

Important information:

Chaperone Policy

All patients are entitled to a chaperone for any appointment at the practice. It is requested you discuss this at the time of booking your appointment. Further information is in our Chaperone Policy

Out of Hours Procedure

If you need to be seen out of hours, please first call 111 Only use Accident and Emergency in the case of a genuine medical emergency

Local Walk-in Centres

St Mary's NHS Treatment Centre
Milton Road, Portsmouth. PO3 6DW
0333 200 1822



SystemOnline

Send a message to the surgery
View your online medical record

You can book an appointment online 24 hours a day.
Order a repeat prescription 24 hours a day

Dental Problems

We are not able to see people for dental problems. If you have a dental emergency please call 111. If you are looking to register with an NHS dentist in Portsmouth, telephone **08450508345**

Research

We are also involved with a variety of local and national research trials. If appropriate, we may ask you if you would like to take part in the research.

Training

We are an accredited GP training practice, which means that we sometimes have GP registrars working with us. Registrars are fully qualified doctors who are training to become GPs.

Wart Clinic and Minor Surgery

We offer a monthly wart clinic to remove verrucas, skin tags and warts using liquid nitrogen. Our doctors also run a minor surgery service, for the removal of troublesome lumps, bumps and polyps. Book a routine appointment with Dr Price in the first instance.

Its your health

Help us to help you - You have the right and option to discuss other treatment plans with your Doctor or Nurse who will always listen to you and be open in your treatment options.

Trafalgar Medical Group Practice Management Team

If you ever wish to speak to either of the managers please ring our usual number.

David Scarborough
Alex Speight
Sue Miller
Anna Clifford
Julie Allison
Sally Atkins

Business Manager
Operations Manager
Operations Manager
Admin Manager
Nursing Manager
Nurse Admin Manager

If you have an enquiry, please try and direct it to the correct person in order you have your query answered promptly.

Access to Medical records

If you are over 18, you may see your medical records, either in paper form or what we hold on our computer.

If you wish to see your records, or have a copy of them, you must write to us to request access.

A relative cannot see another's notes unless there is written consent.

Please note, if you wish to have a copy of your notes, there may be a charge for this.

How to Register

You can come in and discuss registration at any time. Following registration, you will need a 40 minute appointment to see either the nurse or GP. To register you will need:

- Proof of your address. (A domestic bill or rent book)
- Photo ID. (Passport, ID Card or Driving Licence).

(Where patients are requesting to join the practice list, the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, disability or medical condition).

Trafalgar Medical Group Practice

Telephone: 02392 821371

Phone lines are open from:
08:00—18:30 Mon-Fri

Osborne Road Site
25 Osborne Road, Southsea.
PO5 3ND

Opening times

Monday 08:00—20:00
Tuesday to Friday 08:00—18:00
Saturday 08:00—12:00 (OR Only)

Eastney Health Centre
Highland Road, Eastney. PO4 9HU

Opening times

Monday to Friday 08:00—18:30
Saturday Closed

**Both sites are closed
Sundays and Public Holidays**



GP Partners

Dr Jonathan Price
BMed Sci, BM, BS, DRCOG, DCH, Dip Occ Med, MRCP

Dr Vivienne Randall
M.B., Ch.B., B Med Sci, F.R.C.G.P.

Dr Shruti Singh
MBBS, DRCOG, MRCP

Dr Howard Smith
BM DRCOG MRCP MRCP

Dr Penny Wilson
BMedSci, BMBS, MRCP, MRCP, DFFP, DRCOG, DCH, PGCertMedEdu

Dr Rebecca Lake
BSc MB BS DRCOG DCH DFFP

A list of GMC numbers is available on request

Other services we provide

Stop Smoking Clinic

Interested in stopping smoking? The Portsmouth Wellbeing Service will happily see you for this—just ask for a referral

Travel Clinic

Travel advice and vaccinations as required to keep you safe whilst on holiday. Not all of these are at NHS expense

Antenatal

A GP led clinic who will ensure your pregnancy progresses well and all consultations are up to date.
Wednesday Afternoon's—By appointment

New Patient Health Check

Think of it as a health MOT when you first join the practice

Electronic Prescribing

Did you know you can pick up your prescription from the pharmacy directly without having to collect it from the practice?
Ask for more details.

Private Medicals

We do a number of medicals for the DVLA, taxi drivers and other purposes.
There is a charge for this service, which does not interfere with the doctors' NHS work

Test Results—Afternoons only

You do not always need to see a doctor to get the results of a test. Once the doctor has reviewed the results – usually within 5 days of the test being taken – reception will be able to tell you the outcome.

We routinely send a text reminder of your appointment to you. If you prefer not to receive these, please inform reception.

Complaints procedure

If you have a complaint, please contact the Operations Manager to arrange a meeting to discuss the problem. You may also address your complaint directly to the Doctor.

Alternatively you can address your complaint to :

CCG headquarters
4th Floor
1 Guildhall Square
Portsmouth. PO1 2GJ

Suggestions procedure

If you have a suggestion about the Practice then please let us know. You can put it in the suggestion box, or write directly to the Operations Manager.

Appointments

We aim to provide a mixture of pre-bookable, on the day surgery appointments and telephone consultations.

If you require an on the day appointment, please ring us at 08.00am to arrange a telephone triage appointment. The receptionist will take your details and a brief description of your symptoms and pass them on to a doctor who will call you back later that morning. Many problems can be dealt with over the telephone, but if the doctor does need to see you, he/she will arrange a time for you to come in. Alternatively you may be offered an appointment with the triage nurse or, in the afternoons only, invited to attend the surgery at the end of the day.

Telephone Advice

You can request a telephone consultation, and this will be done on the same day. We cannot, however, give you a guaranteed time that this will happen.

Missed appointments

If you think you are going to be late, or have an appointment which you are unable to keep please phone and cancel as soon as possible so that we may allocate the time to another patient.

Conduct

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.
Patients who are violent or abusive to any member of staff or other persons on the Practice premises will be removed from the practice. The police may be called to intervene if required

Patient Participation Group

Are you interested in being involved in the running of the practice?
Are you interested in answering our questionnaires from time to time to let us know how we are doing?

If you are, then please let the one of the staff know who can inform you how to get involved.

Home Visits

Our doctors are always willing to visit the housebound. However visits take a long time and are therefore only offered to those who are genuinely unable to come in to the surgery.
If you wish to request a visit, please call as early in the day as possible as the doctors do their visits after morning surgery.



Repeat prescription requests

Repeat Prescriptions cannot be ordered over the phone. Repeat prescriptions must be requested in writing:

- Fax request on 02392 291076.
- Post Request.
- Drop into the Practice.
- Order it via SystmOnline
- Via our website

Carers

Are you a carer or the cared for? If so, please let us know and we can offer you help and advice.

Alternatively you can contact:
Portsmouth Carers Centre
117 Orchard Road
Southsea
PO4 0AD
Tel 023 9285 1864

Carers

Are you a carer or the cared for? If so, please let us know and we can offer you help and advice.

Service Veteran

Are you a Service Veteran? If so, please let us know and we can mark this on your medical record.

Other Languages:

Please discuss with us prior to your appointment if you need a translation service. This may result in you needing a longer appointment.

The practice is computerised and registered under the DPA. Personal information will be confidential to the NHS unless you have given permission in writing. The practice has also produced and published information in compliance with the Freedom of Information Act - a copy of this may be obtained from us –fee applicable

