

PRACTICE STAFF

Nursing Team:

Bobbie Davies
Kirsty Anderson*
Christine Coulter*
Nicky MacDonald
*nurse prescribers

Andrea Jackson
Sally Smith
Emma Hayward

Paramedic Practitioner:

Kevin Allsobrook

Healthcare Assistants:

Jacqui Strange

Marie Taylor

Phlebotomist:

Carole Bath Tracey Hill

Support Team:

Anna Baldwin
Jan Poole
Sallie Brown
Sadie Calton
Nicola Collins
Aliceson Downs
Lorraine Dryden
Kelly Frost
Tammy Goodman
Sandra Hyman
Jeanette Hymas
Gail Isted
Nikki Jones

Diane Kelleher
Lisa Lelliott
Karen Miles
Pauline Overton
Sarah Palmer
Julie Ransom
Danielle Phillips
Allison Turner
Christine Wilson
Tonie Woodjetts

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact: The FOI Co-ordinator at
Coast West Sussex Clinical Commissioning Group
1 The Causeway
Goring-by-Sea
West Sussex BN12 6BT

Email: scwcsu.foi@nhs.net

There may be a charge for this information



Information for Patients

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

OPENING TIMES

Mon: 8:30am - 6:30pm
Tue: 8:30am - 6:30pm
Wed: 8:30am - 6:30pm
Thu: 8:30am - 6:30pm
Fri: 8:30am - 6:30pm
Sat: Closed
Sun: Closed

TELEPHONE NUMBERS

Appointments & Prescriptions

01243 608201/608202

Prescription queries will only be dealt with between 10am -11am and 2pm – 3pm

Fax: 01243 607720

Email: cwscg.selsey-selsey@nhs.net

Dr Michael Lacey

Dr Edward Ford

Dr Antonia Gowan

Dr Alison Parrish

Dr Kingsley Poole

Dr Arabella Sargent

Dr Rachel Jameson

Dr Frances Copeland

Dr Ivar Andrade Claros

We hope you find the information contained in our practice leaflet useful, if there is any further information you require please ask at reception or visit our website

www.selseymedicalpractice.co.uk

APPOINTMENTS

All surgeries are by appointment and can be made in person 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. GP appointments are for one problem only, if you think you need more time please discuss with the receptionist when booking.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register please ask at our Reception. If you have your medical card then please bring this along with you as well as one item of photographic identification (passport / driving license) and one document as proof of address. Following your registration you will be required to have a new patient check to enable your registration to be fully complete.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10:30am if at all possible.

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. Requests for visits after this time will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone before 9:30am to arrange this.

PRESCRIPTIONS

Requests for repeats prescriptions will be dealt with within 4 working days. We **do not** take repeat medication requests over the telephone.

Medication enquiries are dealt between 10-11am and 2-3pm for enquires.

RESULTS

Results can be obtained between 10.00am and 2.00pm daily.

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 spend part of their training with us. All trainees are qualified doctors.

OUT OF HOURS

If you have an urgent problem when the surgery is closed please ring 111 your call will be answered by this NHS service who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded.

DISABLED ACCESS

The surgery has designated parking spaces with 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.

COASTAL WEST SUSSEX CLINICAL COMMISSIONING GROUP

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

www.coastalwestsussexccg.nhs.uk

PRESCRIPTION CHARGES (APRIL 2016)

Charge per item £8.40

3 month pre paid certificate £29.10

12 month pre paid certificate £104.00

For further details visit:

www.nhsbsa.nhs.uk

COMPLAINTS, COMMENTS AND SUGGESTIONS

If you wish to comment or complain about any aspect of the Practice, please contact the Practice Manager.

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. Or you can contact them by phone on **0300 012 0122**, or by email **helpdesk@healthwatchwestsussex.co.uk** or by writing to them at **Healthwatch West Sussex, Billingshurst Community & Conference Centre, Roman Way, Billingshurst, RH14 9QW.**

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

(Revised 06/2016)