

The Willow Group New Patient Welcome Pack



Brune Medical Centre
10 Rowner Road
Gosport
PO13 0EW



Forton Medical Centre
Whites Place
Gosport
PO12 3JP



Stoke Road Medical Centre
66-68 Stoke Road
Gosport
PO12 1PA



Waterside Medical Centre
Mumby Road
Gosport
PO12 1BA



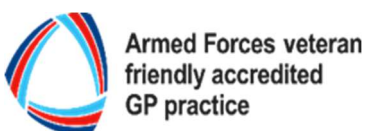
Gosport Medical Centre
Bury Road
Gosport
PO12 3AQ

Our core opening times are:

Monday 08.00 – 18.30
Tuesday 08.00 – 18.30
Wednesday 08.00 – 18.30
Thursday 08.00 – 18.30
Friday 08.00 – 18.30

The telephone number for all Willow Group sites
023 8231 1034

www.thewillowgroup.nhs.uk



Our Locations

We operate over five sites:

- Brune Medical Centre
- Forton Medical Centre (incorporating our Same Day Access Service)
- Stoke Road Medical Centre
- Waterside Medical Centre
- Gosport Medical Centre

All sites are close to public transport stops.

Brune Medical Centre:	E1, E2
Forton Medical Centre:	E1, 11
Stoke Road Medical Centre:	E1, E2, 9, 9A, 11, X5
Waterside Medical Centre:	11
Gosport Medical Centre:	9, 9A, E2, X5

All sites have disabled access and, where clinics are held upstairs, a lift is available.

Willow Group operates a no smoking policy.

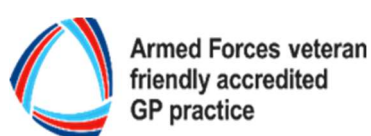
For NHS administration purposes, Willow Group's "main site" is Forton Medical Centre. When logging on to Online Services, you might see this address even if you usually use another of our sites. This does not affect how you use our services. As a registered patient of Willow Group, you may use any of our sites.



Brune Medical Centre
CQC overall rating

Good

1 April 2019

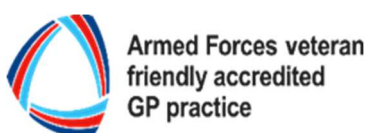


The purpose of this pack is to make you aware of the services we offer, how your data is used in the practice and information on additional services.

We would advise you to keep this information pack in a safe place should you need to check any details at a later date. You can find a copy on our website.

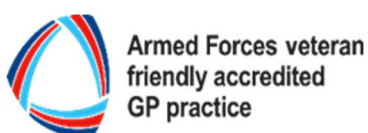
www.thewillowgroup.nhs.uk

If you require any assistance, please speak to a member of the team who will be happy to help.



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Consult with a Clinician (Completing a Klinik form)

When you need our services, it is important that you get to the right person as early as possible.

The Willow Group has a range of clinicians that you can now access direct. It could not be simpler – just complete a Klinik form, which will pop up on our home page The Willow Group website www.thewillowgroup.nhs.uk

The banner looks like this:

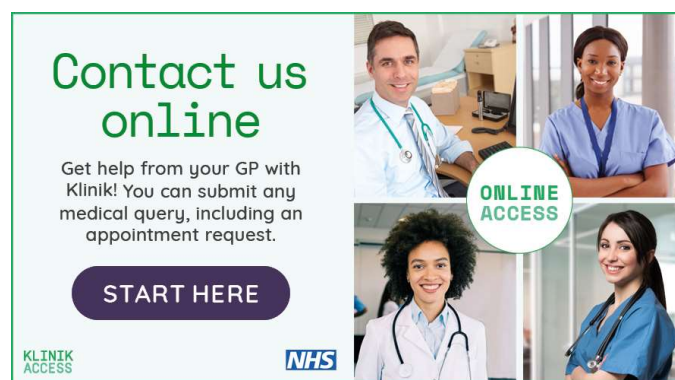


Figure 1 Click the “start here” to consult with The Willow Group

Once we have received your information, it will be seen and triaged by a clinician who will decide the best health professional to deal with your query. You will receive an acknowledgement, normally by text message, informing you of what to expect and when, whether it be a telephone, face to face, or video consultation, a prescription, or a referral to a local pharmacy.

Our Same Day Access Service will be passed anything that is urgent for the day.

You may be asked to have some blood tests before you see someone. This enables the clinician to make a more informed diagnosis earlier on.

Everything you write into the Klinik form is secure and confidential, and copied into your medical record.

Online Consultations

Escape the wait, avoid shifting your day around and control your treatment. We have teamed up with Klinik to provide you with an electronic consultation feature to get the advice you need when you need it. Once you submit a Klinik form, you will get a response by the end of the next working day. You can see what happens with your query in the diagram below.



After you have submitted your form, you will be asked to complete a satisfaction survey for quality monitoring. We would be grateful if you would complete this

Get a Repeat Prescription

If you are on regular medication, the most accurate and secure way of requesting a further supply is for you to go online using the NHS App or Patient Access Service app. This puts your request directly into our system so we can check it and process it faster.

In conjunction with this we recommend the Electronic Prescriptions Service to send the prescription direct to your preferred pharmacy. You can also request your medication direct to the surgery via the following email: hiowicb-hsi.willow-prescriptions@nhs.net, or request in writing. Your nominated Pharmacy can also request your medication on your behalf.

We are unable to take medication requests over the telephone.

Please allow at least two full working days (excluding weekends and bank holidays) between giving us your request and collecting it. For example, a request handed in on Monday afternoon will be ready for collection on Thursday morning. Medication not on your repeat list or due for review may take longer to process.

Do not forget to put your request in early if you are going on holiday or before any bank holiday as we get a large number of requests at these times.

Electronic Prescription Service

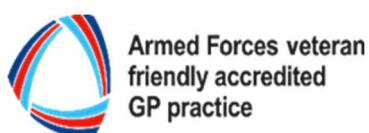
We can send your prescription electronically to a pharmacy of your choice (including online pharmacies). Just ask your pharmacy to nominate you on the EPS system. Our system will be automatically updated to send future prescriptions (excluding dressings) there, so you will not need a paper prescription.

If you use Patient Access and EPS together, you will save a lot of time and effort.

Many pharmacies also operate a collection and delivery service. Please contact your pharmacy for information.

Once dispensed, medication cannot be recycled and has to be destroyed which wastes NHS money. Please do not stockpile medication.

If you register with NHS App, you will get your NHS Login which can also be used in apps created by online pharmacies. These apps allow you to request medication, specify delivery address and complete payment all in a few clicks. The rest will be done for you.



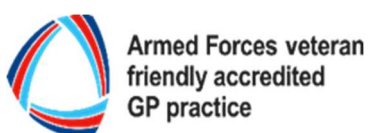
Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven consecutive days or less.

Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website. If your employer asks for a doctor's sick note during the first seven days of illness, you or your employer will be required to pay for this privately.

If you need a fitness for work certificate, please complete a Klinik online consultation from our website, or alternatively call the surgery on 023 8231 1034 where one of our Care Navigators will be happy to help.

Fit notes can take 5 days to complete, we can back date a note from the last day of your self-certification period, however we are unable to pre-date notes.



Booking Tests and Results

Blood Tests

A blood test is when a sample of blood is taken for testing in a laboratory.

Blood tests have a wide range of uses and are one of the most common types of medical test. These can be booked at any of our surgeries and are normally completed at Forton Medical Centre. Patients can pick up a blood test leaflet from the surgery or find these on our website.

Blood samples from children

If your child is aged 0-13, blood tests are taken at Queen Alexandra Hospital. To arrange this, telephone Portsmouth Hospitals on 023 9228 6000 and ask for Paediatrics Phlebotomy.

You can find out more about blood tests, their purpose, and the way they are performed on the NHS Choices website.

X-Rays

If your doctor thinks an X-Ray will be helpful, they will complete a form to arrange this. If you think you might be pregnant, you should not have an X-Ray. Please advise your doctor if this is the case.

X-Rays are performed at

Gosport War Memorial Hospital, please call 023 8231 8024 Mon-Fri 08.30 - 16.30

Queen Alexandra Hospital, please call 023 9228 6000 ext 4110 Mon-Fri 08.30 - 16.30

You can find out more about x-ray tests, how they are performed, their function and the risks by visiting the NHS Choices website.

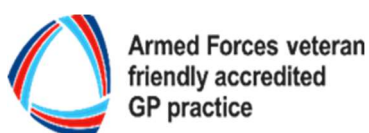
Ultrasound

An ultrasound scan is a test that uses high frequency sound waves to create images of organs and structures inside the body. Doppler ultrasound is a special sort of ultrasound used to look at flow in arteries and veins.

If your doctor thinks that an ultrasound will be a helpful test in your case, they will send a request to Gosport War Memorial Hospital or Queen Alexandra Hospital, who will contact you with an appointment.

Please call 023 9228 6510 for ALL ULTRASOUND appointments, Mon-Fri 08.30 - 17.00

Ultrasound is safe in pregnancy.



When will I get my result?

On average results will be available after the following periods:

X-ray report	2 weeks
blood tests	1 week (some tests take longer)
urine tests	1 week
fungal nail tests	3 weeks (sometimes this is much longer)
ultrasound report	2 weeks

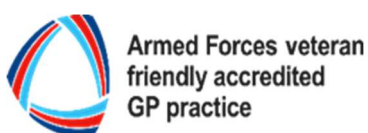
It is your responsibility to contact the surgery to check the results of your test.

The doctor who has reviewed the results will leave a message for staff explaining if anything further is required (e.g., repeat test or an appointment to discuss the result further).

Once reviewed, you will be able to view the result on NHS App or Patient Access.

The Admin and Care Navigating Teams are not qualified to give more detailed advice on your results.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.



General Data Protection Regulation

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. The regulation applies from 25th May 2018 and will apply even though the UK has left the EU.

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data, for staff and patients:

- ✓ Data must be processed lawfully, fairly, and transparently
- ✓ It must be collected for specific, explicit, and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them.

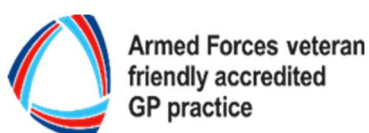
These include:

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

What is GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed. The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with) but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed, and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches



What is 'patient data'?

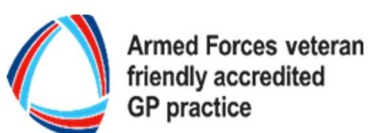
Patient data is information that relates to a single person, such as their diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient – an individual's consent is defined as “any freely given specific and informed indication of their wishes by which the data subject signifies his agreement to personal data relating to them being processed.”

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records.

Individuals also have the right to withdraw their consent at any time.



Welcome to the Practice Team

We have a comprehensive and dedicated team of both clinical and admin specialists to ensure you get the right medical attention when you need it.

Doctors:

The Willow Group currently has

- 13 full and part-time GPs
- 9.5 long-term locum doctors.

Their clinics may be at any of our sites including the Same Day Access Service.

As we are a training site, we have GP Registrar and 'FY2' doctors who are fully qualified and at the next stage of their training.

Nursing Team:

Our Nursing Team benefits from a large amount of specialist training and experience. We have Advanced Nurses who are able to prescribe and refer similar to doctors.

Nurses are also highly trained in the management of one or more chronic diseases (e.g., asthma, diabetes, etc) enabling them to care for your specific needs.

HCA Team:

Healthcare Assistants are also a vital part of the team as they are able to take important observations and provide advice on diet and smoking. Some are also qualified to take blood and/or give injections.

Practice Pharmacy Team:

Our in-house Pharmacy team is available to provide a wide range of medication related queries including full medication reviews.

First Contact Physiotherapists:

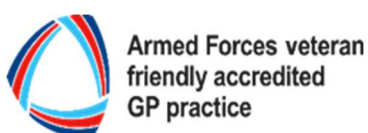
Up to 30% of appointments in primary care for a musculoskeletal (MSK) problem. There are decreasing amounts of GP's. As part of the NHS long term plan, we created posts for experienced Physiotherapists to start seeing these patients first instead of GP's (Hence the term First Contact Practitioners).

The Willow Group currently has 5 full time MSK Practitioners.

Social Prescribing Team:

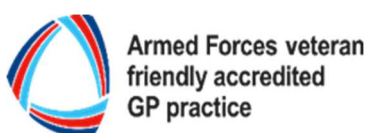
This is a service that connects people to resources and services in the community to improve their wellbeing and tackle social isolation.

Supporting people aged 18 and over who have a range of social, emotional, and practice needs, you can be referred by a GP or nurse. You can also self-refer by sending an email to hiowicb-hsi.socprescgosport@nhs.net.



Health and Wellbeing Coaches:

A Health and Wellbeing Coach works in partnership with patients to help them define and move towards their personal health, fitness, and lifestyle goals. Coaches strive to build a rapport with patients, encouraging and supporting them to embrace a healthier diet and lifestyle in accordance with their own wishes. Ultimately, we want to empower them to take more control over their own health into the long term. you can self-refer by sending an email to hiowicb-hsi.willowhwcoach@nhs.net



Appointments & Clinics

Phlebotomy:

GP requested blood tests are carried out by The Willow Group staff, at Forton Medical Centre.

By providing the service in-house, we hope we are able to offer greater access and appointment times that are more convenient to you.

There has been no change for patients who have their blood taken at home as part of our domiciliary service.

Our new Phlebotomy Service will be for all adult Willow Group patients. Appointments will be at Forton Medical Centres from Monday to Friday.

To make an appointment, please book online through Patient Access or the NHS App, our Klinik form or call 023 8231 1034.

If you are asked to have a fasting blood test, please ensure you do not eat for 12 hours before your appointment. You need to drink plenty of water to ensure you do not get dehydrated. **No tea, coffee, milk, juice, cordial/squash, or alcohol.**

Nurse Clinics:

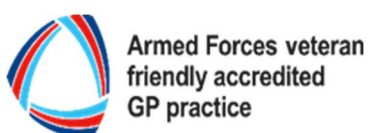
Our practice nurses have a wide variety of skills. Nurse Practitioners are able to diagnose, advise, prescribe, and refer in a similar way to doctors and hold routine clinics for this purpose.

Practice nurses can be seen for preventative care and for monitoring and managing long term conditions, such as diabetes and asthma. You can book to see a nurse for any of the following:

- Contraception (full range of services available)
- Routine adult immunisation
- Travel immunisation and advice
- Long-term condition monitoring and management
- Children's vaccinations
- Cervical smears
- Leg ulcer and wound care

Healthcare Assistants also have an active role in preventative care with monitoring long-term conditions, new patient and NHS Health checks, blood pressure checks, weight management, dietary advice, smoking advice, and some vaccinations.

We also work very closely with our Community Teams.



Appointments & Clinics cont'd

Childhood Vaccinations:

Invitations to attend Childhood Vaccination clinics will be sent to you. If you cannot attend, please let the surgery know so that alternative arrangements can be made.

Adult Vaccinations

Vaccinations are also offered by appointment with the nurses including:

- Adults requiring routine immunisations
- Travel vaccinations
- Shingles
- Pertussis for pregnant women
- Influenza and pneumonia for those at risk with diabetes, respiratory, heart, liver, or kidney diseases, as well as other serious conditions, pregnant women and anyone over 65 years old. Influenza vaccination starts in September/October every year. If you are at risk, you can book an appointment as soon as we advertise our clinics on our website and social media – you do not need to wait for an invitation.

Travel Clinic

If you are planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Please read the information available on the NHS and GOV websites to understand more about what you need to do with getting your travel vaccines.

We are only able to offer basic travel advice and immunisation. If you need further advice, you will be advised to speak to a private provider.

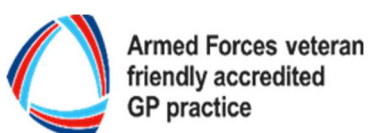
You will need to complete the “Travel Risk Assessment Form” (download from The Willow Group website or collect from any of our five sites).

Please email the completed form to hiowicb-hsi.willowgroup@nhs.net or return it to Reception.

An initial telephone appointment will then be made with the nurse.

When you attend your appointment, the nurse will talk to you about your destinations and any health risks about going there. Depending on the country, they may recommend a course of vaccinations to protect you. Some vaccinations may require multiple visits and you might not become fully immune straight away so you should plan treatment with plenty of time to spare.

We are able to provide NHS vaccines only



Appointments & Clinics cont'd

Joint Injections and Minor Ops

A number of our doctors are able to give corticosteroid injections for a range of joint and soft tissue disorders. Some doctors also perform minor surgery for treatment/removal of a variety of skin lesions.

If you think that you may require such a procedure, this will need to be approved by a doctor first through an initial consultation. Please complete a Klinik form to book an appointment.

If you have been advised to make an appointment for a joint injection, reception staff will be able to book you a double appointment with an appropriately qualified clinician.

Home Visits

If your condition prevents you from attending the surgery and you require a home visit, please telephone the practice by 10am. The Care Navigator will ask you a few details to help us assess the urgency of your request, they will also check a few details including the telephone number and address of where the patient is.

Please note the majority of problems are best seen at the surgery where the facilities are better for examination and treatment.

All requests for home visits are assessed by the Acute Visiting Service, who will decide the most appropriate action. This could be a telephone consultation by a member of the clinical team or a visit from an Advanced Nurse, Nurse Prescriber, Paramedic or GP.

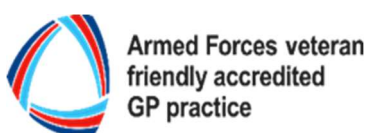
Cancelling Appointments

If you no longer need or can no longer attend your appointment, it is vital that you contact us to cancel. This will allow you someone else to book and attend instead.

If we sent you a text reminder, the easiest way to cancel your appointment is to follow the instructions stated in the reminder.

Alternatively call the Surgery and follow the instructions or log on to Patient Access (www.patientaccess.com) or the NHS App (<https://www.nhsapp.service.nhs.uk/login>) and cancel there.

Please help us and take this active role to help reduce the waiting time for appointments.



Community and Other Services

Midwives:

The midwives provide antenatal clinics at a variety of sites in the locality. They monitor progress and offer help and advice on all aspects of pregnancy, delivery, and postnatal care.

If you are pregnant, please self-refer for maternity care using the new online portal at:

<https://www.pregnotes.net/SelfReferral/CareLocation/SHIP>

Once you submit the form the information you supply will be triaged and the hospital will contact you to start your antenatal care.

The maternity service will notify your GP that you are pregnant. There is no need for you to contact us unless you are worried about the pregnancy.

Health Visitors:

Our health visitors are advisors on childcare and family problems and work closely with our doctor and nurse teams. They are notified of births and visit from two weeks after birth. They maintain contact throughout the early years of child development. They can be contacted on 023 9250 5280.

Community Nurses:

The Community Nurses provide skilled nursing care for patients living in the community. They can be contacted on 023 9233 3333.

Homeless Project

On 10th May 2022, the Willow Group signed an 18-month contract to deliver a health outreach intervention, which alleviates the ongoing associated risk of homelessness and rough sleeping, by bringing our Advanced Nurses closer to people at risk of rough sleeping through weekly surgeries at Two Saints Homeless Services and building relationships with hostel staff and clients. This service will provide consistency of care for patients who have complex needs.

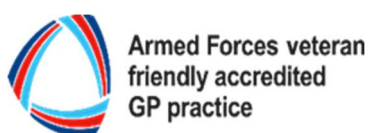
Occupational Therapy

Contact the Occupational Therapy Team and speak with someone trained to give you specialist advice about the difficulties you are having.

Raise an online enquiry via their contact page:

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/contact/start-a-referral>

Phone 0300 555 1386 (8:30am to 5pm, Monday to Thursday and 8:30am to 4:30pm Friday)



Community and Other Services Cont'd

Adult Health and Social Care

If you have any queries regarding Hampshire County Council provided services: care services, meals on wheels, telecare (e.g., pendant alarms), blue badge parking, etc Contact Adults' Health and Care | Health and social care | Hampshire County Council

Raise an online enquiry via their contact page:

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/contact/start-a-referral>

iTalk – Talking Therapies:

The iTalk service is Hampshire's talking therapy service supporting people to improve their mental wellbeing through education, guided self-help tools and evidence-based talking therapies. iTalk is a partnership between Solent Mind and Southern Health NHS Foundation Trust.

You can self-refer to the iTalk service. <https://www.italk.org.uk/home/italk-service/>

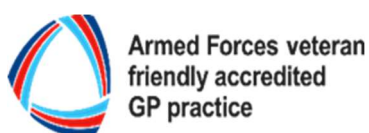
NHS Digital Weight Management Programme

The NHS Digital Weight Management Programme supports adults (18+) living with obesity (BMI >30) who also have a diagnosis of diabetes, hypertension, or both, to manage their weight and improve their health.

It is a 12-week online behavioural and lifestyle programme that people can access via a smartphone or computer with internet access.

Ask your GP or nurse about being referred to the programme.

<https://www.england.nhs.uk/digital-weight-management/>



Non-NHS services

Some services provided by The Willow Group are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Confirmation of taking medication abroad
- Private sick notes or return to work notes
- Vaccination certificates
- Letters to external agencies e.g., school, Housing Authority

The fees charged are in line with suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

The doctors reserve the right to refuse to undertake such work if they do not feel it is appropriate and will always make NHS work their priority.

Ensuring Equality and Diversity

Everyone has the right to be treated with dignity and respect. The Willow Group is a provider of healthcare and employer with this as a core principle.

The Willow Group recognises its legal duties under the Equality Act 2010 and Human Rights Act 1998.

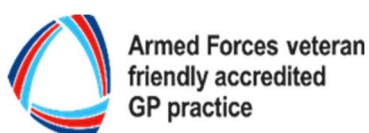
We also have a duty of care for the health and safety of all staff, patients, and visitors by providing a safe and secure environment. All patients and visitors are expected to behave in an acceptable manner so that no-one is in fear of being attacked or abused.

Our policies for Equality, Diversity and Human Rights, and Zero Tolerance are available to be downloaded and read from our website: www.thewillowgroup.nhs.uk

Pride in Practice

We are pleased to announce that The Willow Group has achieved a “Gold Pride in Practice” Award from the LGBT Foundation.

The award is a benchmark for excellence in LGBT healthcare and shows that we build inclusivity into every part of our patient journey.



Compliments, Concerns and Complaints

We constantly strive to provide an excellent, friendly, and efficient service.

We care for our patients and want to ensure they get the best health advice and treatment possible.

We always appreciate your feedback and are happy to hear from you whenever there is something you would like to bring to our attention. We realise that occasionally things do not go as smoothly as we would like and believe it is better that we deal with issues as they arise, so we encourage you to raise your concern with a member of staff or site manager promptly.

We operate a practice-based complaints procedure, part of the NHS system for dealing with complaints. Any member of staff will give you further information on this. Our Compliments Concerns and Complaints Patient Information Leaflet gives details of the procedure.

<https://www.thewillowgroup.nhs.uk/files/2023/03/Willow-Group-complaints-leaflet-2023.pdf>

If there is anything you want to tell us about: things we do well or could do more of, things we could improve, or maybe things we haven't thought of and you'd like to see at The Willow Group, please send an email to hiowicb-hsi.mywillowexperience@nhs.net or write to our patient experience team at,

The Primary Care Patient Experience Team
Brune Medical Centre
10 Rowner Road
Rowner
Gosport
PO13 0EW

Tel: 023 8231 1034

Email: hiowicb-hsi.mywillowexperience@nhs.net

