

# Patient Information Leaflet

## The Practice team

This practice operates under a partnership agreement and provides services on behalf of the NHS.

### There are 13 Partners over the four sites

**Dr Simon Howard** (m) MBBS DRCOG MRCGP

**Dr Howard Bentley** (m) MBBS DRCOG DCH MRCGP

**Dr Christopher Huckstep** (m) MBBS DRCOG DCH

**Dr Aran Vazquez-Salazar** (f) LMS JCPTGP DFFP

**Dr Victoria Figueira** (f) MRCGP

**Dr Anna Cressy** (f) MBChB (Hons) (1993 Bristol University)

**Dr Joana Monjardino** (f) MBChB BSc MRCP MRCGP

**Dr Victoria Collins** (f) MA Cantab BM BS MRCGP (2018)

**Dr Charlotte Hoey** (f) MBChB MRCGP DCH DRCOG DFFP

**Dr Gillian McIlroy** (f) MRCGP DRCOG MA MBBS

**Dr Laura Maythan** (f) MBBS BSc (Hons) MRCP CDC (Warwick)

**Dr Keith Thomas** (m) BM BCH (Oxon) MRCP MRCGP DFFP (1993 Oxford)

**Dr Mark Halloran** (m) MRCGP DRCOG DGM MBBS BA (Oxon) PG Cert Med Ed

### Salaried GPs

There are Salaried GPs working at each of the sites.

### Nurses

Each site has a team of nurses comprised of Nurses, Associate Nurses and Health Care Assistants.

### Pharmacists

We have a team of Pharmacists to support patients with their medications.

### Care Co-ordinators

We have a team of Care Co-ordinators who ensure excellent liaison between the care homes and practice with regards to health issues.

### Social Prescribers

Social Prescribers support people with their health and wellbeing. We can refer adults and young people where appropriate.

### Practice Management Team

**Sarah Ellett** - Chief Executive

**Clair Fallows** - Executive Director of HR, Digital and Communications

**Hazel Gow** - Executive Director of Service Delivery

**Pauline Atkinson** - Executive Director of Service Delivery

**Candice Cody** - Executive Director of Finance and Procurement

## **Patient Engagement Group**

We have an active Patient Engagement Group (PEG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PEG is available online

<https://www.adurhealthpartnership.co.uk/patient-participation-group/>.

Alternatively, contact Petra Butler, Patient Experience Manager, who is the nominated contact for all PEG matters.

## **Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the back of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service. You can do this via our website, by post, by email or in person.

## **Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a Zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

## **Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

## **Prescriptions/Repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- On line via the NHS App
- In person
- By post

Please allow 4 full working days to collect the medicine from your nominated pharmacy when ordering repeat prescriptions.

## **Test results**

Results are checked by a GP who leaves a comment on your computer record which the Receptionist is able to pass on. Please note that we will only contact you (either by a text message or a phone call) if your test results need to be followed up. Should the results require discussion, you will be advised to make an appointment.

We will not contact you if your test results are normal or require no clinical action. For your peace of mind or to avoid miscommunication, please telephone the surgery for results (at least one week after the test had been performed) after 2 pm, when the phone lines are less busy. Please telephone yourself rather than asking someone else to ring as we cannot give your medical information to a third party.

## **Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception ideally before 10 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

## **When we are closed**

When the practice is closed and you urgently need medical help or advice and it is life threatening, dial 999.

If it is not life threatening, contact NHS 111 by calling 111 or accessing help via [www.nhs.uk](http://www.nhs.uk)

## **Teaching practice**

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultations. If you do not consent, the trainee GP will not sit in on your consultation.

## **How to register**

We register prospective patients who live in FISHERSGATE, SOUTHWICK, SHOREHAM, SHOREHAM BEACH, COOMBES and Brighton Road, LANCING (as far as and including The Broadway), Hoe Court and Lancing College Drive. All the BN43 and BN42 post codes are included in the practice area, with some streets in BN15 and BN41. If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure.

You can register as a patient on line by completing the registration form and health questionnaire or by coming into reception and collecting a form.

It would help us to check your nearest practice location if you could provide us proof of address at your time of registration.

All new patients can request a health check with a member of the healthcare team. This helps to ensure that any required tests are up to date and the practice has an accurate note of any repeat medication you may be taking. Medical treatment is available from the date of registration. Please contact reception for further information.

All patients at Adur Health Partnership have a named accountable GP who is responsible for patients' overall care at the practice. Your named GP will be allocated to you by the practice. If you have a repeat prescription you can find the name of your allocated GP at the bottom of this. If you do not have a repeat prescription and you wish to know who your allocated GP is, please contact the practice. You can still talk to or make appointments to see any of our doctors or nurses, not just your named GP.

You will be registered at the site you deliver your completed forms back to and allocated a named GP from that site. We advise you to always contact the site you have chosen to register with for continuity of your care.

## **Service we provide**

Along with routine appointments and urgent on the day appointments, the practice offers the following services:

- Family planning - a full range of family planning services is available in the practice
- Immunisations - vaccination clinics are held regularly for children and adults
- Covid vaccinations
- Minor surgery - your GP will advise on minor operations
- Cervical screening (smear test) - we encourage everyone who receives an invitation to book an appointment and attend
- Chronic disease management - we hold a range of clinics to help our patients to manage their long-term medical problems including diabetes, hypertension, asthma, kidney disease and heart disease
- Other services - health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

- Baby and post-natal checks
- Smoking cessation

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website, social media and within the practice.

### **Private Medical Services**

In addition to our NHS contract, the practice offers some private medical services, such as the completion of medical reports and examinations for external organisations. These services incur charges as they are not part of the Practice's commitment to their NHS contract. A list of private services and the current tariffs can be viewed on practice website.

### **Our opening hours**

Our practices are open Monday to Saturday. We are closed on Sundays and Bank holidays.

#### **Shoreham Health Centre and Manor Practice**

Monday to Friday	8:00 am	6:30 pm
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#### **Northbourne Medical Centre**

Monday to Friday	8:00 am	6:30 pm
Saturday	9:00 am	5.00 pm

#### **Downsway Surgery**

Mon, Tue, Thurs, Fri	8:00 am - 12:30 pm	2:00 pm - 6:30 pm
Wednesdays	8:00 am - 12:30 pm	closed

Website: [www.adurhealthpartnership.co.uk](http://www.adurhealthpartnership.co.uk) Email address: [wsxccg.ahp@nhs.net](mailto:wsxccg.ahp@nhs.net)  
 Further information can be sought from [www.nhs.uk](http://www.nhs.uk)



Please do not use the email address for clinical queries.

### **NHS England Contact**

Adur Health Partnership provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233 Email address: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### **NHS Services to help you**

 <b>Self Care</b> Care for yourself at home  <small>Minor cuts &amp; grazes          Minor bruises          Minor sprains          Coughs and colds</small>	 <b>Pharmacy</b> Local expert advice  <small>Minor illnesses          Headaches          Stomach upsets          Bites &amp; stings</small>	 <b>NHS 111</b> Non-emergency help  <small>Feeling unwell?          Unsure?          Anxious?          Need help?</small>	 <b>GP Advice</b> Out of hours: Call 111  <small>Persistent symptoms          Chronic pain          Long term conditions          New prescriptions</small>	 <b>UTCs</b> Urgent Treatment Centres  <small>Breaks &amp; sprains          X-rays          Cuts &amp; grazes          Fever &amp; rashes</small>	 <b>A&amp;E or 999</b> For emergencies only  <small>Choking          Chest pain          Blacking out          Serious blood loss</small>
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**Shoreham Health Centre**  
 Pond Road  
 Shoreham by Sea  
 BN43 5US  
 01273 466052

**Northbourne Medical Centre**  
 193A Upper Shoreham Road  
 Shoreham by Sea  
 BN43 6BT  
 01273 464640

**Manor Practice**  
 Southwick Street  
 Southwick  
 BN42 4TA  
 01273 596077

**Downsway Surgery**  
 3 Downsway  
 Southwick  
 BN42 4WA  
 01273 592764

