

Opening times

	Brockenhurst	Sway
Monday	07.30—18.30	07.30—17.00
Tuesday	08.00—19.00	08.00—13.00
Wednesday	08.00—19.00	08.00—13.00
Thursday	08.00—17.00	08.00—18.30
Friday	07.30—18.30	07.30—13.00
Weekends	CLOSED	CLOSED

Useful Contacts

West Hampshire CCG

Website: www.westhampshireccg.nhs.uk

Tel no: 02380 627444

Email: info@westhampshireccg.nhs.uk

Social Services

New Forest Adult Services tel. no: 01590 625150

New Forest Children's Services tel. no: 02380 812113

Chemists

Day Lewis (Sway) tel. no: 01590 682225

Day Lewis (Brockenhurst) tel. no: 01590 623206

Complaint procedure

We always like to try and resolve any issues you may have before a complaint is necessary. If you experience any problems during your time as a patient with us, please raise your concerns with a member of our patient services team; or if you prefer ask to speak with a member of our management team.

Should you wish to make a formal complaint please request a **Patient Complaint Leaflet** at the reception desk. Alternatively you can download the leaflet from the policies section of our website.



**New Forest
Central Medical Group**
SWAY & BROCKENHURST SURGERIES

Sway Surgery
Station Road
Sway
Hampshire
SO41 6BA

Brockenhurst Surgery
Highwood Road
Brockenhurst
Hampshire
SO42 7RY

Tel no: 01590 682617/622272

Fax no: 01590 682226/ 624009

Email: WHCCG.NewForestCentralMedicalGroup-Reception@nhs.net

Website: www.newforestmedicalgroup.co.uk

GP Partners

Dr Mark Orton (BM, DRCOG, DCH, DPD, MRCGP)

Dr Ian Fitzsimmons (MBChB, MRCP, MRCPCH, DRCOG, MRCGP)

Dr Matthew Davies (BM, PgDL, BVC, DoHNS, nMRCP)

Dr Melissa Carrell (MB, BS, BSc, MRCGP, DRCOG, DFSRH)

Dr Helen Neuenschwander (MB, BS, MRCGP, DCH, DRCOG)

Practice Nurses

Mrs Lorna Greaves

Mrs Susan Fox

Healthcare Assistant

Mrs Christy Sampson

Registration process

Please refer to our website, or speak to a member of our patient services team for more information on how to register with the practice.

Practice Area

The NFCMG services Sway and Brockenhurst, as well as the surrounding villages/hamlets of New Park, Rhinefield, Wilverley, Wootton, Tiptoe, Hordle, Vicars Hill, Pilley, Pilley Bailey, Dilton and Lady Cross.

Disabled Access

All consulting rooms at both sites are ground floor level, however due to the current building limitations access for wheelchair users is difficult unaided. Both sites have disabled toilet facilities.

Services Available

In addition to general GP and nursing appointments the surgery offers the following services:

- Cervical smearing test
- Health visitor led baby clinics
- Child immunisation programme
- Contraceptive advice
- Chronic Disease Monitoring clinics
- Adult & travel vaccination
- NHS Health checks
- Minor Surgery
- Minor Injury Assessment
- Phlebotomy

Home visits

Home visits are intended for patients unable to attend the surgery for *medical* reasons. Where possible home visits should be requested before 10.30am. Please note that home visits are not available to assist with problems of transport, except at the discretion of the doctor on duty.

Out of hours

If you require medical advice and cannot wait until the surgery is open please call 111, who will advise and direct you to the appropriate treatment option.

Minor Injuries Unit (MIU)

The MIU based at Lymington Hospital is open 8am to 9pm, 7 days a week, 365 days a year. Please visit www.southernhealth.nhs.uk/services/community-health-services/miu/ for more details.

Booking appointments

For administrative purposes you are allocated a named or 'usual GP' when you register with the practice, however you are free to consult any GP within the practice. Should you prefer to see a particular GP please state this at the time of booking. Please contact our patient services team if you would like to find out or change your allocated named GP.

Ordering repeat prescriptions

Repeat prescription can be requested in writing or online. Please speak to a member of our patient services team for more information. Please note medication request **cannot** be taken over the phone.

Training Practice

As a training practice you may from time to time consult with a postgraduate doctor, or have a medical student present. For teaching purposes these consultations are sometimes video recorded. Permission from the patient will always be sought in these cases.

Postgraduate Training

It is a common misconception that postgraduates undertaking GP training are not yet qualified doctors. Anyone receiving GP training will have graduated as a medical doctor.

Undergraduate Training

To assist in the training of future doctors, our GPs will occasionally have students from Southampton University Medical School observing their clinics.

Patients will always be asked if they mind having a student in a consultation. Patients, however, may exercise their right to see the doctor alone.

Zero Tolerance

The practice will not tolerate verbal or physical abuse towards any member of the practice team. Abusive behaviour will result in your removal from our practice list.

Data sharing

Please refer to our Data Sharing Information Leaflet for further details.

Online Services

Patients **over the age of 16** are able to view their medical record, book appointments and request repeat medication online. To set up your patient access account please speak to a member of our patient services team. Please note you will need to provide a form of photo ID.