

ODIHAM AND OLD BASING HEALTH CENTRES

Patient Leaflet

**Odiham Health Centre Old Basing Health Centre**

**Deer Park View Manor Lane**

**Odiham Old Basing**

**Hampshire Hampshire**

**RG29 1JY RG24 7AE**

Telephone: 01256 702371

Email: hiowicb-hsi.odihamhealthcentre-reception@nhs.net

Website: [www.odihamhealthcentre.co.uk](http://www.odihamhealthcentre.co.uk)

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Partners at Odiham and Old Basing Health Centres

Dr David Andrews BM (1998 Southampton) MRCGP

Dr Jessica Pizzotti MBBS (2004 London) BSc (Hons) MRCGP DRCOG DFFP

Dr Juliette Williams MD, MPH

Associates

Dr Nicola Pickup MBChB (2010 Warwick Medical School) MRCGP (2018)

Dr Emma Rogers BSc (hons), BM (hons, 2006 Southampton) MRCGP

Dr James Carter MBChB, MRCGP, BSc (Manchester University)

Dr Holly Poppe MBBCh (2013 Cardiff), MRCGP

Dr Georgina Harris MBChB, DRCOG, DFSRH (2008 Bristol)

Dr Sarah Leaver

Nurses

Sister Holly Kindred RGN

Sister Jenny Piper RGN BSc in Adult Nursing

Sister Tamara Gilliat RGN

Sister Debbie Stafford RGN, RSCN, BSc Public Health

Sister Anne-Christina Hitchin RGN, Therapeutic Counsellor

Sister Sarah-Louise Masterson RGN

Sister Christie Mooney - RGN

Fortunate Makuzva – Mental Health Nurse

Sister Sheila Boulton – Frailty Nurse RGN

Other Clinical Staff

Jason Rausch - Paramedic

Sitara Khan – Physicians Associate

Mehrab Ellahi – Physicians Associate

Kirsty Palmer – Phlebotomist

Linsey McCallum - Phlebotomist

Joanna Usinska – Pharmacist Technician

Anisa Ahmed – Clinical Pharmacist

Farhana Hudah – Clinical Pharmacist

James Reynolds – Clinical Pharmacist

Russell Cruz – First Contact Physiotherapist

Yvonne Dumas – First Contact Physiotherapist

Community Staff

Sarah Blunden – Social Prescriber

Jo Fee – Cancer Care Co-ordinator

Practice Management Team

Nicky Savage

Amy Molin

Samantha Taylor

**Practice Statement**

To provide high quality patient care and best practice through the delivery of services which are timely, considerate and responsive to the needs of the patient population.

Welcome as a patient to Odiham & Old Basing Health Centres. You have access to two surgeries and as you can see from the above a large number of clinicians. We trust that you will be happy with the services available from us.

**Surgery Opening Times - Telephone lines**

 8.00 am to 6.30 pm Monday to Friday Appointments 8.00 am to 6.00 pm Monday – Friday

Improved access clinic is held on Wednesday evenings.

**Making or Cancelling an Appointment**

You can make an appointment by using your NHS app, phoning the surgery, using the practice website, completing an eConsult or directly at reception. To cancel an appointment please phone the surgery or use your NHS app.

**Telephone Triage – Same Day Appointments**

For Same Day Appointments all patients will require a telephone triage appointment first. Following the Telephone Consultation, the GP can offer a face-to-face appointment if appropriate. If a face-to-face appointment is not required additional services may be signposted.

Please note that Telephone Triage is **not** for:

* Prescriptions, Fit (Sick) Notes, Existing Problems or Non-Urgent Problems

All Prescription and Fit Note requests will be processed by our team in line with our published turnaround times. Existing and non-urgent problems will require a routine pre-bookable appointment.

**Home Visits**

If you are too unwell to come into the surgery and you require a home visit we would appreciate if, when possible, you could phone the surgery before 11.00am. Home visits do use up a lot of time, so we ask that whenever possible, please come into the surgery.

**Out of Hours Care - NHS 111**

Out of hours care can be accessed by dialling 111 or going online 111.nhs.uk

You can also use the 111 service for advice with minor illness, mental health or to be assessed and directed to the right place 24 hours a day, 7 days a week.

111 is free from UK mobiles and landlines.

**Emergencies**

Think carefully before dialling 999. Situations where this may be appropriate are:

 • If the patient is unconscious

 • If the patient has had a suspect heart attack or stroke

 • If they are seriously injured or fractured bones suspected

 • If they are bleeding heavily

**Access**

Odiham Health Centre is easily accessible from the high street. There is a public pay and display

car park adjacent with disabled bays. We have ramps, automatic doors and accessible bathrooms. Wheelchair available onsite. Nearest pharmacy is Lloyds Pharmacy which is just a few minutes’ walk.

Old Basing Health Centre is located at Deer Park View. There is a free car park with disabled bays. We have ramps, automatic doors and accessible bathrooms. Wheelchair is available onsite. Nearest is Day Lewis which is next door.

**Hearing Difficulties -** If you are experiencing hearing difficulties when being called in to see your clinician, please do let us know in order for us to set up an alert on your medical records and personally collect you from the waiting room. Alternatively, we do have the facility of a portable induction loop. If you would like to use this, please ask at reception for assistance.

**Repeat Prescriptions**

There are a few ways you can request a repeat prescription. The most convenient is via your online NHS account, our website [www.odihamhealthcentre.co.uk](http://www.odihamhealthcentre.co.uk) or by emailing hiowicb-hsi.ohc-prescriptions@nhs.net Please include your full name and date of birth along with which medication you require.

You can take advantage of the Pharmacy Collection and Delivery Service, which is arranged by yourself at your local pharmacy or by choosing one of the many online prescription services now available.

When a repeat prescription is requested by any of these methods, it will take **five working days** to process your request.

**Odiham and Old Basing Health Centre is a Training Practice**

We are a Training Practice and, as such, frequently have attached GP Registrars and Medical Students. GP Registrars are fully qualified Doctors who hold their own surgeries. You will occasionally be asked if you would be happy to see a Medical Student. Under such circumstances, the consultation will be fully supervised. You will always be given the opportunity to decline.

**Patient Participation Group (PPG)**

The Patient Participation Group (PPG) provides a forum for patients to share practice awareness campaigns and provide suggestions as to how services can be improved and developed. The group is made up of patients who volunteer and share their thoughts together via online meetings with the Practice Manager. Members of the Group can be contacted through the surgery, new members are always welcome.

**Suggestions and Complaints**

We are always pleased to receive positive feedback and your suggestions how you feel we could improve the Practice and we make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have genuine cause for complaint. If this is so, we would wish for the matter to be settled quickly, and as amicably as possible.

To make a complaint or comment on the provision of services please send an email to our Practice Management Team who can access medical records and deal with your concerns swiftly and appropriately. Many thanks.

Alternatively, you can choose to take a complaint to The Primary Care Complaints Team, contact details are:

South East Complaints Hub, NHS Frimley ICB, Aldershot Centre for Health, Hospital Hill, Aldershot, Hampshire. GU11 1AY Phone number: 0300 561 0290 Email address: frimleyicb.southeastcomplaints@nhs.net

**Useful Contacts**

* The North Hampshire Hospital (Basingstoke) [www.hampshirehospitals.nhs.uk](http://www.hampshirehospitals.nhs.uk) 01256 473202
* Samaritans [www.samaritans.org](http://www.samaritans.org) 116 123
* Cruse Bereavement Support [www.cruse.org.uk](http://www.cruse.org.uk) 0808 808 1677
* Let’s Talk About It (sexual health) [www.letstalkaboutit.nhs.uk](http://www.letstalkaboutit.nhs.uk) **0300 300 2016**
* **Young Minds (young peoples mental health)** [www.youngminds.org.uk](http://www.youngminds.org.uk)
* Narcotics Anonymous [www.ukna.org](http://www.ukna.org) **0300 9991212**
* Alcoholics Anonymous[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk) **call 0800 9177650**