

Out of Hours Service

The reception team are able to book you an appointment at different surgeries who participate in the out of hour's service. These appointments are usually available for patients to attend from 6.30pm each evening and at weekends.

Bereavement

In times of bereavement it can be extremely difficult to know what to do next. Please see our website for help if a death occurs at home or in hospital. The patients registered GP is usually made aware and will make contact with the family to offer support.

Carers

If you care for someone at home we are here to offer support to you and your family. Please ensure our reception team or your registered GP are made aware you are a carer. We will register this information and you will automatically be sent a Carers Pack containing information and links to local support networks.

Target Days

On a quarterly basis the surgery is closed for half a day to enable GP & staff training. When we are closed for 'Target' patients are advised to call the 111 service if they are in need of medical care on that day.

Confidentiality

You can be assured that anything you discuss with any member of the surgery staff, whether doctor, nurse or receptionist, will remain confidential. Even if you are under 16, nothing will be said to anyone, including parents, other family members, care workers or teachers, without your permission. The only reason why we might want to consider passing on confidential information without your permission would be to protect either you or someone else from serious harm. In this situation, we would always try to discuss this with you first.

If you have concerns or comments or wish to complain

We operate a practice complaints system—please see our website for full details –

<https://thegrangesurgery.org.uk/suggestions--complaints>

If you have any worries or queries about confidentiality, please feel to ask a member of staff.

Other ways to contact the surgery:



This facility is free to use for NHS patients. Use eConsult to ask your GP surgery about your health symptoms, conditions or treatment. This can be found on the home page of our website www.thegrangesurgery.org.uk. You can even request things like sick notes and GP letters.



Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.



Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

All the above information and more can be found on our website www.thegrangesurgery.org.uk



Your Health in Your Hands with Our Help

The Causeway, Petersfield, Hampshire
GU31 4JR Tel: 01730 267722
www.thegrangesurgery.org.uk

GP Partners

Dr Kathryn Bannell & Dr Penny Mileham

Information Booklet

Welcome to The Grange Surgery

We are delighted you have registered as a patient at our surgery. We have an energetic and fantastic team of staff who are all here to help you at your time of need.

Our Vision

At The Grange Surgery our vision is simple, to support our patients in their health and wellbeing enabling them to live complete, healthy & fulfilled lives.

At The Grange Surgery our mission statement is "Your health in Your Hands with Our Help" supports and underpins the clinical expertise and empathy of all the doctors and staff ensuring the patient is at the heart of everything we do.

Our Values

The Grange Surgery believes in the following core values:

- Being open & honest and doing the right thing for our patients
- Providing high quality care is our passion
- Delivering on our promises

Telephone Opening Hours		Surgery Doors Opening Hours	
Monday	8.00am – 1.00pm 2.00pm – 6.30pm	Monday	8am – 7.00pm
Tuesday	8.00am – 1.00pm 2.00pm – 6.30pm	Tuesday	8am – 6.30pm
Wednesday	8.00am – 1.00pm 2.00pm – 6.30pm	Wednesday	8am – 6.30pm
Thursday	8.00am – 1.00pm 2.00pm – 6.30pm	Thursday	8am – 6.30pm
Friday	8.00am – 1.00pm 2.00pm – 6.30pm	Friday	8am – 6.30pm

Making an appointment

When you register at The Grange Surgery you will be allocated to a GP. In order to ensure continuity of care we request that you only see your registered/allocated GP. However if you need to see a GP urgently and your registered doctor is not available we will allocate you to another doctor accordingly.

Our nursing team look after most of the chronic disease management in the practice, carry out smears, give travel and lifestyle advice, wound/dressings management and deal with minor illness.

Types of appointments offered

Reception staff use a tool called a 'navigator'. This has been devised by our doctors and nurses to guide how best to book a patient for an appointment based on the presenting problem.

It is rated;

- **Red** - urgent on the day care
- **Amber** - appointment within a week.
- **Green** – routine; next available appointment.

How can I get a repeat prescription?

If you have been prescribed medication for repeat use, we recommend this be requested using **online services**. If you do not have access to the internet you will receive a tear off slip from your pharmacy listing your medications. To request any or all of these please tick the form and return to the surgery. We aim to process your request within 4 working days (not including the day of drop off).

Please be aware that if you are due an annual review for a long term health condition and this has not been booked, the processing of your medication may be delayed.

Review clinics

Review clinics are nurse led and are for long term health conditions. You will be invited in to the surgery (usually the month of your birthday) for a clinical review to discuss your condition, medication etc with one of our nurses.

Child Immunisation

Our nursing team offer a comprehensive baby and pre-school immunisation programme. This is by appointment only on alternate Wednesday mornings.

How do I access Family Planning/Contraception?

At the surgery we provide a full family planning/contraception service. Speak to reception about making an appointment. Coil and Implanon clinics take place on a monthly basis. Your GP will need to refer you in to this service.

Home Visits

GPs will arrange for a home visit if a patient makes a reasonable request due to frailty, nature of illness or if they are housebound. Due to demands on GPs time we use a service called 'Home Visiting Team (HVS)' which comprise of nurse practitioners and ex-paramedics. If the GP decides to visit the patient themselves they make the patient aware and arrange a visit, usually at the end of the morning clinic, before the start of the afternoon or on their way home depending on the urgency.