# ROWLANDS CASTLE SURGERY

[www.rowlandscastlesurgery.co.uk](http://www.rowlandscastlesurgery.co.uk)

Updated October 2021

GP Partner: Dr Brendon Hayes MBBS MA (Cantab) MRCGP

GP Partner: Dr Elizabeth Smiley MBChB(hons) BSc(hons) DRCOG MRCGP

Salaried GP: Dr. Pippa Cox BSc(Hons) MB BS MRCGP DRCOG DFFP

Nurse Practitioner: Julie Barnes RGN BSc ANP

Practice Manager: Janine Leake

**12 The Green, Rowlands Castle, Hampshire, PO9 6BN**

**Tel: 023 9241 2846**

**Email:** [**SEHCCG.RowlandsCastleSurgey@nhs.net**](mailto:SEHCCG.RowlandsCastleSurgey@nhs.net) **(General Enquiries)**

[**SEHCCG.RCSPrescribing@nhs.net**](mailto:SEHCCG.RCSPrescribing@nhs.net) **(Prescription Requests & Queries)**



**Patient Booklet**

**Out of Hours Emergencies**

**Call 111**

**INTRODUCTION**

Welcome to Rowlands Castle Surgery, where our principal aim is to provide a first class service for your health.

We hope you will find this booklet useful as an aid to informing you about the wide range of services we offer at Rowlands Castle Surgery.

We constantly look for ways to improve our services to patients. If you have any ideas or comments about the Practice, or our services, please make them either in person or in writing to myself. We have a Patient Participation Group, just ask at reception if you would like to join or access a recruitment form via our website – [www.rowlandscastlesurgery.co.uk](http://www.rowlandscastlesurgery.co.uk)

We welcome any help you can give us in our continuing effort to improve the service we offer to our patients.

# Janine Leake (Mrs) - Practice Manager

**Normal Opening Hours**

**Monday to Friday 08:30 to 18:00.**

**Extended Opening hours**

From February 2020 Rowlands Castle Surgery will no longer be providing out of hours appointments on site. **Saturday and early morning appointments are being provided at The Swan Surgery, Petersfield.**  If you work in core surgery opening times you will now have access to nursing as well as GP appointments outside normal surgery opening hours.  Please ask at reception for more information.

There are also GP Hubs at **Waterlooville,Petersfield, Fareham, Gosport and Bordon** that will provide GP and nursing appointments **Monday to Friday evening and all day Saturday and Sunday.**  Our receptionists can book you an appointment at these hubs, subject to availability, or you can ring '111' when we are closed.

**Doctors Consulting times**

The Doctors have a ten-minute appointment system for their clinics. The Doctors also welcome telephone consultations - please book between 08.00 – 08.20on

023 9241 2309 and the GP will call you back before noon.

**Clinical hours**

|  |  |  |
| --- | --- | --- |
|  | Morning | Afternoon |
| Monday | 8.30 – 11-00 | 15.30 – 17.30 |
| Tuesday | 8.30 – 11.00 | 14.30 – 17.00 |
| Wednesday | 8.30 – 11-30 | 14.30 – 17.00 |
| Thursday | 8.30 – 11.00 | 15.30 – 17.30 |
| Friday | 8.30 – 11.00 | 15.30 – 17.30 |

**Important**

## **For Emergencies you should attend the Accident & Emergency Department of your local hospital or dial 999:**

**An emergency is a critical or life-threatening situation, and includes things like:**chest pain or suspected heart attack, head injury, severe loss of blood, severe breathing difficulties, loss of consciousness, deep wounds, and suspected broken bones. Minor injuries units are available at Petersfield Hospital (08.00-17.45) 023 8231 0595 and St Marys Treatment Centre, Portsmouth (08.00 – 22.00) 0333 321 8277.

**Other services:** Available by appointment:-

Doctor

Maternity/Postnatal Baby development checks

Practice Nurse

Childhood ImmunisationFamily Planning

Well Woman and HRT Smear - when due

Breast Awareness Dressings

Urine testing Blood Pressure Checks

General Health Promotion Travel Advice/Immunisations

Lifestyle advice including: Diet, Exercise, Family History, Smoking, Alcohol

NHS Health Checks: Urine test, Blood Pressure,Weight,Height,Diet, Exercise, FH, Smoking, Alcohol, PSA test (if applicable)

**Specialist Nurse Clinics**

Asthma/COPD/Breathing Specialist Clinic

Coronary Disease Prevention Specialist Clinic

Diabetes Review Clinics

Midwife- Ante-natal AlternateTuesdays 13:30 – 14:50

**Phlebotomy** Wednesday 08.30 to 12.00 Thursday 08:30 - 12:30

All routine blood tests can be taken at this phlebotomy clinic

Please make an appointment with reception& be sure to bring your blood test request form to the phlebotomy clinic.

**The Primary Health Care Team**

Practice Manager

Mrs Janine Leake (AMSPAR/ City & Guilds Diploma in Practice Management) is responsible for the management and smooth running of the Practice. She is available in person to deal with any suggestions or complaints.

Practice Nurses

Our practice nurses operate an appointment system. This includes management of conditions such as diabetes, asthma, family planning, coronary heart clinic and hormone replacement therapy. They also offer a full nursing service including wound dressings, general health advice, routine injections, complex blood tests and vaccinations.

Receptionists

The reception staffare the hub of the practice. In addition to booking appointments and dealing with the day to day general enquiries, they keep the practice running smoothly. Please help them to help you.

**Prescriptions**

Repeat medication can be ordered by placing the repeat slip, which is in your prescription bag, into the box just inside the waiting room door, at least 2 (preferably 3) working days before the medication is required. You can request your repeat medication up to a week before you run out to ensure there is plenty of time to process and dispense your medication.

Alternatively you can send your repeat slip by post. We also accept requests via email ([SEHCCG.RCSPrescribing@nhs.net](mailto:SEHCCG.RCSPrescribing@nhs.net))or order online through our website [www.rowlandscastlesurgery.co.uk](http://www.rowlandscastlesurgery.co.uk) (ask Reception for Patient Online Services)

**We do not accept telephone requests for repeat prescriptions.**

Your repeat medication will be reviewed at regular intervals to ensure that it is still the most appropriate for you. A “Review reminder date” will appear on your repeat slip. You need to either make an appointment for a review or speak to the GP on the “phone in” as near to this date as is convenient, but BEFORE you need any more medication.

Community / District Nurses

The community nurses visit people of all ages in their own home. They assess needs, give information and carry out appropriate nursing care. They can be contacted on the following numbers:

# Weekdays Mon - Thurs

Daytime 08:30 – 17:00 023 9234 4619

Twilight OOHs 17:00 – 08.30 0300 121 0179

If the nurses are busy you may get an answer phone – please leave a message with your telephone number and the nurse will call you back.

Health Visitor

The Health Visitor no longer holds clinics at the surgery but there are a number of clinics locally so please ask at reception if you need this information.

Community Midwife

The midwife helps with all aspects of pregnancy care and during the first ten days following childbirth. Her clinic at the Surgery is every other Tuesday between 13:30 – 14:50.

(Appointments necessary)

**Other information**

**Carers**

Are you looking after or providing support for a relative, friend or neighbour?

Please let us know so you can be directed to the right information, support &/or services. Ask at reception for a carer’s registration form. This needs to be signed by the carer & person being cared for in order to give consent for the GP to discuss the cared for person with their carer& possibly social services.

**Confidentiality**

If you would like to speak in confidence, please let our receptionist know.

**Disabled Facilities**

The premises are adapted for access by disabled patients. There is also a disabled parking space in the car park.

**Consultations available to patients who have not been seen for three years**

Patients in the above category aged between 16 and 75 may request a consultation during which any appropriate enquiries and examinations will be undertaken.

The same criteria apply to the over 75s who have not been seen in the last 12 months. Consultations may take place in the homeif the GP feels the patient is medically unfit to attend the surgery.

**AFTER DISCHARGE FROM HOSPITAL**

Please bring your hospital discharge letter into Reception.

**TESTS AND INVESTIGATIONS ORGANISED BY THE HOSPITAL**

The results of blood tests, x rays, scans etc.organized by the Hospital doctors will go back to the person at the hospital who requested them.They will not necessarily come to us. It is useful to ask at your hospital appointment how you will find out the results of your tests.

Non-NHS Services

Not all services are covered by the NHS. Private sick notes, insurance claim forms, passport application forms, certain medical examinations and some vaccinations, are charged in line with the British Medical Association recommended fees. Current charges are displayed in the waiting area. For further help please ask at reception.

**Medical Students**

The Practice is a Training Practice for final year medical students. When the doctor is training, they may sit in on your surgery consultations or possibly see you prior to you seeing the doctor. If you would prefer to see the doctor alone, please inform the receptionist, who will be happy to arrange this.

**Change of address/telephone number/mobile/email**

If you move house and/or change your telephone number/email address, please keep us informed in order for your records to be updated.

Surgery -Patient Car Parking

Please only use our car park whilst being seen and vacate immediately afterwards to enable other patients to park. It would be very helpful if able bodied patients would use “on street” parking to leave more space in the car park for the elderly & disabled.

**Interpretation and Translation Service**

The practice has access to the above service if a patient is deaf or does not speak English and cannot be accompanied by a relative who could translate for them. Ask at reception before making the appointment.

**Complaints Procedure**

If you have any comments or criticisms of the service you have received from this surgery, please contact Janine Leake (Practice Manager) either in person at reception, in writing or by email, janine.leake@nhs.net or by phoning 02392412846.

**Violence or Abuse**

This surgery follows the aims of NHS England to provide a safe and pleasant environment for patients, relatives, visitors & staff.Threatening, abusive, aggressive or violent behaviour is not acceptable.The surgery, in consultation with the Trust, will take appropriate action against any such person who displays such behaviour.

**Other related services**

Social Services

Social Services can help with problems of social care. This includes help in the home and care packages etc.

Contact Adult Services: Tel: 0300 555 1386 who will direct you to the service that best meets your needs.

**Connect to Support Hampshire** is an online information and advice website , commissioned by Hampshire County Council to help Hampshire residents remain independent, well, socially connected and in their own homes for as long as possible. The website contains links to over 1300 charities, helplines and services that offer advice and support . Topics include Health and Wellbeing, Managing in the Home and Garden, Getting out and About, Conditions and Disabilities, Money Matters and Information for Carers . The website also contains a **Community Directory** to help residents remain socially connected with information on local clubs and groups including lunch clubs and community transport schemes.

If you need personal care and support to help you manage your care needs there are a number of different care options you could choose. Connect to Support Hampshire contains a **Directory of Care options** with information and advice on  buying care at home as well as Residential Care Homes .

To find out more visit [www.ConnectToSupportHampshire.org.uk](http://www.connecttosupporthampshire.org.uk/) or download the free  app from Google Play and Apple App store.

**How to Register with the Practice**

Come along to the surgery andvisit the reception desk. You will be asked to complete a simple registration form. The receptionist will be happy to assist you with the registration process.We do require two forms of identification, one photographic and one which must be proof of address.

All patients are allocated a named doctor who will have overall responsibility for your care. However, you will still be able to see any doctor in the Practice and your named doctor can be changed on request.

**How to see the Doctor**

The doctor will see you in the surgery by appointment. This helps to reduce the time you have to wait. Your co-operation is essential to make the system work.

Appointments can be made at the surgery or by telephoning the 02392412846 from 08:30.

You can also book your appointment via the internet. To use this facility you need to:

1. Visit the practice to obtain Patient Services Registration details (ID required)
2. Log on via the practice web site at www.RowlandsCastleSurgery.co.uk

Is an appointment necessary?

“Phone in consultations” -Telephone no: 023 9241 2309

If you have a problem which you feel may be managed by medical advice from your doctor please ring 023 9241 2309 between 08:00 – 08:20 Monday to Friday. You are also welcome to use this service for annual medication reviews if you are on repeat medication.

GP Appointments -Telephone no: 023 9241 2846

The surgery tries to see patients on the day of their choice. You can book routine appointments 2-3 weeks in advance but we are currently making many appointments available on the day. The doctors try to keep to time, but some patients’ problems inevitably take more time than others. For this system to work effectively it is important that patients should also consider either a telephone consultation, seeing the nurse for minor ailments, visiting a walk-in treatment centre or Minor Injuries Unit.

Home visits -Telephone no: 023 9241 2846

The doctors will visit patients at home when there is a genuine inability to get to the surgery. Please try to request before 11:30am.

Out of Hours Emergencies –Telephone: 111

If you need to speak to a doctor **urgently**outside opening hours, telephone the out of hour’s service on111. Depending on the nature of the problem, the NHS111 Service will either give advice, arrange for you to visit an "out of hours" centre or arrange a home visit.

Between 6:00& 6:30 pm weekdays (excluding Bank Holidays) call 023 9241 2309.

PLEASE remember this should be reserved for genuine emergencies only and that most of the doctors are local GPs who have to work the following day.

.

**Specialised Services**

Diabetes

All our diabetic patients are encouraged to attendour Diabetes Clinicannually to help improve their control and reduce the risks of any complications associated with diabetes. You should be asked to attend a reviewor you can phone and ask for an appointment earlier if you are having problems.

Asthma/ Breathing Problems

Our nurses aim to provide the best symptom control and education for our respiratory patients.

Menopause / Osteoporosis prevention

Women are encouraged to seek advice and information on menopausal and associated problems. First appointment is with the doctor. Our aim is to improve quality of life and general health for women.

Travel

We offer a full Travel and Immunisation Service (excluding Yellow Fever). Our nurses have up-to-date information for travellers and are able togive advice on the relevant vaccines and anti-malarials that you may require depending on your destination. There is a charge for some of these vaccines and anti-malaria medications.

The website [www.**fitfortravel**.nhs.uk](http://www.fitfortravel.nhs.uk)has a wealth of information that you may wish to read beforeseeing the nurse. Please allow at least one month, preferably two months before travelling to organise your vaccinations. Your first appointment may only be for an assessment of your needs and you may need to make another appointment to receive your vaccinations.

Cervical Smears

These are available from the practice nurse. Current NHS practice is to offer smears three yearly between the ages of 25 (or as soon as family planning is required) to 34 years, and five yearly from 35 to 64 years. Individual needs may vary and you may be offered a cervical smear test more frequently if the doctor thinks it is appropriate.

Family Planning

This confidential service is provided mainly by our nurse who is trained in the following types of contraception:

* Contraceptive pill
* Cap fitting
* Coil checks

Coil fitting is also available, for anybody interested in this method. An appointment is required with Dr Cox to discuss this further.

New Registration Health checks

All new patients registering with the Practice are offered a health screening assessment. This is an extremely valuable check-up as it can identify potential problems and introduce you to the Practice and to the services we can offer you and your family. It is a 20-minute appointment with our nurse.

Test Results

Results of tests organised by the Practice, e.g. blood tests, X-rays, scans etc. are available from the receptionist. Please telephone for results between 11:30 and 15:30 if possible. Allow a few days for all results, some take longer than others. The result of your test will only be given to the **patient or parent of a minor.**

**Self Treatmentof Common Illnesses**

Many common problems are easily "self-treated" and get better themselves. This advice is general and non-specific. If you have particular circumstances, then they may not apply. The NHS Choices website is particularly useful source of information.

Why no antibiotic?

a) Coughs

A cough (if you are otherwise well) will usually take up to three weeks to resolve. Most are due to viruses. Antibiotics are therefore NOT indicated and will not make you better any quicker. Cough medicines may sooth the cough but again will not make you better quicker. If you or your child are unwell / or have other symptoms then an appointment may be necessary.

**b) Sore Throat**.

Viruses cause virtually all sore throats. First line treatment is symptomatic i.e. treat the pain, either with Paracetamol (Calpol) or Ibuprofen (Nurofen) Just as with coughs if someone is becoming more unwell or has other symptoms then an appointment may be necessary.

c) Childhood Earache

Most commonly caused by a build-up of mucus in the ear after a cold,this usually clears in a few days. Paracetamol will usually relieve the symptoms. If an earache is getting worse over 2-3 days or the child is otherwise unwell then antibiotics may be prescribed. We may still adopt a “wait and see” approach with earache though. If the ear discharges the pain will often get better rapidly. If this occurs then antibiotics may be indicated and therefore an appointment would be advised.

High Temperature

A temperature commonly occurs even with mild infections. In children especially it is important to stop the temperature rising too high. Paracetamol, which may be bought from the chemist, should be given according to the patient's age or weight.

Diarrhoea and sickness

This is usually caused by a virus. Antibiotics are rarely helpful and may make things worse. Treatment is with fluids (squash, "flat" cola or dioralyte from the pharmacy). Bland food may be introduced when things have quietened down for 12 hours. Cramp-like pains can be treated with Paracetamol.

Head Lice

Head lice can be a problem particularly for parents and teachers of school age children. It has considerable social stigma as is often thought to be associated with poor hygiene. There is no evidence to support this.Treatment is available over the counter in the form of topical “lice shampoos”

**Urine Infections in women**.

Up to 15 % of women suffer this annually. Its symptoms can vary from slight discomfort on passing urine to extreme pain and passing blood with an associated temperature.For very mild symptoms often just increasing the amount of fluid you drink may help. Lemon barley or cranberry juice may be helpful in these cases.If symptoms are mild, but the above hasn’t helped antibiotics will be required. For most ladies a three day course is all that is needed. This can be issued without an appointment in the majority of cases.

Verruca’s&Warts

Verruca’s and warts are caused by a viral infection of the skin. This “irritates” the skin and causes an increase in skin production at the site of the virus. On hands this produces a lump/ the wart. On feet a build-up of hard skin occurs. For years there have been two main ways of treating verruca’s and warts, either with topical salicylic acid or freezing with liquid nitrogen. Recent evidence shows that both have a 70-75% success rate. The preferred method is using “Occlusal” or “Bazuka Extra strength gel” and applying on a daily basis. These preparations are available over the counter or on prescription. The surgery and hospital have now stopped using liquid nitrogen as it is no more effective than topical preparations.

Cold Sores

Cold sores are a blistering area normally less than 5mm across which occur around the mouth/ nose. They tend to recur especially when you are run down (i.e. just after a cold). There is no cure as the blisters are caused by a virus that lives in the nerve. They commonly start with tingling prior to the blistering. Symptomatic treatment is with “Zovirax” ointment. This needs to be applied as soon as tinglingoccurs or the rash appears. If this is done the treatment will shorten the length of time the cold sore lasts for.

Rashes

If you have a rash but are otherwise well, it is likely to be due to a viral infection and will settle in a couple of days. If you are unwell with a rash we may wish to see you, please phone us if concerned for further advice.

Burns

Remove any clothing over the area immediately. Treat with cold water straight away. See the doctor if you are worried or the area is large or blistered, especially on the hands and face. Large burns should be seen by the Casualty department

Sprains

These are best treated with Anti-inflammatory tablets (e.g. Nurofen) taken on a regular basis.

Back Pain

This is very common and usually follows bad lifting or bending. Paracetamol or Nurofen will usually help. Bed rest is not normally recommended, mobilising the back tends to help symptoms improve. Contact the doctor if the pain persists over a period of several weeks.

Dental problems

Toothache and abscesses are a dental problem that is best dealt with by your dentist. Prevention is better that emergency treatment, have regular check-ups. If you do suffer from dental pain please contact your dentist. Just as Doctors offer a 24hour emergency service for medical problems, dentists provide a 24 hour dental service.

**NHS Hampshire Emergency Dental Services – call 111**

**THE CARE QUALITY COMMISSION**

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. Their job is to make sure that care provided by hospitals, general medical practices, dentists, ambulances, care homes and services in people’s own homes and elsewhere meets national standards of quality and safety. The national standards cover all aspects of care, including:

·         treating people with dignity and respect.

·         making sure medical records are well maintained and up to date.

·         making sure that that the environment is clean and safe.

·         managing and staffing services.

Our last inspection was in October 2018 and we achieved GOOD in all areas.

Practice Charter

**All members of the surgery are dedicated to a quality policy to achieve health services that meet the patient's requirements**

**In Particular:**

1. You are entitled to receive the best possible service we can provide.
2. You will be offered the most appropriate care or treatment, provided by suitably qualified team members, only after discussion.
3. You will be given information about your health and about any care or treatment offered. Care or treatment will not be given without your informed consent.
4. You have the right to see your confidential health records, subject to certain legal limitations.
5. You will be offered an appointment to see a doctor or nurse, whoever is most appropriate.
6. In an emergency you will be seen even if all appointments are booked.
7. You will be seen on time if possible. If there is a delay of more than twenty minutes, you will be given an explanation by the receptionist.
8. If you are too ill or infirm to attend the surgery you will receive a home visit if appropriate.

**With these rights, patients have certain responsibilities:**

**Please:**

1. Help us to help you. Work with us, by accepting your responsibilities as a patient.
2. **If you need urgent medical advice that is NOT an emergencyplease consider NHS 111 Service – Tel: 111.**
3. Consider the urgency of your request. Urgent consultations may delay treatment for others.
4. Keep your appointment. If you are unable to do so, tell us as soon as possible, so that it can be made available to someone else.
5. Read our Practice booklet. It will help you get the best from our service.
6. Try to be punctual. Arriving late may cause delay and inconvenience to others. If your appointment is delayed, remember that patients sometimes need extra time with the doctor.
7. Ask for a home visit only if it is not possible to attend the surgery. If you feel a home consultation is required, please contact us before 11.30 a.m. whenever possible.

**Accident and Emergencies/Minor Injuries/Minor Illness**

There are casualty facilities at the following hospitals:

* Queen Alexandra Hospital, Cosham A&E
* St. Richard's Hospital, Chichester A&E
* Petersfield Hospital (Minor Injuries only)
* St Marys Treatment Centre, Portsmouth (Minor Illness and Minor Injuries)

Injuries sustained longer than 48 hours ago should be seen by your doctor first.

Useful Phone Numbers

Surgery Reception 023 9241 2846

Email [SEHCCG.RowlandsCastleSurgery@nhs.net](mailto:SEHCCG.RowlandsCastleSurgery@nhs.net)

Email (Prescriptions Only) [SEHCCG.RCSPrescribing@nhs.net](mailto:SEHCCG.RCSPrescribing@nhs.net)

"OUT OF HOURS" Doctors **111** for URGENT medical advice

(for emergencies call ‘999’)

Health Visitor 0300 003 0145

District Nurse 023 9234 4619 from 08.30 –17.00 weekdays

Midwife (Chichester) 01243 788122 ext 32527 08.30 – 17.00

Portsmouth Hospitals 023 9228 6000

St. Richards Hospital 01243 788122

Rowlands Castle Good neighbours 0845 519 6641

SpireHospital Havant 023 9245 4511

Dentist Please contact own Dentist

Dentist Emergency OOHs 111

Minor Injuries Unit Petersfield 023 8231 0595

**Evening and weekend appointments**

The NHS isn’t 9-5 anymore. Whether you need to see a GP, a nurse, or another healthcare professional, you can book appointments in the evening, or at the weekend.

You can still make appointments at your local surgery during normal working hours. But now you can also choose anevening or weekend appointment at one of five NHS sites in the area, if that is more convenient for you.

To request an evening or weekend appointment, simply contact your usual GP surgery in the normal way, or call the NHS 111 service.

Anyone who is medically unable to travel to one of these sites for an urgent out of hours appointment can be offered a home visit.

**Where and when:**

Routine and urgent appointments can be booked for evenings or weekends, via NHS 111 or your surgery, at the following locations. This is not a walk-in service:

**Swan Surgery, Petersfield**

Tuesday & Thursday 6.30pm to 10.30pm

Saturday & Sunday 8am to 10.30pm

**Waterlooville Health Centre**

Monday, Wednesday & Friday 6.30pm to 10.30pm

Saturday & Sunday 8am to 10.30pm

**Fareham Community Hospital**

Monday to Friday 6.30pm to 10.30pm

**Forton Medical Centre, Gosport**

Tuesday and Thursdays 6.30pm to 10.30pm (for urgent appointments)

Saturday & Sunday 8am to 10.30pm

**Portchester Health Centre**

Saturday & Sunday 8am to 10.30pm

ROWLANDS CASTLE SURGERY

Every medical practice is now required to have a Patient Representative Group

(PRG). We already have a virtual group that communicate mainly via email but would like to have a more formal group that meet on a more regular basis to discuss Practice matters.

At Rowlands Castle Surgery we already have a couple of patients who represent the Doctors and patients as members of the South Butser Local Patient Group. They collaborate with a large number of other practices in our locality to represent the views of the Practice team and our patients in matters relating to the future delivery of medical services.

We are hoping that other patients will come forward to form our new Patient Representative Group. All patients will really benefit from the work that is undertaken.

Practice meetings would be every two or three months. We would ask you to consider joining our Patient Representative Group.

Your involvement and commitments would include the following.

* Being able to attend the above meetings as required.
* Being comfortable contributing to discussion within a group setting.
* Being able to record the minutes of some of these meetings and send them out to group member.
* Being able to express new ideas and challenge and discuss current ideas that come from the Government and N.H.S .England.
* Being prepared to liaise with other organisations both statutory and voluntary as required in the interests of the practice.
* Being prepared to attend other meetings within the locality that are dealing with developmental matters affecting the delivery of medical services within Hampshire.

ARE YOU THE PERSON WE ARE LOOKING FOR?

If you think you would like to join the patient representatives group as a volunteer we would be very pleased to hear from you. Please complete the attached form and send it to Janine Leake, Practice Manager, Rowlands Castle Surgery, Rowlands Castle, Hampshire, PO9 6BN.

I am interested in joining the Rowlands Castle Surgery Patient Representative Group as a volunteer.

If you would like to talk to a member of the group before making your decision we would be happy to arrange this. Yes / No

Name (Please print)

.............................................................................................................................

Address(Please print)

.......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................

Telephone Numbers

Home........................................................

Mobile......................................................

Email Address............................................

Signature................................................................

Date........................................................

FAO: Janine Leake – Practice Manager