



MEDINA
HEALTHCARE

Practice Information Booklet

Newport Branch, 16 West St, Newport, PO30 1PR

Wootton, Brannon Way, Wootton Bridge, Ryde, PO33 4NW

Tel: 01983 522198

Website: www.medinahealthcaresurgery.nhs.uk

Opening Hours

The surgery is open from 8:00am to 6:30pm Monday to Friday.

Currently only our Wootton Bridge Surgery is open to patients

When we are closed telephone 111

When you need help fast, but it isn't a 999 emergency between 6:30pm – 8:00am on weekdays, at weekends and on bank holidays Telephone 111.

Registration

To register with the Practice, you will need to print and complete the New Patient Registration form below (this includes the GMS1):

- Ensure you include your 10-digit NHS Number – your previous GP Practice can help with this
- Use the health monitor in our waiting room to take your height, weight, and blood pressure
- Bring identification documents with you: photo ID and up-to-date proof of your residential address

Hand your completed form in at Reception and a patient advisor will take a photocopy of your ID and process the registration.

E-Consultation

E-Consultations are an online tool which can be used as an alternative to a GP appointment or telephone consultation. Please go to our website: www.medinahealthcaresurgery.nhs.uk and click on E-Consult (blue box). You will be asked questions about your symptoms, once completed your answers will be sent electronically to the practice and you will be contacted by the end of the next working day. If you require administrative assistance there is also an option within E-Consult for you to fill in a form and submit it to the practice, again we will get back to you by the end of the next working day.

Telephone Consultation

We offer telephone consultations with a variety of clinicians, where they will phone you to discuss your problem. Some patients find this more convenient.

Home Visit

Home visits are possible, at the discretion of the Doctor for patients who are incapable of attending the surgery. Please try to come to the surgery whenever possible as facilities here are far better for examinations and treatments. If you feel you need a home visit please telephone, if possible, before 9.30 am on the day the visit is required.

Advanced Nurse Practitioners (ANP's)

Advanced Nurse Practitioners are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe, and make referrals for patients who present with undiagnosed/undifferentiated problems.

Chaperones

Please be aware that for some examinations your clinician will offer, or request, the presence of a chaperone.

Interpreting / Translation Support

If you need help with interpreting or translation, please let us know when you make the appointment. You can arrange for a friend or relative to accompany you. Alternatively, we offer a translation service, but we will need at least 24 hours' notice to book an interpreter.

Pharmacy First

Doctors' appointments are not always necessary, Pharmacy First is a scheme which allows people with certain minor ailments and conditions to go straight to their pharmacist to receive a consultation without needing to visit their GP to get a prescription first. Your pharmacist is a qualified health care professional who can help with your health problems and will offer you a private space to talk with you about your symptoms.

Repeat Prescriptions

All prescriptions are processed electronically. Please let one of our Patient Advisors know your preferred Pharmacy so that your prescription can be sent directly to them. If you have signed up to SystmOnline services, you will be able to log on to your account and submit a request for your medication via this electronic method. If you are not signed up to the service when you require your repeat medication, please tick the item(s) you require on the repeat slip and return it to the surgery for a prescription to be issued. Please ensure you make requests for prescriptions a few days before your medication runs out. Repeat prescriptions requested on a working day (and due) will be processed in four working days. Non-repeat items take two working days and are subject to approval by a GP.

Online Services

Please complete an Online Services Registration form to be able to:

- Book and cancel appointments
- Order repeat prescriptions
- View your GP record (which includes coded information about allergies, immunisations, diagnoses, medication, and test results)

Please bring identification documents with you: photo ID and up-to-date proof of your residential address.

Patient's Responsibilities

Patients are expected to keep all surgery and hospital appointments, giving the surgery or hospital plenty of notice, if the appointment is not convenient. Medina Healthcare has a zero-tolerance policy in respect of aggressive behaviour, abusive or aggressive comments, cursing and/or swearing, physical contact and aggressive gestures. No abuse of GPs, Nurses or any other Staff member is acceptable whether verbal or physical

Thank you for joining Medina Healthcare