Care Quality Commission
The Practice is registered with and regulated by the Care Quality Commission.

Complaints and comments
The practice follows the NHS complaints procedure. A copy of our practice procedure is available at reception.

Violent or abusive patients
The practice operates a Zero Tolerance Policy regarding violence and aggression. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. Additional information is available via our website or by asking at reception.

Research
The Practice belongs to the Primary Care Research Network. You may be asked to participate in a research study. Although we would be grateful for your participation, refusal will not affect your medical care.

Teaching Practice
The Practice is a teaching practice. We host doctors training to be GPs and medical students.

Repeat Prescriptions
Prescription requests must be in writing and will be ready for collection ***within two working days.***

Opening Hours

Monday to Friday	08:00-12:30,13:30-18:30
Saturday	Closed
Sunday	Closed

Contact Us

Routine Appointments / Queries / Home Visits
Phone: **02392 476941**
Emergencies
(Monday to Friday 0800 to 18.30)
Phone: **02392 482148**
Website: www.bosmerepractice.co.uk

Home Visits
Home Visits are only for patients too ill or infirm to attend the surgery. If possible, please telephone your home visit request by 11.00am

'Out of Hours' Service
(Before 08.00 or after 18.30 Monday to Friday and all day on Saturday's, Sunday's or on a Bank Holiday's)
Phone: **111**
Or call the Practice and listen to the pre-recorded message for instructions.

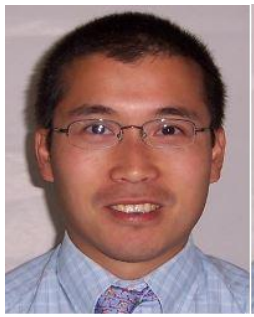
The Bosmere Medical Practice
Bosmere Medical Centre, Solent Road, Havant, Hampshire, PO9 1DQ



The Bosmere Medical Practice

Patient Leaflet

Updated October 2024







Our Partners:

Dr T Chung
Dr B Bracegirdle
Dr D Konig
Dr S Jadhan
Dr E Mowlem

Our Salaried GPs:

Dr D H Melville
Dr N Desgrand
Dr S Jamshaid
Dr M Timi
Dr P Nicholson

The Bosmere Medical Practice is contracted by The NHS Hampshire and Isle of Wight Integrated Care Board to provide services to its registered patients including but not limited to:

Core services

General management of medical conditions, health promotion, referral to other services, urgently required care for temporary residents.

Additional services

Cervical screening, contraceptive services, vaccinations, immunisations, child health, maternity services.

Enhanced services

Seasonal vaccinations, health checks, minor operations, medication monitoring, neo-natal checks.

Registration

To register as a patient please ask at reception or visit the practice website. Patients must live within the defined Practice area as shown on our practice website www.bosmerepractice.co.uk.

Disabled Access

We have full access for those with a disability including a lift, induction loops and wheelchairs. For BSL download 'Interpreter Now' or see www.interpreternow.co.uk/nhs111.

Patients' Rights and Responsibilities

What you can expect from us:

Quality medical care provided by qualified clinical staff.

A clear explanation of your treatment and an understanding response to any questions you may have.

Courtesy and respect from everyone working at the practice and respect of rights to privacy and confidentiality.

What we ask of you:

To inform us as soon as possible if you will not be keeping your appointment.

To tell us if you change your name or address or telephone number.

To be patient if we are running late - on another occasion it may be you, who needs the extra time.

To treat everyone at the surgery with courtesy and respect.

Access to patient information

Confidential patient data will be shared within the practice team and with other health care professionals to whom you are referred for care.

Confidential and identifiable patient information will not be disclosed without your explicit consent unless;

- Risk of death, or serious harm could come to you or another individual.
- It is overwhelmingly in the public interest to do so
- There is a legal obligation to do so.

Anonymised confidential data may be disclosed for the purposes of public health, audit, research, the provision of health services, teaching and training.

In all circumstances, disclosure would be the minimum information essential to serve the purpose, only to someone with a legal entitlement to access the data for that purpose. All individuals with access to your data have a professional and/or contractual duty of confidentiality.