



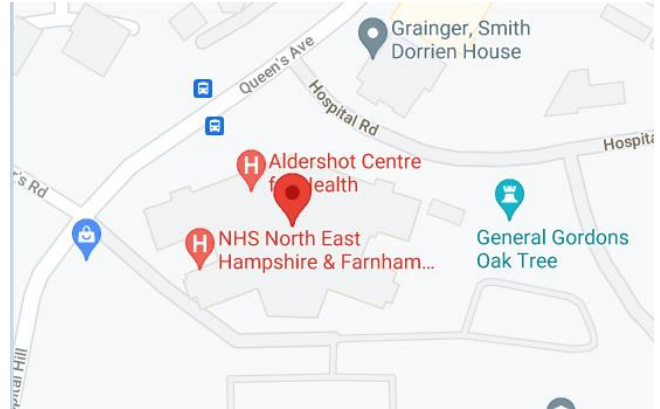
Dr S Rathor – MBBS MRCGP & Philip Owen-Halley MCMI

### The Wellington Practice

Aldershot Centre for Health  
Hospital Hill  
Aldershot  
Hampshire  
GU11 1AY

Tel: 01252 229840

[www.wellingtonpractice.co.uk](http://www.wellingtonpractice.co.uk)



### CQC

In July, 2016 we were registered with the Care Quality Commission under the new regulations following the Health and Social Care Act of 2012 to carry out the following regulated activities

1. Diagnostic and screening procedures:
2. Family Planning
3. Maternity and midwifery services
4. Surgical procedures
5. Treatment of disease, disorder or injury



The independent regulator of health and social care in England

Our latest inspection was carried out on 28<sup>th</sup> October 2020 and we were rated as good.

[Click here to see the report](#)

### The Practice Boundary

Only residents who live within our Inner Boundary Line will be able to register at Wellington Practice. Patients who are already registered with the surgery can move out of the Inner Boundary but they must stay within the Outer Boundary in order to continue to be registered at the Practice. Patients who move out of the Outer Boundary will be expected to re-register at another Surgery in their new area.



<https://www.wellingtonpractice.co.uk/patient-information/how-to-register/>

## Welcome

Wellington Practice provide medical care to residents in Aldershot and the surrounding areas which fall within our boundary. We have a dedicated team of GP's, Nurses, Paramedic, clinical pharmacist, mental health support worker, First Contact Point Physiotherapist and a Health Care Assistant along with administrative staff all of whom are professional, friendly and hardworking and who are all tasked with looking after the patients we have registered here.

## Surgery Opening Hours

**Monday —Friday: 08:00 — 18:30**

**One Saturday a month: 9:00 — 11:00**

Extended opening appointments once a month  
Saturday mornings for pre-booked appointments with  
GP's / nurse as appropriate

We also operate a GP remote service for “on the day” appointments daily Monday to Saturday in place of the previous Monday evening appointments. The remote GP can call you between 16:00 and 20:00

**For out of hours care please contact the Out of Hours Service by dialling 111**

We are committed to the ongoing improvement of the NHS.

## New Patients

We are open to new registrations if you live within the practice area. Details of our exact boundary can be found on our website. When you visit the practice to register you will also be asked to fill out a registration form and medical questionnaire. This is because it can take some time for us to receive your medical records from your old practice. You can also register online either via the NHS app or via our website to enhance better access to patients wishing to register with us.

## How to Register

In order to register as a patient, you will need to complete the Patient Registration form along with a Health Questionnaire. These can be obtained from the reception team or downloaded from our website. Once you have been accepted as a patient, your medical records will be transferred to us and you will be notified by the Primary Care Service Team of your registration.



# Wellington Practice ADULT (16 or over) Registration Checks and Short Questionnaire

From a clinical safety and probity perspective, it is very important that you give us accurate information (ie your actual address where you are currently living, your current contact and personal information details). Failure to do so may mean that we will have to review your registration status and/or refer any concerns to NHS Protect.

Please tell us your self-defined ethnicity

Ethnic Category	Sub-Category	Ethnicity code used
White	British	910
	Irish	911
	Other	912
Mixed	White and Black Caribbean	913
	White and Black African	914
	White and Asian	915
	Other	916
Asian or Asian British	Indian	917
	Pakistani	918
	Bangladeshi	919
	Nepali	920
	Other	921
Black or Black British	Black Caribbean	922
	Black African	923
	Other	924
Other ethnic	Chinese	925
	Other	926
Not stated	Not stated	927

## Preference of Doctor (GP)

All patients are registered with either Dr Rahman (m) or Dr Rathor (f). Whether your Doctor is male or female, all of the GP's at Wellington Practice are qualified to provide the same excellent standard of Patient and Clinical Care.

## Disabled Access

At Aldershot Centre for Health we endeavour to make the surgery as accessible as possible to our disabled patients. The car park has disabled car parking bays and all of the consultation rooms are on the ground floor and are accessible to disabled patients.

## Meet the Team

### PARTNERS:

Dr S Rathor (Safeguarding Lead)  
Philip Owen-Halley (Caldicott Guardian)

### Practice Manager:

Philip Owen-Halley

### Salaried GP:

none

### Locum Doctors:

variable

### Nurse Practitioners

Belinda (Advanced Nurse Practitioner)  
Jenny (Advanced Nurse Practitioner)

## NURSING TEAM

### Senior Practice Nurse: Nurse Specialist (Diabetes) HCA:

Mandy (also Lead on Infection Prevention)  
Stephanie (also covers for practice nurse)  
Sadie

## RECEPTION TEAM

### Reception Team Leader: Receptionists:

Kealey  
Sonia, Sue, Wendy, Tina and Roshani

**ADMINISTRATION TEAM:**

**Administration:** Tina  
**Business Support Admin:** vacancy  
**Medical Secretary:** Julia  
**Summariser / Coder Admin:** Liz

**Attached Staff:**

**Paramedics:** Greg – Paramedic Team Leader  
Matt Monday clinics for Wellington

**Clinical Pharmacists:** Sarah

**Community Nurses:** SPA Single Point of Access

**Social Prescriber:** Lizzy & Sophie

**Mental Health Worker:** Fiona

**Midwives:** Community midwife team led by Mandy Gilliver

**FCP Assessment:** Joe  
(First Point of Contact) used to be called Advanced Orthopaedic Practitioner (APP)

**Wellington Practice Reference Group (PRG – known also as the PPG)**

The Patient Reference Group (PRG) refers to a group of patients taking an active interest in the health care provided by the surgery. The group is designed to work with the local practices to offer the patient perspective on services that are provided. The PRG is a virtual community that provides its views to the surgery by way of feedback from a series of questionnaires throughout the year which will help the surgery understand the views of its patients.



The aims of the PRG is to improve communication, to encourage patients to take more responsibility for their health and to provide practical support. The PRG will be used to gain feedback on proposed changes to services that the Practice is looking to make.

Any patient who is registered at Wellington Practice can apply to take part in the Patient Reference Group. In order to get the most out of this new initiative it is vital that we have a fully representative cross section of our patients. We actively encourage and welcome members from Wellington Practice's ethnic community and disabled community to take part to ensure that all views are heard and considered.

If you are interested in joining the Patient Reference Group please send an email to [frimleyicb.wellington.practice@nhs.net](mailto:frimleyicb.wellington.practice@nhs.net) Alternatively you can write to us. Letters should be handed to reception who will forward onto Admin on your behalf.

# Appointments

## Text Service

If you have a mobile phone, please make sure that we have your number. We offer an appointment reminder service by text. Contacting patients by text is also quicker and cheaper for us than writing you a letter and many of the doctors now use this way to communicate efficiently with their patients. Please let us know if you do not wish to be contacted by text.



Routine appointments can be booked either by phone or in person at the surgery. We will endeavour to give you an appointment with a GP within two weeks.

Wellington Practice works with an extended specialised clinical team which includes GPs, Practice Nurses, Clinical Pharmacist, Nurse Practitioner and Paramedics. Appointments are available mornings and afternoons and an extended surgery is held every 2nd Saturday morning from 9.00-11.00am as well as the GP remote service weekday evenings. We also have a limited number of urgent on the day appointments available. Please call the surgery if you require an emergency appointment – lines open at 8am.

Appointments booked more than 2 weeks in advance cause an increase in patients not attending. We would be grateful if when making appointments more than 2 weeks in advances you do make a note in your diary to ensure you do not miss the appointment. Usually, only nursing staff offer more than two weeks ahead. If you are booking a routine GP follow-up appointment, you can do this up to two weeks in advance. Please phone the surgery after 10.30am to avoid our very busy early morning period.

Some appointments for Doctors are available to book online via Patient Online Access. (Currently restricted during the COVID Pandemic Period)

Many routine appointments are for those patients who require regular monitoring of a chronic or long-term condition. We will let you know when your appointment is due by text, post or email.

Urgent cases are seen on the day. If you require an urgent appointment in the morning please call us from 8am but please note we may have to ask you to complete an eConsult as appointments will be limited.

The duty doctor may telephone prior to an appointment being offered in order to ascertain your clinical priority.

Telephone appointments may also be available with the doctors. If you wish to speak to a doctor or nurse on the phone we will pass your details on to them and they try and ring you back capacity allowing.

The surgery is particularly busy on Mondays, especially during the winter months. If your appointment is not urgent, please try and book on a less busy day.

If you are only available on a mobile phone then please ensure that you give us your mobile number. **If your condition deteriorates you should telephone the surgery again.**



## Home Visits

We ask that home visits are requested only for those patients who are too ill to come to the Surgery. If you feel a visit is necessary, please phone the Surgery before 11am to discuss the problem with your GP.



## Nurse Appointments

Practice nurses treat patients for a wide range of common conditions including ulcer management, minor injuries/illnesses, removing stitches, travel vaccinations, immunisations etc. We will endeavour to provide you with an appropriate nurse appointment and the practice nurse is able to speak to a doctor and arrange a prescription should it be necessary.

Our Practice Nurses are trained to run routine clinics for certain conditions such as diabetes and you can book up to 4 weeks ahead for a clinic appointment.

## Travel Advice & Immunisations

If you are going abroad and require advice on travel vaccinations, please book a nurse appointment at least 6 – 8 weeks before departure to discuss your requirements. A travel form should be completed before the appointment, copies of which are available at reception or may be downloaded from our website. Please note that the NHS will pay for some vaccinations but not all are free of charge. More information is available on the website at [TravelHealthPro](http://TravelHealthPro)

We are **NOT** a Yellow Fever centre for vaccinations but can indicate where this vaccination can be done.

## Vaccinations

The following vaccinations are routinely offered by the practice to patients who meet the relevant criteria:

1. Pneumococcal vaccination
2. Shingles
3. Tetanus
4. MMR (measles, mumps & rubella)
5. Meningitis ACWY
6. Pertussis (whooping cough)
7. Seasonal Flu – for all those aged 50 and over as well as other at risk groups
8. Travel – NHS standard



## Nursing Care at Home

We work closely with other healthcare professionals who are part of our Primary Care Network (PCN) or partner Healthcare providers such as the district nursing team, midwives and health visitors. You can contact them via our reception team or through recognised public weblinks.

If you have an illness or incapacity that means you may need nursing care in your own home, the district nurse may visit you. Patients who are likely to benefit from this service include those who are housebound either through illness, frailty, terminal illness or those who have recently been discharged from hospital and are unable to get about.

## Orthopaedic Practitioners

Appointments are available with Orthopaedic Practitioners (from the Orthopaedic Department at Frimley Park Hospital) who see patients over 16 years old for various muscular-skeletal

problems. Appointments are booked via reception. An initial assessment is usually required prior to being referred for further physio treatment.

## District nurses provide wound care, palliative care, continence

Community nurses provide wound care, palliative care, continence advice, health promotion advice as well as advice on co-ordinating care packages. If you move into a care home locally, the district nurse may be able to continue your care however most nursing homes have their own qualified nursing staff.

## Pharmacies

Your local pharmacist will be able to give you free health advice but you may need an appointment with them. Many pharmacies operate extended hours on a rota basis. Call 111 for details or visit the link

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy> Your

pharmacist will be able to advise on many minor illnesses including hay fever, upset stomachs, constipation, ear ache, coughs and colds, sore throats, aches and pains, cold sores, mild eczema, oral thrush, heartburn, skin rash, fungal skin infections and yeast infections or thrush.



## Test Results

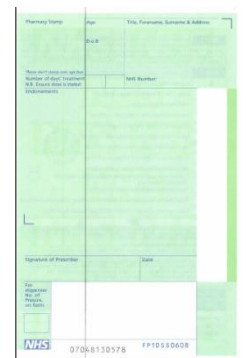
Please ring the surgery and speak to reception, where possible after 11 a.m., for a result unless special arrangements have been agreed with the patient's usual doctor. Results can only be given directly to the patient unless written permission has been given for family members/carers etc to be given this information.

## Repeat Prescription Requests

If you are on regular medication and the doctor has authorised for you to have a repeat prescription, you can request one (allowing for 3 working days for collection) in the following ways:

1. Bring your repeat prescription slip to the surgery.
2. Via your Patient Access online account
3. Email your prescription request to [frimleyicb.wellington.practice@nhs.net](mailto:frimleyicb.wellington.practice@nhs.net)

**Under no circumstances will a request for a repeat prescription be taken over the telephone.**



## Out of Hours

If you have an emergency and need to see a GP when the Surgery is closed, you will need to contact the Out of Hours Medical Care Service by dialling **111 from your telephone**. Calls from landlines and mobile phones are free of charge.

## Non-NHS Examinations (Private Requests)

The NHS does not cover non-medical services such as insurance medicals, medicals for HGV licenses, fitness to undertake sports or diets etc. We are happy to provide these services - there

is, however, a fee payable in accordance with British Medical Association guidelines. A list of fees can be found at Reception or on our website.

## Patient On-line Access

Online access enables patients to book appointments online, order repeat prescriptions and to view parts of their medical record. Please contact reception for a registration form to register for online access. You will need to bring along proof of address and photographic ID i.e., passport should you wish to have access to the medical record itself. Routine prescription requests and appointments along with some basic information is given at the point of registration without further identification being needed.

## Reception Team – known as (Patient Services Coordinators)

Our receptionists have all undertaken specialised training and are keen to help patients in any way possible. They do not offer medical advice but may be able to resolve any queries by seeking more information from patients. All information given to receptionists is treated with strict confidentiality. Arrangements will need to be made should you require to talk to reception in a more confidential way.



Care navigators can help advise and signpost patients to the most appropriate healthcare professional, such as a pharmacist or dentist, while also recognising when a patient should be seen by their GP or directed to accident and emergency (A&E).

Your GP surgery's reception team has been trained to help you access the service you need, more quickly and easily. In order to do this they may need to ask you for a little extra information if you make an appointment concerning.

There are a number of minor conditions or ailments that you don't need to see your GP or practice nurse about. In many cases a pharmacist or another health professional will be able to provide you with the support and advice that you need. They may also be able to treat you more quickly.

If you request an appointment for any of the conditions listed below, you will be asked some questions by one of the reception team. They have been trained to do this to help direct you to the right service more quickly. If you would like more privacy when answering the questions, or if you have any other concerns about discussing these matters with the receptionist, please let them know

1. head lice
2. conjunctivitis
3. hay fever
4. urinary tract infections and cystitis
5. vomiting and diarrhoea
6. coughs and colds • sprains and strains
7. bites and stings
8. dental pain
9. verrucas and athlete's foot



## Suggestions, Comments & Complaints

We try to make our practice a welcoming and friendly place for patients and staff and we are always open to suggestions on how we might improve our service. We have a Suggestion Box in our waiting area for your feedback. There is an option to provide feedback on our website or please feel free to speak, email or write to our Practice Manager Philip Owen-Halley.



We endeavour to give you the best service possible at all times but there may be occasions when you feel that you wish to express dissatisfaction. If you wish to make a complaint about the services the practice provides for you, we provide a leaflet explaining how to do this. This leaflet is available at Reception and on our website.

Full details of your complaint will be taken and a decision made as to what investigations need to take place. A patient's consent will be necessary if a complaint is not made by that patient directly. We hope to address your concerns fully, provide you with an explanation and discuss any action that may be taken.

We trust that, at the end of this process, you will feel satisfied that the matter has been resolved. However, if this is not the case, then we can provide details of how to progress the matter with appropriate authorities within the NHS. If you require or may benefit from receiving advocacy support when wishing to make a complaint about NHS services in Hampshire, please contact Healthwatch Hampshire on 01962 440262 [www.healthwatchhampshire.co.uk](http://www.healthwatchhampshire.co.uk)

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing, although verbal complaints will also be taken just as seriously, as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident, or within 12 months of your discovery please give as much detail as you can.

### **Please address your written complaint to:**

Mr Philip Owen-Halley  
Practice Manager  
Wellington Practice  
Aldershot Centre for Health  
Hospital Hill  
Aldershot, Hampshire  
GU11 1AY

### **Next Steps**

We look to settle complaints as soon as possible and we will acknowledge receipt within 2 working days and aim to have looked into the matter within 7-10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know and keep you informed as the investigation progresses.

## Escalating a Complaint

If you do not feel that we have handled your complaint sufficiently then you have the right to contact NHS England at:

Patients Complaints Service  
NHS England  
PO Box 16738  
Redditch  
B97 9PT

If you are still unhappy after having contacted NHS England then you can refer your complaint to the Parliamentary Health Service Ombudsman:

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Or visit their website at  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Patient Rights and Responsibilities

As a patient you have the right to:

- (a) be registered with a named doctor
- (b) receive emergency care
- (c) receive appropriate drugs and medicines
- (d) be referred for specialist or second opinion as appropriate
- (e) see your medical records or a copy, subject to certain laws
- (f) know that by law, everyone working for the NHS must keep the contents of your medical records private.

With these rights come responsibilities for the public. That means being:

- (a) courteous to the staff at all times
- (b) as prompt as possible for all appointments
- (c) responsible for cancelling appointments in adequate time.

Violence, abuse, bullying and harassment will not be tolerated against any of our staff or patients. If a patient or a family member of a patient is violent or abusive, they will be warned to stop their behaviour. Persistent offences will result in action to have the patient removed, immediately from our list.

## Patient Online Access

Patient access allows patients to book appointments online, Request repeat medication and view parts of their medical record. For more information about Patient Access please ask reception for more information or request a sign-up form from them.



## Confidentiality

Confidentiality is observed by all members of staff at Wellington Practice. Each member of staff has signed a confidentiality agreement and is bound by the Practice's Confidentiality Policy and the National Data Protection Act (2018). Information contained in your medical record is kept confidential at all times and only disclosed to other organisation's who are directly involved in your health care.



On occasions we will use your personal details (name and address) to invite you to important health screening programs where appropriate. There may be other occasions when we will use your information for the use of preparing statistics and the monitoring of performance and activity. In these instances, we will only ever provide Non-Identifiable Patient Data. If you would prefer for your information not to be used in this way, please notify the practice manager. If your Personal Information is requested for the purposes of Law enforcement and/or public safety, we will do our utmost to obtain your consent before complying with any request.

Last Updated February 2023