



TestvaleSurgery

Practice Leaflet: A Guide To Our Services



Telephone numbers

Visits And Emergencies: 023 8086 6999
Doctors' and Nurses' Appointments: 023 8086 6990
Fax: 023 8066 3992
Out of Hours: 111

DOCTORS

Partners: Dr Alison Threlfall • Dr Eve Davies
Dr Deborah Robinson • Dr Mark Williams • Dr Rina Mohd Adnan-Demede
Dr Andrew Robertson • Dr Rebecca Ferriman
Associate GPs: Dr Rebecca Broomfield • Dr Louise Evans
Dr Steven Pratt • Dr Fiona Arnott

12 Salisbury Road, Totton SO40 3PY
www.testvalesurgery.com

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Introduction and Welcome

Welcome to Testvale Surgery - we hope that these notes will help you make the best of the services provided by our practice. The practice has roots in Totton going back over a century and since 1987 has been at our present location. The premises have been gradually expanded since then to provide a fully equipped and staffed service for primary medical care.

Our team includes seven GP Partners, four salaried doctors and our registrars, plus seven members of our nursing, HCA and Phlebotomy Team. The practice is supported by a Practice Manager and Assistant.

We offer a full General Practice service for our registered population. We aim to treat all of our patients promptly and courteously and in complete confidence. We ask that you treat our staff with courtesy and respect and recognise that they will do their utmost to help you. We always welcome feedback on how we are doing, both positive and negative so please leave comments with the practice manager or through the Friends and Family Test.

Testvale Surgery is a training practice, which means that doctors wishing to become a General Practitioner spend time with us gaining the experience they need to become a family doctor.

This leaflet is for new and existing patients and tells you how to get the best out of our services.

Our Practice Area



Practice Mission Statement

We at Testvale Surgery will always strive to give the best possible service to our patients at all times by providing primary health care of the highest possible quality within available resources, through continuing personal and family care.

Registering as a Patient

To register as a patient you will need to complete forms which can be collected from Reception. You will also be required to provide two pieces of identification when handing over the completed forms, where Photo Identification and proof of address is required. Once this is done you are registered with our practice. If you are taking any medication you will need to see a Doctor the first time you need a repeat prescription.

Surgery Opening Times

The Surgery opens its doors and main reception each morning at 8.00am to deal with general enquiries, appointment bookings and prescription requests. However, the surgery also offers extended opening hours for early morning and late evening appointments prior to the main doors opening most mornings from 7.30am and one evening a week (Thursday) until 7.30pm. Please ask at reception for availability. The main doors of the surgery shut at 6.00pm. To access the early morning and late night extended hours appointments, please use the side entrance to the practice and ring the doorbell.

Enquiries

Telephone: 8086 9990 990

Our telephone system has a menu option which may allow you to access the correct department directly. Alternatively, please hold for a receptionist. If you are held in a queue, please be patient and hold on. If you ring off you will lose your place.

For results of investigations, please phone if possible after 11.30am when the phones are less busy. In the interests of confidentiality, staff can give results ONLY to the person to whom they relate. If this is not possible, you may be asked to speak to the doctor.

It is your responsibility to follow up the results of any tests you have had done. Make sure you know what results you are enquiring about, otherwise confusion can occur. Most blood results are back within five days, but other tests may take longer. Unless urgent, allow a week before enquiring. If a result is abnormal and needs action, we will attempt to contact you. Please ensure your contact details are up to date.

Contact Details

Please ensure that your contact details are updated if anything changes. The practice relies on having up to date addresses and telephone numbers to communicate with you so please remember to update this if it has recently changed.

Appointments

Ring our main switchboard number on **(02380) 866999** to book an appointment.

- **Urgent cases** are seen on the day by GP or Nurse Practitioner.
- You can book to have a **telephone consultation** with your registered doctor or nurse practitioner. He or she will ring you back at any time during the day on the telephone number you have given us.
- If your condition is **not urgent**, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment within two working days, you also have the option to book up to six weeks in advance if this is more convenient for you.
- Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one week for a routine appointment. Urgent appointments will be seen based on clinical need.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters.
- If you are late for your appointment, we will do our best to try and fit you in, but this will be at the discretion of the health care professional.
- If you believe that you may have an infectious condition, which may easily spread to other patients (such as C-Difficile or Flu) please let the practice receptionists know as we are able to make special arrangements for you to be seen, as well as seated separately from other patients;
- If you have any special communication needs, for example, if you need a translator, British Sign Language Interpreter or need letters in large print or Braille then please let us know and complete a form at reception;

Communication by Text

The practice will send you text message reminders of any appointments you book, as well as important information specific to your care, such as vaccination reminders. Please let us know if you would prefer not to receive these messages.

Seeing the Doctor

Telephone: 023 8086 6990

Consultations are by appointment which can be made at the surgery, online or over the phone. Please remember to make a separate appointment for each person who needs to be seen. We will ensure that you are offered an appointment within 48 hours, but not necessarily with the doctor of your choice. The heavy demand for appointments in the mornings means that the phone lines are very busy at this time and you may be held in a queue. Please be patient and hold on. If you ring off you will lose your place. Unless your call is urgent, please avoid this time.

If it is more appropriate you may be asked to see or speak to our nurse practitioner. If your enquiry can be answered on the telephone, you may request a telephone consultation, whereby the doctor will return your call during the course of the day. Please make sure that you give your correct contact number. The receptionist may ask what your enquiry relates to - this is to help ensure that you see the most appropriate clinician, and to advise the clinician of your enquiry in advance.

For postnatal and private medicals, please advise the receptionist that you need a longer appointment. Please endeavour to be on time and let us know if you are unable to keep your appointment. If a follow-up appointment is needed the doctor will advise you if you need to pre-book it.

If you have more than one problem you wish to discuss, please advise the receptionist who will try to book a double appointment. Routine appointments should ideally only be to discuss one problem, to allow sufficient time to deal with it appropriately. This also helps us to keep to time with appointments. If you are kept waiting, please be patient; the doctor may be dealing with an emergency or complicated problem.

Seeing the Nurse Practitioner

Telephone: 023 8086 6990

Our Nurse Practitioner is also qualified to assess, diagnose and treat patients' physiological and psychological needs.

Seeing the Nurses

Telephone: 023 8086 6990

Our practice nurses have had specialised training and are available to advise on most aspects of healthcare. They work closely with the GPs to provide a comprehensive service of care and management of patients with COPD, asthma, diabetes and CHD.

Other duties include cervical cytology, travel health and immunisation, childhood immunisation, wound care - dressings and removal of sutures, minor injuries and ear syringing.

Repeat Prescriptions

Please give us five working days' notice if you need a repeat prescription. You can request repeat medication using the repeat request form attached to your prescription or order online through our website www.testvalesurgery.com. You can register for this service at the front desk, so please ask for details. Alternatively you can put it in writing to the practice.

We regret that we cannot accept telephone requests for repeat prescriptions (to avoid errors in messages). In all other cases, we will need exact details of your prescription requirements, and you may be asked to see the doctor.

Home Visits

Telephone: 023 8086 6999

If you are not well enough to come to the surgery, you may ask for a home visit. Please telephone 023 8086 6999 before 10.30am. In an emergency you may contact the surgery at any time. Babies and children can often be safely brought to the surgery where they will be seen as quickly as possible. This includes those who may be

infectious, who can be accommodated in a side room. Please remember, seeing people in the surgery is the most efficient use of the doctor's time.

Clinics/services

Phlebotomy

The practice provides an in-house phlebotomy service. The service is provided every week day, as well as every third Saturday morning. All appointments are booked by reception and can be booked in advance.

Contraception

The practice provides full family planning services, including Implanon and coil fitting. Our nurse practitioner and practice sisters are family planning trained and will offer advice and undertake routine contraceptive reviews. The nurse practitioner is also able to start patients on new contraception regimes.

Maternity Care

Make an appointment to see your doctor as soon as you think you are pregnant. We recommend pre-pregnancy check-ups for women contemplating a first pregnancy.

Travel Advice / Vaccinations

Please make an appointment with the practice nurse at least six weeks before you intend to leave the country. We are registered as a Yellow Fever Vaccination Centre. Please note that a fee is charged for some travel vaccinations, which are payable in advance. Pre-travel assessment form provided by the Patient Information Centre or at reception must be completed prior to your appointment.

Cardiovascular Disease Health Check

This is a government led campaign and an invitation will be sent to you to contact the practice to make an appointment. Invitations are sent to patients every five years from the age of 40. Please telephone our nurse administration team on 023 8066 2542 or 023 8066 2525 to book your appointment.

Minor Surgery

The practice has full facilities for minor operative procedures. You will be advised if your doctor feels that you could benefit from this service.

Minor Injuries

The doctors and practice nurses can give you advice on minor injuries. Please do not attend for any significant injuries or you will be advised by the practice to go to the Minor Injuries Unit at either Lymington or the Royal South Hants, or to the Emergency Department (A&E) at Southampton General Hospital.

Anticoagulation and Blood thinning

Patients taking blood thinning treatment, such as Warfarin, or certain medications requiring special surveillance, will have regular finger prick tests undertaken and supervised by the surgery. You will be advised if you are eligible for this service.

Flu Vaccinations

Please enquire at reception for details of our flu vaccination programme which is available for eligible patients and which runs from September through until April each year.

Childhood Immunisations

The Surgery undertakes a wide range of routine childhood immunisations as part of the vaccinations that are offered free of charge on the NHS to all babies and children in the UK. You will be sent a letter offering your child an appointment at the surgery by child health. Please let us know if you are unable to make the appointment and we will try to rearrange it.

Child Health and Immunisation

Child Health Clinic is held twice weekly on Tuesday and Thursday afternoon.

Developmental checks and immunisations:

Age	Check/Immunisation	Done by
6 weeks	Developmental check (with mother's postnatal check)	Own Doctor
2 months	First diphtheria, tetanus, pertussis and polio (DTPP) HIB and Pneumococcal First Oral Rotavirus Meningitis B	Practice Nurse
3 months	Second DTPP, HIB Second Oral Rotavirus	Practice Nurse
4 months	Third DTP, HIB, Meningitis B and Pneumococcal	Practice Nurse
12 months	HIB and Meningitis B and Meningitis C MMR (measles, mumps, rubella) and Pneumococcal	Practice Nurse
18 months - 2 years	Developmental check	Health Visitor
3 years 3 months	Pre-school booster - DTPP and second MMR	Practice Nurse
14 years (School leavers)	Tetanus, low dose diphtheria and polio Meningitis ACWY	Practice Nurse

Special And Hospital Care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where you would like to go and help you to book this through the Choose and Book Service online.

Private Fees

We can provide a range of non-NHS services, for which we charge fees. These include examinations for employers, solicitors, insurance companies, PSV, HGV and elderly drivers' licences. Please check with the receptionist for the current fee. Do note that private certificates, private prescriptions and health insurance claims also attract a fee.

Adult Services

Telephone: 0300 555 1386

For Adult and Community Care Services contact Hythe Adult Services office on the above number for social worker, home help, meals on wheels and voluntary services. These can also be arranged through your doctor.

Friends of Testvale Surgery

Patient Information And Resource Centre, Telephone: 023 8086 2130

The Friends of Testvale are a charity volunteer group of patients who run the Patient Information and Resource Centre situated in the surgery waiting room next to the children's play area. Their aim is to help with the care provided by the practice by offering support and assistance to our patients and where possible, by raising money for extra equipment and facilities for the surgery. They welcome enquiries from patients interested in joining the group or offering help. Please contact the Practice Manager for more details.

The Information Centre provides information leaflets on most health-related matters for the patients of Testvale Surgery. The trained volunteers can help you to find the information you require from our computer programmes, leaflets and videos. They can also provide patients with Travax travel information in a printout format so information is available for the nurses prior to attending travel clinics.

Other Local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call **111** for details.

Lymington Minor Injuries Unit

The Minor Injuries Unit is staffed by experienced nurses who are able to treat you. There are no doctors working within the MIU. The MIU staff sees, assess and treat people presenting with minor injuries, they do not treat people who are unwell or children under the age of two years. The unit can help with problems such as sprains and strains, musculoskeletal injuries, broken bones in arms and legs, dislocations of fingers and toes, wounds including cuts and grazes, soft tissue injuries and/or bruising, removal of foreign bodies, minor burns and scalds, minor head injuries with no loss of consciousness, insect and animal bites, minor eye injuries and emergency contraception.

Royal South Hants Minor Injuries Unit

The Royal South Hants Minor Injuries Unit (MIU) provide fast, convenient and expert care for any NHS patient with a minor injury. The team of skilled nurses can offer treatment, advice and information for a range of minor injuries. The waiting times can be considerably less than emergency departments and if they are unable to help, you can be referred or directed to the most appropriate service. Patients do not need to make an appointment, just turn up during opening hours which are Monday-Friday between 7.30am-10.00pm. Weekends and Bank Holidays opening is 8.00am-10.00pm (last patient accepted at 9.30pm). Patients are treated in order of priority rather than order of attendance.

For adults and children, the service is able to stitch and close wounds, remove splinters, remove foreign bodies from ears and noses, dress minor wounds, cuts and grazes, apply plaster of paris to broken limbs, X-ray arms and legs (over 2 years old). In addition, the service can treat sprains and strains, broken bones to arms, lower leg and feet, wound infections, minor burns, minor head injuries, insect and animal bites, minor eye injuries and minor injuries to back, shoulder and chest.

The service is located at Royal South Hants Hospital. The entrance can be found adjacent to care park F, to the left of the main entrance on level B.

Accident and Emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones go to your nearest accident and emergency department or call **999**. Accident and Emergency Departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Out of Hours

Out-of-hours calls are no longer taken by the doctors from the surgery. You can call **111** from your telephone when the surgery is closed, or when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

NHS Choices

The NHS Choices website can give you advice on all aspects of healthcare. Visit <http://www.nhs.uk/pages/home.aspx>

Clinical Commissioning Group

Clinical Commissioning Groups are organisations of clinically led groups of GPs which are responsible for the planning and commissioning of health care services in the local area. Testvale Surgery belongs to West Hampshire CCG. If you would like to get in touch with the CCG or if you have any questions or feedback please use the contact details below. Address: Omega House, 112 Southampton Road, Eastleigh, Hampshire, SO50 5PB.

Telephone: 02380 627 444. Email: info@westhampshireccg.nhs.uk Website: www.westhampshireccg.nhs.uk

Our Team

Our Doctors

Dr Alison Threlfall MB ChB MRCGP DRCOG FPCert (Reg 1982 UK) trained at Birmingham University Medical School and graduated in 1981. She worked as a General Practitioner in Dudley before moving to Totton. She works part time in the practice and has a particular interest in gynaecology, family planning, care of the elderly and palliative care. Her leisure interests include her family, music, choral singing, yoga and reading.

Dr Eve Davies BM MRCGP DHC DFFP (Reg 1996 UK) trained at Southampton University and graduated in 1996. She completed her vocational training in Salisbury and worked in Fordingbridge before joining the practice. Her special interests include gynaecology, family planning and child health. In her spare time she enjoys spending time with her young family, walking, dancing, music and church activities.

Dr Deborah Robinson BM MRCGP DFFP GP. (Reg 2004 UK) trained at Bath, Southampton Medical School and then in the Portsmouth area covering the required specialities of elderly care, paediatrics, medicine and surgery. Her special interest is in mental health. When time allows, Deborah has a keen interest in sports, especially cycling, swimming and running. She also likes spending time with her young family.

Dr Mark Williams BM MRCS MRCGP (Reg 2010 UK) trained at Southampton University and joined the practice in October 2013 after two and a half years of locum work. He has an interest in minor surgery and hopes to take on educational and training roles in the future. His outside interests include sailing, windsurfing and skiing.

Dr Rina Mohd Adnan-Demade BM MBBS MRCGP DRCOG (Reg 2010 UK) joined the practice as a registrar, having started her medical training in Australia. She completed her training with us at Testvale Surgery. She has a specialty interest in Dermatology and Women's Health and is currently studying toward a Dermatology diploma course. Besides keeping herself busy with her three young children at home, Dr Adnan-Demade enjoys travelling round the world. She also enjoys cooking as a way of unwinding.

Dr Andrew Robertson BM BCH MA MRCP MRCGP DFRS DRCOG (Reg 2011) trained at St Catherine's College, Oxford University. He previously worked in hospital medicine in Edinburgh and the Scottish Borders. He completed his vocational training at Forest Gate Surgery, Totton and he has since worked in a large number of practices in Southampton, the New Forest, Eastleigh, Winchester and the surrounding areas. Dr Robertson is particularly interested in care of the elderly, medical specialities including diabetes, men's health and medical education. Leisure interests include racket sports, gardening and piano.

Dr Rebecca Ferriman Mb BChir MA MRCGP DRCOG DFRS (Reg 2014) studied at Cambridge University and has a keen interest in both women's health and family planning and achieved a Diploma in Obstetrics and Gynaecology in 2018, as well as the Letter of Competence in Subdermal Contraceptive Implant Insertion and Removal. Dr Ferriman has a strong interest in Palliative Care having spent part of her training working at Countess Mountbatten Hospice.

Dr Rebecca Broomfield MBChB MRCP DFFP MRCGP trained at University of Birmingham Medical School and has worked in general practice since 2004 in the Southampton area. During this time her skills and interests in women's health and family planning have developed. Her young family take up much of her spare time though she does enjoy swimming, running, Pilates, reading, music and travel.

Dr Louise Evans LLb (Hons) MMBS DFFP MRCGP trained at The Royal Free Hospital, London and graduated in 2003. She has worked in London both for the NHS and for the British & Commonwealth Office before qualifying in General Practice in 2009. She joined the practice in 2010. Dr Evans is particularly interested in sexual health. She enjoys spending time with her young family and when time allows, her leisure interests include travelling, skiing & sailing.

Dr Steven Pratt MRCP DRCOG MRCGP DFPHM (Reg 1984) qualified from St. Georges Hospital in London in 1983. He has worked as a GP in Berkshire and now Hampshire for 30 years. He spends half his time working as a medical educator for GP Update and is one of the local appraisers for GP colleagues in Hampshire. Out of practice he roams the South Downs with his two year old flat coated retriever and cycles in the same hills.

Dr Fiona Arnott MRCGP MBBCh (Reg 2009) joined Testvale Surgery in November 2017 having trained at Cardiff University Medical School. She subsequently moved to the Wessex rotation where she worked on the Isle of Wight and in Dorset. She recently completed her training and has an interest in Palliative Care. In her spare time, Fiona likes cycling and looking after her family.

Our Nursing, Health Care Assistant & Phlebotomist Team

Our highly qualified nurses deal with a range of conditions and health concerns. They are expert in many areas of disease management, such as Diabetes, Asthma and Coronary Heart Disease.

Angela Palmer RGN BSc (Hons) Nurse Practitioner Dip FPCert; Asthma/Diabetes; Independent Nurse Prescriber Angela is the team leader, who trained at Southampton and worked as an orthopaedic ward sister before joining Testvale Surgery as Practice Nurse in 1987. In 2004 she qualified as Nurse Practitioner and as an Independent Nurse Prescriber in 2006. Angela has worked at the surgery for over thirty years. She is educated to degree level and can assess physical and psychological needs to diagnose and treat patients, including prescribing. Angela specialises in the management of diabetes to include starting patients on Insulin. Her other interests include Women's health, sexual health and she also runs the cryotherapy clinic.

Ann Marie Bignell RGN FPCert; Special interest in respiratory diseases Ann-Marie trained at Southampton General Hospital and graduated in 1984. She has been a practice nurse for 26 years. She joined Testvale Surgery in November 1996. She is particularly interested in management and treatment of COPD and asthma respiratory diseases. In her spare time, Nurse Bignell looks after her grandchildren and enjoys dancing and particularly the mo-jive, walking, gardening and painting.

Claire Hadley RGN Claire qualified at Southampton in 1984 and joined Testvale Surgery in 2011. After travelling extensively and living in Australia, she returned to the New Forest where she now lives with her husband and two children. Claire spent 8 years working in A&E and has an interest in diabetes and travel medicine. She has additional qualifications in Neurology and Family Planning.

Alison Sherry RGN is a very experienced practice nurse who joined the practice in April 2018, following a successful period of locuming at Testvale Surgery. She has extensive chronic disease management experience, particularly of COPD and Asthma, Coronary Heart Disease and Treatment Room duties. In her spare time, she likes to walking and keeping fit at the gym, travelling with her husband and making delicious cakes!

Alison Penfold NVQ Level 3 (2008), Diploma in Ear Care (2009) has worked in the NHS since 2002 and started working at Testvale Surgery in 2015. She has a Diploma in Ear Care and gained her NVQ Level 3 Qualification in 2008. In her spare time, Alison like spending time with her family.

Kim Latham joined the practice as a phlebotomist in April 2017, having worked in General Practice as an HCA previously. Kim brings a huge amount of experience of phlebotomy to the surgery. She is caring and really enjoys the interaction with patients and providing care to the Totton community. In her spare time, Kim helps her husband in the running of the family business.

Tara Stone joined Testvale Surgery in January 2018 bringing a wealth of phlebotomy experience from her time working at Winchester Hospital, Southampton General Hospital, as well as her community experience at Lymington and Hythe Hospitals. Tara loves working as part of a team, but is especially passionate about making patients feel at ease.

Lara Mott Phlebotomist has been working as a Phlebotomist for three years, having trained originally at Basingstoke Hospital, where she worked on the wards and in the Pathology Department Lara joined the practice in 2015 and is currently undertaking a Diploma in Nursing at college In her spare time, Lara likes to spend time with her family

Our Management Team

Chris Gwyther, BA (Hons), MSc joined the Testvale Surgery in March 2015, having previously worked in a wide range of senior management roles in acute hospital (Southampton General Hospital and Salisbury NHS Foundation Trust), and commissioning environments (Bournemouth PCT, NHS Hampshire and West Hampshire CCG). Chris is passionate about driving improvements in services, as well as leading change. In his spare time he likes to travel, listen to live music and spend time with his wife and two children.

Hilary Andrews, BEng (Hons) joined Testvale Surgery in 2016 as Assistant Practice Manager, having started her Primary Care career working at Whiteparish Surgery near Salisbury. Prior to that, Hilary was a commissioned officer in the Army, having attended and graduated from the Royal Military Academy Sandhurst. Her military career took her to many parts of the world where she served with the Royal Electrical and Mechanical Engineers. In her spare time, Hilary likes to coach and play hockey for her local team in Romsey and spend time with her family.

IT System

We are a computerised practice and the majority of your most recent medical records are kept on our secure system (EMIS). We are registered and fully comply with the Data Protection Act. If you wish, you are able to order your prescriptions online, see electronic information about you and receive test results. Please ask the reception team for more details about the online registration process.

Information Needs

If you find it hard to read our letters, or if you need someone to help to support you during a n appointment, then please let us know. We can help if you:

- Need information in Braille, Large Print or Easy Read;
- British Sign Language Interpreter or Advocate; or
- Need support to lip read, or use a hearing aid or communication tool.

Please complete a form at reception or tell the team about your requirements so we can help make arrangements.

Training for General Practice

Most of the time we will have a doctor attached to the practice who is training for a career in general practice. He or she is fully qualified with three years' postgraduate hospital experience, and will be available for consultations. We are occasionally involved in the teaching of medical students, nurses and midwives. If you do not wish a student to be present during the consultation, please inform the receptionist.

Disabled Patients

Access for wheelchairs is via the main entrance and the reception staff will be pleased to help if you need assistance. There are WCs for disabled patients on the ground and first floors. First floor clinical areas are served by a lift. By arrangement with reception, disabled patients may be set down and picked up on our staff car park.

Friends and Family Test

Patients are able to send us their views about the service we provide and especially whether they would recommend us to friends or family members. We also seek views on which parts of the service should be improved. if you would like to give us your feedback, whether positive, or negative then please do so via the forms in the waiting room.

Freedom of Information – Publication Scheme

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

Records - Access and Confidentiality

You have a legal right to see your medical records (with certain exceptions), to have a copy and to have inaccuracies of fact corrected. We may charge a fee for this process. Your medical records are confidential. Without your express consent, and unless we are required by law to do so, we will not divulge any details of your medical records to any person beyond the health professionals involved in your immediate medical care. You should, however, be aware that this will include members of our administrative staff who are bound by confidentiality. In addition, certain details of your records are disclosed to the Health Authority, NHS England and Clinical Commissioning Groups for the purposes of NHS administration. You are entitled to refuse such disclosure, but you should be aware that doing so may prevent us from offering certain medical services.

Zero Tolerance

We aim to treat all of our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action or to have them removed, immediately if necessary, from our list of patients.

Confidentiality

We respect your right to privacy and keep all of your health information confidential and secure. It is important that the NHS keeps up to date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please ask to speak to the Practice Manager.

If You are Unhappy with Our Service

We do our very best to offer a speedy, efficient and courteous service. Sometimes, to our great regret, even a well run service can fall short. If you feel that you have cause for complaint, please write to, or ask to see, our practice manager or deputy manager who will be pleased to assist you personally. We genuinely invite comments on our service in order to correct errors and make improvements. In the unlikely event you remain dissatisfied, you are able to escalate a complaint to the Parliamentary and Health Service Ombudsman at <http://www.ombudsman.org.uk/> or through the customer helpline on **0345 015 4033**.

Useful Telephone Numbers

Citizens Advice Bureau, 91 Junction Road, Totton.....	03444 111 306
Patient Experience and Complaints Service:	
West Hampshire CCG (Service Commissioning)	0800 456 1633
University Hospital Southampton	02381 20 8498
Solent NHS Trust.....	02380 296929
NHS 111 (non-emergency advice and care).....	Free 111
DWP.....	0345 604 3719
West Hampshire Clinical Commissioning Group.....	023 8062 7444
Adult Services	
New Forest: 1 High Street, Totton, SO40 9HL	0300 555 1390
New Forest 2: West Shore House, West Street, Hythe	0300 555 1384
Former Magistrates Court, Church Street, Romsey	0300 555 1386
Southampton General Hospital	023 8077 7222
Royal South Hants Hospital	023 8063 4288
Southampton Eye Unit (via SGH switchboard).....	023 8077 7222
Princess Anne Hospital	023 8077 7222
Spire Southampton Hospital	023 80 775544
Wessex Nuffield Hospital	023 8098 3679
Genito-urinary/Contraception and Sexual Health Clinic, Royal South Hants	0300 300 2016
Samaritans	Free 116 123
iTalk (Depression, Anxiety & Stress)	02380 383920
Relate (Marriage Guidance)	023 8022 9761
Southampton Drug and Alcohol Recovery Service	023 8071 7171
Southampton Victim Support.....	0845 30 30 900
New Forest, Totton & Romsey Victim Support	
Alcohol Advice and Counselling Service ("OPTIONS")	023 8063 0219
Totton Police.....	101
National Domestic Violence Helpline.....	0808 2000 247
Southampton Counselling & Therapy Centre.....	023 81 783131
Age UK Southampton (helpline service info).....	023 8036 8636
ChildLine	Free 0800 1111
NSPCC Adult Helpline (concerns for a child)	Free 0808 800 5000
British Red Cross (for aids & appliances)	
at Totton Health Centre (Mon-Fri 10.00am - 12 noon).....	023 8074 3241
Totton Registry Office (Births, Marriages and Deaths)	
at 1 High Street, Totton, SO40 9HL - By appointment only	0300 555 1392
Southampton Dial-A-Ride (Mon-Fri 9.00am - 1.30pm)	023 8022 2289
Totton Communicare (Transport services)	023 8066 0200

Notes



Testvale Surgery

Telephone numbers

Visits And Emergencies: 023 8086 6999
Doctors' and Nurses' Appointments: 023 8086 6990
Fax: 023 8066 3992
Out of Hours: 111

12 Salisbury Road, Totton SO40 3PY

www.testvalesurgery.com

This practice is within the West Hampshire Clinical Commissioning Group area