



This information is available in other languages.
The information can also be made
available in braille, audio or large print.
Please contact 02392 751006
to request any of these options.

**Guildhall Walk
Healthcare Centre**

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk

Patient Guide

Guildhall Walk Healthcare Centre

for registered patients of Guildhall Walk Healthcare Centre

About the Practice

Welcome

Guildhall Walk Healthcare Centre is a new facility commissioned by NHS Portsmouth. The centre is run by Portsmouth Health, which has contracted Care UK to run the centre on a daily basis. Care UK is a leading independent provider of health and social care services. The centre is in Guildhall Walk in central Portsmouth. Simply follow signs for the Guildhall.

The centre serves patients living in the postcode areas PO1 and PO6. Please contact reception for full details about our practice boundaries.

All our doctors, practice nurses and staff are committed to providing you with an outstanding and friendly service. For any queries at any time please approach staff at reception who will be willing to help and advise.

Practice Contact Details

Guildhall Walk Healthcare Centre
27 Guildhall Walk
Portsmouth PO1 2DD

Tel: 02392 751006

Text: 02392 751065

Fax: 02392 730060

Email: enquiries.guildhallwalkgp@nhs.net

www.guildhallwalkgp.co.uk

How to Register as a Patient

You may register with us as an NHS patient if you normally live in the practice boundary area. You will be required to fill in a registration form and produce proof of address and identification.

You may be required to have a health check with the nurse or health care assistant, so that we have as much information about your health as possible. Please note we cannot prescribe medication for you until you have seen a doctor.

Online Enquiries

You can contact the centre by email at enquiries.guildhallwalkgp@nhs.net. Please allow up to 24 hours for a response. For urgent enquiries you should call the centre on 02392 751006.

Opening Times

Monday to Sunday 8.00am - 8.00pm
(including all bank holidays)

Evenings after 8pm: For urgent advice and treatment when our practice is closed, please call 0845 850 2783



Consultations Available to Registered Patients

Appointments are available every day (Monday to Sunday) from 8am to 8pm, including all bank holidays. For some services you may not need to make an appointment and can walk-in at a time convenient to you. Please ask the receptionist for details.

As a registered patient, you will be able to book an appointment with a GP within 48 hours and with a health care professional within 24 hours. In addition, you will be able to see a GP of choice within seven days and book appointments up to four weeks in advance.

Consultations Available to Patients Not Registered at this Practice

Guildhall Walk Healthcare Centre is also available to those patients who are not registered at the practice for health information, advice and treatment for a range of minor illnesses.

This service is also open every day from 8am to 8pm and we can see patients with or without an appointment.

Guildhall Walk Healthcare Centre

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk



Doctors

- Dr Ruhin Karim (Male GP)
BSc (UCL), MD (St George's University, Grenada, 2002) LMSSA (GKT, 2002), MRCS (Parts I & II, 2005) nMRCGP (England, 2009)
- Dr Louise White (Female GP)
MBChB (University of Leicester 2004), DCH, DRCOG, nMRCGP (England 2009)
- Dr Howard Smith (Male GP)
BM (Soton, 2001), DRCOG, MRCP, MRCGP

Practice Manager

Our Practice Manager, Kim Dennis, is responsible for the smooth running of the centre and handling patient enquiries and complaints.

Nurses

Our nursing team provides a wide range of clinical and chronic disease services and advice to patients.

Health Care Assistant

Health care assistants help the nursing team and doctors with providing clinical services such as ECGs (electrocardiograms), dressings, blood tests and patient registration checks.

Medical Receptionists/ Secretaries

They are there to help you and have been trained to take essential details sympathetically and in complete confidence. The secretary can help you with any queries on test results or hospital appointments.



Guildhall Walk Healthcare Centre

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk

Services Available to Registered Patients

Guildhall Walk Healthcare Centre offers a range of services to registered patients including:

- Advice and treatment for general health problems
- Immunisations and vaccinations including flu jabs
- Contraception services including emergency contraception, IUCD fitting
- Chlamydia screening
- Stop smoking advice
- Chronic disease management e.g. Asthma and diabetes
- Drug and alcohol misuse
- Maternity medical
- Cardiovascular Disease Prevention
- Care of the homeless
- Minor surgery
- Health promotion and disease prevention services

Telephone Consultations

If you need to speak to a doctor or nurse over the telephone please call between 8am and 8pm and the reception staff will take your details and ensure that a doctor or nurse call you as soon as they are available.

Home Visits

If you are housebound or too ill to get to the practice, you can ask to be seen at home. However, please do not ask for a home visit unless you really cannot get to the surgery because of a health problem.

In addition, when making home visits, GPs do not have the facilities and equipment the surgery provides.

Non-urgent home visits can be arranged with your doctor with a few days' notice. Urgent visits will be done as quickly as possible, but your preferred doctor may not be available.

Please call before 10am if you wish to make a home visit appointment. If you call after 6.30pm your home visit will be undertaken by the local Out-of-Hours service.

Evenings After 8pm

Patients requiring urgent medical attention when the practice is closed between 8pm & 8am should call the Out-of-Hours service on 0845 850 2783

Repeat Prescriptions

If you take medication on a long term basis, you can ask reception for a repeat prescription to be arranged. Please request a new prescription in writing. Repeat prescriptions will be available two days from receipt of your request including weekends.

Specialist & Hospital Care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. If you would prefer to have some time to think before deciding, our team will explain the booking process to you.

Preference of Who You See

If you have a particular preference for a practitioner or would prefer to see a male or female doctor for any reason, please tell the medical receptionist when you make your appointment and they will try to arrange this.

Should you require a same gender clinician or chaperone, please make this clear at the time of making your appointment.

Interpreting Services

Please inform the receptionist if you require an interpreting service for your appointment so that this can be booked in advance. You will also be allocated a longer time slot for your appointment.

Other Languages

Information can also be made available on request in some other languages. Please talk to our receptionist or Practice Manager about getting information in other languages.

Patient Responsibility

It is the responsibility of the patient to make sure they keep to their appointment times, or if the appointment is no longer required, to cancel it as soon as possible. This ensures that cancelled appointments can be re-allocated to other patients. Patients arriving 15 minutes late may be asked to rebook. Patients arriving later than 15 minutes of their appointment time maybe asked to rebook.

Patients with Particular Needs

The site caters for disabled patients offering easy access, a low level reception desk, wide entrance doors and wheelchair accessible toilet and treatment rooms. The practice is equipped to cater for the needs of patients with hearing difficulties if required, including a text phone facility, a fully adjustable intercom system at reception and a portable hearing loop.

Guildhall Walk Healthcare Centre

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we have on record about you. If you would like to see your records or have any concerns regarding confidentiality, please contact our Practice Manager.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Guildhall Walk Healthcare Centre follows all statutory requirements regarding confidentiality and appropriate guidelines for information security, in accordance with the Data Protection Act 1998.

You have a right to access information we hold about you. To apply for access to your information you should contact the Practice Manager on 02392 751006.

Complaints

We aim to provide the best service possible at all times. However, there may be occasions when you feel this has not happened. Complaints are taken very seriously and anyone wishing to complain about a service should pick up a leaflet in reception that details all the steps to follow.

You can complain directly to the Practice Manager or contact NHS Portsmouth's Patient Experience Service on free phone 0800 013 2319 or email patient.experience@ports.nhs.uk.

Our centre staff welcome your comments and suggestions for improving our services. Feedback forms are available at the reception desk.



Self Care – What to Keep in Your Medicine Cupboard

As well as our practice, there are many other local NHS services and community pharmacists you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoea medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen - SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non absorbent cotton wool, elastic bandages and dressings

**Guildhall Walk
Healthcare Centre**

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk



Other Local NHS Services

Call NHS Direct on 0845 4647 for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or visit www.nhsdirect.nhs.uk.

For deaf people and those hard of hearing, a telephone service is available on 0845 4647. If English is not your preferred language, you can choose to use a confidential translation service.

In addition, the NHS Direct self-help guide 'Not feeling well?' is available at the back of all department or call 999.

Accident & Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Other Useful Contacts

Childline:

Tel: 0800 111

www.childline.org.uk

Samaritans:

Tel: 08457 90 90 90

www.samaritans.org

Alcoholics Anonymous:

Tel: 0845 769 7555

www.alcoholics-anonymous.org.uk

Cruse Bereavement Care:

Tel: 0844 477 9400

www.crusebereavementcare.org.uk

Your Local Primary Care Trust (PCT)

NHS Portsmouth

St James' Hospital

Locksway Road

Portsmouth PO4 8LD

Telephone: 02392 822444

www.portsmouthcitypct.nhs.uk

Portsmouth Health

Portsmouth Health is a consortia of local GPs and provider organisations who operate Guildhall Walk Healthcare Centre on behalf of Portsmouth NHS.

Portsmouth Health Ltd.

The Priory, Stomp Road,

Burnham, Buckinghamshire SL1 7LW

www.portsmouthhealth.co.uk

If you would like details of shareholders please ask at reception.

Care UK

Care UK deliver the medical services at Guildhall Walk Healthcare Centre on behalf of Portsmouth Health. Care UK Clinical Services Limited, one of the UK's leading providers of health and social care services.

Care UK Clinical Care Services Limited

Connaught House

850 The Crescent

Colchester Business Park

Colchester, Essex CO4 9QB

Telephone: 01206 752552

www.careuk.com

Guildhall Walk Healthcare Centre

Tel: 02392 751006

Email: enquiries.guildhallwalkgp@nhs.net

Web: www.guildhallwalkgp.co.uk