

Welcome To Hill Lane Surgery



**Dr Keany Dr Smart Dr Fernando Dr Hilton Dr Solomon
Dr Crouch Dr Quast**

**162 HILL LANE
SOUTHAMPTON SO15 5DD**

Telephone Number: 023 8022 3086

**Website: www.hilllanesurgery.co.uk
Email: J82207.edt@nhs.net**

Surgery Hours

**Morning: Monday—Friday 08.00 - 12.30
Afternoon: Monday - Friday 13.30 - 18.30**

We also offer appointments from 7.40am by appointment only.

Reception is closed between 12.30pm –1.30pm

EMERGENCIES

**If you feel that you are suffering with a life threatening condition
PLEASE DIAL 999**

At all times: 023 8022 3086.

Alternatively you may contact NHS Emergency and Urgent Care Services for 24 hour
advice
Please call 111

Intimate Examinations

You are entitled to ask for or arrange for a chaperone to be present during intimate examinations. You may either choose to ask a friend or a relative to be present, or ask the practice to provide a chaperone. (Please ask in advance)
If the practice is unable to provide a chaperone at the time of your examination, you will be offered an alternative appointment at a time when a chaperone can be present.

Test Results

Although many results are ready within a few days, some may take much longer. Please be sure to ask your Dr or nurse how you will receive your results when you have your tests done. This will help to avoid anxiety and unrewarding telephone calls.
Results can be requested between 2.00pm and 5.00pm by phoning reception.

Repeat prescriptions

Repeat prescriptions take **72 working hours (3 working days)** to be processed. Please make your repeat prescription requests via the NHS app.

Patient Participation Group

Our PPG is a group of patients who have agreed to us contacting them several times a year by email.

Please let us know if you would like to be part of this group.

This group helps us to develop surveys, to issue to our patients in the surgery, to gain ideas on how to improve patient experience.

Complaints Procedure

We welcome constructive comments and suggestions about the services we provide. If you have a complaint or comment please bring it to the attention of Mrs Paula Smith Practice Manager either by telephoning the surgery, sending in a letter, or email.
You can also leave constructive feedback on the NHS Choices Website
www.nhs.uk

Hill Lane Surgery

We are a practice that values the traditional, named GP approach to patient care. We feel this gives better continuity of care and are sure our patients value this too, as they tell us this often.

We currently have seven doctors, two nurses, two health care assistants and a wealth of experienced administrative staff working here. In addition we have other professionals who visit regularly to help. They include musculoskeletal specialists (FCPs), a Pharmacist and Social Prescribers., and a Mental Health Nurse. The extended community team includes District Nurses & Community Wellbeing Nurses.

When you join the surgery you will be given a named GP. It is this doctor you will have all your routine appointments with. However, if there are more urgent medical issues that cannot wait to be discussed with your usual GP, then there are emergency, on the day appointments with a duty doctor. These are available every working day, but as you can imagine the emergency surgeries are very busy and can run quite late, so we ask for your help to only use these when your problem cannot wait until the next routine appointment, and also ask for your patience when attending these clinics.

Each doctor works different days. The days when each doctor has patient facing clinics are as follows

Dr Keany	Mon	Tues	Thurs		
Dr Smart	Mon	Wed	Fri		
Dr Fernando	Mon	Tues	Thurs		
Dr Hilton	Tues	Wed	Fri		
Dr Solomon	Mon AM	Wed	Thurs AM	Fri AM	
Dr Quast	Mon	Wed	Thurs AM	Fri	
Dr Crouch	Mon	Tues	Thurs		

The nursing and health care team are available daily for blood tests, ECGs, Immunisations & Vaccinations, administration of injections, Cervical Screening, Chronic Disease Clinics, dressings and more.

Home Visits

Home visits are intended for people who are unable to attend the surgery for medical reasons.

Please telephone before 11.00am if a visit is required for that day, and give us as much information as possible to enable the Dr to allocate priority. The Dr may telephone you first to triage your problem prior to a visit.

Please remember that we can see patients more promptly at the surgery.

Please note that home visits are not available to assist with problems of transport.

Other Practitioners

First Contact Practitioners for all Musculoskeletal problems

These trained professionals are available every working day for on the day assessments of ANY muscle /bone/joint problem. They can be contacted directly on, **023 80170611**. They can perform telephone triage and also arrange face to face assessments. They have access to appropriate imaging, prescriptions and can make onward referrals if these are clinically required.

Midwives

If you are pregnant please contact the reception & the receptionist will advise you how to notify the midwifery team. All midwifery care is based at the Princess Anne Hospital .

Health Visitors

Health visitors work with parents who have new babies, offering support and informed advice from the ante-natal period until the child starts school at 5 years. You can contact the HV team on **0300 123 6661**.

Urgent Eye Service

The surgery also has close working relationships with local opticians and there is now a service available to patients with simple eye problems to access appropriately trained professionals for urgent assessment directly. They can be contacted on **0300 303 4922**.

Practice Pharmacist

There is a pharmacist who can help with medication questions. He also involved with some patients who are discharged on new medications and he may call you after a stay in hospital to check on the new medications with you. He is also helping our doctors and nurses with some chronic disease monitoring and may contact you to discuss your blood pressure etc.

Smoking Cessation

We have a new service that has just started that is being offered by the Southampton West PCN of which we are a member Practice. The service is to assist those patients who want to stop smoking but who find this difficult and would like support.

Mental Health Support

Hill lane Surgery has a mental health practitioner named Michelle who patients can book an appointment with. We also have access to all forms of psychological (talking) therapies through our colleagues at Steps To Wellbeing. They accept direct referrals from patients. If you feel you are struggling with anxiety, low mood, stress, you may contact them directly on **0800 612 7000** or through their web site

<https://www.steps2wellbeing.co.uk/>

Social Prescribers

Social prescribers are another welcome addition to our primary care team. They are professionals to help patients who have social pressures that are affecting their physical & mental health. They can be a good support to you if you may have problems associated with housing, finance, and loneliness for example. They are available in the working hours on **023 80170610**.