

SOUTHAMPTON PRIMARY CARE LTD**SPECIAL ALLOCATION SERVICE**

Telephone: 02380 170630

Email: spcl.surgery@nhs.net

49 Portsmouth Road
Woolston
Southampton SO19 9RL

Patient Responsibilities:

In the same way that a patient can make a complaint and access their medical records, patients also have responsibilities to use the available medical facilities sensibly.

This will include:

- Arriving on time for appointments
- Calling to cancel appointments
- Ordering repeat medication in good time
- Complying with medical advice given, including medication
- Not abusing the out of hours service
- Having reasonable expectations when seeking medical help
- Behaving in an acceptable manner

Services:

Our service offers the full range of general primary care to patients excluded from their previous GP surgery.

SERVICE OPENING TIMES:

Monday – Friday 08:00 – 18:30

Appointments:

You will need to telephone to make an appointment.

Please telephone on 02380 170630 to make an appointment to be seen or for a telephone consultation.

Consultations are for 30 minutes. If you have more than one problem or feel you need longer, please tell reception at time of booking.

If you cannot keep your appointment, please telephone to cancel.

Emergencies:

Please call our of hours service 111

The hospital has an Emergency Department or genuine life-threatening emergencies.

Repeat Prescriptions:

Please give 72 hours notice.

Moving House or Change of Personal**Details:**

Please let us know of any change via telephone.

Out of Hours (Evenings, Weekends and Bank Holidays)
NHS 111

Disabled Access:

The service has been designed for wheelchair access and all the consulting rooms are on the ground floor.

Medical Records:

Under GDPR you have the right to see the records which we hold about you on the computer. You can also have access to any written or printed records, but we do maintain the right to withhold information if in the opinion of the doctor it is considered detrimental to your health.

Personal Health Information:

The information is treated in the strictest confidence and respect. Clearly when we need to pass on information e.g. to a hospital, this is done on a need-to-know basis. You can access your GP health record using the NHS App or by logging into your account on the NHS website, please use the following link:

<https://www.nhs.uk/nhs-services/gps/view-your-gp-health-record/>

Comments:

We are always pleased to receive your comments both formally and informally. Should you have a complaint, please contact the Manager in writing at the above address.

Zero Tolerance:

We support the NHS policy of zero tolerance.

Anyone who abuses or acts violently to any member of staff will be escorted from the location and reported to the police.