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# THE LIGHTHOUSE

GROUP PRACTICE

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### Opening Times—Drs Surgeries

**Monday — Friday 08:00 am to 6.30pm**

**Weekends and Bank Holidays—Closed**

Southsea Medical Centre  
Carlisle Road  
Southsea  
PO5 1AT

Devonshire Avenue Surgery  
262 Devonshire Avenue  
Southsea  
PO4 9EH

Telephone number: 023 9285 1199  
[www.lighthousegrouppractice.co.uk](http://www.lighthousegrouppractice.co.uk)

### **Dr Ian Minay**

MB ChB(1988) MRCP DCH DRCOG MRCGP

Dr Minay studied at Manchester University qualifying in 1988. He worked in hospitals in Doncaster, Sheffield and York before training as a General Practitioner at Lymington. He joined the practice in 1997.

Special interests include Child Health Surveillance

### **Dr Catherine Causer**

MBBS 1992b

Dr Causer Studied and the University of London qualifying in 1993. She was formerly the senior partner of the Devonshire Avenue Practice for many years, until the merger with Southsea Medical Centre in 2019.

### **Dr Rajesh Bhateja**

MBBS (1995) MRCGP

Dr Rajesh Bhateja (Dr Raj) studied at University of Bombay qualifying in 1995. He worked in renowned private hospitals in New Delhi for 8 years before moving to UK in 2003. Here he worked in A&E in hospitals in London and Basildon before starting his GP training on the Isle of Wight. He joined our practice in 2014.

## **Dr Gayle Catterall**

MB BS (1979), MRCS (1979), LRCP (1979), DA Eng (1983),  
DRCOG (1984).

Dr Catterall studied in Imperial College London in 1984. Dr  
Catterall moved from Park Lane Medical Centre to Southsea  
Medical Centre in November 2015. Special interests Women's  
Health & Asthma

## **Salaried GP's**

Dr Nelson Leung MB ChB 2013

Dr Cordelia Evelyn Edwards BM (2011) DRCOG MRCP

## **Managing Partner**

Our Manager, Mr Andrew Clarke is responsible for the  
smooth running of the practice.

## **Operations Manager**

Mr Andrew Mckie is responsible for the practice facilities and  
deputises for Mr Andrew Clarke when he is not available.

**Nurse Practitioners** The medical centre has three pre-prescribing nurse Practitioners. They are employed to help the GP's deal with the telephone triage system.

Rachael Guy-Hawthorn MSc  
Pema Brown BN hon's part MSc  
Fiona Jones ANP

**General Nursing & HCA's** The medical centre presently has 2 treatment room nurse and 2 healthcare assistance (HCA's)

Victoria Swift RGN  
Jana Gjolla RGN  
Jayne Hoare HCA  
Emma Fleming HCA

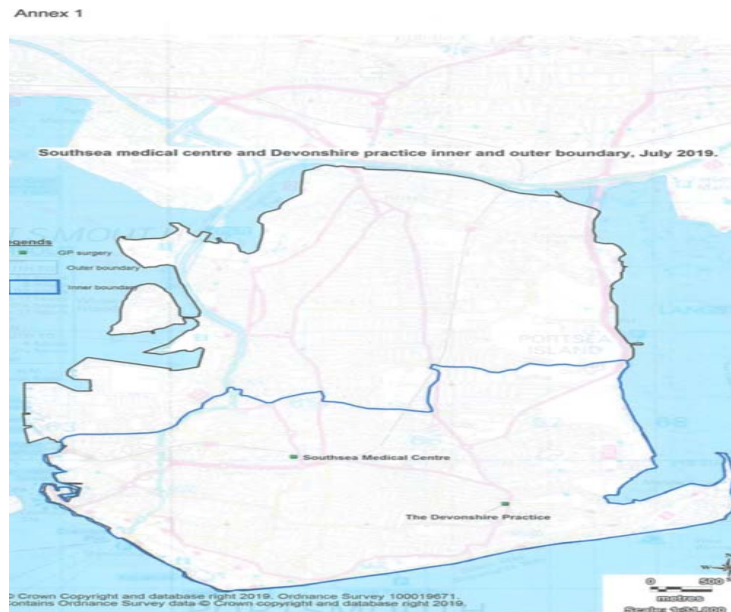
**Pharmacist** Post Vacant. The medical centre has a Repeat prescribing team

**Care Navigation Team** The Care Navigators are trained to give general advice and help in every possible way. They have not however had medical training and any advice sought in this field should be via the practice nurse or a doctor.

**Register as New Patient** For patients looking to register with our practice, please review our boundary map to see the areas we cover. All patients are assigned a 'Named Accountable GP' when registering with us, however you are free to see any GP you wish. GP appointments are allocated by availability. In order to register with us, we require our patients to complete a GMS1 registration form as well as either an adult patient questionnaire, or a child questionnaire (if under 15 years old). These can be found by visiting your local Lighthouse Group surgery and enquiring at the front desk. Please note that it is ideal if you can provide two forms of identification when registering; a photo ID and a proof of address

## Practice Area

The catchment area for this practice is **PO1, PO4, PO5**.



Note: Unfortunately should you move off Portsea Island you will have to register with another doctor closer to your home.

### IMPORTANT

**PLEASE KEEP US INFORMED OF ANY CHANGE OF NAME, ADDRESS OR TELEPHONE NUMBER SO THAT WE CAN CONTACT YOU SHOULD THE NEED ARISE.**

## Disabled Access

Most of our clinical areas are based on the ground floor and should be easily accessed by disabled patients. The main doors are automatic to enhance access. Interior doors are not automated. A loop system is available to help those with hearing aids.

## **Emergency Ambulance 999**

### **Ambulance**

When you think that the person's life may be in danger without immediate treatment.

For example:

- Severe chest pain- particularly tight or crushing chest pain
- Severe breathing difficulties
- Suspected stroke – Face fallen on one side, unable to raise both arms, speech slurred.
- Patient is unconscious or very drowsy
- Overdose
- Major accidents and fractures
- Severe bleeding

### **In all these case dial 999 immediately**

In other cases if you are not sure if an ambulance is needed then you are welcome to phone the Surgery for advice – see the numbers at the bottom of this page.

Please do not call an ambulance for minor illnesses or you may delay treatment getting to other people needing immediate help  
**But do not delay if you think the person's life may be in danger.**

## **Emergency Department, Queen Alexandra Hospital, Cosham**

Examples for attendance

- Wounds needing stitching, burns, broken bones.
- Sudden acute illness or confusion with severe symptoms of temperature, rash, pain
- Severe abdominal pains (but often best to seek advice from GP first)
- Vertigo, double vision or loss of vision, hearing, trouble speaking

- Fits and seizures
- Severe bleeding or allergic reaction
- Breathing difficulties
- Major head injuries

### **Minor injuries unit - St Marys Independent Treatment Centre**

Staffed mainly by Nurse Practitioners

Useful for minor accidents and illnesses – for example:

- Cuts requiring stitching
- minor wounds
- cuts and grazes
- possible broken bones
- minor head injuries
- insect and animal bites.

They cannot give a second opinion on a condition which has already been seen by a Doctor

### **Out of Hours Service**

This service is for urgent problems that cannot wait until your GP surgery opens (111). It will offer out of hours advice and assessment when your GP surgery is closed. You will be advised how best to care for yourself at home, referred to the most appropriate service for your needs or asked to wait until surgery opening hours.

## **Appointments**

The reception staff are available between 8.00am and 6.30pm to make your appointment. Appointments can be made in person at the reception desk or by telephoning the surgery on :

**02392 851199 Option 5**

**IF YOU CANNOT KEEP YOUR APPOINTMENT  
PLEASE LET US KNOW IN ADVANCE**

## **Clinics**

- Mon 07.30am—20.00pm (extended hours)
- Tues to Fri: 08:00am—18.30pm
- Saturday, Sunday and Bank Holidays: Closed

## **Urgent same day appointments**

If you have a condition that can not wait please call us on  
02392851199 Option 5

The Care Navigator will ask you for details of the problem, which is then passed to the doctor/nurse practitioner/duty team who can assess you more efficiently.

## **E-consultation**

Patients can now have a consultation via e-mail. Please visit the medical centres website [www.lighthousegrouppractice.co.uk](http://www.lighthousegrouppractice.co.uk) to access this facility



## **Home Visits**

If you are unable to get to surgery because of the nature of your illness or you are registered as house bound please telephone the surgery on: **023 9285 1199** A GP will normally contact you to confirm the visit.

**For home visits and same day appointments please call before 10.00am if possible.**

## **On line access**

Patients are now able to book / cancel appointments and order repeat medication online. There is also the ability to have access to your medical records (Discharge summaries, letters etc)

If you would like to register please ask at the reception. You will need to fill in a short form and must provide photographic identity (Driving licence or Passport)

## **Electronic Prescribing**

There is now the functionality to have your prescription sent electronically to a pharmacy of your choice. If you would like to have this facility activated please sign up for the Electronic Prescribing Service at the pharmacy of your choice. Once you have nominated a pharmacy your medical records will automatically be updated.

## **Repeat Prescriptions**

Repeat prescriptions enable patients on regular medication to obtain their treatment without needing to see the doctor every time, provided the doctor agrees that it is safe and appropriate to do so.

Requests should always be made in writing, using your repeat prescription computer slip wherever possible. The request should be dated and each item clearly indicated before handing or posting to the receptionist. Your prescription will be ready for collection 72 hours after receipt of your request slip.

Should you require your prescription posted back to you, please include a stamped addressed envelope. If you have more than one repeat item please try to order all your items together.

You should not normally request repeats of medication which the doctor has not authorised.

All prescriptions queries will be answered by the repeat prescription team.

**REPEAT PRESCRIPTIONS**  
**CANNOT BE TAKEN**  
**OVER THE TELEPHONE**

## Services

The medical services that we provide are:-

- Diabetic Clinic
- Hypertension monitoring
- Baby Clinic
- Ante-Natal (Maternity) Services
- Cervical Cytology (Smear Test)
- Minor Surgery
- Family Planning
- Emergency Contraception
- Childhood Vaccinations
- Adult Vaccinations
- Travel Health
- Chlamydia Screening
- COPD clinics
- Chronic Disease Management
- Ear irrigation / syringing
- Minor surgery/procedures

**Please note that from December 18 the medical centre can no longer offer the following services:-**

- Cryotherapy

## **Complaints Procedure**

We always try to provide all of our patients with the best possible service however there may be times when you may feel this has not been the case.

If you feel that we have provided you or your family with a sub-standard level of service, the premises are not adequate or you have a complaint about a member of staff, please let us know.

Our complaints process does not allow us to deal with questions of legal liability or compensation. Instead the complaints procedure allows us to look into, and if necessary, put right any problems you have identified or mistakes that may have been made.

Making a complaint will not affect your right to complain to the Health Authority, if you wish to do so. Please note that we have a duty to respect the confidentiality of our patients and that the patient's consent will be necessary if a complaint is not made by that patient in person.

If you do wish to make a complaint, please phone or write to our Operations Manager, Mr Andrew Mckie, if Mr Mckie is unavailable you can speak to the Reception staff, they are trained and able to assist you. The reception staff will pass on all the relevant information to the Operations Manager or his Deputy as a matter of priority.

Alternatively you can make a complaint to the NHS England using the following:

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: **0300 311 2233**

Postal address: **NHS England PO Box 16738, REDDITCH, B97 9PT**

We think it is important to deal with all complaints swiftly so you will normally be contacted within two days of us receiving your complaint to discuss with you how and when you would like the complaint resolved. If a meeting is mutually arranged you may bring a friend or relative with you to the meeting.

We will always try to address your concerns fully, provide you with an explanation and discuss any action that may be needed.

We hope that at the end of the agreed process you will feel satisfied that we have dealt with the matter thoroughly. However if this is not possible and you wish to continue with your complaint we will direct you to the appropriate authorities who will be able to help you further.

We cannot investigate complaints about other organisations such as hospitals, District Nurses and Health visitors. These organisations will have their own complaints procedures. We will however offer you as much assistance and support as we can, as a minimum we will help direct you to the right department or organisation that can properly assist you.

**Complaint forms and complaint information leaflets can be obtained from the reception**

**Zero Tolerance Policy**

The Practice has a duty to provide a safe and secure environment for patients, staff and visitors. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors and this policy has been developed in the context of the Government's national Zero Tolerance initiative against violence in the NHS. The purpose of this policy is to address instances of unacceptable behaviour which may cause harm, or the fear of harm, to any person within the Practice. This policy applies throughout all Practice premises, including any car park and grounds. It also applies to any employee or partner away from the Practice but only in so far as it relates to the business of the Practice.

## **Patient Participation**

We have an active Patient Participation Group which aims to meet every three months. Patients interested in joining the Patient Participation Group are most welcome. To join the Patient Participation Group, please contact the Manager (Mr Andrew Clarke) or alternatively leave a message with the reception.

## **TEACHING OF MEDICAL STUDENTS & GP REGISTRARS**

From time to time we have medical students working from the medical centre. A medical student will occasionally be present while our doctors consult patients. If you do not wish to have a medical student present when you see your doctor please let the receptionist.

As a training practice the medical centre will also have trainee GP's working with us.

## **The Protection and Use of Patient Information**

We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions.

Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth.

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a General Practitioner. This Register does not contain clinical information.

You have a right of access to your health records

**EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests.

Whenever we can we shall remove details, which identify you. Law strictly controls the sharing of some types of very sensitive personal information. Anyone who receives information from us is also under a legal duty to keep it confidential.

## **The Protection and Use of Patient Information (Continued)**

THE MAIN REASONS FOR WHICH YOUR INFORMATION MAY BE NEEDED ARE:

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning the NHS. For example:
  - making sure that our services can meet patient needs in the future
  - paying your doctor, nurse, dentist or other staff, and the hospital which treats you for the care they provide
  - auditing accounts
  - preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)
  - investigating complaints or legal claims
- helping staff to review the care they provide to make sure it is of the highest standard
- training and educating staff (but you can choose whether or not to be involved personally)
- research approved by the Local Research Ethics Committee. (If anything to do with the research which would involve you personally, you will be contacted to see if you are willing)

If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.

If at any time you would like to know more about how we use your information you can speak to the person in charge of your care or the Practice Manager.

**Further information can be found at :**