

# HIGHFIELD SURGERY

**Dr Jill Deacon**

GMC No: 4113564 Registered 1994  
MBBS, BSc

**Dr Martin Davis**

GMC No: 6160839 Registered 2008  
MBBS (London), BSc, MSc,

**Dr Lena Poulton**

GMC No: 4671019 Registered 2001  
MBBS, BSc (Hons), DRCOG

**Dr Sarah Rapsey**

GMC No: 6145583 Registered 2007  
MBChB, BSc (Hons), DRCOG



**01494 813396 / 813496**

FAX

**01494 814107**

**[www.highfieldsurgeryhazlemere.co.uk](http://www.highfieldsurgeryhazlemere.co.uk)**

## REPEAT PRESCRIPTIONS

Requests for routine prescriptions may be made by registering for Patient Access (see website for details) by post, fax, or by calling at the surgery. **We cannot accept telephone requests for prescriptions.** Unless you are ordering online, requests for further supplies should be clearly made on the printout received each time you get a prescription. **If you collect your prescription from the surgery, please allow two working days. If you go direct to the pharmacy to collect your medication, please allow three working days.**

## ELECTRONIC PRESCRIPTION SERVICE

A new system has been created to make it easier for you to pick up your repeat prescription. It is called the Electronic Prescription Service (EPS). With EPS you do not have to visit your practice to pick up your paper prescription. Your prescription can be sent electronically from the GP surgery to your nominated Pharmacy without the need for a paper copy. Please ask at Reception for further information.

## FAMILY PLANNING

A family planning service is available by appointment during general surgeries by any of the doctors. Full family planning service available at Wycombe Hospital (Tel: 01494 425585 or 0300 303 2880 ).

## DISABLED ACCESS

The surgery has wheelchair access via a ramp at the main entrance and cloakroom facilities suitable for wheelchairs.

## PRACTICE BOUNDARY

A map showing the practice boundary can be provided on request. It is also available to view on our website.

## NAMED GP

All our patients are allocated a named accountable GP who is responsible for your overall care at the practice. Please contact the practice if you want to know who this is. If you have a preference we will make reasonable efforts to accommodate this.

## PATIENT ACCESS

Patient Access is an online service to enable you to book appointments, order repeat medication, check test results, view your medical record and update your personal details. Further information about registering for Patient Access can be found on our website (Online Services link) or by asking at Reception.

## AUDIT

The Chiltern Clinical Commissioning Group will periodically audit our claims for payment for certain treatments you may have received. If any patient does not want their records included in this check, they should write to:

Chiltern Clinical Commissioning Group, Ground Floor,  
Chiltern District Council Offices, King George V Road,  
Amersham, HP6 5AW. Tel: 01494 586700

### HIGHFIELD SURGERY

Highfield Way

Hazlemere

HIGH WYCOMBE

HP15 7UW

Phone: **01494 813396 / 813496**

Fax: **01494 814107**

Web: **[www.highfieldsurgeryhazlemere.co.uk](http://www.highfieldsurgeryhazlemere.co.uk)**

## SURGERY OPENING HOURS

MONDAY TO FRIDAY

8.30 a.m. to 1.00 p.m. and 2.00 p.m. to 6.30 p.m.

Appointments can be booked by telephone, in person, or online\*. \*To book appointments online you will need to register for Patient Access - see our website for more information, or ask at Reception,

## EMERGENCY OUT OF HOURS

In the first instance you should telephone the surgery and listen carefully to the recorded message. You will be given the appropriate telephone number to ring to connect you to the out-of-hours service.

Contact the 111 Service if you need help fast, but it is not a 999 emergency. This service can direct you to the GP out-of-hours service as well as provide information on doctors, community nurses, emergency dental care and late opening chemists. These calls are recorded. Calls from landlines and mobile phones are free—just like 999.

## SPEAKING TO A DOCTOR OR NURSE

If you need to speak to a doctor or nurse during working hours, the receptionist will take a message for the doctor or nurse to ring you back.

## HOSPITAL/LAB RESULTS

Please telephone for results between 3 - 5 pm Monday to Friday. Alternatively you can register for Patient Access to view your results online.

## REQUESTS FOR HOME VISITS

Requests for visits should be made by 12.00 noon. Requests received after 12.00 will be visited the next day unless they are urgent.

## CONSULTING TIMES

	MON		TUE		WED		THU		FRI	
	am	pm	am	pm	am	pm	am	pm	am	pm
<b>Dr Jill Deacon</b>	✓	✓					✓	✓	✓	
<b>Dr Martin Davis</b>	✓		✓	✓		✓			✓	✓
<b>Dr Sarah Rapsey</b>	✓	✓	✓	✓	✓	✓				
<b>Dr Lena Poulton</b>					✓		✓	✓	✓	✓

Denotes doctors' surgeries

**Appointments are available Monday - Friday  
8.30 am - 12.00 noon and 4.00 - 6.00 pm**

**We also offer Monday evening appointments  
6.30 - 8 pm for patients who find it difficult to come  
during normal surgery hours**

## ANTENATAL/POSTNATAL CLINICS

### Midwife

Tuesday morning

### Doctors

Antenatal and postnatal checks during normal consulting times



## CHILD HEALTH AND IMMUNISATION CLINICS

**Health Visitor\*** Tuesday 2.00 - 4.00 p.m.

**Immunisation Clinic** Wednesday 2.30 - 5.00 p.m.

\* Health Visitor Clinic held in Sure Start Centre

## PHLEBOTOMY CLINICS (blood tests)

Clinics are held on Tuesday, Wednesday and Friday mornings run by our trained phlebotomists. Appointments are required.

## OTHER CLINICS

**ASTHMA/CARDIAC/CHEST MANAGEMENT**  
Run by Practice Nurse Specialist, by appointment.

**DIABETIC CLINIC**  
Run by specialist trained diabetic nurses and doctors, by appointment.

## SCREENING / PREVENTATIVE MEDICINE

**CERVICAL SMEARS**  
Smears are taken by our Practice Nurses during their regular clinics, by appointment. You will be called when you are due a smear.

**NEW PATIENT CHECKS**  
These are available at the surgery, if required.

**ELDERLY SCREENING**  
If you are aged 75 or over and have not seen a doctor or nurse within the last 12 months, please make an appointment to see our practice nurse for a health check.

**SMOKING CESSATION**  
Smoking cessation clinics are held on Monday afternoons by appointment. Please enquire.

## PRACTICE NURSES

The nurses hold daily surgeries by appointment for: dressings, hearing tests, ear syringing, immunisation, cervical smears, blood pressure checks and weight management .

## DISTRICT NURSES

The District Nurses visit patients who require nursing at home and can be contacted on 08442 252404.

## HEALTH VISITOR

The Health Visitor facilitates health promotion and care for families, mothers, and children. She can be contacted on 01494 426709.