

# Going to see the GP doctor at

## The Walcote Practice Main Surgery



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

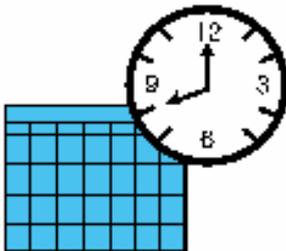
# About The Walcote Practice



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



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



Reception phones are open:  
**8:30am-6pm on Mondays to Fridays**  
**9am-12.30pm on Saturdays**

Main surgery GP clinics open:  
**9am-5pm on Mon, Wed, Thurs & Fri**  
**9am-6pm on Tuesdays**  
**9am-12.30pm 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.



Our main surgery doctors are:

- Dr O Buckley - GP doctor
- Dr D Fowler - GP doctor
- Dr A Freeborough - Skin doctor
- Dr N Hillier - GP doctor
- Dr A Hoelzl - GP doctor
- Dr S Phillips - GP doctor
- Dr S Rachman - GP doctor

# Meeting with the doctor



The doctor will ask you how you are feeling.

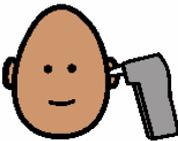


They might need to examine your body to find out what is wrong.

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.