

Our Services

ROUTINE APPOINTMENTS

Routine appointments are available to be booked from 2pm every day for up to 14 days ahead.

QDOCTOR

As part of our commitment to improving access for our patients we're now using video consultations.

This means for certain conditions you can see a GP from home or work without having to come to the surgery.

Please see our website or reception for details.

TEST RESULTS

Test results are available from reception after 2pm by phoning the surgery.

REPEAT PRESCRIPTIONS

We now use an Electronic Prescribing System (ePS). Sign up at your local pharmacy and get your prescription delivered straight to the pharmacy of your choice. There is no need to visit the surgery.

Some medications are excluded by the NHS from this scheme. Please check with your pharmacist.

Please allow 2 working days for processing.

'FIT' NOTES/ SICKNESS CERTIFICATES

If you are sick for more than 7 days and your employer requires a 'fit note', a consultation with a doctor is required.

If you need a repeat / follow-on 'Fit Note' these can be requested via eConsult

Registration

The Partnership welcomes new patients. Medical treatment is available from the date of registration.

A registration form is available on our website or from reception.

Proof of ID is required, as specified on the form.

Our catchment area:



Additional Information

HOME VISITS

Home visits are available for patients who are housebound. Requests for same day home visits are triaged by our urgent care team. Please telephone between 0800 - 10.30.

MEDICAL REPORTS/ INFORMATION REQUESTS

Please submit a request in writing to reception. Requests may take up to 4 weeks to complete. A price list is available from reception.

POLICIES

A copy of our privacy policy and zero tolerance policy is available on our website or on request.



St Luke's Surgery

Part of the
Living Well
Partnership

Practice Leaflet

01489 783422

www.livingwellpartnership.co.uk

St Lukes Close
Hedge End
Southampton
SO30 2US

CQC Provider Number:
1-199750827

ICO Registration Number:
ZA307775

Our Mission Statement

To provide high quality, local General Practice and community services to improve holistic health, through partnership, collaboration and developing new services.

Our Partners

Dr P Aggarwal (F)	- MB BCH MRCS FRCGP DFRSH PGC MedEd MAcadMED
Dr S Sealey (F)	- BM MRCGP DRCOG DRCOG
Dr J Gnana-Pragasam (F)	- MBBS DFFP MRCGP
Dr R McDermott (M)	- BM BS MRCGP DROCOG
Dr C Thompson (F)	- MB ChB MRCP MRCGP
Dr S Humphries (F)	- MBBS MRCGP DRCOG
Dr M Hughes (M)	- BM MRCGP
Dr CB Sanford (M)	- MBBS MRCGP
Dr A Freeman (F)	- BM, MPH, MRCGP
Dr K Walton (F)	- MBBS
Dr A Atkinson (F)	- MBBS DRCOG
Dr S Davies (F)	- BSc (Hons) BM (Hons) MRCGP DRCOG DFSRH DipPCR PGCME
Mr D Barclay (M)	- Non-Clinical Managing Partner

Nursing Services Lead:

A Nelson

Urgent Care Team Lead:

V Bartlett

Our Surgery

Surgery Opening Hours

Monday	08.00 - 18.30
Tuesday	08.00 - 18.30
Wednesday	08.00 - 18.30
Thursday	08.00 - 18.30
Friday	09.00 - 18.30

- Excluding bank holidays -
Extended hours clinics available
by appointment only.
Please ask at reception.

Reception & Site Lead

Mrs C Gray

Accessibility

- ✓ Automatic front doors.
- ✓ Accessible toilet, with emergency cord
- ✓ Portable induction loop
- ✓ Baby changing facilities
- ✓ Translation services by request

Patient Experience

We care passionately about building healthy lives, holistically. If you have any feedback, comments or concerns please let us know:

- Speak to our Reception & Site Lead/ Receptionist.
- A feedback form is available from reception or on our website (www.livingwellpartnership.nhs.uk).
- Comments can be left on our NHS choices page.

Our Services

URGENT CARE

If you are in need of on-the-day urgent care please contact us by calling

01489 783422

on weekdays between:

08.00 - 10.30

14.00 - 17.00

We offer a daily triage service where patients can log their urgent medical complaint with our reception team.

Patients will receive a call back on the same day from the duty team who will provide advice, a prescription or an appointment.

We do not offer a walk-in service at any of our sites.



You can consult with your doctor online, this is called an e-Consult.

Click the link on our website and it will guide you through the quick and easy process.

E-consult about common non-urgent queries:

- ✓ Long Term Conditions
- ✓ Mental Health
- ✓ Back Pain
- ✓ Joint Problems
- ✓ Repeat Sick Notes
- ✓ Skin Concerns
- ✓ Administrative Help
- ✓ Tiredness

E-consult also offers self-help and signposting to free NHS services such as physiotherapy, counselling and other clinics.

All e-Consults will be answered by the end of the next working day.