



Patient Guide

Guildhall Walk Healthcare Centre

for patients not registered at Guildhall Walk Healthcare Centre

Guildhall Walk Healthcare Centre

Guildhall Walk Healthcare Centre is a GP practice which is open to everyone whether they are registered at this practice or not. **This leaflet explains what services are available for those patients who are not registered here.**

The centre is open every day from 8am - 8pm and offers a range of services, including health information, advice and treatment for a range of minor illnesses, without having to make an appointment. However if you would like to book an appointment you can.

The centre has been designed to help people with busy lifestyles who would like access to flexible and convenient health services.

It is run by a team of experienced GPs and nurses. It doesn't replace local GP or hospital services but complements them by providing a range of treatments.

This centre is run on behalf of NHS Portsmouth by Portsmouth Health, which has contracted Care UK, a leading independent provider of health and social care services, to deliver the medical services.

We can treat or help with:

Health care advice and treatment for general health problems and immediately necessary treatments e.g. acute flare-ups of conditions such as asthma, chronic obstructive pulmonary disease (COPD), contraception services, ear and throat infections.

Health promotion and disease prevention, including advice on healthy lifestyles – diet, exercise etc.

We are unable to help with:

The routine management (e.g. medication review, annual check) of conditions such as asthma, diabetes and COPD that require regular review and treatment.

Repeat prescriptions that your registered GP has initiated.

In these instances, you should contact your registered GP. If you aren't registered with a GP you can become a registered patient of Guildhall Walk Healthcare Centre.

In the event of an emergency such as loss of consciousness, severe chest pain and breathing difficulties attend Accident & Emergency at Queen Alexandra Hospital or dial 999.

Facilities for Patients with Particular Needs

Guildhall Walk Healthcare Centre has complete wheelchair access. Facilities are available for the deaf and the centre can also provide interpreting services if required.

Confidentiality and Access to Records

We follow 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 Centre Manager on 023 925 1006.

Complaints and Comments

Portsmouth Health, and its sub-contractor, Care UK, make every effort to ensure good customer service and patient satisfaction.

If you are in any way dissatisfied with the service received and would like to make a complaint, please contact the reception desk for a copy of our complaints procedure.

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

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

Other Local NHS Services

- Your local GP surgery. If you don't currently have a registered GP and live within our practice boundary, you may wish to become a registered patient with Guildhall Walk Healthcare Centre.
- Accident & Emergency at Queen Alexandra Hospital in Cosham. Hospital accident and emergency departments are for serious accidents and emergencies, not minor injuries or health problems. Patients will be prioritised according to the urgency of their case.
- NHS Direct. You can get advice from NHS Direct on 0845 4647, a nurse-led telephone service offering confidential healthcare advice and information 24 hours a day. Or visit NHS Direct online at www.nhsdirect.nhs.uk
- Dental Helpline. You can get advice with obtaining regular and emergency dental care by calling the helpline on 0845 0508 345 between 8.30am and 5.30pm, Monday to Friday, or visit www.hampshiredentalhelpline.nhs.uk.

How to find us

Guildhall Walk Healthcare Centre
27 Guildhall Walk,
Central Portsmouth, PO1 2DD
Telephone: 023 92 751006
Text: 02392 751065
Email: enquiries.guildhallwalkgp@nhs.net
www.guildhallwalkgp.co.uk

Open every day Mon-Sun 8am-8pm

Last booked appointment is at 8pm
before closing.

This leaflet can also be made available
on request in braille, audio cassette,
large print or in other languages.
Please contact the Centre Manager for
further information.

Other Local NHS Services

For further information about local
NHS services contact 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

The Priory, Stomp Road,
Burnham, Buckinghamshire, SL1 7LW
www.portsmouthhealth.co.uk

Care UK Head Office

Connaught House, 850 The Crescent,
Colchester Business Park,
Colchester, Essex CO4 9QB
Telephone: 01206 752552
www.careuk.com

