



**mid sussex
health care**

☎ 01273 834388

www.midsussexhealthcare.co.uk

WELCOME TO MID SUSSEX HEALTH CARE

Updated May 2018

<p>The Health Centre Trinity Road Hurstpierpoint West Sussex BN6 9UQ</p> <p>Tel: 01273 834388 Fax: 01273 834529</p>	<p>The Health Centre Windmill Avenue Hassocks West Sussex BN6 8LY</p> <p>Tel: 01273 834388 Fax: 01273 842709</p>	<p>The Health Centre Lewes Road Ditchling East Sussex BN6 8TT</p> <p>Tel: 01273 834388 Fax: 01273 845747</p>
---	--	--

Mid Sussex Health Care is a training practice of 11 GP Partners (4 full time, 7 part time) and 1 salaried GP. The practice population of just over 19500 is served by our three health centres in Hassocks, Hurstpierpoint and Ditchling. We have a shared patient list system, which means you are registered with the practice, although you will be allocated a 'Usual GP' based at the surgery nearest to where you live who will normally deal with your on-going care, prescriptions and home visits. We aim to provide high quality primary healthcare for our patients, with an emphasis on continuity of care.

The Health Centres are open from 8.30am to 6.00pm.

We are also running an extended access pilot for the next three months based at The Avenue Surgery Burgess Hill

Please contact us for details or check our website:

www.midsussexhealthcare.co.uk

Medical Emergencies Out of Hours:

On weekdays between 6.30pm in the evening and 8am in the morning, and from 6.30pm Friday through to 8am Monday morning, out of hours GP cover is provided by NHS 111

Please see page 15 of this leaflet for full details of the NHS 111 Service

Telephone calls to the practice may be recorded for training quality, compliance and fact finding purposes

The Practice Team

GP Partners	Normal Site	Normal Working Days
Dr Richard Cook (Senior Partner) MB ChB DCH MRCGP Birmingham 1989	Hurstpierpoint	Mon - Thu
Dr Helen Graham BSc MBBS (UCH London 1989) DCH DRCOG MRCGP PGDipDerm	Hurstpierpoint	Tue pm Wed Fri
Dr Isabel Konrad MRCGP DRCOG DFSRH	Ditchling	Thu Fri
Dr Candida Lewis MB BS MRCGP DFFP London 1994	Hassocks	Mon am Wed Fri
Dr Terence Lynch MBBS MRCGP MRCP BSc	Hassocks	Mon Wed Fri
Dr Simon Purwar MA MRCP MRCGP DRCOG London 1992	Hassocks	Mon Tue Wed am Thu
Dr Asmerom Seyoum MD 1988 Addis Ababa University	Hassocks	Mon Tue Thu Fri
Dr Joanna Thomson MB BS MRCGP DRCOG DFFP London 1997	Hurstpierpoint	Mon Wed Thu
Dr Hugo Wilson MB BS MRCGP DRCOG BSc London 1997	Hurstpierpoint	Mon Tue Thu Fri
Dr Miriam Winn MBBS MRCGP DFFP DCH DRCOG	Ditchling	Mon Tue Wed
Dr Clare Nelson MBBS (London 1999) MRCGP DFSRH	Hurstpierpoint	Tue Wed Thu am only All day Fri
Salaried GP		
Dr Isabel Darbyshire MBChB DRCOG DFSRH MRCGP	Hassocks	Tue Wed Thu

GP Registrars	Trainer	Normal Site
Dr Sarah Gomes ST2	Dr Jo Thomson	Hurstpierpoint
Dr Matthew Standen (ST3)	Dr Terry Lynch	Hassocks
Dr Jessica Loft ST1	Dr Hugo Wilson	Hurstpierpoint

The Practice Team

GP Registrars

We are a training Practice with GP Trainers at two of our three surgeries. We strongly believe that training the GPs of the future benefits both the Practice team, by offering us the chance to learn through teaching, and our patients, by bringing a fresh outlook and offering more daily appointments.

Of course, patient safety is paramount at all times and our training GPs (known as Registrars) are supervised closely and undergo regular assessment conducted internally at the Practice (reviewing video consultations with patient consent, real case-based discussions, direct observation of procedural skills), at their local weekly teaching program and through the Royal College of General Practitioners.

Practice Manager

Denise Simpson-Banks is our Practice Business Manager and is the managerial lead on all non-clinical aspects of our three surgeries, with responsibility for the overall smooth running and organisation of the practice. If you have comments, compliments or complaints regarding your experience/care, please contact her via denise.simpson-banks@nhs.net.

Denise's office is based at the Hurstpierpoint Health Centre but she will be happy to meet with you at any of our sites as you prefer.

Our Nursing Team

Nurse	Role	Site	Normal Working Days
Vanessa Needham	Lead Nurse	Hurst/Hassocks/Ditchling	Mon Wed Thu Fri
Ronna Budgen	Practice Nurse	Hurst/Hassocks	Mon-Fri
Nicky Shoard	Practice Nurse	Hurst/Hassocks	Tue Thu
Hilary Piggott	Practice Nurse	Hurst/Hassocks	Tue Wed Thu Fri
Jeni Sharpe	Practice Nurse	Hurst/Hassocks	Tue Wed Thu Fri
Jenny Divine	Practice Nurse	Hassocks	Mon Tue Thu
Jane Logan	Health Care Assistant	Hurst/Hassocks	Mon Tue Wed Fri
Tracy McAteer	Health Care Assistant	Hurst/Hassocks/Ditchling	Mon-Fri
Mo Uddin	Health Care Assistant	Hurst/Hassocks/Ditchling	Mon-Fri
Jackie Trigwell	Phlebotomist	Hassocks/Hurst/Ditchling	Mon-Fri
Claire Temple	Practice Nurse	Hurst/Hassocks	Mon Thu Fri
Charlotte Ranson	Practice Nurse	Hassocks/Ditchling	Mon Wed Thu & Fri

The Nursing Team

Vanessa, our **Lead Nurse**, is a trained nurse practitioner and will see patients for their asthma, chronic obstructive pulmonary disease, diabetes and contraception needs.

Practice Nurses

Our Practice Nurses are registered nurses who can deal with general health checks, ear care, smears, travel advice and vaccinations, childhood immunisation, dietary advice, smoking cessation advice, blood tests, ECG's, injections, dressings and removal of sutures.

Some of our Practice Nurses are trained in delivering diabetes, asthma and contraception advice and others are able to see patients with chronic obstructive pulmonary disease.

Health Care Assistants

Our Health Care Assistants work under the supervision of the Practice Nurses and will see patients to take bloods and ECG's and to provide dressings, ear care and smoking cessation advice. They will refer you to the Practice Nurse or GP as required.

Phlebotomists

Phlebotomists are trained to take blood in a calm, safe and efficient manner. They are not nurses and will therefore pass all nursing and medical enquiries on to nursing colleagues.

Non Practice Staff

A number of other health professionals work out of our Hurstpierpoint and Hassocks sites (e.g. community nurses, podiatrists and health visitors). They are employed by Sussex Community Trust, and work closely with the Practice, but are not part of the Practice team.

Community Nurses

Community nurses are attached to the Practice but are not Practice staff. They visit patients who are confined to their homes and need nursing assistance. Patients are referred to this service by their GP, but once referred, can be contacted via OneCall by ringing them on 0845 092 0414.

Health Visitors

The Health Visitors advise and support families with children under the age of five years, and expectant mothers, on a wide range of aspects of parenting and healthy living issues. You can meet them at their regular Child Health Clinics held at Hassocks and Hurstpierpoint, or they may visit you at home. They can be contacted by calling 01273 847831.

Please note that the Practice cannot deal with complaints regarding non Practice staff. Any complaints for these should be directed to:

Service Experience Team
B Block, Brighton General Hospital
Elm Grove, Brighton BN2 3EW
Tel: 01273 242292
Email: sc-tr.serviceexperience@nhs.net

Appointments

At each of our three sites, we offer routine appointments, which can be booked up to 5 weeks in advance, and a number of 'book on the day' appointments for urgent medical problems. You will normally see your 'usual doctor' unless he or she is not available, when you will be offered an appointment with another doctor at the Practice (this may be a locum if a doctor is on leave).

All of the doctors at each of the Health Centres will be able to deal with any of your problems as they will have full access to your medical records.

Appointments can be made for all three surgeries by telephoning 01273 834388, by calling in to your surgery, or online through our website, www.midsussexhealthcare.co.uk where all details regarding SystemOnline Services can be found. Please ask at Reception how you can register to use SystemOnline.

Please try to book all routine appointments at least a few days in advance wherever possible, including those for blood pressure checks, medication checks, HRT checks, appointments for results or for on-going conditions.

Appointments with the doctors are for 10 minutes. We are happy to deal with more than one problem in this session but may ask you to book another appointment if more time is required. If you know that you have multiple, or complex issues to discuss, please request a double appointment at the time of booking.

Please make separate appointments if more than one member of the family needs to be seen.

Number to Cancel Appointments

If you need to cancel an appointment, we have a 24/7 answer machine for just this purpose. No need to ring the switchboard and join a queue. Just call 01273 837981 and leave a message as directed. Your unwanted appointment is valuable to another patient.

Home Visits

Our policy is to visit at home only those patients who are housebound because of their illness or disability. This is because several patients can be seen in the Practice in the time it takes to make one visit, and because there are better facilities for examining and treating patients at our surgeries. **Please phone before 10am where possible.**

Emergency Appointments

If you feel your condition requires urgent, same-day medical attention, we will arrange for a GP to see you wherever possible. If all our appointments are taken, you will be offered a telephone appointment with one of the doctors so that he/she can give you advice over the phone, ask you to attend the surgery or arrange a home visit as appropriate. If an emergency appointment is necessary, you may well be offered an appointment with someone other than your usual doctor.

How to Register as a Patient

If you would like to register as a patient with our Practice please complete an application form which can be downloaded online via our website or by visiting one of our surgeries. In order to process your request we will require sight of the following original documents:

1. Photographic evidence of your identity; preferably a passport, or failing that, a driving licence and birth certificate. In the case of children, if they do not have a passport, a birth certificate will be accepted.
2. A utility bill or similar document to confirm your address within our catchment area.

If you are a non-UK citizen, a current visa/work permit/ residence permit, or similar will be required.

Access to Online Services

If you wish to, you can now use the internet to book and cancel appointments with a GP, request repeat prescriptions for any medication you regularly take and look at summary information from your medical record online.

The information you will be able to access online includes: allergies, current medication and test results, once they have been seen by a GP. You can still use the telephone or come in to the Practice to speak to us about any of this, so online access is an additional means of accessing information, not a replacement for existing methods.

Being able to see your medical record online might help you to manage your medical conditions better and means you can also access your summary information from anywhere in the world, for example should you require medical treatment whilst on holiday. It also means that you can access information and make requests for appointments/prescriptions at a time that suits you, rather than during Practice opening hours.

If you're already registered with us for SystmOnline, you will need to re-register for access to your summary records. If you are not already registered with us for SystmOnline, please take photo ID to any of our reception desks and our reception staff will be able to help you. You will be given login details, and you will need to keep those confidential to ensure that only you are able to access your record—although you are free to share your details if you wish to with family and/or carers.

It will be your responsibility to keep your login details and password safe and secure. If you suspect they may have been accessed by someone without permission, you should change your password immediately. If you can't do this for some reason, please let the practice know so that we can remove online access until you are able to reset your password. If you print out any information from your record, it is your responsibility to keep this secure. If you are unable to keep printed copies safe, we recommend you do not make them at all.

Before you apply for online access to your records, you should consider the following:

- **Forgotten history**– there may be something you have forgotten about in your record that you might find upsetting.
- **Abnormal results or bad news**– if your GP has given you access to test results you may see something you find upsetting. This may occur before you have spoken to your GP or whilst the surgery is closed in which case there will be a delay before you can contact him or her.
- **Choosing to share your information with others**– it is your choice, but also your responsibility to keep your information safe and secure.
- **Coercion**– if you think you will be pressured into revealing details from your patient record to someone else against your will, it is best you do not register for access.
- **Misunderstood information**– your medical record is designed to be used by clinical professionals to ensure you receive the best possible care. Some of the information in your record may be technical and not easily understood. If you require explanation, please contact the Practice.
- **Information about someone else**– if at any point you see information relating to someone else or notice other errors, please log out and contact the Practice immediately.

Text Reminders

We offer a text reminder service for all our patients who supply us with a mobile telephone number. If you would like to receive text reminders, please remember to update us if any change to your contact details.

Please note: You will only receive reminders if your phone is switched on.

If you cannot keep your appointment, please let us know as soon as possible so that it can be offered to another patient and we can avoid a wasted appointment.

Telephone our cancellation line: 01273 837981

Repeat Prescriptions

Please either send your request in writing (with a stamped, addressed envelope if you wish it to be posted) or drop your repeat slip into reception at any of our sites and please allow at least 48 working hours before collection. If a medication is due for review or not on repeat, you should allow 3 full working days. You will receive a computerised tear-off slip with each prescription which you can use for future requests. Requests are not accepted over the telephone (except for housebound patients).

You should see the doctor or nurse on a regular basis in order to check your medication. If you are a newly registered patient, you will need to see the doctor first for assessment and confirmation of your medication and dosage before your medication can be prescribed.

You can now request repeat prescriptions online via SystemOnline. www.midsussexhealthcare.co.uk or ask at reception for details. Photo ID is required. Please note when requesting your prescription online, if the review date for any of your medications has been reached, you will not be offered the option to request it online. You can make a textual request for the item/s in the 'Notes' box at the bottom of the page, and the doctor will then decide whether it can be reissued without an appointment, or whether you need to be seen. Alternatively, you can make an appointment for a medication review with a doctor (or a Practice Nurse for diabetic/asthma medications).

Local Chemists:

Lloyds Pharmacy Hurstpierpoint	01273 832244
Boots Hassocks	01273 843168
Day Lewis Hassocks	01273 844254
Ditchling Pharmacy	01273 842660

Electronic Prescribing

We now offer our patients an electronic prescribing service. This new service allows us to send your prescription electronically to the pharmacy that you chose to get your medication from on a regular basis, whether this is a local pharmacy or one closer to work.

To sign up for electronic prescribing you will first need to 'nominate' a pharmacy. This can be done either at the Practice or the pharmacy of your choice. **If this is not a local pharmacy, please check with them that they are currently running electronic prescribing.** Once your nomination is recorded we will send all your future prescriptions electronically to the pharmacy/dispenser that you have nominated, with the exception of any medication in the 'controlled drugs' category.

You should continue to order your repeat prescriptions in the normal way, be it with the practice or the pharmacy and all prescriptions will continue to go to your nominated pharmacy unless you notify us otherwise.

For further information please see our separate leaflet on electronic prescribing, available on all of our reception desks.

Other Services provided at Mid Sussex Health Centre

Other services include minor surgery, gynaecology clinics, family planning and quit smoking support.

Childhood Immunisation

Immunisation is a way of protecting ourselves from serious disease. Once we have been immunised, our bodies are more able to fight those diseases if we come into contact with them. It is important that your child has their immunisations at the right age. This will help keep the risk of your child catching these diseases as low as possible.

You will be sent reminders of when your child is due for his/her immunisations.

Yellow Fever Vaccinations

Both Hurstpierpoint and Hassocks Health Centres are authorised Yellow Fever Vaccination Centres.

Pneumovax Vaccinations for the over 65's

We also offer immunisations to help protect you against pneumococcal infection which can cause diseases such as pneumonia, septicaemia (blood poisoning) and meningitis.

Telephone Advice

The doctors and nurses are happy to give advice over the telephone for problems which do not require an appointment or visit. The receptionist will ask for a contact telephone number so that the doctor or nurse can ring you back when available. Please note that reception staff are, for the most part, not medically qualified and are unable to give you medical advice. Please do not phone before 8.30am or after 6.00pm if your call is not urgent.



Private Fees

Certain services that we provide are not covered by the NHS and therefore you will be asked to pay a fee for any non-NHS procedures. Please note that we prioritise NHS work, hence the need to allow 2 weeks for most private work. (See our schedule of private fees on [page 10](#))

Private Fees

For NHS Patients, but Non-NHS Services

Elderly Driver Medical	£115
PSV/HGV/Taxi Medical	£115
Sporting Medical	£115
Adoption/Fostering Medical	£120

Insurance Reports– supplied within 5 days of settlement of your invoice

General Practitioner's Report	£130.00 (invoice required)
Supplementary Report	£35.00 (invoice may be required)
Medical Examination	£148 + £25 each test
Targeted Report	£20-£70

Power of Attorney

With examination	£120
Without examination	£100

Certificates/Letters – Please allow at least 5 working days

Private Sick Note	£35
Private Health (Bupa etc) form	£35
Holiday Cancellation Claim	£35
Shotgun Certificate	£25
TWIMC/Fitness to travel	£25
Doctor's written report for Occ Health, Employers etc	£95 (or at doctor's discretion)
Passport/Driving Licence Photograph verification	Not undertaken

General – Please allow at least 5 working days

Copy of Notes (for patient)	£16 summary/£50 complete
Ofsted Reports (for patient)	£75
Update to Adult Health Report	£25
DVLA Questionnaire	£40 (payable by DVLA)
Child Protection: Attending Conference	£115
Submitting a Report (non-attendance)	£75

Have Your Say

The Mid Sussex Health Care Patient Participation Group, which represents patients registered at all three sites, meets every 6-8 weeks. It organises regular health education events and works with the practice to produce patient newsletters and to deliver flu clinics and other services.

To join the Mid Sussex Health Care PPG please contact either:

Joyce Manning
Joyce@jem19.plus.com

Celia Lindsay
Celia.lindsay@icloud.com

Compliments, Comments and Complaints

The doctors and staff at the practice want to know what you think about the services we offer. We realise there are times when you may just want to comment about our work, others when you may have a good idea about how we may make improvements, and still others when you have cause for complaint and want to make sure no-one else has the same reason to complain in the future. We take all these matters seriously.

We understand that some people do not like making comments, complaints or suggestions, believing this might upset someone or cause problems. We do, however, positively welcome your views because we want to offer the best service possible.

If you feel you cannot raise your complaint with us, you can contact:

- 1) Healthwatch West Sussex
Tel: 0300 0120122 or Email: helpdesk@healthwatchwestsussex.co.uk
- 2) Any Citizens Advice Bureau
- 3) NHS England, (which is the commissioner of Primary Care Services)
Tel: 0300 311 2233 or Email: England.contactus@nhs.net

Please ask reception for our separate complaints leaflet and complaints form.

Patient Charter

These are the local standards set within this Practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our responsibilities to you:

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery is well signposted and the doctors' and nurses' names are indicated on their surgery rooms.

Waiting Time: We run an appointment system in all the Health Centres. You will be given a time at which the doctor or nurse will be able to see you. You should not have to sit more than 20 minutes in the waiting room without receiving an explanation for the delay from our reception teams. Please ask our reception team if you do not receive regular updates.

Access: You will have access to a doctor within half a day in the case of emergency, within the working day in cases of urgency, and otherwise within 3 working days wherever possible. We monitor the availability of appointments on a daily basis and plan to meet patient demand.

Telephone: We answer the telephone promptly and ensure that there are sufficient staff available to do this. We monitor our call handling statistics to see what the average wait time is, when our peak periods for call fall so that we can flex our staff levels accordingly. You are able to speak to a doctor by telephone rather than in a face to face consultation regarding simple medication queries and other issues. Please ask our appointment booking staff if you think a telephone appointment may be suitable.

Test Results: If you have undergone tests or X-rays ordered by the Practice, we will inform you of the results at your next appointment, or please telephone between 2.00 and 5.00pm if you require your results sooner

Health Records: You have the right to see your health records; subject to limitations in the law (information on this is available from Reception). Your health records will be kept confidential at all times.

Respect: We will ensure that all visitors are treated with dignity and respect and provide the same treatment and services (including the ability to register with the Practice) to any visitor irrespective of age, sex marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief and will not tolerate any discrimination against visitors on these grounds.

This policy applies to the general public, including all patients and their families, visitors and contractors.

Discrimination:

If you feel discriminated against you should bring the matter to the attention of the Practice Manager.

Information:

We will place up to date health information on our website www.midsussexhealthcare.co.uk, on leaflets and posters in our waiting rooms.

Health Promotion:

The practice offers advice and information on steps you can take to promote good health and avoid illness. See our website for further information on healthy living, travel vaccinations, family health, managing long term conditions and dealing with minor illness such as colds, back pain etc. Our website contains lots of links to factsheets, advisory websites and useful clips.

Your Responsibilities To Us:

Please let us know if you change your name, address or telephone number (including mobile). Please provide us your email address if you are happy to receive new of events, surveys etc. via email.

Please do everything you can to attend appointments. Tell us as soon as possible if you cannot and ring our dedicated cancellation line on 01273 837981 24/7 without the need to queue on our main number; otherwise other patients may have to wait longer to see a doctor. Registering for text reminders is helpful – ask reception for details.

Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters (8.30 am – 11.00 am).

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Please treat the doctors, practice staff and other patients with courtesy and respect.

The practice will not tolerate any form of discrimination or harassment. Our policy is to challenge behaviour that we consider inappropriate and to remove from our list any patient who continues to communicate and or behave inappropriately.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice and ask you to act

upon it.

Other Sources of Help

Care Co-ordinators

We have three Co-ordinators based at Hurstpierpoint Health Centre who will operate across all three sites.

Suzie, Rita and Jasmine are here to help if you are living with a medical condition and require some additional support. Equally, if you are a carer for somebody else, they are available to help both you and the person you care for.

Ask at Reception for further details

Carer Support Service

Do you look after someone that could not manage without your help?

If you are looking after a partner, relative, child, neighbour or friend who has long term illness or is disabled or frail, then you are a CARER and if you wish, we can offer you advice on who to contact for support. You can pick up one of our leaflets, ask the Receptionist for further information, or go on-line to www.carerssupport.org.uk Tel: 01293 657040

Sharing your information?

We may share information with the following main partner organisations:

- * NHS England
- * NHS trusts (hospitals or primary care trusts)
- * Other General practitioners (GP's)
- * Special health authorities
- * Ambulance services



We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- * Social services
- * Education services
- * Local authorities
- * Voluntary sector providers
- * The private sector

Further details about how your health information is shared safely and securely can be found in the NHS Care Records Service www.nhscarerecords.nhs.uk. Feel free to ask a receptionist for a copy of our 'How we use your health records' leaflet.

NHS 111 Service

This information is provided by 111 (www.nhs.uk/111)

NHS 111 was introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency.

NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year.

Calls are free from landlines and mobile phones.

When to use it?

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call
- You need health information or reassurance about what to do next.

For less urgent health needs, contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies, continue to call 999.

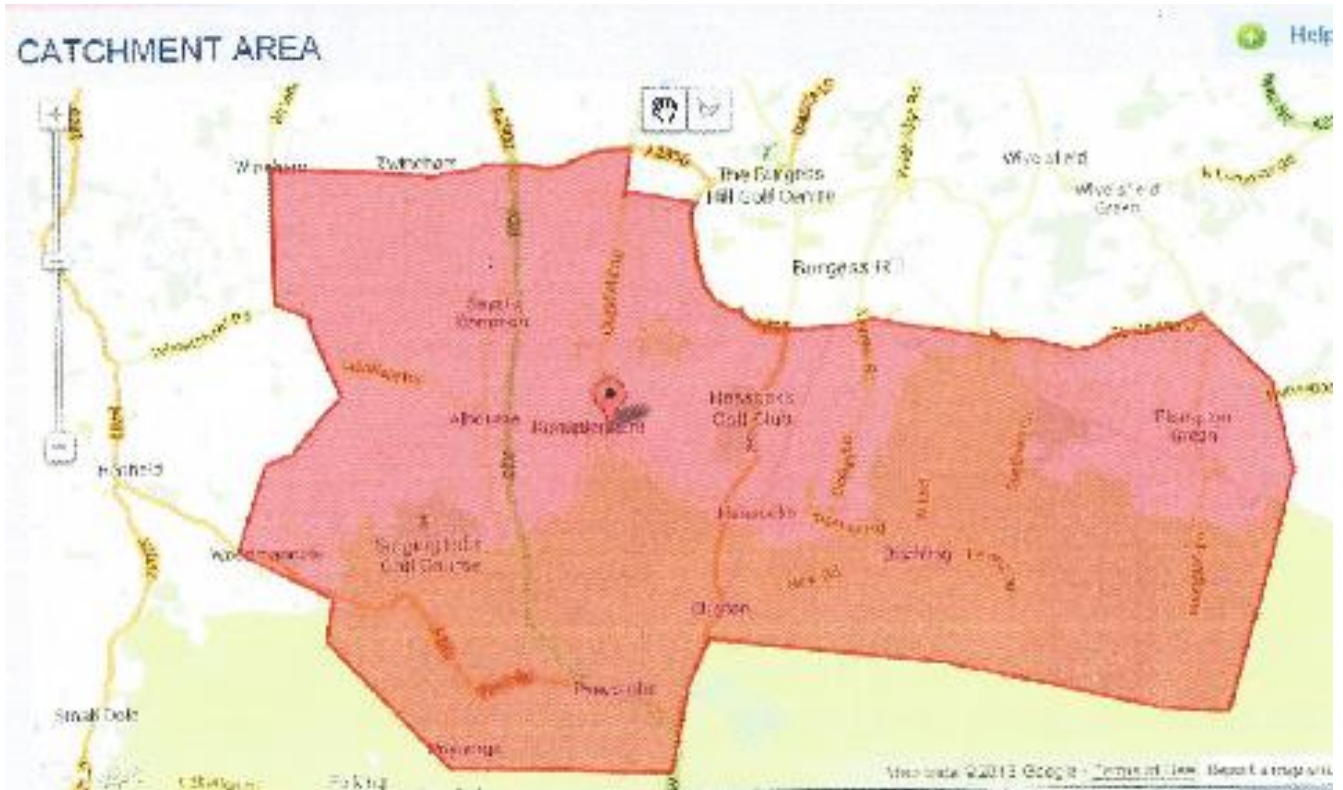
How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out-of-hours doctor, a walk-in centre or urgent care centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent just as quickly as if you had dialled 999.



The Practice Boundary



Accessible entrances are available at all of our sites if you require assistance to enter the surgeries please let us know.

