



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Patient Leaflet

The Walcote Practice
Southgate Chambers
37-39 Southgate Street
Winchester
Hampshire
SO23 9EH

Reception & Results Tel: **01962 828715**

Email: info@thewalcoteppractice.co.uk

www.thewalcoteppractice.co.uk

WELCOME

Welcome to The Walcote Practice. Our excellent and friendly team looks forward to providing you with the best of medical care at our comfortable setting in the heart of Winchester.

Our patient-centred approach means we have carefully designed The Walcote Practice with your individual healthcare needs as our focus. Our experienced GPs look forward to working in partnership with you to have you feeling as well and healthy as possible, as soon as possible.

WHY SEE A PRIVATE GP?

Your health and that of your family are extremely important, and in today's busy world your time may often be under pressure. Due to budget constraints and the overwhelming demand upon the NHS, you may find that you need to wait considerable time to see an NHS GP. The appointment may be at a time inconvenient to you, and the available doctor may not be known to you. A ten minute appointment may also feel hurried.

At The Walcote Practice we combine modern medicine with more of a 'traditional GP' approach, to provide affordable patient-centred care with a doctor that knows you, at a time convenient to you.

COVID-19 INFORMATION

In order to keep patients and staff of The Walcote Practice safe, we ask that you please comply with any instructions regarding Covid-19 measures (including the possible use of face coverings) given to you during or after appointment booking and/or when you enter the building for your visit. Alcohol hand gel is available for use.

If you are suffering from respiratory and/or possible Covid-19 symptoms, or have been a close contact of a person who has tested positive for Covid-19 within the last 10 days, please follow government guidelines. In such instances, we ask that you undertake a lateral flow test if possible before visiting The Walcote Practice.

Please do not visit the Practice if you test positive for Covid-19. If your medical matter is urgent in such a situation, please contact us by phone on 01962 828715, and in an emergency please dial 999, making sure to highlight your Covid-19 status.

ABOUT THE WALCOTE PRACTICE

The Walcote Practice is a Private General Practice which serves the people of Winchester and the surrounding areas. Our main surgery is located on Southgate Street in the heart of Winchester, and our branch surgery is situated at Chilcomb Park on the outskirts of Winchester.

At The Walcote Practice, we hope to offer you something a little different which complements the current services offered by local NHS GP practices. For your convenience, we are able to offer:

- Appointments within 48 hours, same day where possible
- Appointment durations for as long as you require, meaning you are able to properly tell us about your concerns and that we have time to really assist
- Clinics both within and outside of standard working hours to meet individual patient needs
- Excellent continuity of care with a doctor that knows you
- A host of important additional medical services (please see page 3 for further details)
- Quick access to diagnostic tests, scans and health screening
- Efficient appointment bookings
- Referrals to a leading range of hospital consultants and allied health professionals (eg dietitians, physiotherapists) through our excellent links, should you require specialised care
- A focus on wellness and preventative health, in addition to management of illnesses, to empower you in your healthcare and assist you in reaching desired health outcomes

CLINIC TIMES

Our clinic times enable us to meet the needs of individual patients, offering appointments both inside and outside of standard working hours. Our opening times are as follows:

- Reception phone lines – 8:30am-6pm Monday to Friday, 9am-12:30pm on Saturday
- Main Surgery GP appointments – 9am-5pm Monday, Wednesday, Thursday & Friday
– 9am-6pm Tuesday, 9am-12:30pm on Saturday
- Branch Surgery GP appointments – 9am-5pm Monday to Friday

OUR TEAM

Doctors

- Dr Nathir Athaullah BSc MBBS MRCGP
- Dr Benjamin Bowsher MBChB BSc MRCA MRCGP
- Dr Olivia Buckley MBBS BSc MRCGP DCH DRCOG
- Dr Dagny Fowler BM BSc MCEM MRCGP
- Dr Nicholas Hillier MA (Cantab) MBBS MRCGP DRANZCOG DOccMed
- Dr Alwin Hoelzl MRCGP FRACGP
- Dr Karen Liu BM MRCGP DFRSH FRNZCGP
- Dr Sharon Rachman MBChB MRCGP DRCOG DFFP

Business Director - Dr Sinéad Doherty MA (Cantab) MBBS

Managers - Angela Ward (Practice), Kate Tuttle (HR), Amy Pope (Compliance & Branch)

Reception & Administration Team

- Chloe Biddlecombe, Chloë Burton, Kate Gallagher, Carmen Godfrey, Tina Jones & Julia Lewis

OUR SERVICES

The Walcote Practice offers the full range of standard GP services plus a large variety of important additional GP and medical services (examples are listed below). We offer too many services to list fully, so please contact us regarding your individual requirements. We will always do our best to meet your needs.

**Please note that some services can only be offered at our main surgery in central Winchester. Please ask reception for any queries you may have.*

Acute and Chronic Illness

- Diagnosis and management of a diverse range of medical conditions, both short and long-term, for adults and children
- Monitoring for patients on long term medication, including anti-coagulation monitoring
- Blood pressure checks

Health Checks and Health Screening

- Annual Health Checks (male and female)
- Health Screening
- TruCheck Intelli early cancer screening blood test
- Preventative medicine and lifestyle advice
- Sexual health consultations and screening – confidential, discreet and non-judgemental service
- Cervical smears
- Covid-19 PCR testing – remote only

Prescriptions and Medication

- One-off and repeat prescriptions
- Streamlining multiple medications

Family Planning and Maternity Care

- Family planning and contraceptive advice
- Contraceptive devices including coils (IUCD and Mirena) and contraceptive implants
- Antenatal and postnatal maternity care (see FAQs for more details)

Babies and Children

- Diagnosis and management of a diverse range of medical conditions, both short and long-term
- Newborn examinations
- Standard baby and childhood vaccinations

Procedures and Minor Surgery

- Joint and soft tissue injections
- Minor skin surgery, such as removing lumps, bumps and moles on the skin
- Treatment of warts and verrucae via diathermy (cryotherapy at branch surgery)

Vaccinations and Travel Health

- Wide range of vaccinations including Flu and HPV (please see Schedule of Fees for sample list)
- Travel health advice and immunisations

Medicals, Forms and Reports

- Medicals for insurance, visas, sporting events, employment (including Oil, Gas, and Renewable Energy), driving, adoption or fostering
- Insurance claim forms and passport forms
- Please enquire about specific forms or reports – wide range available

Other

These include occupational health services, smoking/alcohol cessation support, management of terminal illness, spirometry, ear irrigation, dietary advice, removal of stitches and more.

YOUR APPOINTMENT

APPOINTMENT BOOKING

We are proud to offer consultations at The Walcote Practice for as long as you require in person at one of our surgeries, by telephone or by video. Consultations of 20 minutes, 30 minutes or more may be booked. Please always reserve at least 30 minutes for a first consultation.

To reserve an appointment at a time which best suits you, please:

- Phone reception on 01962 828715 between 8:30am and 6pm on weekdays, and between 9am and 12:30pm on Saturdays
- Visit Southgate Chambers reception to book in person (for address please see front of leaflet)

We are able to send appointment reminders via email, however we cannot guarantee that these will reliably arrive in your email inbox. It is therefore your responsibility to remember the time and date of your appointment. Missed appointments will attract a fee.

Please inform us of any particular needs you may have at the time of booking your appointment so that we may do our best to accommodate these.

At present, consultations for patients aged under 18 years can only take place at our main surgery in central Winchester. Children under 16 years must be accompanied by a parent or guardian.

URGENT APPOINTMENTS

To book an urgent appointment, please phone reception on 01962 828715 before 10am and state that your condition is urgent.

HOME VISITS AND DISABLED ACCESS

Our branch surgery at Chilcomb Park is fully accessible. Please note that this is not the case at our main surgery which is situated within a Grade II listed building, accessed via six steps from street level, and which regrettably lacks disabled toilet facilities.

We are committed to making The Walcote Practice accessible to as many people as possible. We are able to visit you at home at little extra cost (including for an Annual Health Check) if your condition means you cannot attend either of The Walcote Practice surgeries in person.

To discuss arranging a home visit, please call reception on 01962 828715. We are able to provide routine pre-arranged home visits to people living within a 20 minute drive of Winchester city centre. Please ring before 10am. Urgent home visits can be discussed but cannot be guaranteed.

If you require certain family members etc to be present when we visit, please arrange this ahead of time.

GP ADVICE CALLS

Patients who are registered with The Walcote Practice can request to speak to a GP during normal working hours by calling reception on 01962 828715 and requesting the GP to call back. The GP will aim to call back as soon as possible and by 5pm on the same day.

CANCELLATIONS

Please make sure to cancel any appointments which you no longer need to keep, or are unable to attend, as soon as possible. Please note that we reserve the right to charge the full cost of any appointments changed or cancelled without 48 hours advance notice.

ACCESSIBLE INFORMATION & COMMUNICATION SUPPORT

Good communication is crucial to good healthcare. We do our utmost to provide support to patients with a sensory loss, impairment or disability through the use of both communication support and alternative information formats. For example, we are able to:

- produce documents in large print, easy read or braille formats
- use text or email to send information or to book appointments, rather than call by phone
- offer a portable hearing loop for use during clinic or home visits
- arrange support from an advocate or a communication professional, eg a British Sign Language interpreter

Please inform one of our receptionists or doctors about your information and/or communication support needs and preferences as soon as possible and certainly ahead of your first appointment. We will try hard to accommodate these. You may wish to bring a signer or translator with you to the appointment, or we will do our best to provide a medical signer or translator online during your consultation.

24 HOUR GP CARE

The Walcote Practice is able to offer scheduled appointments during our weekday and weekend clinics. Saturday morning appointments are available solely at our main surgery in central Winchester. We are not open on Bank Holidays.

We do not provide a full 24 hour GP service. For this reason, we encourage you to stay registered with your NHS GP so that you are able to access GP care during all other periods.

To access the GP Out of Hours Service, please contact NHS 111 by dialling 111.

The Walcote Practice does not provide an emergency service. Please contact Accident and Emergency (A&E) for more serious accidents or illnesses. There are A&E departments located at the Royal Hampshire County Hospital in Winchester, at the Basingstoke and North Hampshire Hospital and at Southampton General Hospital. Please dial 999 if an ambulance is required.

YOUR HEALTH

REGISTRATION AND YOUR FIRST VISIT

On or before your first visit, we will ask you to fill out a short Registration Form with your personal details, and to show us some identification documents, to enable us to register you with The Walcote Practice.

Please make sure to keep us informed of any changes in your personal details or health in the future so that we can keep your records up to date and continue to give you the best possible care.

We are at times also able to accommodate a one-off visit to The Walcote Practice without full registration details being required.

WHAT IS HEALTH SCREENING?

Many diseases are increasing in incidence in the UK including cancers, diabetes and heart disease. Early detection of a problem can sometimes prevent its progression and can also lead to quicker treatment and a greater chance of a cure.

Our GPs are able to work with you to decide which screening tests may be of benefit to you as an individual, taking into account many factors including your health, any medical problems, family medical history and lifestyle factors.

TEST RESULTS

Your test results will be communicated directly to you by your doctor by email, letter, telephone or in person. The time taken for different test results to be processed does vary considerably, so please ask the doctor who is organising the test how long to expect for the results to come through.

PRESCRIPTIONS

If you require medication, The Walcote Practice will issue you with a Private Prescription which may be filled at any pharmacy. Charges for many medicines will be lower than if they were prescribed through the NHS. In certain instances however, the cost of medications may be greater than those prescribed through the NHS (particularly if you pre-pay or are exempt from the NHS prescription charge). Please speak with our doctors if you have any concerns.

If you wish to order a repeat prescription, please call reception on 01962 828715 or email info@thewalcoteppractice.co.uk , providing full details of the medication/s you are requesting, along with the dosage and frequency. The doctor may need to see you or speak with you before issuing the prescription. Please allow up to three working days for issue.

REFERRALS FOR FURTHER TESTS OR TREATMENT

If you need specialist attention, your GP at The Walcote Practice is able to refer you to a leading and proven panel of private hospital consultants and allied health professionals (eg dieticians, physiotherapists). We will be able to provide advice as to the best practitioner for your care to help you make a decision. Please ensure that you are either insured for any referral, or that you have alternative arrangements in place to meet the costs.

If you would prefer to choose an NHS specialist, with your permission we are able to make available to your NHS GP the results of any consultations and tests you have undertaken with The Walcote Practice. Your NHS GP can then decide if they wish to refer you to an appropriate NHS specialist. Having the initial tests organised through The Walcote Practice will still save you a lot of time in reaching specialist care.

YOUR COMFORT

YOUR PRIVACY - CONFIDENTIALITY AND ACCESS TO MEDICAL RECORDS

The Walcote Practice abides by the UK GDPR and the Data Protection Act 2018. Patient confidentiality is taken very seriously by all who work with and for The Walcote Practice. The confidentiality of all consultations (whether at one of our surgeries, over telephone/video or at home) will and must be respected at all times.

The information on your medical record is only available to those who have a need to know. Very strict security measures on our computerised clinical system ensure that only authorised users access our patient records. This includes our medical and administrative staff at The Walcote Practice who are all bound by strict rules on confidentiality. We are unable to share any information about a patient without the patient's consent (or their implied consent when information is needed for their medical care, e.g. in communication with other hospital consultants).

Confidentiality can only be broken if there are concerns that someone could be at risk of harm, but in this situation the issues will almost always have been fully discussed with the patient concerned. There are also exceptions relating to children and some people with mental capacity issues.

In some rare circumstances, we may be required by law to release your details to statutory or other official bodies, e.g. if a court order is presented or in the case of public health issues.

If you have any questions or concerns about issues of confidentiality then please discuss them with a member of our team.

For information regarding how we process your personal data and your rights with respect to this data, please see our Fair Processing Notice. If you wish to access your medical records, or for any further information about how we process your data, please make a Subject Access Request.

YOUR WELFARE

The Walcote Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. The safety and comfort of everyone is of paramount importance. We have robust Policies and Procedures in place to protect your welfare, and to ensure professional standards and that we provide the best of care. Doctors at The Walcote Practice follow the guidelines set by the National Institute of Clinical Excellence (NICE) and prescribe evidence-based treatment and advice for your medical requirements.

FAIR ACCESS, DIVERSITY & INCLUSION

Walcote Health Ltd recognises that the people who use its services have different needs but the right to the same quality of service. All people who use our services have the right to benefit from them without being subjected to direct or indirect discrimination or abuse from other persons.

DISCRIMINATION POLICY

We believe that diversity makes the world a better place and we respectfully welcome everyone to The Walcote Practice. We will not discriminate against patients requesting to attend The Walcote Practice on the grounds of age, sex, gender, sexual orientation, race, beliefs, values, religion, disability, appearance etc.

CHAPERONE POLICY

All patients are able to request to have a chaperone present for any consultation, examination or procedure if this would increase their comfort. The Walcote Practice has trained chaperones available.

Wherever possible, we would ask you to make this request when you book your appointment so that arrangements can be made and your appointment is not delayed. Where this is not possible, we will endeavour to provide a formal chaperone at the time of request. However, in this case it may occasionally be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations.

If you would like to see a copy of our Chaperone Policy, please contact reception or visit www.thewalcoteppractice.co.uk/useful-documents/.

YOUR VIEWS

We strive to be an excellent medical practice and we welcome feedback from patients as to how we can improve our services at The Walcote Practice. Compliments are always valued, whether written or spoken. Constructive suggestions and feedback are very much appreciated.

Virtual Patient Participation Group

Please enquire at reception if you would like to be part of our Virtual Patient Participation Group (vPPG) and help to shape services at The Walcote Practice with your suggestions.

Feedback Forms

We welcome any feedback or suggestions you may have. Please obtain a 'Complaints, Suggestions and Compliments' form online at www.thewalcoteppractice.co.uk/useful-documents/ or by contacting reception. Your completed form may be given to a member of our reception team, placed in the anonymous Feedback Box at reception or returned to The Walcote Practice by post.

Complaints

We focus on providing a high standard of care to all our patients and we are continually working to improve our service.

We hope that you do not have cause to complain. If however you are dissatisfied with any of our services, or have any complaints that you wish to be addressed, then please do let us know sooner rather than later so that we may address your concerns swiftly.

It is best to discuss your concerns directly at the time with the member of staff involved, when hopefully the problem will be sorted out easily and quickly. If this is not possible for any reason, please obtain a 'Complaints, Suggestions and Compliments' form at reception or online at: www.thewalcoteppractice.co.uk/useful-documents/

Information on our Complaints Procedure is available at reception or online at: www.thewalcoteppractice.co.uk/useful-documents/

Please be reassured that you will not be discriminated against in any way by any of our staff for making a complaint.

PRICES & ANNUAL HEALTHPLAN

FEES

The Walcote Practice is pleased to offer affordable Private GP Services to the people of Winchester and the surrounding areas.

The Walcote Practice offers you the choice of paying for appointments and medical services as and when you require, or of subscribing to our Annual Healthplan which offers a variety of benefits (please see below for details).

Please refer to our separate 'Schedule of Fees' leaflet for information on costs at The Walcote Practice or visit www.thewalcoteppractice.co.uk.

We are able to accept payments by credit card, debit card and cash at our reception.

ANNUAL HEALTHPLAN

Our Annual Healthplan is designed to help individuals and families make the most of private GP healthcare with The Walcote Practice. Subscriptions offer the reassurance of flexible, regular, rapid and convenient access to our GPs for personalised healthcare throughout the year. Subscriptions also offer a range of benefits, including discounted costs in many areas of our primary healthcare service.

Please see below for details of what is included in each of our Annual Healthplan subscriptions:

Individual Subscription

- Six GP consultations per year** (two of these may be home visits if you are unable to visit the practice in person)
- Priority appointments
- Full Annual Health Check for adults**
- Telephone reviews of up to 10 minutes and brief email exchanges**
- All vaccine and travel advice
- All repeat prescriptions and reasonable admin
- Free flu vaccine

Family Subscription (2 adults + all children up to 18 yrs)

- 10 GP consultations per year** which may be spread throughout your family members (three of these may be home visits if you are unable to visit the practice in person)
- Priority appointments
- Full Annual Health Check for adults**
- Telephone reviews of up to 10 minutes and brief email exchanges**
- All vaccine and travel advice
- All repeat prescriptions and reasonable admin
- Free flu vaccines

**Excludes laboratory and investigation costs which, if needed, will be charged additionally. At the doctor's discretion, longer telephone consultations or email exchanges may be charged or counted as a Healthplan consultation.

Our Annual Healthplan subscriptions offer excellent value and enable you to spread lower payments throughout the year to cover you and your family for your private GP healthcare. Please refer to our separate 'Schedule of Fees' leaflet for information on subscription costs or visit www.thewalcoteppractice.co.uk. You may choose to pay for your Annual Healthplan subscription either monthly by Direct Debit or in annual instalments.

If you would like to join our Annual Healthplan, please contact us to request an Annual Healthplan Application pack and then complete and return the following documents:

- Terms & Conditions
- Direct Debit Form
- Patient Registration Form/s

YOUR VISIT

We have worked hard to ensure your comfort at all stages of your visit to, and contact with, The Walcote Practice. Please just ask any staff member if you require assistance with any matter. We would also welcome any suggestions you may have as to how we could further enhance the patient experience at The Walcote Practice.

PARKING

Main surgery: this is located approximately five minutes' walk from Tower Street public carpark in Winchester or the other more central public car parks in the city may be used. Please see the map on the last page of this leaflet for highlighted areas of where limited free two hour parking is available within a four minute walk of The Walcote Practice.

Branch surgery: free on-site parking is available.

ACCESS TO OUR BUILDINGS

Main surgery: this is located in a Grade II listed building which is accessed via a series of six steps from street level. Please phone reception ahead of time or upon arrival if you would like assistance to enter the building, including if you have children in a pushchair.

Branch surgery: this is situated within a fully accessible building. Should you require, we are able to arrange a wheelchair to aid your journey from your parked vehicle to our consultation room. If this would be helpful, please make this request at the time of booking your appointment.

If you will be unable to access either of our surgery buildings due to your personal circumstances, please see page 4 for information on requesting a home visit.

RECEPTION AND CONSULTATION ROOMS

Main surgery: reception is located on the ground floor at Southgate Chambers. Please enter the front door and turn into the first door on the right to locate our reception. Please inform a receptionist of your arrival and take a seat in the waiting area.

Branch surgery: on entering the building, please ask to be directed to The Walcote Practice which is situated on the second floor, within the Outpatient Department of Healthshare Clinic Winchester. This may be accessed via lift or by stairs. The Walcote Practice has a reception desk located in the Outpatient Department. Please inform our receptionist of your arrival and take a seat in the waiting area.

TOILETS

Main surgery: separate men's and women's toilet facilities are located just past our ground floor consultation room, close to reception and the waiting area.

Branch surgery: toilet facilities, including disabled toilets, are located on all floors of the building.

YOUR RESPONSIBILITIES

We aim to treat our patients courteously at all times and we request that patients please treat our staff and other patients in a similarly respectful way. Verbally or physically aggressive, abusive, threatening or violent behaviour towards any staff member or visitor to our premises will not be tolerated. If a patient is violent or abusive, they will be asked to stop their behaviour. All instances of physical abuse will be reported to the police. In order to protect our staff and other patients, The Walcote Practice has the right to discontinue our healthcare relationship with a patient who demonstrates such behaviours.

The Walcote Practice takes a zero-tolerance approach to bribery and corruption. All staff members are trained in these matters. It is illegal for any party to offer gifts or other inducements to The Walcote Practice in order to receive any perceived form of advantage, and vice versa. Any suspicions of bribery must be reported immediately.

FAQs

What if my appointment overruns?

If more time is required for your appointment, we will endeavour to make this available to you. We will charge an extra cost for the extra time required.

How much does an appointment cost?

This will depend on the length of your appointment. Please refer to our separate 'Schedule of Fees' leaflet, or visit www.thewalcoteppractice.co.uk for more information.

Can I pay for my consultation and treatment at The Walcote Practice with my private medical insurance?

It would be unusual for most insurance policies to cover the cost of private GP care, but please do check with your individual insurer.

The purpose of The Walcote Practice Annual Healthplan is to enable you to spread lower payments throughout the year to cover you for your private GP healthcare. Please see our 'Schedule of Fees' leaflet or online information for more details about our Annual Healthplan which offers reduced costs in many areas of primary healthcare.

If you require onward referral, the costs of consultations and treatment with hospital consultants and allied health specialists would usually be covered by standard medical insurance policies. Again, please do check with your individual insurance provider.

Are you able to refer me to NHS, rather than private, specialists and consultants?

If you would prefer to be seen by an NHS specialist, rather than a private specialist, please let us know. With your permission, we are happy to make the details of your consultations and test results at The Walcote Practice available to your NHS GP, who can then decide if they wish to refer you to an appropriate NHS specialist. Having the initial tests organised through The Walcote Practice will still have saved a lot of time in reaching specialist care.

Will seeing a private GP affect my relationship with my NHS GP?

You are able to register with both a private and an NHS GP, giving you greater healthcare choices. If you decide to use the private GP services at The Walcote Practice, it is still sensible to remain registered with your NHS GP. This enables you to choose who you would like to see at any particular time, or for any particular medical condition, and entitles you to GP Out Of Hours care through NHS 111.

As mentioned above, we are able to make the details of your consultations and test results available to your NHS GP at your request. Please be aware that consultations and results of tests undertaken with The Walcote Practice will not be relayed to your NHS GP without your permission.

What maternity services do you offer?

At The Walcote Practice we can support standard NHS antenatal care provision with enhanced monitoring, investigations and doctor-led assessments. Antenatal scans can be organised privately at a local hospital.

FURTHER INFORMATION

If your query has not been answered in this leaflet, please contact us using the details located on the front page of this leaflet.

IMPORTANT CONTACT NUMBERS

- The Walcote Practice – 01962 828715
- NHS GP Out of Hours Service (NHS 111) – please dial 111
- In the event of a medical emergency please call 999 or attend Accident & Emergency (A&E)

LOCATION AND CAR PARKING: MAIN SURGERY



LOCATION AND CAR PARKING: BRANCH SURGERY

The Walcote Practice at Chilcomb Park
Healthshare Clinic Winchester, Chilcomb Park
Chilcomb Lane, Winchester, Hampshire, SO21 1HU

Our branch surgery is situated within the Healthshare Clinic Winchester building which is marked in red on the map below. Free on-site parking is available and the building is fully accessible.

For more detailed directions, please visit www.thewalcoteppractice.co.uk.

