

Lake Road Health Centre
Nutfield Place
Portsmouth
PO1 4JT

Tel: 0844 477 3540

Fax: 0844 477 3541

www.lakeroadpractice.nhs.uk



Now accepting new patients!



The **only** Practice in Portsmouth to achieve the Royal College of GPs Quality Practice Award

How to Register

- We are currently accepting new patients, please visit our website or speak to one of the Practice team for further details
- We can only register patient that live in the following post code areas: PO1, PO2, PO3, PO4, PO5

Change of Contact Details

- Please notify the surgery of any change to your contact details as soon as you are able

Online Services

- You can register, book and cancel appointments and request repeat prescriptions online, via our website. Please ask at reception for log in details

Opening Hours and Appointment Times

- The Surgery is open from 08:30 – 18:30 Monday to Friday and from 7am every Thursday for pre-booked appointments
- Appointments are available for those that cannot attend during normal working hours, to book on Saturday mornings and at 18.30 each weekday
- Advance appointments are available with a Doctor between Monday to Friday during Morning and Afternoon sessions

'On The Day' Appointments

- A limited number of last minute appointments with the Duty Doctor or Nurse Practitioner are available for medically urgent problems and should be booked by calling Reception from 08:00 'on the day'

Need a Home Visit?

- If you are housebound or too ill to attend the surgery you may request a home visit. Please telephone before 11:00am. **EMERGENCY** home visits will be considered by the duty doctor after 11:00

Out of Hours Medical Care:-

In an **EMERGENCY** or if you are severely ill (e.g. severe chest pain, sudden collapse) telephone **999** and ask for an ambulance

- **NHS 111** can provide telephone advice 24-hours a day. **Telephone: 111**
- **Pharmacies** can offer treatment and advice for many minor ailments
- **St Mary's NHS Treatment Centre** is a nurse led service for minor injuries. X-ray facilities available. Open daily 08:00 – 22:00 (last patient 21:30) **Telephone: 0333 200 182**
- **GP Out of Hours Service** are available for urgent medical attention, when the Practice is closed. **Telephone: 111**

Prescription Renewals

Please allow 2 working days from receipt of request. Please use your printed prescription counterfoil whenever possible to avoid errors in repeat prescribing. You may either:-

1. Drop your prescription request in the box in the counter at reception
2. Fax or mail in your request. (For safety reasons telephone requests are not accepted)
3. Order on-line (please ask at reception for details)
4. Speak to your local pharmacist about how they may be able to arrange repeat prescriptions to be sent directly to them for your collection

Test Results

- Please telephone between 2 and 5pm for test results.

Young Persons Access

- Appointments are available to people over 13
- We have time, will listen and will support our young patients providing confidentiality
- We would only share information told to us if we were worried either about the patient's own safety or the safety of others

Interpreters/Translation Service

- If you think you may have difficulty communicating with a Doctor please ask at reception for advice

Medical Training

- Doctors training in General Practice observe or consult under supervision. Please advise reception if you object to being seen by a trainee

What do our nurses offer?

- 'Annual Review' for people with Diabetes, Heart Disease, Asthma/COPD
- Ear Syringing
- Child Immunisation Clinic
- Blood pressure monitoring & blood tests.
- Cervical Cancer Screening ('Smears')
- Chlamydia Screening (for people aged 15—24)
- Doppler Scans & wound dressings
- Electrocardiograms (ECGs)
- Pneumococcal & influenza vaccinations for people with long standing illness/ over 65 years old
- Travel Clinic - ask for a Travel Form at reception, at least 6 weeks before travel - charges may apply

Ante-natal & Post-natal Medical Care

- If you think you are pregnant or are thinking of starting a family please inform your GP. Mother and baby health screening is performed as part of the Child Health Surveillance Scheme
- Initial Midwifery Referral is via your GP. If you need to contact your midwife please **telephone: 02392 866 560**

Confidential Independent Counselling

- One to one appointments accessed via GP referral
- Patients may also self-refer to 'Talking Change' a counselling service run by Portsmouth City Council, please ask for a pack at reception

Physiotherapy

- Accessed via self-referral. Please ask at reception for a form

District Nurses

- Give specialist nursing care for housebound individuals, e.g. wound care, falls assessment, support of 'self-management' for long-term conditions
- Provide specialist 'end of life' (palliative) care for patients and carers. **Telephone: 0300 300 2012**

Health Visitors

- Provide baby clinics at various city locations.
- Support and advice on all issues relating to parenting e.g. feeding, weaning, toileting, behavioural issues
- Please ask at reception for contact details

Stopping Smoking & Alcohol Interventions

- For further details or to book an appointment at the next appropriate clinic, please ask at reception

Health Trainers

- Health Trainers offer 1:1 sessions for people wanting to improve their health and change their behaviour
- They can support individuals with healthy eating, weight management and getting physically active

Fee Incurring Non-NHS Services

- Reception provide details of fees incurred for 'non-NHS' services. (E.g. HGV Licence Medicals, Private Medicals, and Housing Applications)

Data Protection

- Legislation requires certain safeguards around the confidentiality and disclosure of patient's health information and as such it is protected by common law, the Data Protection Act 1998 and the ethical responsibilities of healthcare staff. Patient consent would be sought if information was to be made available outside of these criteria.
- Patients have the right of access to their records subject to certain safeguards on their behalf, and that the protection of information from a third party is maintained. Please contact the Practice Manager who can give you an explanatory leaflet, if you would like further details

Patient's Suggestions, Involvement & Complaints

- Mrs Helen Burch, Practice Manager is happy to discuss any suggestion for service improvement
- Our Patient Participation Group meets every 4 months; if you wish to become involved please ask at reception

Consent

- Before a doctor or other health professional examines or treats you, they need your consent. Sometimes consent is given verbally. Sometimes a written record of your decision is necessary. If you'd like more information about consent, please ask for a leaflet from Reception

Our Partners



Dr James P
Hogan



Dr David R
Plenty



Dr Andrew W
Scott-Brown



Dr Marcus L
Saunders



Dr Kevin G
Vernon



Dr Helen
Whiting



Dr Vivek
Shrivastva