

The Doctors And Staff  
Would Like To Welcome You To

Shakespeare House  
Medical Centre  
(SHMC)

Incorporating  
Fort Hill Surgery

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



*Dedicated To Our Patients*

## SHAKESPEARE HOUSE MEDICAL CENTRE

### Contact Details

Shakespeare Road, Basingstoke, Hants RG24 9DS  
Telephone number: **01256 328860**  
Fax number: **01256 351911**

## FORT HILL (Branch Surgery)

### Contact Details

Winklebury Centre, Winklebury Way, Basingstoke, Hants RG23 8BU  
Telephone number: **01256 359440**  
Fax number: **01256 471911**

## PRACTICE STAFF

The GPs cover both sites.

### Doctors

<b>Dr B Hobson</b>	(Female)	MB BS DRCOG DCH DFFP	Bangladesh	1993
<b>Dr T Jacobs</b>	(Male)	MD	Belgium	2001
<b>Dr J Muse</b>	(Female)	MB CHB MRCP	Leeds	2007
<b>Dr H Mann</b>	(Male)	MB BS India 1983 DCH	India	1985

### Practice Business Manager

### Practice Nurses

Anne Ricketts  
Harjinder Matharu

### Phlebotomist/Health Care Assistant

Cherry O'Connell

### Senior Receptionist

Mrs Susan Jarvis

### Medical Receptionists

Mrs Evelyn O'Shaughnessy  
Mrs Fiona Berry

Mrs Kathy Young (Fort Hill)  
James Rigby

Mrs Belinda Orsborn  
Miss Christine Harrison

### Practice Administrator/IT

Mrs Tracey Turner

### Secretary

Mrs Linda Swaisland

## ROUTINE APPOINTMENTS

Please call at reception or telephone during surgery hours.

Please arrange to see your usual doctor for routine matters. They will know your medical history. Do make it clear if you require urgent attention although you may not necessarily be able to see your usual doctor for this.

Also please advise the receptionist if you believe the patient's condition is infectious and they will arrange for the patient to be put in a side room.

Our patients can be seen at either site if their designated site is full.

You can now book appointments online. Ask at reception for details.

### How you can help us:

- Be on time for your appointment.
- Tell us if you need to cancel - you can now text to 07985 912337 to cancel your appointment.
- Call for a home visit or urgent appointment before 10.00am.
- Ring for test results after 2.30pm.

Shakespeare House Medical Centre now has a texting service to patients to remind them of their appointments. Please read your texts carefully as surgery attendance is not required if you have booked a telephone consultation or triage appointment.

## TRIAGE

Shakespeare House Medical Centre (SHMC) operates a triage system. Patients telephoning the surgery for same-day appointments will be offered a telephone triage appointment with the GP or nurse.

## TELEPHONE CONSULTATIONS

Consider a telephone consultation as, on occasion, this can be more appropriate. Ask the receptionist to book a telephone consultation to speak to a doctor.

## HOME VISITS

If you are too ill to come to the surgery, please contact reception before 10.00am to book a home visit.

## REPEAT PRESCRIPTIONS

Please allow two working days for all repeat prescriptions (except by post) and collect them before 6.15pm.

If you request a repeat prescription on a Monday it will be ready for collection on Wednesday, Tuesday will be ready on Thursday, Wednesday will be ready on Friday, Thursday will be ready on Monday and Friday will be ready on Tuesday.

Please return your computer printout to the surgery:

- a) By post (enclosing a stamped self-addressed envelope), allowing several days for postage
- OR**
- b) Hand it into the surgery
- OR**
- c) Complete a repeat prescription form at the surgery
- OR**
- d) Online at: [www.shakespearemedical.co.uk](http://www.shakespearemedical.co.uk)

This practice has implemented a new **Repeat Dispensing Scheme** with our local pharmacists.

If you regularly get your medicines on repeat prescriptions and you are stable on this medication, we would like to make the way you get your medicines even easier. The repeat dispensing scheme allows your doctor to issue a single repeatable prescription to your regular pharmacist so that **you can get your medications direct from your local pharmacy without having to see your doctor.**

### SICKNESS CERTIFICATES

You do not require a doctor's note for any illness lasting seven days or less. However, your employer may require you to complete a self-certification form (SC1). This is available from your employer. For an illness lasting seven days or more you will need to see your doctor so they can issue a sick note (med3). Self certification forms for the self-employed are available at the surgery.

### SURGERY HOURS

<i>Shakespeare House Medical Centre</i>		AM	PM
<b>Dr Hobson</b>	Monday	9.00 to 12 noon	3.00 to 5.30
	Tuesday		4.30 to 7.15
	Wednesday	9.00 to 12.30	3.00 to 5.30
	Thursday		3.00 to 5.30
<b>Dr Jacobs</b>	Tuesday	10.00 to 1.00	3.00 to 7.15
	Friday	9.00 to 12 noon	3.00 to 5.30
<b>Dr Muse</b>	Monday	10.00am to 1.00pm	4.30 to 7.30
	Wednesday	9.00 to 12 noon	2.30 to 5.00
	Thursday	9.00 to 12 noon	3.00 to 5.00
<b>Dr Mann</b>	Monday	10.00 to 1.00	4.30 to 7.30
	Tuesday	9.00 to 12.30	3.00 to 7.15
	Thursday	9.00 to 12.30	2.30 to 5.30
	Friday	9.00 to 12.30	2.30 to 5.00
<i>Fort Hill Surgery</i>		AM	PM
<b>Dr Jacobs</b>	Monday	9.00 to 12.30	2.30 to 5.00
	Wednesday	9.00 to 12.30	2.30 to 5.00
<b>Dr Hobson</b>	Tuesday	9.00 to 12.30	
	Thursday	9.00 to 12.30	
<b>Dr Muse</b>	Friday	9.00 to 12.30	2.30 to 5.00

### CLINICS (By appointment only unless otherwise stated)

#### *Child Immunisations*

The immunisations are administered by the practice sister, on Mondays between 1.00 and 2.30pm (SHMC). This is a walk-in clinic and no appointment is necessary. You will be sent an appointment from the hospital for these. If you miss an appointment, please contact the surgery for another appointment.

Please note: Your baby must see the doctor for their six-week check, prior to the immunisation programme commencing at eight weeks. Please make sure you have registered your baby with the surgery before their six-week check.

#### *Child Health Surveillance*

Six-week check by appointment with GP.

Eight-month check by health visitor.

#### *Antenatal Clinic*

Held by the midwife, clinics are available on Monday and Tuesday mornings. The first appointment will be around 11 weeks. The midwife will contact you with the details. This appointment is the longest and usually takes up to one hour. Blood tests are also done at this appointment.

Future appointments will be at 16, 20, 28, 36, 38 and 40 weeks, except the first pregnancy where you will also see the GP at 25 and 31 weeks. The midwife will monitor your blood pressure and discuss any concerns that you may have.

If the midwife is not available and you are due for an antenatal check, please make an appointment with your usual GP.

### HEALTH PROMOTION CLINICS (By appointment only)

#### *Well Man/Woman Clinic*

These clinics are held by the practice sister during normal surgery hours. The nurse will check your family history, general health and record the information.

#### *Weight Clinic*

Walk-in clinic fortnightly.

#### *Smoking Clinic*

Specialist nurse every Thursday at SHMC and Monday at Fort Hill.

#### *Chronic Disease Clinics*

If you have one or more of the following diseases, you are required to have an annual check-up with the nurse.

Diabetes	Asthma
Cerebrovascular Disease/Stroke	Coronary Heart Disease
Chronic Obstructive Airways Disease	Chronic Kidney Disease

### **Minor Ops/Cryotherapy**

#### **Phlebotomy**

For any blood tests that you may require.

#### **Contraception**

Pill checks, coil checks and depo injection.

Held by the practice nurse who can also do cervical smears and emergency contraception.

#### **IUD And Implants**

By appointment only.

#### **Medical Examinations**

For insurance purposes, HGV licences, etc. By appointment only.

Some of these services are not covered by the NHS and a fee is therefore payable.

#### **Flu Vaccinations**

It is recommended that patients over the age of 65 and patients with underlying medical conditions such as asthma, diabetes, COPD, coronary heart disease and stroke receive a flu vaccination once a year, as patients are more likely to develop serious complications as a result of contracting flu. The campaign for this generally starts in October.

The same group of patients should also have a one-off pneumovax which is a vaccination to protect against a common cause of chest infections and pneumonia.

#### **Travel Advice/Vaccinations**

Contact the practice nurse who will provide travel advice and advise you if vaccinations are required. Please be aware that some courses of vaccinations for more exotic locations can take two to three months to complete. So do plan ahead to avoid having several injections at once.

#### **Medical Test/Investigation Results**

Telephone the surgery reception between 2.30 and 6.00pm for results but PLEASE ALLOW TWO WORKING DAYS AFTER THE TEST.

## **CHANGE OF PERSONAL DETAILS**

Please inform the surgery if you change your name, address or telephone number.

## **CONFIDENTIALITY**

All consultations between you and your health professional are treated with strict confidentiality and all staff are bound to obey the confidentiality rules.

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager at Shakespeare House Medical Centre.

## **LANGUAGE LINE**

We have access to a language line for patients whose first language is not English.

## **MEDICAL STUDENTS**

We also train medical students from Southampton University.

## **OUT-OF-HOURS INFORMATION**

Patients requiring non-urgent medical advice can contact NHS Direct, a 24-hour helpline, on 0845 4647.

If you require urgent medical advice or to see a doctor outside normal surgery hours, the emergency out-of-hours service is provided by HANTSDOC which is a co-operative of local GPs. The centre is based in the Fracture Clinic (next door to A & E) at North Hampshire Hospital. Patients are seen by appointment only. Please call 0118 936 5592 or alternatively telephone the surgery where an answerphone will re-direct you.

## **COMPLAINTS**

We are continuously striving to provide the best health care possible to all our patients. However, on occasion a patient may have cause to make comments, suggestions or complaints, which they want to bring to the attention of the practice. In this event you can contact the practice manager and your concerns will be pursued in accordance with practice procedures.

## **DATA PROTECTION ACT**

All data stored on our computers is covered by the Data Protection Act and, as part of this practice's contribution to medical research, we provide completely anonymised patient level treatment information to reputable third party organisations. No individual is ever identified from the information.

## **FREEDOM OF INFORMATION - PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## **ZERO TOLERANCE**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

## **DISABLED ACCESS**

The pavements are lowered in places enabling easier wheelchair access into the building and we have a section of the car park specifically for disabled drivers.

The building has toilets for the disabled, with wider doors and grab rails. There is one in the main entrance, one in the surgery and one on the first floor.

The practice has five consulting rooms and a treatment room on the ground floor making easy access for disabled patients. The doors are wide enough to accommodate a wheelchair and there is a lift for patients who may need to attend other sessions on the first floor.

Our staff are always willing to assist with opening doors, etc.

## OTHER LOCAL NHS SERVICES

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrheal medicines
- Re-hydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non- absorbent cotton wool, elastic bandages and dressings

### Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose.
- Watch expiry dates – don't keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy.

### Your Local Pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a Rota basis. Call NHS Direct for details.

Patients can now consider the repeat dispensing scheme. Please ask at reception for more information.

### Walk-in Centre

Hampshire Healthcare Centre (Basingstoke) provides patients with additional choice and access to medical and dental services in Basingstoke. Hampshire Healthcare Centre offers a full general practice, medical service and dental service for patients from 8.00am to 8.00pm, seven days a week. Services may be accessed with or without an appointment, whether you are registered at the centre or not. From blood pressure checks to contraceptive advice, minor cuts and bruises, sprains and emergency dental care, Hampshire Healthcare Centre (Basingstoke) offers a wide range of services from: the Basingstoke and North Hampshire Hospital, Aldermaston Road, Basingstoke, Hampshire RG24 9NA.

### Opening Times

8.00am to 8.00pm Monday to Sunday

Web: <http://www.hampshirehealthcarecentre.nhs.uk>

### NHS Direct

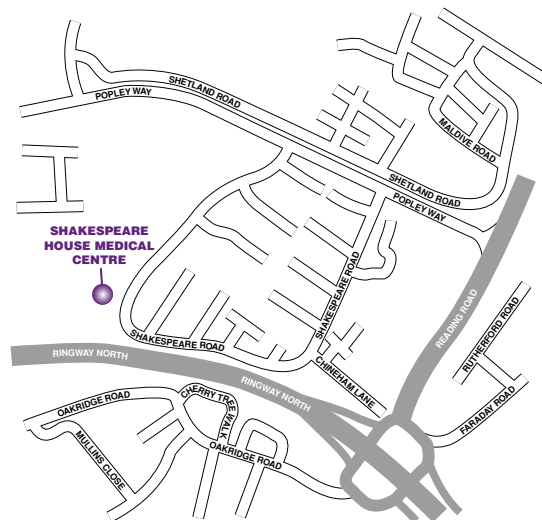
NHS Direct offers free expert health information and advice 24-hours a day on 0845 4647 or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service. For deaf people and those heard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

For the latest information click to: [www.shakespearemedical.co.uk](http://www.shakespearemedical.co.uk)

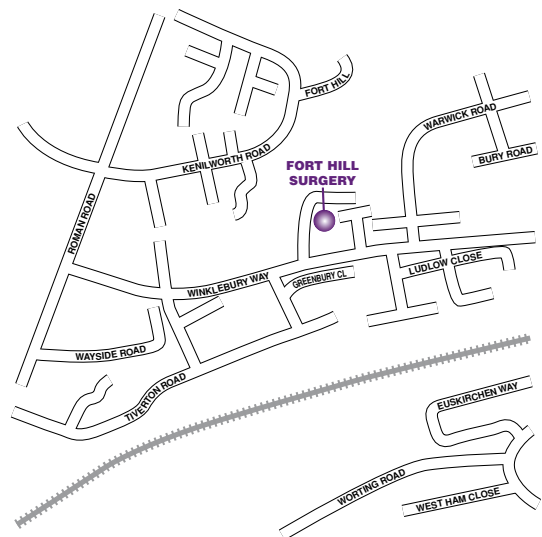
## Accident And emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## PRACTICE LOCATION FOR SHAKESPEARE HOUSE MEDICAL CENTRE



## PRACTICE LOCATION FOR FORT HILL SURGERY

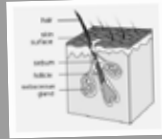


For the latest information click to: [www.shakespearemedical.co.uk](http://www.shakespearemedical.co.uk)

## HAIR AND SCALP CONCERNS? DRY, ITCHY, FLAKY SCALP, THINNING HAIR OR HAIR LOSS?



Our hair and scalp scanner can get to the "root" of your problems



Initial consultation and first treatment £45.00

For more details contact

# FHC for Hair Ltd

3 Elmwood Parade, Basingstoke RG23 8LL

01256 464392

email: info@fhcforhair.co.uk www.fhcforhair.co.uk

**NEW  
TREATMENT  
ROOM NOW  
OPEN**



PRESENT THIS ADVERT AND CLAIM A 10% DISCOUNT ON PRODUCT PURCHASES  
A HEALTHY SCALP = HEALTHY HAIR

## Exfoliation Cleans and Optimizes the Hair Growing Environment

Exfoliation can be used successfully to treat dry, itchy scalp, flakiness and dandruff, and the causes of fine and thinning hair. Think of it as a facial for the scalp. Expediting cellular renewal of the scalp with a natural exfoliation works the same way exfoliation works for the face. Sloughing off dead, flaky skin allows younger skin cells to surface. Younger cells are fresher, clearer and healthier. In the right circumstances scalp exfoliation has encouraged hair follicles to produce more and thicker hair.

Using a specialised magnifier to study the scalp, we can show you before and after images of your scalp so that you can determine for yourself if the treatment is producing results. Unlike traditional microscopes, we can project the field of view onto a monitor so you can see your own scalp on a TV screen.

FHC stylists are trained to understand how scalp exfoliation works, and have carried out over 200 treatments effectively and safely. We are not doctors, but will be able to help determine if the scalp would benefit from exfoliation or if it would be unsafe due to a pre-existing scalp condition. Exfoliation treatments are suitable for both men and women.

Our newly opened treatment room allows clients to discuss their concerns in privacy.

*"I will certainly be booking a scalp treatment as I am sure exfoliation can help to delay the process of thinning hair"* **Veronica Fullbrook, Winklebury**

ADVERTISING FEATURE

To feature your business in our booklet call 0800 612 1516

## Make The Most Of Your Chemist...

### ...for dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions. You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking. Many chemists now offer a prescription collection and delivery service.

### ...for minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis.

Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them will be treated in the strictest confidence. All the more reason to make the most of your local chemist!

## Professional, natural photography

### Adele Lisa Bates



With an informal approach and natural photography style, I offer affordable bespoke packages and prices covering weddings, children/family portraits, social/corporate events and more. I am happy to discuss your requirements and offer advice.

Please contact me on **07525 047994** or **01256 411174**

[www.adelebates.co.uk](http://www.adelebates.co.uk)  
[info@adelebates.co.uk](mailto:info@adelebates.co.uk)

**45 Jersey Close  
Basingstoke  
Hampshire  
RG24 9PR**



## Photography

What better way to preserve those special family memories forever than in photographs? With the advent of digital technology, the quality of pictures today is better than ever and the best way to ensure perfect memories is to have your photographs taken by a skilled, professional photographer.

Remember to book in advance – bookings for weddings in particular often need to be made up to 12 months in advance. All photographers should have a website set up where you can view their work, be willing to show you examples and provide written quotations.

Meet the photographer and make sure he/she understands what you want before you part with any money. A non-refundable deposit is usually required to hold a date in the photographer's calendar. The end result should be the perfect record of a very special time.

ADVERTISING FEATURE



# FASTFARE PHARMACY

598 Abbey Road, Popley  
Basingstoke RG24 9ES

## FREE

### Prescription Collection and Delivery Service

#### HOW DOES IT WORK?

Bring your repeat request form or we will collect it from your doorstep. Once you authorise us we will take it to your doctor's surgery to prepare your prescription. Then we will collect your prescription from the surgery and dispense it at Fastfare Pharmacy for you to collect or we even deliver to your doorstep.

**AND IT'S ALL FREE OF CHARGE!**

*Help us to help you*

#### WE OFFER A WIDE RANGE OF OTHER SERVICES AND FACILITIES

- + We dispense both NHS and private prescriptions
- + Free pick-up, collection and delivery of prescription(s)
- + Patient medication record system for help and service
- + Nomad Monitored Dosage System for patients needing help taking medication on time and regularly
- + Blood pressure testing and monitoring facility
- + Diabetic testing and monitoring facility
- + Provision for private consultation area for patients
- + Help for safe disposal of unwanted/outdated medicine
- + Advice on medication and treatment of minor illness if need be by the Pharmacist
- + Providing help and support to Nursing and Residential Homes with patient care and medication requirements
- + Holiday medication and advice
- + Mobility equipment sale and hire at discounted prices
- + Help and advice with morning after pill
- + Cholesterol advice
- + Medicine usage reviews (new and upcoming)

**Monday - Friday 9am to 7pm Saturday 9am to 5pm**  
***We do not close for lunch***

**Phone/Fax: 01256 357637**