

# Going to see the GP doctor at The Walcote Practice



Our address is:

37 Southgate Street  
Winchester  
Hampshire  
SO23 9EH

The Walcote Practice is a trading name of Walcote Health Ltd registered in England No. 08929724  
Care Quality Commission registration: 1-1796565192  
Registered Manager: Dr Nicholas Hillier GMC 6024661

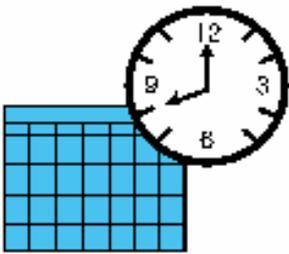
# About The Walcote Practice



If you are not feeling well, our doctors can help you.



Phone **01962 828715** to make an appointment.



We are open from:  
07.00-20.00 Monday to Friday  
09.30-12.30 on Saturdays



We do not have any parking or any disabled access.



The doctor can visit you at home.  
Phone **01962 828715**.



If we are closed, you can phone **111** for help.



In an emergency, phone **999**.

# What to do when you arrive



Go to the reception desk and tell the staff that you have arrived.

They will tell the doctor.



Then sit down and wait for the doctor to call your name.



The doctor will take you into their office.



These are the practice doctors:

Dr Nicholas Hillier



Dr Sharon Rachman



Dr Jamie Coutts Donald

# Meeting with the doctor



The doctor will ask you how you are feeling.

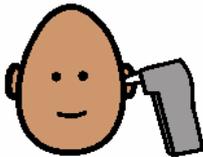


They might need to examine your body to find out what is wrong.

You can ask for another person to be in the room if you like.



The doctor might check your weight or how tall you are.



Or your temperature.



Or your pulse or blood pressure.



Or your urine.

# Things the doctor should do



Say who they are.



Be polite, kind and treat you well.



Listen to what you say and think.



Find out what is wrong with you.



Talk with you about the best medicine or treatment. You can say no if you want.



Give information in an easy way.



The doctor must do something if they think you are not safe.



The doctor may tell you to visit another health person who can help more.

# Things you can do



You must go to your appointment  
Phone **01962 828715** if you  
cannot go.



Ask the doctor if you are not  
sure of anything. They can tell  
you things again.



You can take someone with you  
to the doctor if you like.



You must be polite to the staff.  
Tell them if you need any  
support at your appointments.



Tell the doctor or staff if you do  
not feel safe. Tell them if  
someone else is not safe.



Tell the doctor if the medicine  
makes you ill or if you do not get  
better. Phone **01962 828715**.



You can see another doctor if  
you want.

# Information kept by doctors



The doctor will keep some information about your health.



They might share this information with other health people like doctors and nurses.



This is to make sure that you get good care.



You need to pay to see our doctors.

We will record your payment.



Everyone will keep your information safe.



But speak to the doctor or staff if you are worried about this.

# If you are not happy with the doctor



You can complain. This is when you say you are not happy with the doctor.



You can complain at the doctor's practice building.

Or you can complain on the phone. Phone **01962 828715**.



Ask the staff if you are not sure how to complain. They will help.



We have an easy read leaflet and a form to help you complain.



The doctor will try to fix the problem.



Do also tell us if we did a good job  
Or tell us if we could have done something better.

## References

- Going to the doctor. What should happen. GMC (no year given)
- Going to your Doctor's practice. NHS Lanarkshire, January 2009
- Glenlyn Medical Centre Patient Information Leaflet, Easy Read Version, Sept 2016 v2
- *The Walcote Practice Patient Leaflet*