

## SURGERY INFORMATION

### How To Register

Please collect a registration form from reception and return to us with appropriate identification, such as passport or driving licence. In most cases your medical records should arrive in the surgery within 4 – 6 weeks.

### Opening Times

Please note our **new opening times**. We are open from 8am to 8pm many days and have now introduced evening Nurse clinics at Waterside for smear tests and similar health promotions. We no longer close for lunch on any day.

### Your Rights to Information

- In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Dr Rial & Partners and Dr Hamilton & Partners General Practice under the NHS Openness Code 1995
- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.
- We will respond to requests about information we hold, recorded in any format, and will create a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before deciding what information we can release. Contact us for full details.

### Freedom of Information Act

The Freedom of Information Act became law on the 30th November 2000. The Red and Green Practices conform to the requirements of the Act and have produced a publication scheme in accordance with the Act. A copy of the Act is available on the Freedom of Information website: [www.foi.nhs.uk](http://www.foi.nhs.uk).

### Confidentiality

All patient information is strictly confidential and will not be released to any other agency without full and informed consent of the individual patient.

### Data Protection Act

The Practices are computerised and patients' details is held on computer. We are therefore registered under the Data Protection Act 1998.

### Violent/Abusive Patients

We have a zero tolerance policy towards violent/abusive patients. The definition of violence: *"Any incident where a GP or staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well being or health"*. If an incident occurs, the Practice will telephone the Police and the Patient will be removed from the Practice list.

# The Red & Green Practices

Dr Rial & Partners and Dr Hamilton & Partners

**Waterside (Hythe)  
Health Centre**  
Beaulieu Road,  
Hythe  
Southampton  
SO45 5WX

**Tel: (023) 8084 5955**  
**Fax: (023) 8084 1292**

### Waterside Opening Times

**Monday to Thursday**  
**8:00 am to 8:00 pm**

**Friday**  
**8:00 am to 6:30 pm**

**Blackfield  
Health Centre**  
Hampton Lane,  
Blackfield  
Southampton  
SO45 1XA

**Tel: (023) 8089 9119**  
**Fax: (023) 8089 1217**

### Blackfield Opening Times

**Tuesday & Thursday**  
**8:00 am to 8:00 pm**

**Mon, Tue and Friday**  
**8:00 am to 6:30 pm**

**Out of Hours Emergency**

**0844 811 3060**

**NHS Direct: 0845 46 47**

Proud to be

**NHS**

## THE DOCTORS

**ANDREW HAMILTON** MSc (Occ Med) MB BS DRCOG MRCGP DPD

**DOUGLAS CAMPBELL** MB BCh MSc (Med Ed) MRCGP DRCOG

**SUE RIAL** MBBS

**KEN DAVIDSON** MB BS (Lond) MRCGP

**ANTHONY ALLEN** MA MB BS MRCP MRCGP DRCOG

**PHILLIPP GREGORY** MA, MBBS, DCH, DRCOG, MRCGP, MA (Ed) (Dist)

**MARGARET WHITBY** MB ChB MRCGP D Occ Med

**ANGELA DAVIDSON** MB ChB DRCOG

**CHRIS COLE** MBBS, BSc, MRCGP

**ALISON STEADMAN** MB ChB. MRCGP. DRCOG

**DANE ROBERTSON** MB ChB

**SARAH CLOTHIER** MB ChB MRCGP DRCOG DCH

**VIV HOLLOWAY** MB ChB

**GEORGE NURTON** MB B.Chir

## GP REGISTRARS

GP registrars are doctors in the final stage of training as a GP. Fully qualified with at least 3 years postgraduate experience, they are available for consultation. The practices have a proud 20 year heritage of highly respected registrar training.

## KAY I'BELL RGN (Practice Nurse Manager)

With 20-years in primary care, Kay manages a multi-disciplinary nursing team.

## Nurse Triage/Practice Sisters

Our large team of practice nurses are skilled professionals, trained to deal with many treatments and conditions including minor injuries. Triage: when you ring to book an appointment, we will take your details and the triage nurse will call you back. If they cannot help, will arrange for the duty doctor to see you.

**Management Team** A large team support your doctors including those you see on reception and those you don't, including secretaries and administrators. We will always respect your confidentiality and aim to answer your questions quickly.

## WELCOME TO THE RED & GREEN PRACTICES

We are two practices with fourteen partners, eight male and six female doctors. Providing primary care to over 25,000 patients, we operate two surgeries at Hythe (Waterside) and Blackfield, with extensive support from Practice and Triage Nurses, Health Visitors, Quitters Advisors, Community Nurses and Midwives. For more information please visit us at [HytheHealthCentre.co.uk](http://HytheHealthCentre.co.uk) or [BlackfieldHealthCentre.co.uk](http://BlackfieldHealthCentre.co.uk)

**Routine Appointments:** We operate an advanced access booking system which means, unless you specify otherwise, you will normally be seen within 48 hours.

Our phone lines can be very busy, especially in the morning. If you find yourself in a queue, please be patient as we aim to answer your call as soon as possible.

**Urgent Appointments:** Please phone after 08:00am for same day appointments. If an emergency, and you need to see a doctor straight away, please make this clear when calling. ***For urgent appointments outside of normal surgery hours, please contact the local Out Of Hours team on 0844 8 11 3060.***

**Home Visits:** If you are too unwell to come to the surgery, please telephone before midday to arrange a home visit. Please try to attend surgery whenever possible; this saves time for other patients and you may be seen more quickly.

**Our Clinics:** Maternity Care, Antenatal and Postnatal Groups, Child Development Checks, Contraception, Asthma, Diabetic, Well Person Clinics, Flu Vaccinations, Travel Vaccinations (The new regulations are very complex and we are required to charge for some travel vaccinations in certain situations) and Minor Surgery. Please consult your local surgery who will make the necessary arrangements.

**NHS Direct:** can assist you with non-urgent advice when the surgery is closed. Please telephone **0845 46 47** or visit online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Repeat Prescriptions:** Please hand in your slip at reception; your prescription will normally be available within 48 hours. You may post your slip with a stamped self-addressed envelope and your prescription will be posted to you. ***Requests cannot be taken over the telephone for medical-legal reasons as errors can occur in verbal communication.***

**Change of Address/Telephone Number:** Let us know as soon as possible.

**Patient Groups:** We have active Patient Groups at Hythe and Blackfield surgeries. These are run patients for patients and meet monthly. To find out more, or become involved, please the noticeboards in reception.

**Complaints Procedure:** We are always looking at ways we can improve our service and your comments and feedback help greatly. If you have a complaint that needs acting on, please address to Mrs Kemish, Assistant Practice Manager, and we will deal with your concern through a formal complaints procedure.