

St Lawrence Surgery Patient Information Booklet



Telephone:

01903222900 - For appointments and General Enquiries

NHS 111 GP Out of Hours Service

01903 219284 – Fax number

St Lawrence Surgery
79 St Lawrence Avenue
Worthing, West Sussex
BN14 7JL

www.stlawrencesurgery.com

Also find us on twitter - @StLawrenceSurg and on Facebook

Welcome to St Lawrence Surgery

We wish to thank you for registering with our Practice. The Partners and staff of this long-established practice are committed to providing the highest level of patient care.

You have the flexibility of consulting with any of the Doctors here at the surgery. We offer a choice of mixed age, male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style.

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

If you wish to register as a New Patient, please come to the reception desk to pick up the registration forms.

This booklet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

You can also gain updated information about the Practice from our website:
www.stlawrencesurgery.com

Our Patient Promise

We aim to give our patients the care that we ourselves would like to receive.

Practice Opening Times:

Monday	07.30	to	19.00
Tuesday	07.30	to	18.30
Wednesday	07.30	to	18.30
Thursday	07.30	to	18.30
Friday	07.30	to	18.30
Saturday (Pre-booked only)	09.00	to	12.00

Emergencies

For life threatening emergencies such as:

- Severe bleeding
- Collapse or unconsciousness
- Severe chest pains

Telephone 999 for an ambulance IMMEDIATELY, then inform your doctor.

When the Surgery is closed

We also close sometimes between 12 and 5pm for training purposes. The dates will be posted on the front door.

When the Practice is closed please telephone the Out-of-Hours service directly on NHS 111

If you are unable to contact the doctor and the emergency persists, ring 999 without delay.

THE DOCTORS:

Patients are free to consult whichever doctor they choose, irrespective of the doctor with whom they are registered.

If you have a preference for a particular doctor, please inform our Reception Staff.

All GPs are registered with the General Medical Council.

The Partners

Dr Jenny Hathaway
MB BS MRCGP (Qualified London 1983)

Dr Marian English
MB ChB DCH MRCGP (Qualified Dundee 1985)

Dr David S. Clarke
MB ChB MRCGP (Qualified Dundee 1983)

Dr Catherine Joslin
MB ChB DCH MRCGP DFFP (Qualified Leeds 1996)

Dr Purvisha Patel
MB ChB MRCGP DRCOG (Qualified Manchester 2002)

Dr James Read
MBBS BSc (hons) MRCP DRCOG nMRCGP (Qualified Guy's and St Thomas's 2002)

Dr David Stokes
MB BChir, PhD. MRCGP

Dr Alison Corney
MBBS, MRCGP

Associate GPs

Dr Katie Bird MB BS BSc MRCGP

Which days are the doctors here?

	Morning	Afternoon
Monday	Dr Hathaway	Dr Hathaway
	Dr English	Dr English
	Dr Clarke	Dr Clarke
	Dr Stokes	Dr Stokes
	Dr Joslin	Dr Joslin
	Dr Patel	Dr Patel
	Dr Read	Dr Read
	Dr Bird	Dr Bird
	Dr Corney	Dr Corney
Tuesday	Dr Hathaway	Dr Hathaway
	Dr English	Dr English
	Dr Joslin	Dr Joslin
	Dr Patel	Dr Patel
	Dr Read	Dr Read
	Dr Bird	Dr Bird
	Dr Stokes	Dr Stokes
Wednesday	Dr English	Dr English
	Dr Clarke	Dr Clarke
	Dr Joslin	
	Dr Read	Dr Read
	Dr Hathaway	
	Dr Corney	Dr Corney
Thursday	Dr English	Dr English
	Dr Clarke	Dr Clarke
	Dr Patel	Dr Patel
	Dr Read	
	Dr Hathaway	Dr Hathaway
	Dr Stokes	Dr Stokes
Friday	Dr Clarke	Dr Clarke
	Dr Stokes	Dr Stokes
	Dr Joslin	Dr Joslin
	Dr Patel	Dr Patel
	Dr Read	Dr Read
	Dr Corney	Dr Corney

Please note that during periods of holiday or sickness the doctors' working days may alter slightly.

Some of our GP's are classed as GP trainers and may have tutorials with trainees on some of their working days.

Additionally, as a training practice, we are able to offer appointments with GP Trainees that are in various stages of their training.

PRACTICE STAFF:

Practice Manager	-	Josiane Wadey
Deputy Practice Manager	-	Fran Kittle
Nurse Manager/Prescriber	-	Julie Clements
Nurse Prescribers	-	Michelle Wilson
Practice Nurses	-	Karen Jacobs, Tessa Sopp, Debbie Stabler, Natalie Chamberlin, Tracy Burrows and Lynda Knight
Health Care Assistants & Phlebotomists	-	Pauline Wilton, Sharon Hawker and Josie Ross
Receptionists also trained in Phlebotomy Administration Team	-	Claire Fennell, Sarah Jago - Sarah Rippin, Andrea Giles, Jill Bolden, Becky Davey and Debbie Elcome.
Head Receptionist	-	Liz Beer
Senior Receptionists	-	Viv Ayres, Claire Fennell and Helen Cross
Reception Team	-	Natalie Lane, Lisa Lawrence, Carolyn Jones, Debbie Elcome, Becky Davey, Samantha Cooper, Sarah Jago, Laura Carlisle, Cathy Elliott, Maria Olivares and Aimee Lawrence
Pharmacy	-	01903 227850

Practice Manager

Josiane (Jo) Wadey is the manager for the Practice and she may be able to help you with any administrative or non-medical aspects of your health and treatment.

She is also available to discuss any suggestions or complaints. A suggestion box is available near the reception desk.

Deputy Practice Manager

Fran Kittle can help you when Jo Wadey is unavailable.

Reception Staff and Administration Staff

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality.

Nurse Prescribers

Julie Clements and Michelle Wilson are the nurse prescribers.

They run their own clinics where patients presenting with acute and long term routine conditions and minor illnesses can be seen.

They diagnose, treat and manage common ailments and routinely deal with ear, chest and urine infections. Nurse Practitioners will see patients with musculoskeletal problems, e.g. back, knee, ankle, hip and shoulder pain. They can offer contraceptive advice, emergency contraception and prescribe medication.

Patients always have the option of consulting a doctor or a nurse regarding their clinical problems - whichever is the most appropriate.

Practice Nurses

Tessa Sopp, Karen Jacobs, Debbie Stabler, Natalie Chamberlain, Tracy Burrows and Lynda Knight are the Practice nurses and are available by appointment for various treatments, health promotion advice and screening, including smears, immunisations and vaccinations.

When booking an appointment with a Nurse Prescriber or a Practice Nurse, our Reception Staff may need to ask you the reason for an appointment in order to determine how much time to allocate.

Healthcare Assistants

Pauline Wilton, Sharon Hawker and Josie Ross are the Healthcare Assistants.

They are not qualified as nurses, but have undergone training to enable them to: take blood (phlebotomy), do blood pressure checks, ECG's, give weight management advice, give smoking cessation advice and to perform well person checks and hearing tests when requested by a GP.

We also have 3 multi-skilled receptionists that have been trained to take blood in the phlebotomy clinics. All requests for blood tests must be made through one of the doctors or nurses.

Pauline Wilton and Sharon Hawker have had additional training to do: various health checks which run along side the respiratory and diabetes nurse clinics. They can perform postnatal baby checks and assist in the family planning clinics, minor surgery clinics and immunisation clinics. They are also able to administer flu, pneumonia and B12 injections and remove sutures.

District Nurses

District nurses assess, plan and manage the care of sick and disable patients of all ages in the patient's own home, general practices and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialized services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

The district nurses are in regular contact with the Practice and messages may be left on 01273 265870

Health Visitors

Their telephone number is 01903 843818

Health visitors are qualified nurses and have had additional training in child health and development. They will monitor your child's growth and development, answer any child health queries and help parents to cope with children under five, advising on things like hygiene, safety, feeding and sleeping. They also organise special clinics or drop-in centres.

Health visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems and advise on healthy eating.

APPOINTMENTS & ACCESS TO THE SURGERY

All our regular weekday surgeries are by appointment only.

Saturday morning surgeries are for commuters that are unable to come to the surgery during our usual opening hours and are made by appointment only.

Please see our Reception Staff or telephone the Practice during Opening Times on 01903 222900 to arrange an appointment to see the doctor or nurse, up to 3 weeks in advance. You can also book your appointment on line. Please ask the receptionist for more details.

Clinic appointments (such as Asthma or Diabetes) can be booked up to a maximum of 5 weeks in advance.

The doctor will try their best to give enough time to each patient but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting. So please make an appointment for each person wishing to be seen.

If you think that your problem may take an unusually long time, please inform our Reception Staff so that allowances can be made for this.

Patients are automatically allocated to a GP when registering at the surgery however; patients are able to have appointments with any GP of their choice when available. The surgery urges patients to help us keep continuity of care by seeing the same GP about ongoing problems and conditions when possible.

Urgent Appointments

If you have an urgent medical problem that you feel needs attention on the same day, please explain this to our Reception Staff who will either book you an appointment if you feel you need to see a Doctor or offer our telephone service to deal with such urgent requests. A GP or Nurse Prescriber will telephone you back within one hour.

If the clinician thinks you need to be seen, you will usually be offered an appointment that day.

Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else, either by telephone, online or in person.

Access to Services by people with Disabilities

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients.

A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff.

There are designated parking spaces in the car park.

An induction loop is available to help the hard of hearing have clearer conversations. This can also be provided for individual consulting rooms when necessary.

Surgery rooms located on the first floor are accessible by using the lift. There are also toilet facilities for the disabled throughout the surgery.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Other Access Issues

Prams and Bicycles

Prams may be left in the outer foyer of the main entrance to the Practice at your own risk. A metal wall bar is available for securing bicycles to the side of the surgery in the patient car park, however patients should provide their own chains / locks.

Dogs

All dogs, with the exception of assistance dogs, should be left outside the building. There are hooks for this purpose to tie them on their leads.

Smoking & Food

The building is a non-smoking building and we request that this be honoured.

We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

Self Check-in

The surgery has an automated self check-in touch screen in the waiting room.

This is a simple to use system that enables the patient to check themselves into our appointments system.

Should you feel uncomfortable about using such a system, you can obtain help, or book in with our Reception Staff in the traditional manner.

Home Visits

As home visits are for those patients too ill to attend surgery, please only request a home visit if you (or the person you are calling on behalf of) is too ill or frail to attend the Practice. Please remember the doctor can see four patients in the time it takes to make one house call.

The doctor may arrange for the patient to be brought to the surgery so that its full facilities are available for tests and treatment.

It is not possible to request a specific doctor for a home visit although we can note your request.

Please give clear directions so the doctor can locate your house. If you have an outside light, please ensure that it is switched on during the hours of darkness.

Also, if you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

Out-of-Hours Appointments

Practice patients who have urgent medical problems that will not wait until normal working hours may ring the out of hours service. This service is called "Harmoni" and is available on NHS 111

The out-of-hours service will contact the most appropriate healthcare professional (GP or Nurse) who will call you back to discuss your problem and, after taking a full history, will either:

- Give advice over the phone;
- Ask to assess the patient at the GP base;
- Visit the patient at home;
- Admit the patient directly to hospital via 999 ambulance

The Out-of-Hours service is provided by NHS Sussex and any queries, comments or complaints should be directed to them Surrey and Sussex Local Area Team, Lanchester House, Trafalgar Place, Brighton, BN1 4FU

Help and advice is also available 24 hours a day, seven days a week from NHS 111 who can be contacted by telephone on 111. For patients who are deaf or hard of hearing, a textphone service is available on 0845 606 4647.

Hospital Referrals

Wherever possible, routine hospital referral letters will be done within 3 days or on the same day, if very urgent.

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

PRESCRIPTIONS

Dispensing Practice

We have an in-house dispensary.

The dispensary is open:

Monday	08.00	to	18.30
Tuesday	08.00	to	18.30
Wednesday	08.00	to	18.30
Thursday	08.00	to	18.30
Friday	08.00	to	18.30
Saturday	09.00	to	12.00
Telephone Number:	01903 227850		

If you require urgent medication when the dispensary is closed, you should contact NHS 111.

Repeat Prescriptions

Please do not make an appointment with a Doctor for repeat prescriptions and allow sufficient time to order your prescription before your current medication runs out, especially on Public or Bank Holidays.

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computerized. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is produced on the computer a new request form is also generated for you to make your next request.

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. If you have more than one repeat prescription, please try and order

all your items together. The request can then be posted to us or left in the post box in the entrance to the Practice.

Alternatively, patients may make an online request via the special page on our website at www.stlawrencesurgery.com

Your new prescription will be normally be ready for collection within two working days.

All patients are requested to nominate a pharmacy of your choice that we can send your prescription to which will save you time waiting for your medicines to be prepared.

Long-Term Medication

If you are on long-term medication, you will be issued with a computer-printed prescription.

It is likely you will be asked to see a doctor every few months so your condition can be reviewed. You will also be given a computer list of your medication to make re-ordering easier.

- Please let us have this slip at least 48 hours before you require the prescription
- We can accept telephone requests for prescriptions after 9.00 a.m.
- If you would like a prescription posted to you, please enclose a stamped, addressed envelope.
- Order early to allow for postal delays, especially on Public or Bank Holidays.

Please let our Reception Staff know if your medication has been changed following a hospital visit.

FACILITIES & SERVICES AVAILABLE AT THE PRACTICE

We have:

- Rooms available for access by disabled people;
- A room available for nappy changing;
- A room to discuss matters in private on request;
- A comfortable waiting area (our Practice is cleaned and checked every day).

We will keep you informed through:

- Our up-to-date health and Practice information booklets;
- Notice boards and television screen in the waiting room;
- Our website and other social media – Facebook and twitter and email

Asthma Clinic

In recognition of the increasing prevalence of asthma in our community we hold asthma clinics on Monday mornings, throughout the day on Tuesdays and on Thursday mornings. This is run by a Practice Nurse who will ensure that treatment is effective by checking inhaler technique and measuring lung function regularly, referring you to your usual doctor.

REMINDER: Would all patients attending for Asthma appointments please remember to always bring along their inhalers.

Patients with asthma can either be referred by themselves or their own GP to the clinic.

Acute Asthma problems and emergencies should be seen within normal surgery consultations - appointments can be made with our Reception Staff.

Child Vaccinations

This is a clinic for babies and children to receive their vaccinations.

The practice nurses are available on Thursday afternoons by invitation only to give immunisations.

The Practice urges all parents to have their children fully immunised.

Coils

Dr Joslin is experienced in coil fitting and the Practice can therefore offer this service to patients.

Contraceptive Implants

Dr Joslin, Dr Corney, Nurse Julie and Nurse Michelle are experienced in fitting contraceptive implants. If you are interested in this service please book an appointment with one of these members of staff to discuss your options first.

COPD

Chronic Obstructive Pulmonary Disease (COPD) is a chronic lung condition encompassing diseases such as bronchitis and emphysema.

Patients suffering from this condition are usually over 40 years of age, get breathless on exertion, may have a chronic cough and usually (but not always) have a history of smoking.

The Practice runs a specialised service to help patients with COPD, and appointments for the clinics can be made with our Reception Staff.

Diabetic Clinic

This is a nurse-led clinic which is run on a Tuesday morning, throughout the day on a Wednesday and Thursday afternoons

Please ask our Reception Staff for details.

Family Planning Clinics

These are held on Monday afternoons by Julie our nurse practitioner and by Dr Joslin and Dr Corney.

The Practice offers a full range of contraceptive services.

Please ask our Reception Staff for details.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact our Reception Staff in early October for details of the vaccination dates.

If you are housebound, a home visit by a community nurse or GP will be arranged to administer this vaccination.

Pneumonia Vaccinations

If you are aged 65 or over, you are strongly advised to have a pneumonia vaccination. Appointments with the nurse can be booked with our Reception Staff.

Acute Illness/Minor Illness Clinics

These clinics are held by Julie Clements (Nurse Prescriber) and Jon Akehurst (Paramedic Practitioner) and they are able to deal with the following range of ailments: acne, allergies, athletes' foot, bites, boils, burns, catarrh, Cellulitis, chicken pox, cold sores, colds and flu, contraception, constipation, cystitis, dermatitis, diarrhoea and vomiting, ear infections, eye infections, genital warts, Hayfever, head lice, impetigo, mouth infections, minor injuries, period pains, piles, rashes, ringworm, shingles, sinusitis, threadworms, throat infections, thrush, tonsillitis, Urticaria, vaginal discharge, warts, veruccas and wound infections.

Appointments for the minor illness clinics are often available on the day and they are able to prescribe antibiotics.

Please note: Pregnant women and children under 5 should always see a GP.

Minor Surgery and Cryotherapy

Sessions are held at regular intervals, bi-monthly, on a Monday afternoon, for the removal of skin lesions, moles, warts, verrucae, etc. This is usually undertaken by the application of liquid nitrogen (Cryotherapy) or occasionally with minor surgery.

It is essential that patients have an appointment with the GP first so that the lesion can be properly assessed. If we are able to remove it at the surgery, we will arrange for patients to have an appointment at the minor surgery clinic.

Smoking Cessation

Our Healthcare assistants Sharon and Pauline have special training in this area and can offer advice and support to people who are motivated to stop smoking.

We hold a drop in clinic on a Wednesday afternoon from 4 until 6, or alternatively an appointment can be made with a healthcare assistant.

Travel Vaccinations

The travel clinic is run by nurses with special training in overseas health. Patients who are planning to travel overseas, whether on business or pleasure should contact our Reception Staff at least 8 weeks beforehand to enquire about their specific vaccination requirements.

Our Reception Staff will give you a questionnaire to complete which will help the Practice Nurse ascertain what vaccinations you will require for your trip and enable her to give you the best possible advice on all health issues, as well as administer the vaccinations.

There is a charge for some travel immunisations and prescriptions not covered by the NHS – a list of these charges is available from our Reception Staff.

Additional Information

The Practice is committed to provide relevant information to people who use its services and the following methods will be used to provide this information:

- During their consultation;
- Information Leaflets;
- Practice booklet / leaflet;
- Patient waiting areas television / Health Promotion TV Screens;
- Practice website.

- Regular newsletters and emails.

If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

BOUNDARY / CATCHMENT AREA / LOCATION OF THE PRACTICE

Our catchment area incorporates:

North of the railway line, extending up to Arundel Road/Crockhurst Hill.

East – Broadwater Road, West – The Boulevard & up to Durrington Lane/Durrington Hill.

Please ask our Reception Staff if in doubt whether you fall into the correct catchment area.

If you move, please check that you are within the Practice catchment area. If not, you will need to register with another Practice.

Details of other Practices and the services they provide are available from NHS Sussex by telephone on 01903 708400.

CARER'S REGISTER

The Practice has a Carer's Register for patients that are registered and who care for a relative/friend. Carer's Information Packs are available on registering and will be sent in the post.

The Practice's Link Worker is Becky Davey who can be contacted on the practice telephone number to answer any queries.

CAR PARKING

A car park is provided for patients who are visiting the surgery, with designated parking spaces for the use of disabled patients and for parent and child.

Please park only in the spaces provided and ensure you are not blocking the exit of a doctor who may be called out on an emergency.

Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

CHANGE IN PERSONAL DETAILS

Please inform our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records accurate.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

Our Reception Staff will help you with queries about practice boundaries.

CHAPERONES

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

COMPLIMENTS, COMMENTS AND COMPLAINTS

Compliments

We welcome compliments about our service so that we know what we are doing right and these are also shared with the practice team, which gives them a real lift. There is a suggestion / comments box located opposite the reception desk for this purpose or you can feed back via our website or email us directly.

Comments

We welcome your views and constructive suggestions which will help us improve our service to you. There is a suggestion / comments box located opposite the reception desk for this purpose.

Practice Complaints Procedure

How To Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If this is not possible and you wish to make a complaint, please inform us as soon as possible – ideally, within a matter of days or at most a few weeks. This will enable us to establish what happened more easily. If this is not possible please let us have details of your complaint within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem.

Complaints can be made verbally, in writing or electronically and addressed to Mrs. Jo Wadey (Practice Manager) or any of the doctors.

Alternatively, you may ask for an appointment with Jo in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within three working days and aim to have investigated your complaint within ten working days. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

On investigation we shall aim to:

- Establish what happened and what went wrong;
- Make it possible for you to discuss the problem with those concerned;
- Make sure you receive an apology, where this is appropriate;
- Identify what we can do to avoid the problem recurring.

In the event that a complaint cannot be resolved within the practice, you may contact:

NHS England

PO BOX 16738

Redditch

B97 9PT

Email england.contactus@nhs.net

Telephone: 0300 311 22 33

Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. Written consent from the patient will be required (unless there is incapacity through illness). We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of resolving problems and give us an opportunity to improve our practice.

The Independent Complaints Advocacy Service offer independent and free support to complainants. The information is:

Registered Office:

SEAP, 7th Floor, Cavendish House, Breeds Place,

Hastings, East Sussex, TN34 3AA

Tel: 0330 440 9000 Fax: 01424 204687

Although most complaints are resolved locally you are entitled to ask for an independent review through the Parliamentary and Health Service Ombudsman

The address is:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel.: 0345 015 4033 Fax: 0300 061 4000.

Email phso.enquiries@ombudsman.org.uk

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 03000 616161, or alternatively visit the following website: <http://www.cqc.org.uk>.

CONFIDENTIALITY

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protection Act and we follow the guidance issued by the GMC in '*Confidentiality: Protecting and Providing Information*' which explains circumstances in which information may be disclosed.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please send us your request in writing. There will be a fee for this and a list of our private fees can be found at reception.

CONSENT FOR CHILDREN'S TREATMENT (Under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

IMMUNISATION TIME-TABLE

Many potentially fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccinations. It is very important that all children are fully immunised. Reminders are sent out by the Health Authority.

Current recommendations are:

- Two months - 1st diphtheria, tetanus and whooping cough injection, plus polio drops and 1st HIB (see below for more details).
- Three months - 2nd diphtheria, tetanus and whooping cough injection, plus polio drops and 2nd HIB.
- Four months - 3rd diphtheria, tetanus and whooping cough injection, plus polio drops and 3rd HIB.
- 12 – 15 months - MMR (Measles, Mumps & Rubella[German Measles]) & HIB if not already given.
- 3 ½ Years - Diphtheria & tetanus booster, plus polio drops and 2nd MMR
- 10 – 14 years - Rubella (children who have not had MMR) & BCG (TB) usually done at School.
- 15 – 18 years - Tetanus booster and polio drops.

Tetanus infections may develop in wounds picked up in the garden or street. We recommend that everyone has a booster every 10 years.

HIB (Haemophilus Influenzae Type B) can cause:

- A type of Meningitis
- A severe form of Croup (Epiglottitis)
- Blood Poisoning (Septicaemia)
- Joint & Bone Infections
- Pneumonia

Each year about 1,300 children in the UK are infected by HIB and over half of these children develop HIB Meningitis. HIB immunisation is now offered to all babies and children up to four years old. We strongly recommend that all children under four receive this immunisation.

INTERPRETERS

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor.

At least 48 hours (more is preferred) prior notification will be needed for our Reception Staff to arrange this.

MOBILE PHONES

We do not allow mobile phones to be used within the surgery building.

NEW PATIENTS

The practice is able to take new patients providing they live in the Practice area.

To register, complete a registration form obtained from our Reception Staff.

In the case of a new baby, bring their NHS Number (obtainable from Child Health or the Maternity Ward) or the child's red book.

Please fill in our new patient health questionnaire (downloadable from our website or available from our Reception Staff), and provide suitable personal identification.

Two forms of identification are required; one to prove who you are - this would normally be some form of photo identification, (such as a passport or driving licence); the other, to prove where you live, (this could be a utility bill or a bank statement).

Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need.

You will also need to provide a urine sample. Please obtain a specimen bottle from our Reception Staff.

You will be registered with the Practice rather than a specific doctor, but you have a right to ask to see a particular doctor, if you wish.

If you have a requirement for a prescription then you should arrange an appointment with a doctor of your choice to discuss your ongoing care.

If you are taking any kind of medication, please make an appointment to see a doctor

We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

NHS 111

NHS 111 operates a 24 hour nurse advice and health information service, providing information on:

What to do if you or your family are feeling ill

- Particular health conditions
- Local healthcare services, such as doctors, dentists or late night opening chemists
- Self help and support organisations

NHS 111 works in hand with other healthcare services provided by the NHS, helping you to make the right choice to meet your needs.

Calls to NHS 111 are free from landlines and mobile phones and for patient's safety all calls are recorded.

If you need health information or advice at any time of the day or night,
call NHS 111.

NON-NHS SERVICES

Patients should be aware that fees may be charged for services not covered by the NHS (e.g. private certificates, reports supporting private health insurance claims and other non-NHS medical reports).

Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination.

Fees may be charged for services for other special purposes such as:

- HGV and PSV licences;
- Elderly drivers;
- Fitness-to-travel;
- Fitness-to-drive;
- Fitness-to-undertake certain sports
- Private Sick Notes
- Holiday cancellation forms
- Private prescriptions
- Adoption Medicals

The fee-scale is recommended by the BMA and details are available at Reception.

PATIENT PARTICIPATION GROUP

Are you interested in having a say in how your Practice is run?

Do you have some free time to attend meetings, usually every 6 to 8 weeks?

OR

Would you like to be part of an e-mail consultation group with whom we can consult on service development and implementing planned changes?

New members are always welcome to join our active Patient Participation Group – please ask our Practice Manager for more details.

PRE-SCHOOL REVIEWS – CHILD DEVELOPMENT

10 – 14 days	-	Visit from Health Visitor to mother and baby.
6 weeks	-	Medical assessment by Doctor.
8 weeks	-	1 st diphtheria / tetanus / polio / whooping cough and HIB vaccination.
12 weeks	-	2 nd diphtheria / tetanus / polio / whooping cough and HIB vaccination.
16 weeks	-	3 rd diphtheria / tetanus / polio / whooping cough and HIB vaccination.
7 – 9 months	-	Development review by Health Visitor and Doctor.
12 months	-	Measles, Mumps & Rubella (MMR) vaccination by Health Visitor.
24 months	-	Development Review by Health Visitor.
3 Years	-	Development review by Health Visitor and Medical Assessment by Doctor.
3 ½ Years	-	Pre-school booster vaccination.

PRESCRIPTION COLLECTION SERVICE

If you take medication on repeat prescriptions, you may wish to take advantage of a free service offered by many local pharmacies.

They offer to collect prescriptions from the surgery and have the medication readily available for collection at an agreed time at their premises.

In special circumstances, they may also be prepared to deliver (e.g. to the elderly, disabled or housebound).

If you wish to take advantage of this service, you can find out which pharmacies participate by phoning your usual pharmacy or asking our Reception Staff.

PRACTICE CHARTER

These are local standards set within this Practice for the benefit of our patients.

Our Responsibilities to you.

- You will be treated with courtesy and respect by all Practice personnel.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask our Reception Staff for an explanation.
- We aim to answer the telephone within six rings.
- Requests for repeat prescriptions will be dealt with within 48 hours.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make the Practice as accessible as possible. If you have hearing, visual or physical difficulties please let our Reception Staff know, so that we can enable you to fully use our services.

Your Responsibilities to us.

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.30am if at all possible.
- An urgent appointment is for an urgent medical problem. Please speak to our Reception Staff if you require a sick note or repeat prescription.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted.
- If you are violent or abusive, you will be warned to stop their behaviour. If you persist, we may exercise our right to take action to have you removed, immediately if necessary, from our list of patients and asked to register at another surgery. In some cases, where necessary, the Practice will involve the police.
- While we strive to meet the standards in this charter, we will also need your help to achieve this by following the actions given by your clinician and taking the correct medications promptly.

RESEARCH / SURVEYS

The Practice participates in studies and surveys to improve Patient Care and we are also externally evaluated as a training Practice and for re-accreditation of nationally recognized quality awards.

Qualified assessors come into the Practice and are bound by the same stringent rules of confidentiality as are all members of the NHS.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all Patient-related data.

Your participation in any aspect of external evaluation or re-search is optional.

SAFETY AND SECURITY

The Practice has CCTV installed at the Practice premises.

In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda.

We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.

SICKNESS CERTIFICATES

Under current legislation a Patient can “self certificate” for the first 7 working days of any illness. The self certificate (Form SC2) is available from the DSS office or your employer. We do not normally issue doctors certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor.

SOCIAL SERVICES - SOME USEFUL INFORMATION

Social Services is a department of West Sussex County Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establish your eligibility for a service, a care plan will be agreed with you.

What Sort Of Help Can Social Services Provide?

Social Services for Adults aim to:

- Maintain an individual's ability to live independently in the community;
- Provide relief for family carers;
- Enable provision of residential and nursing home care when independent living is not possible.

The Main Types of Services are:

- Information and advice;
- Domiciliary services;
- Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer;
- Community meals;
- Equipment or adaptations to property to enable independent living with advice from occupational therapists;
- Day services;
- Residential or nursing home care;
- Carers support.

How Do You Get Help?

Contact your local area office who will be happy to advise about the help available.

West Sussex County Council, County Hall, Chichester PO19 1RQ.

STAFF TRAINING

The Practice is closed for 1 half day per month so that doctors, nursing staff and admin staff can attend essential training.

The aim of the training is to allow doctors and staff protected time for Continued Professional Development (CPD).

TEMPORARY / SHORT –TERM RESIDENT

We provide a Temporary Patient service for anyone staying within our Practice area (e.g. whilst on holiday, staying with relatives etc.)

Just call into the Surgery, obtain a Temporary Resident Form from our Reception Staff, return it to us completed and we will be happy to assist you.

TEST RESULTS

Please allow 5 working days for test results to come back (Smear tests usually take about 6 weeks).

Please telephone 01903 222900 after 10am to obtain details of your test results (e.g. blood, urine, x-ray), or visit the Practice.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will, of course, make every effort to contact you should your returned result need urgent action. However, it is your responsibility in all cases to find out the result of your test.

The doctors check the results before our Reception Staff are able to give any information to you. Our Reception Staff will only be able to state that the result is normal or that you will have to see the doctor.

Please do not expect our Reception Staff to relay any other information regarding the test results.

If the doctor needs to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries, which is upsetting for both the doctors and our patients.

TRAINING PRACTICE

The surgery has been accredited as being suitable as a training practice for those Doctors intending to become GPs and is proud to have offered this service for a number of years.

The GP Registrar (the Trainee) is a fully qualified doctor who already has much experience of hospital medicines and who will gain invaluable experience by being based within the Practice. They work full-time in the practice for a period of 6 or 12 months.

At all times they provide care of the same standard as that provided by the other doctors – please accept them as a valued addition to our team.

Consultations are sometimes videoed for training purposes. You will be notified beforehand if this is the case and will be asked to sign a consent form. The recording will only take place if you agree to this; there is no obligation for you to do so.

We also teach final year medical students who are usually with us for four-week blocks.

You will occasionally be asked whether you are willing to see your doctor in the presence of a student.

Occasionally, during the open surgery, patients may be invited to discuss their symptoms with the medical student alone, prior to further consultation and treatment with the doctor. Again you are free to refuse.

ZERO TOLERANCE

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly – without violence or abuse.

We strongly support the NHS policy on zero tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list and be reallocated with the assistance of NHS Sussex.

In extreme cases we may summon the Police to remove offenders from the Practice premises.

USEFUL TELEPHONE NUMBERS (this list is not exhaustive)

Age Concern	01903733400
Aid Call	01364654321
Addaction [Drugs & Alcohol]	01903229320
Alzheimer's	01903690490
Appointment call centre	01273446067
Benefits – Disability	01903286000
Carers Support	01903528600
Citizens Advice Bureau	01903232116
Childline	08001111
Chiropody Service NHS	01903845503
Cruse Helpline	01903784785
Department of Social Security (Social Services)	01903839100
Drugs Line	0800776600
Emergency Dental Services	01903285221
Environmental Health Department	01903737755
Epilepsy	08088005050
Greenacres/Homefield	01903843888
Homestart	01903236916
Midwife- Worthing Hospital	01903205111
Miscarriage	01924200799
Multiple Sclerosis	01903877878

NHS 111

111

Offington Counselling	01903212275
Police	08456070999
Rape Crisis	02086833300
Registrar of Births, Deaths and Marriages	01903839351
Relate Helpline	01903202512
Royal Alexander Hospital for Sick Children	01273328145
Royal Sussex County Hospital	01273696955
Samaritans	08457678000
Southlands Hospital	01273455622
St Barnabas Hospice	01903264222
St Richards Hospital	01243788122
Surrey and Sussex Health Authority	01903708400

Worthing Hospital (including Accident and Emergency)

01903 205111