

We are open

Monday to Friday 8.00 am to 6.30 pm. Appointments can be arranged during these hours depending on the availability of your doctor or nurse. There are separate schedules available for the different doctors. Please ask at reception.

In an Emergency

If you have an emergency and need medical attention when the surgery is closed please contact the NHS Out of Hours service on 111 which is a free service for landlines and mobiles. This service is only for urgent medical problems that cannot wait until the next working day.

How to see your Doctor

We prefer you to see the doctor you are registered with. This ensures continuity of care and improves the quality of service your doctor can provide. If you wish to change your doctor please contact the practice manager. You may of course see another male/female doctor by request if you have a personal problem.

To make an appointment

Please telephone reception on 01722 333214. GP appointments can also be booked online but you will need to register for this service first. If you are unable to keep an appointment please let us know in good time so that it may be offered to someone else. For maternity care, smear tests, some contraceptive services and private medicals please ask the receptionist as you may need a longer appointment. You have the responsibility to attend appointments punctually and to cancel those which you are unable to keep. Patients who frequently fail to attend appointments (DNA) may jeopardise their ability to pre-book routine appointments.

Telephone Enquiries

If you wish to speak to your doctor by telephone regarding a medical matter, the reception staff will usually take your contact details and ask the doctor to phone you back between clinics or visits. Reception staff can usually help with sick notes and other administrative queries. It does help if the receptionist can have some details of your query which is always treated in the strictest confidence.

Home Visits

If you are not well enough to come to the surgery, you may request a home visit. Calls for home visits should be made between 8.30-10.00 if possible. The doctor may call you back before deciding whether a home visit is necessary. Babies and children can often be brought safely to the surgery where they will be seen quickly. This includes those who may be infectious who can be seen in a side room.

Sometimes it is difficult to obtain transport to the surgery but unfortunately we are unable to visit people at home for this reason.

Repeat Prescriptions

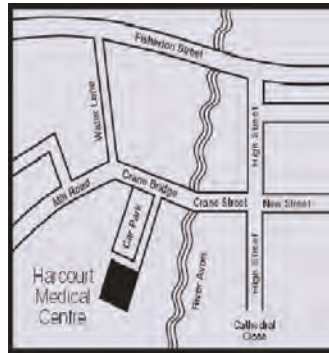
These may be requested if you are taking medicines regularly. Please allow two full working days before collection. A number of local chemists, including Rowlands the on-site pharmacy, will collect your prescription for you. This allows you to collect the medicines directly from the pharmacy avoiding an extra trip to the surgery. **To avoid error we cannot accept repeat prescription requests by telephone but you can register to order repeat medicines online. Ask about the online service at reception.**

Harcourt Medical Centre

Harcourt Medical Centre has been developed with the needs of our patients in mind. You will find facilities for parents of young children and for the disabled. The waiting room is pleasant and bright. Car parking (pay and display), with spaces for the disabled, is available immediately adjacent to the Medical Centre. There is a pharmacy within the building.

Our purpose is to provide all round health care for the whole family in a personal and effective way. While we will always maintain our existing standards of quality we are constantly striving to improve the services provided at Harcourt Medical Centre.

Where to Find Us



Patients who move to Salisbury or who live within our practice area are welcome to register with a doctor at Harcourt Centre. Please come and speak to one of the receptionists. When you join the practice we will ask you to complete a health questionnaire.

Practice Boundary

We welcome patient registration from within Salisbury and many of the surrounding villages. Please see our website for full details before applying for registration.

Please see our website www.harcourtmedical.co.uk for more information about the services we provide, our latest news and useful resources.

Information for Patients

Please keep this leaflet for reference



Harcourt Medical Centre

Harcourt Medical Centre

Crane Bridge Road, Salisbury SP2 7TD

Tel 01722 333214

www.harcourtmedical.co.uk

Welcome to Harcourt Medical Centre

The Practice Team

Doctors

The Doctors provide general medical services (GMS) including antenatal and postnatal care.

Reception

For your convenience there is an electronic check-in screen situated to the right of reception that allows you to book in for your doctor or nursing appointment when the reception area is busy.

Our staff are there to help you in complete confidence. A member of the reception team will be happy to deal with any prescription or appointment queries you may have.

Online services - SystmOnline

We offer our patients easy access to online GP appointment booking, repeat prescription requesting and a message facility for routine enquiries over the internet via a secure portal.

To register for these services please request a registration pack in person from the reception team (photo ID required).

Practice Manager

If you wish to comment about the Medical Centre or our service, our practice manager will be pleased to help.

Practice Nurses

can help with:

- health checks and advice
- weight loss advice
- removal of stitches, minor injuries and cervical smear tests
- travel immunisations
- diabetes care and asthma management
- stopping smoking
- dietary advice
- phlebotomy (blood tests)

Please make an appointment for the nurse at reception or by telephone.

Health Visitors

Health Visitors work mainly with families with pre school children, providing support and advice on physical, social and emotional development.

Midwives

The midwives hold antenatal clinics and will offer help on all aspects of pregnancy and childbirth. They manage deliveries for women having GP maternity care and help with antenatal classes.

Medical Services

GP Appointments

We offer general medical services in 10 minute appointment intervals. Please bear this in mind when making the appointment. In a single appointment there is usually only time to cover one problem and you may be asked to rebook for another appointment if you have additional issues to discuss.

Maternity Care

With the midwives, the doctors provide maternity care during pregnancy. See your doctor as soon as pregnancy is confirmed.

Child Immunisation Clinic

Routine child immunisations are given every Wednesday 11.00 - 12.30 with the Practice Nurse. In exceptional circumstances immunisations can be arranged at other times, please speak to the reception team.

Minor Surgery

Minor surgery procedures are carried out by the doctors at the Medical Centre, including lump and bump removal and joint injections.

Test Results

You will be informed of the results of tests and investigations if your doctor considers that further medical intervention is required before your next planned appointment. Please do not telephone the Medical Centre for laboratory results.

We now offer a text message (SMS) service for communicating important laboratory results to you, please register your mobile phone number at reception for this service.

Specialised Clinics are available for

- Diabetes
- Asthma
- Contraception
- Stop smoking
- Chronic Obstructive Pulmonary Disease
- Minor Surgery

Extended Hours/Commuters Clinic

We provide additional clinics outside of normal working hours, please contact a member of the reception team for more details.

Sick/Fit Notes

If you have been absent from work because of illness you should obtain a self-certificate (SC2) from your employer. You are not entitled to a doctor's certificate unless you have been ill for more than 7 days.

GPs in Training and Medical Students

GP Registrars and senior medical students are often attached to the practice. They are always closely supervised and will be clearly identified to you. GP registrars are fully qualified doctors who are gaining experience in general practice prior to applying for their own partnership.

You have the right to decline to be treated in the presence of a student; nevertheless your co-operation in enhancing their medical training would be greatly appreciated. The practice is committed to improving medical education at all times.

Abuse or Violence

It is an unfortunate fact of life that staff and patients are subjected to occasional incidences of abuse, threats or violence. We will not tolerate this sort of behaviour and such patients will be removed from our lists. In serious cases we will involve the police. This will result in the immediate removal of the offending patient (and their family) from our lists and could result in a police caution or prosecution.

Complaints and Comments

We welcome all fair comments and suggestions about the services we provide. We operate an in-house complaints procedure in line with NHS regulations, please contact the practice manager.

If you are not happy with the final decision we make about a complaint, you can ask the Parliamentary and Health Service Ombudsman to look into it. For more information please see their website: <http://www.ombudsman.org.uk>

Health Records

As a GP Practice, we have computer and paper records for all our patients. We are registered under the 1998 Data Protection Act and we make every effort to keep patient information confidential and secure. When you register with us, we create a new health record for you. We also obtain your past health records from your previous GP Practice. Patient health records include personal details, details of consultations and other contracts, test results and correspondence.

The Primary Health Care Team (doctors, nurses, health visitors, district nurses, midwives, managers and support staff) use your information to provide healthcare and administer the practice. The Practice may also share personal information with other people involved in your care, such as hospital doctors. We also use your information to help us improve the type and quality of service that we offer. In addition, we provide information to the NHS for financial and monitoring purposes.

You have the right to see your health records. There may be a charge for this service. Ask at reception for details of how to apply. If you think anything in your records is incorrect please let us know. You also have the right to tell us if you would prefer that your information is not used in a particular way. Speak to your GP or Practice Nurse if you have any concerns about how your information is used.

