

APPOINTMENTS

We offer face-to-face consultations as well as telephone consultations. Telephone consultations are useful for a simple follow-up with the GP

Salisbury Road surgery has a lift located close to the waiting area. If you require assistance or a downstairs appointment at Waverley Road please make the reception team aware when you are booking your appointment.

We also offer extended hours appointments every week in order to improve patient access and choice, including one Saturday clinic every month at Salisbury Road Surgery, generally this is on the 3rd week of the month & is run by Dr Durnford.

A walk-in service is held at Waverley Road every morning between 9&11am, this is a sit & wait service for medical emergencies on the day. You must be there in person to be able to check in & must not leave the premises before you are seen without making the reception team aware.

We offer home visits for those who are house bound or genuinely too unwell to attend the surgery. Please contact us before 10.30am if you feel you may need a home visit. The NHS provide an acute visiting service, so you may be asked if you would be happy for a locum GP to come out to see you, which may be sooner than a GP from the practice can, after accepting the surgery will refer your case to them.

Our nurses provide a variety of appointments, for example: dressings, stitch/suture removal, Ear syringing, cervical smears, childhood immunisations, travel vaccinations & chronic disease management along with many more.

Phlebotomy appointments are available daily across both sites.

We **strongly urge** all patients to inform us if they are unable to make an appointment as soon as possible.

OUR MISSION STATEMENT

Craneswater Group Practice prides itself as being part of the Southsea community, responsible for providing friendly, caring and timely medical services to all our patients.

Our vision is to offer safe and high quality patient-focussed care, delivered by a team of dedicated, professional and enthusiastic staff.

Confidentiality, compassion and continuity are at the heart of our practice ethos

CRANESWATER GROUP PRACTICE

www.craneswatergp.nhs.uk

Waverley Road

34-36 Waverley Road
Southsea
PO5

Tel: 02392 828281

Fax: 02392 822275

Salisbury Road

Salisbury Road
Southsea
PO4 9QX

Tel: 02392 731458

Fax: 02392 614020



Waverley Road Opening Times

Monday - Thursday
08.45am - 6.00pm
Friday - 08.45am - 2.00pm

Salisbury Road Opening Times

Mon: 08.30am - 08.00pm
Tue: 07.15am - 08.00pm
Wed: 07.30am - 06.30pm
Thur: 07.30am - 07.30pm
Fri: 08.45am - 06.30pm



Our phone lines are open on weekdays across both sites from 08.00am-06.00pm

Our emails are monitored within these hours
craneswater@nhs.net
craneswater.prescriptions@nhs.net

THE CRANESWATER GROUP PRACTICE TEAM

GP Partners

Dr Richard Foord
Dr Helen Harper
Dr Richard Garland
Dr Amy Durnford
Dr Laurence Stone
Dr Alex Dewdney

Associate GP's

Dr Alice Emerson
Dr Sarah Reid

Practice Nurses

Gwen Bruce
Donna Posgate
Patricia Wright
Sophia Honour

Health Care Assistants

Lisa Van Herck
Amanda Williams
Michelle Edwards-McLean

Business Manager: Julia Robinson

Operations Manager: Lisa Hewett

Reception Team:

The reception team has two lead members, Charmaine Wright & Julie Gough.

It is made up of a team of 16 hardworking staff who work across both sites, who ensure the day to day running of the practice is smooth & all patients are happy.

REGISTERING WITH THE PRACTICE

Anyone is welcome to register with us as long as they fall within the practice boundaries, it dissects the island along the line of Powerscourt Road, please ask reception for further details.

We accept registrations between 11am & 5pm Mon-Fri.

We require 2 forms of identification.

One must be proof of address i.e. tenancy agreement
One must be photo ID i.e. driving licence

Anyone above the age of 14 must be at the practice in person when registering so that we can verify it is you

MEDICAL STUDENTS

We are proud to be accredited as a training practice.

We regularly have trainee GP's work within the practice across both sites, they will have full bookable clinics & will be supervised by their training GP.

Occasionally a student may sit in with the doctor to observe a consultation you will be asked beforehand if you are happy for them to be present.

ONLINE SERVICES

You can now request repeat prescriptions, book some appointments and much more online through the systemonline service.

All you need is a username and password.

To obtain your unique username and password please provide the reception team with photographic ID.

REPEAT PRESCRIPTIONS

Requests take 48 hours to process Monday - Friday. Please allow time for any further queries that may arise with medications that are not repeats.

Requests can be accepted via email as long as you provide enough information for us to identify you, but we do advise you to register for the online services.

Please leave any handwritten requests in the boxes provided at each reception desk or hand them into reception.

Controlled drugs must be signed for on collection, ideally we ask you to collect these personally.

PLEASE NOTE: We DO NOT under any circumstances take requests over the telephone.

SICK NOTE EXTENSION REQUESTS

If you have been seen by a GP already at the practice & require an extension on your medical certificate you do not have to see a GP, simply complete the form at reception & we'll get it processed for you.

PATIENT FORUM

Our Patients' Forum publishes a newsletter twice a year and if you'd like to join the Forum please follow the link on our website

COMPLAINTS

If you would like to make a complaint, please address these to the Operations manager at Waverley Road Surgery.