their medication and she is happy to advise patients on the telephone if appropriate.

The asthma nurse keeps a register of patients with breathing problems and monitors prescriptions for inhalers and recalls patients on her register for yearly reviews.

## **Blood Pressure / Heart Nurse**

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Patients with a history of blood pressure or heart problems are looked after jointly with our practice nurses. Patients who have recently been diagnosed with such problems can be managed initially in conjunction with their own doctor and then later on when things have stabilised, the nurse can monitor their blood pressure and general symptoms and advise on the adjustment of any medication.

As with all our nurses, she is happy to advise on lifestyle advice and modification, dietary advice and weight reduction.

## **Diabetic Nurse**

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Our diabetic nurse can offer advice on all aspects of diabetes, for patients on insulin, tablets or just on a diabetic advice.

She is especially interested in the education of recently diagnosed diabetics, advising them on lifestyle modification and offering them advice and encouragement in order to manage their disease as efficiently as possible.

Diabetic patients are recalled yearly but are seen much more frequently during the initial stages of management of the disease.

She works in conjunction with a network of diabetic nurses linked to our local hospitals and is happy to advise on any aspect of diabetic care.

## **Epilepsy Nurse**

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We employ a nurse who specialises in the monitoring and education of patients who have suffered any form of seizure or fit. Patients with such problems will be recalled automatically at intervals or be offered an appointment to see her to discuss their medication.

If you have any queries regarding your medication for such complaints or any queries about the fits themselves, do feel free to contact her at the surgery via the reception desk.

## **Practice-based Mental Health Worker**

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We have a practice-based specialist mental health nurse to whom we refer patients with mental health problems, if they require more input that can be achieved via their GP, in a normal 10 minutes appointment, eg moderate or severe anxiety or depression.

She can help to access support agencies and suggest help in dealing with illness. This avoids the two to three month wait that used to be the case when patients were referred to Cavendish House in Southsea for similar problems. Serious emergencies can still be referred to the Langstone Centre, adjacent to St James' Hospital, by either our mental health nurse or by the general practitioner involved.

## **Talking Change**

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Talking Change can see people for counselling when referred by their GP. She can offer a limited number of sessions only with the aim of generating insight and self-help into personality, illness and problems, helping the individual cope with these. The counselling is not designed to be on-going beyond a certain number of pre-set sessions and, as you might guess, demand is overwhelming.

## **Travel Immunisation**

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These form part of our fully-comprehensive travel advice service. Please make an appointment with our practice nurse at least eight weeks before your date of travel. She will advise you on the immunisations required for your destination and issue you with any certificates required. Please be aware that you might need to pay for some immunisations and malaria tablets may only be available on private prescription. She will also discuss with you the risks involved in some countries with sun, food, water, hygiene, HIV, insect bites etc and what medication and first aid items you should take with you. You will need to buy these yourself in most cases.

## **SERVICES FOR WOMEN**

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The female doctors can offer advice on a variety of women's problems as well as contraception, cervical smear tests and breasts screening.

Smear tests for women involve an examination of the cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated and cancer prevented. We recommend that all women up to the age of 65 should have regular smears unless advised by the doctor. The practice will send a reminder when your smear is due but, if you have any doubt, please ask.

Smear tests are usually performed by the practice nurse (or your doctor if you prefer), and the recommended interval between smears is five years - as advised by the Department of Health, unless there is a medical reason for more frequent tests.

Patients wishing to check on their result, and it is always wise to do this, should wait four weeks before doing so - the approximate time taken by the laboratory to process the test.

Breast cancer kills more women than any other form of cancer. It is more common in older women but, if the small changes are discovered early, there is a better chance of a successful recovery. The nurse will give you instructions on checking your breasts at regular intervals and will check them for you.

## **USE OF YOUR INFORMATION**

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We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

The practice is part of the "connecting for health" project where limited but vital elements of an individual's medical records are held on a central "spine" that can be accessed by other emergency health-care workers in an emergency. Data protection is, of course, very rigorous with regard to this.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS is run efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

## Immunisation Is Protection

Infectious diseases can be dangerous - immunisation helps to protect them. Because of immunisation, it is now rare for a child to get diphtheria, tetanus or polio. Measles and whooping cough are also becoming less common as more and more children are being immunised. If children are not immunised against these diseases, they will become common again. It is now thought that after five tetanus injections, you have lifetime immunity and boosters are only needed if you are travelling extensively in underdeveloped areas or have an especially contaminated and tetanus-prone wound.

All children should receive immunisations except a very few children who:

- Are suffering from a feverish illness - when the immunisation should be postponed until full recovery.
- Have had a severe reaction to a previous immunisation.
- Have an illness or are taking medicines that interfere with their ability to fight infections. Children taking antibiotics can be immunised.

Before each immunisation the doctor or nurse will make sure that it is alright to give your child the vaccine. If your child misses an immunisation, get it done

## Adult Vaccinations

All adults should ensure that they have had sufficient immunisation against tetanus and polio. If in doubt, please check with the receptionist or practice nurse. Flu vaccinations are available for those considered to be more at risk each autumn. The practice nurse can advise all patients travelling abroad about inoculations that are required. If your job brings you into contact with sources of infection, then you should consider having immunisations against Hepatitis A, Hepatitis B or both.

## Influenza Vaccine

During the autumn we run an influenza prevention clinic. The main clinics are on Saturday mornings with a few catch up clinics in the following weeks. It is recommended that the elderly be immunised as well as anybody suffering from debilitating diseases, especially those affecting the heart or chest (eg bronchitis, asthma or angina)

The injection benefit only lasts for a year so the patient needs to be re-immunised each year. The aim is to prevent people who would be particularly vulnerable to the flu virus from becoming ill.

## Pneumococcal Vaccine

An effective immunisation now exists for a type of pneumonia and it is recommended for patients over 65 years and those with ongoing chronic diseases. One jab is usually enough for life. It is recommended for those who have had their spleen removed by surgery, have kidney or immune problems or have heart, lung or liver problems or diabetes.

## Sunnyside Patients Online Focus Group

We welcome any patient from the practice to join the online group. The aim is to help the doctors and staff of Sunnyside to offer a better and more efficient service to the patients and increase the efficiency of our practice. If you would like to join the group please contact us via our surgery e-mail address.

## NHS DIRECT - 0845 4647



- Self-care • Pharmacist • NHS Direct • NHS Direct Online •
- NHS Walk-In Centre • GP's Surgery • A & E / 999 •

## Get The Right Treatment

NHS Direct is a 24 hour confidential telephone service. You can ring for nurse advice if you are feeling ill and are unsure what to do or for health information on particular concerns such as diabetes or allergies.

NHS Direct can also tell you where to find your nearest GP, pharmacist, dentist or support group. You can call NHS Direct at any time, day or night, on 0845 46 47. For deaf people and those hard of hearing a text phone service is available on 0845 406 46 47. If English is not your preferred language, you can choose to use a confidential translation service.

## NHS On-line

You might find it useful to visit the NHS Direct on-line website which can be accessed at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for health advice and information for you and your family. There's a self-help guide to treating common health problems at home, an encyclopaedia covering hundreds of illnesses and conditions together with a directory of local health services such as doctors, pharmacists and dentists.

## WHEN TO CALL 999

In any of the events below call 999 and ask for an ambulance if someone:

- Is suffering from severe chest pain.
- Is unconscious.
- Has no heart beat or pulse.
- Has stopped breathing.
- Is having a severe asthma attack that is worse than usual and is not relieved by their usual medication.
- Is bleeding uncontrollably.
- Is fitting and is not known to be epileptic.
- Is having a fit that is going on longer than usual when they are known to suffer from epilepsy.
- Has a rash that does not fade, especially if there are other symptoms such as fever, vomiting or aversion to light; it could be meningococcal meningitis.

## Reasons To Go Straight To Casualty

- **A suspected broken bone.** If the limb is swollen, painful or out of shape or cannot be moved, it may have been broken. An x-ray will be needed to exclude a fracture.
- **Poisoning or overdose.** Telephone advice should be sought from your GP, NHS Direct or from a local casualty department. It may be necessary to be given an antidote and possibly be admitted for observation.
- **Severe allergy reaction.** Rapid swelling of the face, tongue or lips and breathing difficulties with wheezing or shortness of breath or a rapidly spreading red rash all need urgent attention. Your GP or pharmacist can treat less severe reactions.
- **Deep wounds.** If a wound continues to bleed despite cleaning, pressure and elevation or is gaping, it may need stitches or wound glue, in hospital. Less severe cuts can be run under a tap, cleaned and dried and given a plaster or dry dressing and treated at home.
- **Head injury with loss of consciousness.** If there has been unconsciousness - even if brief, you should be assessed in casualty for concussion and skull injury. Any symptoms of drowsiness, vomiting or persistent headache after a head injury make hospital assessment essential.
- **Burns.** Any burn to the face, ears, arms feet or genitals should be assessed in casualty to make sure lasting damage can be minimised. Other burns larger than the size of the victim's hand and where the skin is broken will also need assessment. You may also need a tetanus booster.
- **Severe electric shock.** This can cause damage to the skin and flesh beneath the point of contact where electricity passes through the tissues. A check to ensure that there is no hidden internal damage is recommended.
- **Eye injuries.** Direct blows to the eyeball or when there is suspicion that glass, grit or metal is in the eye, make proper detailed inspection of the eye in casualty is essential. Any splashes of potentially damaging liquids onto the eye need urgent similar assessment.
- **A foreign body that is stuck.** Objects inserted into the ear, nose, vagina or rectum while note always emergencies can be uncomfortable and hard to remove. Casualty is the best place for them to be dealt with.

## HOW WE PRACTICE MEDICINE

Our aim is to both help you and to help you help yourself. This goes for all members of our primary health care team. General practice is constantly changing and updating itself to use more effective forms of care by leaving behind outdated treatments and adopting new strategies for dealing with illnesses and problems.....so long as we are sure they work and are better than those currently available. We would like you to note the following points.

## FEEDBACK - SUGGESTIONS, COMPLAINTS AND 'PATS ON THE BACK'

We always try to provide the best service possible and to do the best that we can, but there may be times when you feel that this has not happened. We hope you will allow us to look into and, if necessary, correct any problems that you have identified. If you have any comments, suggestions or complaints, please contact the Business Manager, Mr Paul Cox, in person or in writing. The only way we can improve the quality of the services we provide is by listening to your suggestions.

If you feel that any member of the team has exceeded your expectations then do please let us know. Team morale is very important to us and we can only keep it high if we get some positive feedback. So do let us know if you think we have done well.

## DISABLED ACCESS

All surgery rooms are located on the ground floor and there are automatically opening doors at the surgery entrance.

## USE OF VIDEO CAMERA

Sometimes, in order to study and improve the way we practise and treat our patients, we videotape consultations. This is only done with the written consent of the patient; the camera will be switched off if requested, and intimate physical examinations are not recorded. The video is only viewed by doctors afterwards.

If you do not want your consultation to be videotaped, please tell the receptionist - nobody will mind at all.

## CCTV & SECURITY

The practice premises are protected by video monitoring for security purposes. This covers all internal and external areas of the building. We also have 24 hour security officer patrols.

## IMMUNISATIONS

Many potential fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccination. It is very important that babies and children are fully immunised.

Reminders of full vaccine schedules are sent out by the Health Authority.

## Psychological Therapies Service

The Primary Care Psychological Therapies Service provides brief psychological interventions to people experiencing mild to moderate levels of anxiety and depression. This might include problems such as stress at work, panic attacks, anxiety in social situations or periods of low mood, negative thoughts and feelings. We offer individual and group programmes based upon the principals and practices of Cognitive Behavioural Therapy (CBT). Please ask your GP for further information.

## Minor Operations

Minor surgical procedures can be arranged at the surgery after initial consultation with your doctor. Examples include the removal of cysts, skin tags or lumps and the injection of joints. Larger skin lumps or any suspicion of malignancy will necessitate referral to the hospital, which is better placed to remove the lesion for you.

## Smoking Advice

All the doctors and nurses can offer advice on smoking cessation or you can contact with the local helpline 023 9249 8785. The specialists who man this helpline can advise on what form of therapy is best for you to help you give up smoking, whether tablets or more usually nicotine replacement patches. It is necessary to have contact with the helpline before the doctors can prescribe these forms of therapy in the first instance. We can only prescribe nicotine patches for a maximum of six months.

## THE ROWAN'S HOSPICE

The Rowan's Hospice is by now well known to all people of the Portsmouth area and offers specialist advice from an experienced team of doctors and nurses for the care of terminal illness.

All of our team of district nurses are very experienced in the care of such conditions themselves but should home care not be a realistic option for someone who is terminally ill, then our patients can be assessed by workers from The Rowan's who can give advice on pain relief and general management and the opportunity for admission during the final phase of illness can be discussed and arranged

## VIOLENCE TO STAFF

All members of the practice fully support the "Zero Tolerance" campaign to free NHS staff from the risks of physical and verbal violence. Any such incidents will be reported and the patients or families removed with immediate effect from the practice list. If patients have a history of violence or abusive behaviour, the practice has the option of having security staff present during the consultation and they will also come to our aid, as will the police should any violent incidents occur. The surgery has circuit TV surveillance and has links to the local police station.

## Evidence based Health Care

The doctors like to treat you in ways that are up to date and which have been proved to be effective. A great amount of research is done to see whether some forms of treatment actually do any good. For example, it has been shown that antibiotics don't work on sore throats and you are better off with paracetamol. Similarly, the majority of childhood coughs and colds, and even some ear infections may not need antibiotics - patients are usually glad to be examined and reassured of this knowing that antibiotics are best kept in reserve for when they are really needed.

## Generic Prescribing

In most cases the doctors prescribe medicines by their chemical name which may be different from the name with which you are familiar. This is known as generic prescribing. The active ingredient is, of course, exactly the same but the cost of generic medicines is often much less than if they were prescribed by their "brand" name. Generic prescribing saves the NHS millions of pounds and doesn't affect anyone's individual treatment at all. The generic medicine may be a different shape or colour so it is best to get to know your medicine by its generic name and strength. The people who benefit from saving money in this way are the patients themselves....money is not unlimited!

## Prescriptions For Minor Ailments

We do not usually issue prescriptions for paracetamol liquid for children or for head lice lotions: patients are expected to buy their own. Nor do we routinely prescribe cough mixtures. This allows us to conserve the money we are allocated to spend on medicines for those used in more serious illnesses.

## Clinical Audit

We are keen to find out how well we do in what we set out to achieve and we frequently review patients records; for example, to see how well we control and measure their blood pressure. This evaluation of our performance allows us the opportunity to improve and change patient care and to justify what we do. This makes you and us feel a lot better!

## RESULTS OF TESTS

Please telephone the surgery, after 11.30am, for the result of any investigations, x-rays or blood tests which you may have undergone. It helps if you can explain to the receptionists on what date the test was done and what the test was for, eg thyroid or kidney function, or what part of your body was x-rayed. This eliminate the possibility of you being given the wrong results. Most results take about a week to get back to the surgery, so please allow for this.

## **SERVICES WE OFFER**

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### **Online Services**

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We now offer online appointment booking and online repeat prescription requests. We also offer text message reminders for appointments and other relevant medical services. Please ask at reception for details.

### **New Patients**

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The practice welcomes new patients. When registering, patients are asked to complete a questionnaire. This health check gives us an opportunity to meet you and tell you about the practice, and to discover your relevant medical history before your medical records become available. Patients with ongoing health problems will be asked to book a new patient healthcheck appointment.

When registering, we need proof of identity, date of birth and address. You will be asked to bring documents along to your new patient interview. Suitable documents might include:

- Passport
- Utility bills
- Voting Cards
- Bank statements

If in doubt, please ask the receptionist who will be pleased to help you.

### **Temporary Residents**

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If relatives or friends require medical attention while staying with you, we can treat them under the temporary resident system. Please tell the receptionist if a patient is a temporary resident. Conversely, if you require medical attention while outside our practice area, you can contact any doctor practising in that area and request to be treated as a temporary resident. For obvious reasons we do not prescribe addictive medication or drugs that can be abused to people temporarily staying locally or those claiming to have "lost" such prescriptions and needing replacements.

### **Wart Clinic**

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This clinic is held monthly - warts are easily removed using a liquid nitrogen spray, which freezes the skin, and kills the virus, which causes the wart. It is quick and the area frozen feels uncomfortable for a short period of time. After a few treatments most warts disappear. Due to a change in guidance we no longer freeze verrucas.

## **Medical Certificates For Children**

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Frequent requests are made by parents regarding illnesses occurring during school time and especially examinations. Such certification is not a requirement of GP's and a form is available for the parent to give to the child's headteacher explaining this.

### **Patients With Alcohol Or Substance Misuse Problems**

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All such problems can be discussed with a specialist team at Kingsway House on 023 9229 1607. The GP's are happy to continue looking after general health problems of patients with addictions but do not have the specialist expertise or time required to undertake treatment of such problems nor to provide prescriptions for detoxifications unless specifically negotiated with and instructed by the staff of Kingsway House.

Any inpatient admissions for detoxification or rehabilitation are all negotiated by the staff of Kingsway House and we cannot arrange these ourselves.

### **Family Planning**

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All doctors can offer advice about contraception but if you are thinking about having a coil or cap fitted, it is best to discuss this with your usual Doctor in a normal surgery appointment. You can subsequently be allocated a suitable time slot for the fitting to take place.

### **Maternity Services**

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Just make an appointment with a Doctor when you first become aware that you are pregnant, the receptionist will take details from you, make you aware of the various forms you need to sign and the benefits available to you and arrange for the midwives to contact you. You can discuss with your doctor and your midwife where you wish to deliver your baby, whether on the Mary Rose Unit at St Mary's Hospital, which is supervised by midwives or at the main unit at St Mary's, upstairs from the Mary Rose Unit.

Postnatal check appointments (done eight weeks after delivery) take longer than antenatal appointments and may include you having an internal examination and breast check. It is usually arranged so that your baby has the eight-week check and the first lot of vaccinations when you come for the postnatal examination.

Cervical smears are now not done at the postnatal check.

### **Sickness Certificates**

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For the first six working days lost through illness you do not need a certificate from your doctor. This period is covered by SC1 and SC2. These are available from your employer or surgery reception. You need to see the doctor if the absence is for longer or if your employer requires a private certificate, for which a charge is payable. It is not always possible to issue a certificate for a period of time spent away from work if no doctor was seen in connection with the illness causing absence.