



Practice Leaflet

"We strive to provide the highest standard of care available; we work to empower our patients to manage their own health."

Doctors

Dr Michael Lacey

Dr Kingsley Poole

Dr Jaspal Roopra

Dr Alison Parrish

Dr Ivar Claros

Dr Helen Sewrey

Dr Rachel Jameson

Dr Antonia Gowan

Dr Caroline Densham

Dr Edward Ford

Dr Arabella Sargent

Medical Practice Opening Times

Monday to Friday 8:00am - 6:30pm

Routine appointments and queries

Monday to Friday 8:30am – 6:00pm

Contact

Tel: 01243 608201

Email: cwscg.selsey-selsey@nhs.net

We hope you find the information contained in our practice leaflet useful. Further information, along with links to services and self help guides, can be found on our website:

Website: www.selseymedicalpractice.co.uk

Please note that Selsey Medical Practice operates a zero tolerance policy to aggressive and abusive behaviour.

New Patients

Registration

If you are new to the area and wish to register please ask at reception or visit our website. You will need to complete a registration form and provide photographic identification (passport / driving license) and one document as proof of address.

Demand

The NHS is struggling to cope with an ever increasing demand and we are certainly are not immune from these effects, so there may be times when we cannot provide the service you want exactly when it's convenient to you. We do try our best, but with limited resources and growing demand, we do sometimes struggle and we ask patients to be flexible.

A “new patient check” is available for all our newly registered patients; this can be booked at reception.

Allocation of a named GP

All patients are allocated a named GP who is administratively responsible for their overall care at the practice. If you wish to know who your named GP is please contact the practice. If you have a preference as to which GP this is, the practice will make reasonable efforts to accommodate your request.



Self Care



Self care helps us to help everyone better:

Over the years we've found that patients have become much less self-sufficient which is fuelling a huge increase in demand for GP services. Many minor ailments can be treated at home and we would like to urge our patients to consider self-care first, where appropriate, in order to leave more appointments for patients who need them. Please find below a list of ailments you may be able to safely manage yourself:

Back pain	Cold sores	Common cold
Conjunctivitis	Constipation	Diarrhoea
Earache	Haemorrhoids	Hay fever
Head lice	Headache	Influenza
Insect bites	Migraine	Period pain
Nasal congestion	Nappy rash	Sore throat
Sinusitis	Sprains & Strains	Thrush

There are other conditions that can be managed at home if they are not related to any other underlying conditions, for example: a cough that doesn't last for more than three weeks, heartburn & indigestion unless symptoms persist.

Still not sure what to do?

There is plenty of useful information on the Internet, for example:

- www.nhs.uk
- www.patient.co.uk
- www.selfcareforum.org

There is an excellent leaflet for parents called "When Should I Worry" giving guidance on coughs, colds, earache and sore throats, which can be downloaded at www.whenshouldiworry.com

Don't forget that you can also get great advice from your local pharmacy.

Appointments

All surgeries are by appointment and can be made in person, online or by telephone. Please make it clear if your problem requires urgent attention, if you are very ill you will be seen on the same day.



Getting the most from your appointment

Unless otherwise specified normally an appointment lasts for 10 minutes which is enough time to discuss only one medical problem.

If you have more than one problem to discuss, you can request a double appointment.

Many medical issues can be dealt with by a member of our clinical team, so please tell our receptionists what you need your appointment for. If your reason is personal and you would rather not say then tell the receptionist and they will not probe further.

- Clearly formulate in your own mind what you are worried about and highlight any particular concerns.
- Consider preparing short notes to help you remember what you want to say including a description of your symptoms and exactly how long they have been experienced (in days, weeks or months)
- Consider what is achievable in your one appointment. Be realistic.
- Get to the point. You do not have to justify being there and don't save important issues to the end when you've run out of time.
- Wear easily removed clothing if you think you may need to be examined.
- At the end of your appointment, make sure you fully understand any advice you've been given or steps you must take.
- Don't be put off by a doctor or nurse running late. This is often due to them having to give bad news to a previous patient or dealing with an emergency before you arrived. Many of us might unexpectedly require a bit of extra time one day so although it might not be convenient to you, please consider others.

Online services

Signing up to our online patient services can make your life much easier at the same time as helping us to be more efficient. You can access these via a computer or, if you have a smartphone or tablet, you can use the app for iPhones or Android devices.



To access the online services please complete a request form which is available from reception and on our website. You will need to provide two forms of identification when you apply.

Here are some of the things you can do online:

Booking GP Appointments

You can book non-urgent GP appointments anytime, anywhere. Of course this service will only be able to offer you for the appointments that are available.

Ordering Repeat Medication

All of your repeat medications will already be listed and all you have to do is click on the items you want. It really couldn't be simpler. The best thing is that your request arrives into our computer system immediately and is usually dealt with more quickly as a result. You can also see a list of your past medication requests and when they were issued, which can be very useful.

Access to Medical Records

If requested, patients can also have limited access to their medical records, which at the moment only includes coded information. However in the future the aim is that more of your records will be accessible, including test results. Patients do not automatically get access to this and must apply separately. Access is subject to the authority of a GP.

Telephone results

Test results can be obtained by phoning between 10.00am and 2.00pm daily (01243) 608201 Opt 2.

Practice Policies

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?



Cancellation policy

Please give us at least 12 hours' notice of any cancellations. You can cancel your appointment online if you have online access, via our cancellation line (01243) 608201 option 6 or by replying to your appointment reminder text.

Missed appointments

Unfortunately we see too many appointments wasted by patients not turning up. We realise that everyone can make mistakes and so we won't take any action if a single appointment is missed in error. However, we have a minority of patients who miss appointments regularly and this impacts significantly on other patients.

Where more than one appointment is missed in a twelve-month period the Practice Partners reserve the right to consider what action might be taken, including removal of the patient from the Practice's list.

Home visits

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. Visits are for medical, not social or personal reasons. Lack of transport is NOT an acceptable reason for a visit request and children can always be brought to the surgery. Visits should be requested before 11am.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. It is always better to be seen in a fully equipped GP surgery with proper lighting, examination equipment and access to tests.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Teaching

As an accredited training practice we regularly have medical students spending part of their training with us. We also have Registrars with us. Registrars are qualified doctors in their last year of specialty GP training.

Disabled access

The surgery has designated parking spaces, wheelchair access, lift and toilet facilities.

Data protection

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. For further information on the Act and how your data is used please visit our website.

The Freedom of Information Act

The Freedom of Information Act gives you the right to request information held by a public sector organisation. There may be a charge for this information.

Out of Hours & other services in the area

NHS 111

Open 24/7 - Just dial 111

When the practice is closed (before 8.00am or after 6.30pm weekdays and at weekends) you can call NHS 111 anytime, day or night, for help and advice. The call is free from any phone including mobiles and you simply dial 111. This provides access to medically trained staff that will be able to provide advice on self-care, advice on where you should go to get face to face. They can also arrange an urgent appointment at a 24-hour GP service or even a home visit.

Minor Injuries Unit at Bognor War Memorial Hospital

Shripney Road, Bognor. 01243 623563

Anyone can use this walk-in service: you do not need to be a registered patient here. The walk-in service offers treatment, information and advice for a range of minor injuries. It is open 9:00am-5:00pm Monday - Friday.

Emergencies

If you have a life-threatening emergency at any time please call 999.

Coastal West Sussex Clinical Commissioning Group

To obtain details of all the medical services available within the West Sussex area please contact CWSCCG on 01903 708400 or visit their website

www.coastalwestsussexccg.nhs.uk



Prescriptions

Requests

Requests for medication on repeat prescriptions will be dealt with within 4 working days (other requests for medication may take longer as they need to be checked by a doctor). We DO NOT take medication requests over the telephone. Medication enquiries are dealt between 10:00-11:00am and 2:00-3:00pm.

Notice

We issue well over 30,000 prescription items each month, so you can imagine what an enormous task this is. As such, we require 4 working days' notice to issue repeat prescriptions. Your chosen pharmacy may need an additional 2 days to prepare your medications. Most patients will know exactly when their medications will run out, so please plan for it and give us the minimum 4 days' notice. **PLEASE NOTE TO AVOID ERRORS WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE.**

Repeat prescriptions

Repeat prescriptions can be ordered in a number of different ways:

- By dropping off your request to the surgery in the form of a letter or note
- By dropping off your white 'tick box' form, which is attached to all of your prescriptions. These can be deposited in the left hand side enquiries desk.
- By email to cwscg.selsey-selsey@nhs.net (you must give details of your name and date of birth, along with a list of the medications you require.)
- You can place your order online.

Electronic Prescription Service (EPS)

We strongly encourage all of our patients to use this service. Just tell us which pharmacy you would like to use for all your prescriptions (not just repeats) and your record will be noted. All prescriptions will then be sent electronically to your pharmacy within a few minutes of the doctor signing it electronically, which the chemist then downloads. This is much quicker, safer and more reliable. For current prescription charges and ways you can pay for your prescriptions please contact a local chemist or visit www.nhsbsa.nhs.uk

Practice/Patient relationships

Zero tolerance policy

Selsey Medical Practice operates a zero tolerance policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.



GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. Aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the types of behaviour that would be found unacceptable:

- Using bad language, swearing or shouting at practice staff.
- Any physical violence towards any member of our team or other patients.
- Verbal abuse towards the staff in any form including shouting.
- Racial abuse, discrimination or sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot be met.
- Being perceived to bully a staff member to obtain something.
- Causing damage/stealing from the practice's premises, staff or patients.
- Obtaining drugs and/or medical services fraudulently.

Compliments, suggestions and complaints

The staff of Selsey Medical Practice seek to provide an excellent service to their patients, and we are very pleased to note the findings of the 2017



annual survey, conducted by our Patient Participation Group, in which over 83% of patients surveyed expressed their satisfaction with the services provided by the Practice. We do, however, recognise that things don't always go to plan and, on those occasions, we would like to hear about them so that we can investigate and make any changes necessary. If you would like to compliment a member of staff, make a suggestion about how we might do things differently, or make a formal complaint, please ask to speak to a member of the senior team.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must have his or her written permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

We have a dedicated complaints leaflet, which will be provided to patients on request. This contains more detailed information including where you can go if you feel that your complaint has not been resolved to your satisfaction.

Alternatively, you can download a copy from our website.

Health service advocacy

If you need help and advice in respect of health and social care services, support with a complaint against an NHS funded service, or you wish to share your experience, you can find Healthwatch Sussex at your local Citizens Advice. You can also contact them directly:

By phone on **0300 012 0122,**

Or by email **helpdesk@healthwatchwestsussex.co.uk**

Or in writing to **Healthwatch West Sussex,
Billingshurst Community & Conference Centre,
Roman Way,
Billingshurst, RH14 9QW.**

PRACTICE STAFF

Nurse Prescribers

Kirsty Anderson
Nicky MacDonald

Nursing Team

Andrea Jackson
Sally Smith
Emma Hayward

Paramedic Practitioner

Kevin Allsobrook

Healthcare Assistants

Jacqui Strange
Marie Taylor
Kim Shevill

Phlebotomist

Carole Bath

Clinical support

Tracey Hill

Senior Admin Team

Nicola Collins
Nikki Jones
Sarah Rose
Allison Turner

Admin & Reception

Team
Anna Baldwin
Sallie Brown
Sadie Calton
Aliceson Downs
Lorraine Dryden
Melanie Ford
Kelly Frost
Sandra Hyman

Admin & Reception Team

Diane Kelleher
Danielle Lange
Lisa Lelliott
Karen Miles
Deborah O'Connor
Pauline Overton
Debbie Rose
Tonie Woodjetts

Prescription Team

Tammy Goodman
Jeanette Hymas
Julie Ransom

Patient Participation Group

We have an active Patient Participation Group. All members are patients and we value their opinions. If you would like to join the group pick up a leaflet from the surgery or online.

Friends Of Selsey Medical Practice

“Friends of Selsey Medical Practice” raise money for vital equipment for our patients. If you would like to join Friends of Selsey Medical Practice pick up a leaflet from the surgery or online.

www.selseymedicalpractice.co.uk