

Lockswood Surgery

Centre Way
Locks Heath
Southampton
Hants SO31 6DX



Telephone Number
01489 - 576708

Emergency And Out-of-hours Telephone Number
01489 - 576708

Welcome To Lockwood Surgery

The Doctors

Dr Alan Cooper	MB (Hons) DRCOG PhD (Lond) FP Cert	Southampton 1980
Dr Adrian Cole	BM DRCOG MRCP FP Cert	Southampton 1981
Dr Sam Heal	MBBS DRCOG MRCP DFFP	Royal Free Hospital London 1990
Dr Jonathan Britt	MBBS MRCP	Royal Free Hospital London 1990
Assistant GPs		
Dr Sushmi Heal	MBBS DRCOG DFFP	Royal Free Hospital London 1997
Dr Vivien White	BM DFFP MRCP MRCP	Southampton 1997
Dr Amanda Sewell	MB (Hons) FRCA MRCP	Southampton 1996
Dr Charlotte Anderton	MRCP DRCOG DFFP	Southampton 2003

How To See Your Doctor

Surgery Hours

Monday - Friday	8.00am - 12.30pm 1.30 - 6.30pm
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Commuter Clinics (Booked Appointments Only)

Monday mornings	7.30 - 8.00am
Tuesday	6.30 - 7.00pm
Wednesday mornings	7.30 - 8.00am
Wednesday evenings	6.30 - 8.00pm
Thursday mornings	7.30 - 8.00am
1st & 3rd Saturday of month	8.00 - 10.00am

Saturday/Sunday When the surgery is closed the out-of-hours service is responsible for cover. Details of this service can be found later in the booklet under "Emergencies and Out of Hours".

Registering With The Practice

How Do I Register?

To register, you will need to bring your medical card. The receptionists will then ask you to complete a GMS1 form and your medical card will be handed back to you, as the Health Authority is no longer issuing new cards. If you are unable to locate your medical card, the practice will still give you the GMS1 form to complete which replaces the medical card.

As part of our registration process, we ask all patients for evidence of their identity for access to NHS medical services. All patients are required to produce two proofs of identification/address. At least one of these should be photographic. In this respect the following are acceptable: birth certificate, marriage certificate, medical card, driving licence, passport, local authority rent card, recently paid utility bill, recent bank statement, national insurance card, or any other such legal documentation as is required to ascertain your eligibility.

New patients will be asked to complete a personal health questionnaire. If you have a complicated medical history or take regular medication, please make an appointment with a doctor

Visitors/holidaymakers are registered as temporary residents; relevant paperwork

For the latest information click to: www.lockwoodsurgery.co.uk

Everetts⁺ PHARMACY

Are you still waiting for your prescription?

Ask about Our **FREE** Repeat Prescription Collection Service

A simple and convenient way to manage your repeat medication

Sign up today and we will organise the collection of your regular prescription from the surgery, then have it ready and waiting for you when you next visit us. Should you have difficulty in visiting the pharmacy, we can arrange delivery of your medication to your home.

To start enjoying the benefits of this **FREE** service pick up a registration form from one of our stores or download one from our website and hand it to one of our pharmacy team.

Other services available: Medicines use review, stop smoking services, allergy testing, veterinary products.



Find your Local Store on our website

www.everettspharmacy.co.uk

Warsash | Locksheath | Parkgate | Titchfield

| Whiteley | Hedge End | West End | Cosham

| David Fogg Chemist at Hedge End

www.everettspharmacy.co.uk

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Woolston 023 8044 5869



can be obtained at reception.

Patients are registered with the practice rather than an individual doctor. However, you can still ask to be seen or treated by a particular GP for continuity of care, or for a particular condition, or another GP who specialises in that area.

Choice of GP cannot be absolute; it also depends on availability, appropriateness and reasonableness. You may have to wait longer to see your preferred GP.

You are invited to attend for a consultation within six months of registering.

Removals From The Register

We are empowered to remove patients from our list if we have reasonable and fair grounds for doing so. Patients will be warned before they are removed from the list where this is possible and the Primary Care Trust will be given an explanation in writing as to the reason for the action. Such reasons could be:

- Violent or threatening behaviour
 - Crime or deception
 - Breakdown of doctor/patient relationship
- A warning is not required when the patient is removed because they have moved out of the practice area.

New Patient Medicals

All new patients joining the practice are asked to make an appointment to have a health interview and basic health check with one of our nurses, which will include a blood pressure check and the testing of a urine sample.

Patients - 16 Years And Over

You are entitled to a consultation, if requested, if you have not had a consultation or attended a clinic provided by us within three years.

Patients - 75 Years Or Over

You are entitled to a consultation, if requested, if you have not had one in the last 12 months.

Private Patients/Foreign Visitors

Foreign visitors may be treated as private patients. Please enquire at the reception desk for the current fee scale. Payment will be due at the time of service (cash or cheque is acceptable). Visitors from certain countries may be entitled to NHS treatment as temporary residents. Please ask at reception for details.

Categories Of Service

We offer the following services:

Direct Enhanced Services:

- Minor Surgery
- Flu and Pneumococcal
- Advanced Access
- Childhood Immunisations

National Enhanced Services:

Visit our website on: www.lockswoodsurgery.co.uk

- Anti-coagulation monitoring (Level 1)
- Toxic drug monitoring
- IUCD fittings

Local Enhanced Services:

- 24-hour baby checks
- Minor injuries - suturing

Primary Care Trust (PCT)

For a list of additional services, not provided by the practice, please contact the Primary Care Trust and they will provide you with further information. Your local PCT is:

NHS Hampshire

Tel: 023 9224 8800

Website: www.hampshirepct.nhs.uk

Normal Working Hours

The surgery is open Monday to Friday 8.00am - 12.30pm and 1.30 - 6.30pm, except for Good Friday, Christmas Day and Bank Holidays.

Routine Appointments

Appointments can be made over the telephone, internet or in person to see any of the doctors.

Telephone Consultations

If you feel that your medical problem could be dealt with by a telephone consultation, all our doctors and nurses offer these daily. Just ring the normal surgery number and ask for one.

Weekday Doctor Appointments

8.15/8.30 - 11.00am (Mon-Fri)

1.30 - 3.30pm (Mon, Tues & Thurs)

4.00 - 6.00pm (Mon-Thurs)

1.30 - 2.30pm (Friday)

(Commuter clinics offered throughout the week)

Our **morning appointments** are released in a structured way to assist with demand, that is to say one third are released 24 hours in advance, a third 48 hours in advance and the other third reserved for 'on the day' appointments.

Afternoon appointments are categorised as pre-booked and available either a week or a month in advance.

Emergency Appointments

The doctor on call will see emergencies only in the afternoon/evening.

PLEASE INFORM US IF YOU CANNOT KEEP YOUR APPOINTMENT.

Emergencies And Out Of Hours

In an emergency please telephone **01489 576708**. This will connect you with the surgery and advise you, on a recorded message, of the number to ring to contact the out-of-hours service. This is provided by Portsmouth PCT Out-of-hours Service, operating from Drayton. There will be a doctor on duty weekdays from 6.30pm until 8.00am the following morning and at weekends from 6.30pm Friday until 8.00am on Monday morning. If you require medical assistance, the service can provide either telephone advice, an opportunity to visit a doctor at a surgery at Gosport War Memorial or a home visit in appropriate circumstances.

You may also consider making use of your local walk-in centres. These are:

Southampton (Shirley) NHS Walk-in Centre, 1a Howard's Grove, Southampton, Hants SO15 5PR Tel: 023 8079 0000

Bitterne Walk-in Centre, Bitterne Health Centre, Commercial Street, Southampton SO18 6BT Tel: 023 8042 6356

Opening hours: Monday - Sunday 7.00am - 10.00pm

NHS Direct

Worrying health problems can crop up at any time but now there is a 24-hour NHS helpline to help you deal with them. The nurse or helpline operator will also have details of health information services. If they think your problem could be more serious they will advise you on what to do or connect you to 999. So call the NHS Direct 24-hour confidential helpline on 0845 4647. You can also visit the service online at www.nhs.direct.nhs.uk

Home Visits

Home visits are for patients too seriously ill to attend the surgery. **Please contact the surgery before 10.00am**, whenever possible, and ask for the doctor to visit. The doctor may telephone before coming out to see you.

Repeat Prescriptions

Prescriptions will be available 48 hours after your request, excluding weekends and bank/local holidays.

All requests for repeat prescriptions must be made in writing or by submitting the tear-off slip on your computerised prescription where you can tick whichever medication you require. We regret that we cannot take requests over the telephone or by fax, but we do online prescriptions. Prescriptions can be posted if a stamped addressed envelope is enclosed. The Everett Pharmacy in the Locks Heath Centre provides a collection service. Please contact them directly for further information.

Sickness Certificates

You do not need a sickness certificate for any illness lasting seven days or less. Your employer may, however, require you to complete a self-certification form (SC2), which you can obtain from your employer or the post office. Any illness lasting longer than seven days will require a visit to your doctor for them to issue a fitness to work certificate. A charge will be made for certificates issued in the first seven days of an illness.

Test Results

We would ask you to enquire about the results of any tests by telephoning or coming to the surgery between 10.30am - 12.30pm or 3.00 - 6.00pm.

Blood Tests

The Fareham Community Hospital is open between 8.30am - 12 noon and 12.30 - 5.00pm Monday, Wednesday, Thursday and Friday for blood tests by appointment only. To book an appointment for your blood test, please telephone 01489 587415 between the hours of 8.30am - 12.30pm Monday to Friday.

Blood tests are also available at the surgery on Friday from 8.30am - 12.30pm - please book an appointment at reception.

Change Of Name, Address Or Telephone Number

Please notify us of any change of name, address or telephone number, so that we can keep your records updated.

Practice Staff

Practice Manager

June Thomson

Oversees the day-to-day operational running of the practice, liaising with the Primary Care Trust on the services we are able to provide to our patients and works with the partners on strategic planning for all aspects of the practice.

Deputy Practice Manager

Sue Atkin

Oversees the secretarial aspects of the surgery and the complaints system supporting the practice manager in her absence to ensure the practice runs smoothly.

Administrator

Jill Leigh

Is responsible for certain aspects of the practice administration including co-ordinating pathology reports, liaising with insurance companies over medicals and overseeing the cytology screening.

Receptionists/Secretaries

Our 14 part-time receptionists are here to assist you and deal with your enquiries.

Practice Nurses

We have four part-time nurses:

Sister Jill Jennings - RGN Sister Shirley Taylor - RGN

Sister Sally Lyne - RGN

Sister Jackie Houston - RGN

They can be seen by appointment every weekday. They will also help you with:

- Minor injuries and ailments
- Dressings
- Blood pressure checks
- Travel advice and immunisation
- Breast examination
- Removal of stitches
- Ear syringing
- Health checks
- Family planning advice
- ECGs (at the doctor's request)

The nurses are assisted by Tina Dooley and Claire Davies HCA's.

Health Visitors

Direct line and answerphone - **01489 573576**. They are registered nurses with additional community training, working in the area of health promotion but concentrating on the 0-16 year age group.

District Nurses

We have a district nursing team attached to our practice. They are responsible for providing nursing care and advice to less mobile patients in their own homes.

They can be contacted via the surgery, where a message can be left and they will return your call as soon as possible, or a message can be left on their answerphone **01489 583727 (Monday to Friday only)**.

Community Midwife

We have one full-time midwife attached to our practice who runs an antenatal clinic on a Tuesday afternoon. She organises antenatal classes and also visits mothers and babies during the first 10-14 days after delivery. If you have any ante or postnatal problems, the midwife can be contacted via the surgery, where a message can be left and she will return your call when she next comes in, or you can leave a message at Blake Birth Centre on **023 9252 3651**.

Locums

We sometimes have locum GPs working in the surgery to cover sick leave and holidays.

Medical Students

We teach fourth year medical students, who may be in attendance on a Friday morning. You will be informed when you make an appointment. If you are unhappy with this arrangement, please tell the receptionist and a suitable appointment will be made.

Clinics

New Patient Health Check (HCA)

On registering with the practice, patients are asked to see the nurse for a basic health check, which will include a blood pressure check and the testing of a urine sample.

Smear Clinic (Nurses)

Clinics run daily Monday to Friday please call reception for an appointment.

Asthma Clinic (Sister Taylor)

Tuesday 2.30 - 5.30pm
Wednesday 8.00 - 10.45am

CHD Clinic (Sister Lyne)

Wednesday 4.00 - 6.00pm
Thursday 12.30 - 2.30pm

Diabetic Clinic (Sister Jennings)

Wednesday 9.30 - 11.30am
Thursday 4.00 - 6.00pm

COPD Clinic (Sister Houston)

Monday 4.00 - 5.00pm
Thursday 11.00am - 12.30pm

Baby Immunisation Clinic (Sister Houston)

Monday 2.00 - 4.00pm By appointment only

Travel Immunisation Clinic (Nurses)

Including yellow fever. By appointment.

Antenatal Clinic

Tuesday and Wednesday afternoons with the midwife.
During ordinary surgery hours with the doctor.

Minor Surgery (Doctors)

Surgical procedures are carried out and are arranged by special appointment.
Please discuss with your doctor before making an appointment.

Six Week Postnatal Check

This check, for mother and baby, will be undertaken by the doctor. **Please book specifically for this appointment.**

Child Health Surveillance

Regular developmental checks for the under fives are carried out by the health visitors by appointment.

Child Health Clinics

Victory Hall, Warsash	Monday	1.15 - 2.45pm
St John's Church Hall, Locks Heath	Wednesday	1.45 - 3.45pm
Community Centre, Priory Park, Locks Heath (on Upper Brook Drive)	Thursday	1.00 - 2.30pm

Private Medical Examinations And Fees

The doctors will carry out medical examinations, such as insurance and employment medicals, HGVs, taxi drivers, ENG 1s, lead and radiation for the Health and Safety Executive examination, offshore medicals etc, which are not included within the NHS remit.

Appointments for these are to be arranged with the doctor via the receptionists, who will advise you of the fee, as recommended by the British Medical Association.

There are also fees for private medical reports and certificates. For example:

- Private sick note (less than seven days)
- Passport signing
- Private prescription (travel)
- Vaccination certificate
- Holiday cancellation certificate/letter
- Fitness to travel certificate
- Elderly drivers certificate

Disabled Access

The surgery provides car parking for the disabled and there is wheelchair access to the building, which is all on ground level. There is a disabled patients' WC.

Suggestions Or Complaints

We are happy to receive constructive comments and suggestions for improving our service to patients, for which purpose we have a suggestion box in the waiting room.

If you have any complaints about the services, please ask for an 'in-house' complaints procedure from the receptionists and address your complaint in writing to Sue Atkin, deputy practice manager.

Zero Tolerance Policy

We aim to provide a safe and pleasant environment in which family health services can be offered to patients by our staff.

Therefore, threatening, abusive, aggressive or violent behaviour will NOT be tolerated.

The partners of Lockswood Surgery are committed to do everything possible to protect staff, patients and visitors from unacceptable behaviour and have a zero tolerance policy towards any incident that causes hurt, alarm, damage or distress. They will take appropriate action against any person who displays such behaviour and removal from our patient list will be effective immediately.

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.

Self Treatment of Common Illnesses and Accidents

Many common ailments can be simply treated at home without the need to consult a doctor.

Colds, Coughs And Earache

- These are usually caused by viruses for which there is yet no cure.
- Paracetamol will relieve the headache, earache, sore throat and aching muscles as well as bringing down the fever.
- The illness will last five to six days but the cough may persist for several more days. If you are coughing up dirty sputum you should see the doctor.

Fever (Raised Temperature)

- A fever is natural with most illnesses and simple measures to lower the temperature will make you feel more comfortable.
- Keep the room cool. Don't wrap the patient up, even if they say they feel cold.
- Leave the body exposed to allow the excess heat to escape from the body, especially with children.
- Take plenty of cool drinks. Take regular paracetamol (or Calpol for children) or aspirin.
- Sponge down with a tepid flannel and leave the patient damp, then repeat when dry.
- Altered consciousness and fits are indications for seeking immediate help.

Vomiting And Diarrhoea

- Prevent dehydration - drink plenty of fluids.
- Dioralyte or Rehidrat are available from the chemist and are very useful for young children.
- If vomiting is a problem, take small sips of fluid every few minutes.

- Take no milk or solids for 24 hours (unless breast-feeding).
- Symptoms should settle in 24 to 36 hours.
- If symptoms persist or if there is very frequent vomiting, see the doctor.

Cystitis

- Very common in women.
- Causes a burning sensation on passing urine.
- Drink plenty of fluids.
- If symptoms persist for more than 24 hours, consult your doctor.

Back Pain

- If caused by a severe injury, it may be necessary to go to the nearest Accident and Emergency department for an X-ray.
- Usually begins as a strain caused by poor lifting technique.
- Always bend your knees and keep back straight.
- Rest your back on a firm bed and maintain good posture when walking.
- Painkillers and rest are usually all that are required.

Sprains/Sore Joints

- Apply a cold compress eg ice-pack, packet of frozen peas.
- Take simple painkillers.
- Rest the joint and, if an ankle or foot is involved, keep the limb elevated.

Nosebleeds

- Sit in a chair leaning forward with your mouth open.
- Pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped.
- If bleeding persists, consult your doctor.

Burns

- Immediately apply large quantities of cold water.
- If the skin is unbroken but blistered, apply a loose dressing.
- If the burn is large or the skin is broken, seek medical help as soon as possible.

Sunburn

- Sunburn is bad for your skin.
- Children are particularly susceptible.
- Cool the skin with cool water and apply calamine lotion.
- Paracetamol and an antihistamine will reduce the reaction.

Chickenpox

- Rash appears as small red patches with a central itchy blister.
- Rash will dry up and crust over in four to five days.
- Calamine lotion and cool baths will help the itch.
- Child is infectious until the last crusts have dropped off.

Head Lice

- Found in clean hair as often as dirty.
- Spread by head-to-head contact.
- A medicated head lotion can be obtained from the chemist without prescription.
- Treat all members of the family and notify the school.

Threadworms

- Small white worms seen in the motion.
- Suspect if there is scratching around the anus, especially at night.
- Spread by eggs under the nails put into the mouth.
- Medicine is available from the chemist.
- All family members should be treated.

Health Records

Protection 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 to 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 educate tomorrow's clinical staff and carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information.

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

You have a right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A 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. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a duty to keep it confidential.

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 would involve you personally, you will be contacted to see if you are willing.)

The practice has complied with the guidance required by the Freedom of Information Act 2000 - Publication Scheme. You may obtain a printed copy on request from the practice.

Practice Charter

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team.

The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Our Responsibility To You:

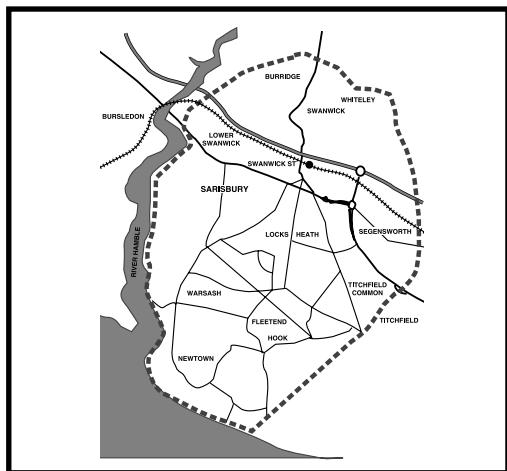
- You will be greeted courteously
- You have the right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible

- You will be referred to a consultant when your GP thinks it necessary
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly
- All patients, regardless of race, disability, nationality, colour, ethnic origin, social class, age, religion, gender or sexual orientation will be treated equally

Your Responsibility To Us:

- Please treat all surgery staff with the same respect - we are all just doing our job
- Please do not ask for any information about anyone other than yourself
- Please tell us of any change of name, address or telephone number, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend the surgery
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us - you will be advised of the usual time to wait
- Please use the tear-off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

The Practice Area



Click to: www.lockswoodsurgery.co.uk for latest practice information

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appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

Notes

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Useful Telephone Numbers

Lockswood Surgery	01489 576708
Out of hours (for emergencies only)	01489 576708
Fax.....	01489 576185
Health Visitors.....	01489 573576
District Nurses answerphone (Mon to Fri only)	01489 583727
Midwives: phone surgery or Blake Birth Centre.....	023 9252 3651
Chemist - Everett	
Locks Heath Centre.....	01489 581172
Warsash	01489 573001
Park Gate.....	01489 573147
Hospitals - Queen Alexandra, Portsmouth	023 9228 6000
St Mary's Hospital, Portsmouth.....	023 9228 6000
Royal Haslar Hospital, Gosport	023 9258 4255
Gosport War Memorial.....	023 9252 4611
Blake Birth Centre	023 9252 3651
Fareham Community Hospital	01489 587400
Southampton General Hospital	023 8077 7222
Royal South Hants.....	023 8063 4288
Southampton Eye Casualty Dept.....	023 8077 7222
Princess Anne Hospital.....	023 8077 7222
Spire, Portsmouth	0845 606 6699
Spire, Southampton	023 8077 5544
Wessex Nuffield.....	023 8026 6377
Countess Mountbatten	023 8047 7414
Osborn Clinic, Fareham.....	01329 288331
Hampshire PCT	023 9224 8800
Department of Social Security	023 8066 5200
Social Services, Fareham	023 9243 2000
Citizens Advice Bureau, Fareham	01329 233412
AA.....	0845 769 7555
CRUSE.....	023 8023 2500
Fareham and Gosport Drugs & Alcohol Services	01489 583089
NHS Direct.....	0845 4647
Samaritans (local).....	023 8063 2888
(local).....	023 9269 1313
(national)	0845 790 9090