

Welcome to Townhill Community Surgery

Thank you for choosing us to look after you and your family/dependants. Please complete the attached registration form and return at your earliest convenience along with your identification. This can be in person at the surgery, or where possible via email to soccg.townhillsurgery@nhs.net.

Once you have returned your registration documents, you will receive a welcome text message from us confirming your registration within 2 weeks and offering you a new patient health check.

Here at Townhill we pride ourselves with putting our patients and our community at the heart of everything we do. If you would like to find out more about what we are doing in our community please take a look at our website www.townhillsurgery.nhs.uk

We offer a variety of services and ways to contact us to ensure you get the best help and support available depending on what you require; please see overleaf for more information, which can also be found on our website.

The easiest way to contact us is...



What can I do with the NHS App?

- Check my symptoms using the [health A-Z from the NHS website](#)
- Find out what to do when I need help urgently, using NHS 111 online
- Book and manage appointments at Townhill Surgery
- Order repeat prescriptions for collection at my practice or a pharmacy you have already nominated
- Securely view my GP medical record
- Register to be an organ donor
- Choose how the NHS uses my data

Will I need a login?

The first time you use your NHS app you will need to create an account to verify who you are. You will then be able to easily use all the above features.



When will someone contact me?

There is no need, you are in control. Once you request a repeat prescription, the process is started and your prescription will be ready within 3 working days - to collect at the chemist or pick up at the surgery, whichever option you have chosen.



What is it for?

eConsult provides an online portal where you can self-check your symptoms, and receive on the spot medical advice 24/7.. You can use eConsult for:

- Consulting with Townhill doctors and nurses
- Requesting fit notes
- Test results
- Medical reports
- Medication reviews
- General enquires

Will I need a login?

No, you will just need to fill in some personal details to verify who you are.

How can I access eConsult?

Please visit our website www.townhillsurgery.nhs.uk

Select 'Start your online consulta



When will someone contact me?

Once you submit an eConsult, you will receive an email containing the expected response date. The practice aims to respond within two working days.

**** New Patient – Keep me for reference ****

Repeat Prescriptions

Prescriptions need to be requested electronically. We require 3 working days to have your prescription ready for the pharmacy. You can use the **NHS app** to order your repeat prescriptions from your smart phone, tablet and computer. Alternatively, you can also request your medication through our website.

If you are unable to use the above, you can **submit an eConsult**. You could ask a family member or relative to complete an eConsult request on your behalf.

As you will not be able to come to the surgery to collect your prescription, you will be asked to nominate a pharmacy for receipt of your electronic prescription.

Test results

You can view your test results on the **NHS app**. If you are unable to use this, you can either submit an eConsult or call us **after 14:00**.



Appointments

We offer a variety of appointments for our patients, depending on the level of care you require.

If you have an **urgent problem** that can't wait, you can call us in the morning between 08:00-10:00 for an **on-the-day** appointment. These are same day, one emergency issue only appointments carried out over the phone.

If you need a routine appointment, you can call us and an appointment will be booked with the appropriate clinician. For a GP, this will initially be a telephone call. Alternatively, you can also submit an eConsult to be reviewed by clinician; it may be that your problem or query can be resolved without an appointment.

Patient Advice & Liaison support (PALs)

Here at Townhill Community Surgery we have two PAL supporters on hand to get you the advice, support or help you need. They can help patients, families, carers, adults, young adults and anyone in between.

What can they help with?

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| • Feeling low, depressed & constantly anxious | • If you don't understand something about your care |
| • Advice or guidance | • Need help at home |
| • Struggling with your mental health | • Drinking too much and don't know how to stop |
| • Lonely or feel isolated | • Just left the armed forces and need support |
| • Recently had a bereavement | • Thoughts of self-harming |
| • When you are worried about someone else | • Being bullied |
| • If you need support with your long-term condition | • Whatever it is, just ask |
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Please contact Anita or Georgie on [02380 472 232](tel:02380472232) or email soccg.townhill-pals@nhs.net

When we are closed

We are open Monday-Friday 08:00-18:30, but if you need medical assistance outside of these hours there are a range of options available to you.

- Local pharmacies offer a **minor ailments scheme** which can help you with minor health concerns.
- The **NHS walk-in centre** at The Royal South Hants can treat a range of problems, open Monday-Friday 07:30-22:00, and weekends 08:00-22:00.
- **111** out of hours duty doctor service is available at all times when the surgery is closed should you need to speak to a doctor – just phone 111.
- In a genuine emergency you should call **999**. Chest pains and/or shortness of breath constitute an emergency.

