



Patient Leaflet

2 Dickson House
Alencon Link
Basingstoke
Hampshire
RG21 7AN
Tel: (01256) 329021

Email: hiowicb-hsi.ch-contact@nhs.net

Website: www.crownheightsmc.co.uk

Partners at Crown Heights Medical Centre

| | |
|-------------------|--|
| Dr Dawn Coxhead | BM MRCGP DFFP Registered 1993 |
| Dr Vital Sijbers | MD Registered 2003 |
| Dr Matthew Nisbet | BM MRCGP Registered 2002 |
| Dr Masum Meah | MBBS BSc DRCOG MRCGP MRCP Registered 2007 |
| Dr Victoria Boyd | MB BCh MRCGP DRCOG DFRSH Registered 2006 |
| Dr Sarah Care | MBBCh MRCGP DRCOG Registered 2008 |
| Dr Kate McKenna | M.Eng BM MRCGP DRCOG DFRSH |
| Dr Sarah Hebdon | MB BS DPMR, MRCP (Paeds) Registered 2004 |
| Dr Jonathan Love | MRCGP, MBChB, BMedSci, DTM&H Registered 2005 |

Associate GPs

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|--------------------|--|
| Dr David Knight | BSc MB BS MRCP MRCGP DCH Registered 1982 |
| Dr Richard Trueman | MB ChB MRCGP Registered 1987 |
| Dr Ayesha Chaudhry | MB BS Registered 2005 |
| Dr Alison Colvin | MB BS MBChB Registered 2019 |
| Dr Samantha Wild | MB BCh MRCGP Registered 1996 |
| Dr Rachel Freer | MBChB, MRCGP, DRCOG, DCH Registered 2008 |
| Dr Rebecca Piper | MB BS Registered 2016 |

Nurses

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|---------------|--------------|--------------|
| Lynn Aldridge | Sarah Prince | Kelly Ilsley |
| Penny Parsons | Kavita Drain | Sharon Hodge |

Other Clinical Staff

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|----------------|---------------------|
| Mehrab Ellahi | Physician Associate |
| Eleanor Hullah | Physician Associate |
| Shristi KC | Physician Associate |
| Ayesha Miah | Clinical Pharmacist |
| Zena Haywood | Paramedic |
| Joanne Plummer | Paramedic |

| | |
|---------------------------|----------------------|
| Charlene Dawber | Healthcare Assistant |
| Jennie Ross | Healthcare Assistant |
| Jennie Wise | Healthcare Assistant |
| Francesca Butler-Flanagan | Healthcare Assistant |
| Penka Valkova | Phlebotomist |

Management Team

| | |
|------------------|-------------------------|
| Paul Butterworth | Practice Manager |
| Melissa Pickard | Deputy Practice Manager |
| Shannon Hale | Deputy Practice Manager |
| Liz Lovegrove | Data & IT Manager |

Practice Statement

To provide high quality patient care and best practice through the delivery of services which are timely, considerate and responsive to the needs of the patient population.

Welcome as a patient to Crown Heights Medical Centre. You have access to two sites (Old Basing & Town Centre) and as you can see from the above, a large number of clinicians. We trust that you will be happy with the services available from us.

Surgery Opening Times

Telephone lines 8.00 am – 6.30 pm Monday – Friday

Appointments

8.00 am – 6.00 pm Monday – Friday

We also offer improved access hours on some evenings and weekends.

Making an appointment with the Doctor or Nurse

Please visit our webpage www.crownheightsmc.co.uk to complete the online consultation form. Our Patient Access Administrators collect summary information, which is passed to a Clinical Triage Team.

For patients that are unable to use the web site and therefore call us, our operators will take you through the Klinik templates as if you were accessing the online system, in effect in a similar way as when you call 111. This is to ensure our GPs have the information they need to triage your clinical concerns. This will mean some calls will take longer than at present.

The team dealing with requests for matters such as Fit Notes, blood appointments, dressing changes, insurance letter requests, test results etc forward the information to the appropriate back office team, who will either confirm your request has been actioned by text, email or phone, or they will contact you to make specific arrangements.

The triage doctors work through all clinical online consultations and will contact you with the outcome of their triage either by text, email or phone.

Our objective is to have the online consultation system available to patients between 8am and 1pm and from 2pm to 4:30pm. Dependent upon demand we may need to close the system earlier or “snooze” the system until we have caught up with the workload.

Home Visits

If you are too unwell to come into the surgery and you require a home visit we would appreciate if, when possible, you could phone the surgery before 11.00am. Home visits do use up a lot of time, so we ask that whenever possible, please come into the surgery. Home visits are carried out by Doctors, Paramedics or Practice Nurses.

Out of Hours Care - NHS 111

Out of hours care can be accessed by dialling **111**.

You can also use the **111** service for advice with minor illness 24 hours a day.

111 is free from U.K mobiles and landlines.

Emergencies

Think carefully before dialling 999. Situations where this may be appropriate are:

- **If the patient is unconscious**
- **If the patient has had a suspect heart attack or stroke**
- **If they are seriously injured or fractured bones suspected**
- **If they are bleeding heavily**

Access

The main surgery is easily accessible from the bus and train stations. There is limited car parking at Crown Heights Medical Centre for short stay (60 minutes) and disabled patients. Access to the surgery from the car parks is via a lift. Unlimited parking is also available at Festival Place Car Park in the purple zone level 1 (this is not free). The surgery is accessed by a short walk across the footbridge which crosses Churchill Way. Lifts are available in the surgery, should you require them.

Branch Site

We have a branch site located inside the Old Basing Health Centre consisting of two consulting rooms and one treatment room. All admin and contact is through our main (town centre) site.

Old Basing Health Centre
Manor Lane
Old Basing
Basingstoke
RG24 7AE

Repeat Prescriptions

There are a number of ways you can request a repeat prescription. The most convenient is via the NHS App. You can also request a repeat prescription at reception or by post. If you wish for the prescription to be sent back to you, please supply a stamped addressed envelope. You can take advantage of the Pharmacy Collection and Delivery Service, which you can arrange at your local pharmacy. When a repeat prescription is requested by any of these methods, please allow 5 working days for it to be processed.

Crown Heights Medical Centre is a Training Practice

We are a Training Practice and, as such, frequently have attached GP Registrars and Medical Students. GP Registrars are fully qualified doctors who hold their own surgeries. You will occasionally be asked if you would be happy to see a Medical Student. Under such circumstances, the consultation will be fully supervised. You will always be given the opportunity to decline.

Suggestions and Complaints

We are always pleased to receive suggestions that you may have as to how you feel that we could improve the Practice.

If you do have a complaint to make, please write to your own Doctor or the Practice Manager or use the Feedback & Complaints form on our website . Alternatively we can take your concerns over the telephone or via a form at Reception. We assure you that complaints are always taken seriously, and we will follow a formal complaints procedure.

Feedback can also be given through the NHS Choices website www.nhs.uk.

Your Data

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way. We review our procedures regularly. Please read the privacy notice ('Privacy Notice') on our website carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf. Alternatively please ask at the Front Desk and we will provide a copy.

Useful Telephone Numbers

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|---------------------------------|---------------|
| The North Hampshire Hospital | 01256 473202 |
| Samaritans | 0845 790 9090 |
| Basingstoke Counselling Service | 01256 843125 |
| District Nurses | 0300 003 0019 |
| Health Visitors | 01256 376558 |
| Sexual Health Clinic | 0300 300 2016 |
| Age UK | 0800 169 2081 |
| Citizens Advice | 03454 040506 |
| Hampshire County Council | 0300 555 1357 |
| Adult Services | 0300 555 1373 |
| Children's Services | 0300 555 1384 |