



Fareham Community Hospital is located in Brook Lane, Fareham, and is well signposted. Use postcode SO31 7DQ for satnav.



Car parking – there is a pay and display car park on site. Please take a ticket from the machine and display in your vehicle. Parking is free for the first three hours, after which a charge will apply.

Bus services – are available a short walk from the hospital. Turn left out of the hospital entrance and walk for around five minutes to the Park Gate Esso service station traffic island intersection. Bus stops are provided at the left side of the island for travel in both directions.

Any Questions?

Please contact your usual surgery if you have any questions about the new services available to you from September.

Use of your data

You will be asked for your consent to allow GPs/nurses at the hub to contact you and to access your medical records in order to provide you with the most appropriate care.

In order to assess the service, we may extract data about the use of appointments at the hub. This will NEVER include patient identifiable information - only using generic statistics about the frequency of use and reasons for using the hub service for example.

Other NHS services

There are, of course, other options for NHS help, support or treatment 'out of hours' and ways you can help look after yourselves.

Though A&E might seem the easiest choice, choosing a more appropriate service can be more convenient and save you time. Options include:

- * Calling the 24/7 NHS 111 if you're unsure of the best place to go. Fully trained advisers can help you make the right decision.
- * Pharmacies
- * The Minor Injuries Unit (023 9279 4753) 8am-9pm daily at Gosport War Memorial Hospital.

Keep your medicine cabinet fully stocked to ensure you are prepared for colds and headaches.

eConsult – don't forget that our surgery has an online facility that allows you to receive routine treatment and/or non-urgent feedback from your GP without the need to visit the surgery.



The Whiteley Surgery

Fareham Primary Care Service (incorporating the Urgent Same Day Access)

Fareham GP Extended Access



Tel: 01489 881982

www.whiteleysurgery.co.uk

What is changing?

The way that **some** GP and nurse appointments are offered is changing. From September 20, 2017, two new services will begin, operating from Fareham Community Hospital, at a new Hub.



Who is providing these services and what will they be?

Four practices - Highlands, Jubilee (Titchfield), Whiteley and Stubbington - are working together to provide a combined service for all our patients who need **urgent same day** GP or nurse appointments during normal surgery hours. The new Fareham Primary Care Service, incorporating a Same Day Access Service (SDAS), will be available from 8am to 6.30pm on weekdays.

Also, from September 30th, GPs and nurses from these practices and other healthcare professionals will provide an **extended access service** for patients from all Fareham practices from 6.30pm to 8pm each weekday evening. There will also be some weekend opening, exact times and days to be confirmed.

How do I access an urgent appointment?

You should contact your own surgery in the same way as usual. Our staff have received training in care navigation and at your doctor's request, they may ask you a few questions about your problem. The care navigator may place you on the triage list for a clinician to call you back to assess the problem with you. They will also ask you for your consent to share your details with healthcare professionals at the hub and for them to access your medical records. You shouldn't worry about this. All staff are governed by confidentiality rules and they may be clinicians you would normally speak to in your own surgery. Many problems can be dealt with by telephone while others may need you to be seen. If you need to be seen, an appointment will be made for you at Fareham Hub with an appropriate healthcare professional.

What are the evening and weekend appointments for?

From 6.30pm to 8pm each weekday (weekends details to be confirmed), routine pre-bookable appointments and book-on-the-day appointments will be available in the same way as currently in your own surgery. You may need to see a GP in the evening to fit in with working hours or childcare arrangements. You may need to have a dressing changed outside of normal surgery opening times, for example. You will be able to book an appointment to be seen at The Hub. Care navigators in all Fareham practices can access these appointments so contact your own surgery to book.

What information about me will The Hub have?

Computer systems in each practice will be connected so that if you have an appointment at The Hub the clinician there can access your medical record from your usual surgery.

Will appointments still be available in my own practice?

Yes. You can still book a routine appointment to see your doctor or nurse at your own surgery, whether this is during the day or during your surgery's normal extended hours sessions.

What if I don't want to go to The Hub?

NHS services are having to change to cope with increased pressures on demand and so we can maintain and try to improve the high standard of care you currently receive from your GP surgery.

What if I can't get to The Hub for an urgent same day appointment?

There may be times where it is not appropriate for a patient to travel to The Hub. These cases will be determined by the clinicians involved in your care, according to your clinical needs. In these cases, other arrangements may be made for a patient to be seen at a more suitable location - but in other cases patients will be expected to make their own travel arrangements.