



# Meon Health Practice

## Welcome to our Practice

we are a Primary Care Network (PCN) delivering NHS services to patients in Fareham, Titchfield and Whiteley

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

**Tel: 01329 845 777**



## Our Opening Hours

Monday - Friday      8am–6:30pm  
Saturday\*            8am–12:30pm  
Sunday                CLOSED

*\*at Highlands, by appointment only*

## Registering as a new patient

We welcome new patients who live within our practice area (available on our website). Register on our website or come into the surgery.

You will need proof of your identity and address if you are registering in the UK with a GP surgery for the first time.

## How to request an appointment

### ***Urgent appointments:***

Call **01329 845777** or come into the surgery. Urgent issues will be responded to the day we receive them.

### ***Routine appointments:***

Either contact us online at [www.meonhealthpractice.co.uk](http://www.meonhealthpractice.co.uk), call us, or visit the surgery. Availability for routine issues will depend on our capacity.

Your request will be reviewed by our triage team and we will contact you. We may arrange a consultation with a healthcare professional or direct you to an appropriate NHS service. Telephone, video or face-to-face appointments and text advice are available. Home visits can be arranged for housebound patients only (please request before 10am if possible).

### ***When the practice is closed:***

- Please call **111** or visit **111.nhs.uk** for advice at anytime.
- Visit **what0-18.nhs.uk** for advice regarding children, young people & pregnant patients.
- In a medical emergency, call **999**.

## Our team consists of:

- General Practitioners (GPs)
- Advanced Nurse Practitioners
- Nurses & Health Care Assistants
- Clinical Pharmacists
- Pharmacy Technicians
- Physician Associates
- Paramedics
- Social Prescribers & Health Coaches
- Musculoskeletal (MSK) Practitioners
- Care Co-ordinators
- Patient Service Advisors/Administrators
- Management Team



## Services

A full list of our services is available on our website, including:

- Management of long-term conditions such as *asthma*, *heart disease*, *diabetes*, *COPD*, *hypertension*, *heart failure*
- Nurse clinics
- Vaccinations & routine immunisations
- Cervical screening & contraceptive advice
- Travel vaccinations and advice



## Our Wellbeing Team

The practice has a dedicated Wellbeing team with Social Prescribers and Health Coaches. They offer support for with issues that do not need a medical prescription such as debt, carer stress, isolation, bereavement, employment support, managing low mood and anxiety. Our Health Coaches can support patients with achieving a healthy lifestyle.

## Repeat Prescriptions

Request a repeat prescription online using your NHS app on your smartphone or computer. If you do not have online access, you can post a repeat slip in the prescription box in surgery. Telephone requests are not accepted. Please order when you have 7-10 days' worth of medication left and allow 4 working days for the processing of your prescription at both the practice and your pharmacy.

## Accessibility of surgery facilities

We have full access for disabled patients as well as suitable W.C. facilities at all sites. Disabled parking bays are available at our Highlands and Whiteley surgeries and within the Barry Meadows car park beside our Jubilee surgery.

## Compliments, Suggestions & Complaints

Full details of how to provide feedback and our complaints procedure is available on our website and at the surgery.

## **Zero Tolerance Policy**

We are grateful to patients who are polite and respectful. Meon Health Practice and the NHS operate a zero-tolerance policy regarding violence and abuse towards our staff in person, online and via the phone. The practice has the right to remove violent patients from the list with immediate effect.

## **Data Protection & Confidentiality**

We use computers in many aspects of our service delivery; patient consultations, documentation, storing records & test results and referrals. Medical records are held in accordance with the guidelines of General Data Protection Regulations (GDPR).



## **Practice news and patient collaboration**

You can subscribe to our regular patient e-newsletter via our website or ask a receptionist to do this for you. We have a Patient Participation Group which we use to proactively ask patients for feedback and discuss issues primary care health issues.

## **Our surgery locations**

Meon Health Practice delivers services across our three sites:

### **Highlands**

102 Highlands Road Fareham, PO15 6JF

### **Jubilee**

Barry's Meadow, High Street, Titchfield, PO14 4EH

### **Whiteley**

Yew Tree Drive, Whiteley, PO15 7LB



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