

Ship Street Surgery



Ship Street
East Grinstead
West Sussex RH19 4EE

Tel: 01342 325959

Fax: 01342 314681

www.shipstreet-surgery.co.uk

email: shipstreet@nhs.net

June 2017

Welcome TO SHIP STREET SURGERY

Ship Street, East Grinstead, West Sussex RH19 4EE

TELEPHONE NUMBERS

Main Telephone	01342 325959
Fax No	01342 314681
E-mail	shipstreet@nhs.net
Health Visitors	9.00 - 10.00am - Monday - Friday
Answerphone (24 hours)	01342 332983
Midwife	8.30 - 10.00am - 7 days a week
District Nurses	01444 441881
	01342 317499

THE DOCTORS

Dr Stephen J Bellamy*	MBBS (London) 1985 DA DRCOG MRCGP 1989
Dr Jean-Pierre Dias*	MBChB (Leeds) 1992 MRCGP 1997
Dr Liz Norris*	MBChB (Bristol) 1996 MRCOG MRCGP 2001
Dr Stephanie Cook*	MA BM BCh (Oxon) 1997 MRCSMFSEMDOHNSDRCOG DFSRH MRCGP 2012
Dr Elinor Flatman*	MBBS (BSMS) MRCGP (2014) DFRSH (2012)
Dr Robert Swalwell	MBChB (Manchester) BSc (Hons) 2010 MRCGP 2015
Dr Miriam Dias	MBBS BSc (London) MRCGP 2014
Dr Pavan Uppal	MBChB (Birmingham) MRCGP 2012

*Partners in the practice.

SURGERY OPENING TIMES AT SHIP STREET

8.00am - 8.00pm	Monday
8.00am - 6.30pm	Tuesday, Wednesday, Thursday
7.00am - 6.30pm	Friday

We offer some late evenings and early mornings - please phone to confirm times.

CLINICAL STAFF

Practice Nurses

Our practice nurses are **Alison Lawson** RGN and **Anna Puttock** RGN
Our healthcare assistants are **Debbie Chart** • **Justine Twinn** (currently on maternity leave)
Our phlebotomist is **Martine Amore** (maternity cover)
The practice is also ably supported by a wide range of other clinical staff including:
District Nurses • Health Visitors • Midwife

ADMINISTRATIVE STAFF

The smooth running of the practice is the responsibility of the practice manager **Elizabeth Eades** and all the staff.

Please visit our updated website - www.shipstreet-surgery.co.uk

DOCTORS' NORMAL SURGERY TIMES

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Morning	Bellamy Norris JP Dias Cook Flatman Swalwell M Dias	JP Dias Cook Flatman Swalall Uppal	Bellamy Norris Flatman Swalwell M Dias	Bellamy JP Dias Cook M Dias Uppal	JP Dias Norris Flatman Swalwell Uppal
Afternoon	Bellamy Norris JP Dias Cook Flatman Swalwell M Dias	JP Dias Cook Flatman Swalwell Uppal	Bellamy Norris Flatman Swalwell M Dias	Bellamy JP Dias Cook M Dias Uppal	JP Dias Norris Flatman Swalwell Uppal

Surgeries are held at Ship Street Surgery by appointment. For emergencies, appointments are available weekdays but can only be booked on the day.

REGISTERING WITH THE PRACTICE

Any person resident within the practice boundary may apply to become a patient of the practice. Applications are made by presenting your medical card and new address or by completing an application form (available from reception or from our website) and producing appropriate proof of residence and identification.

Prospective patients will also be asked to complete a health summary, which will be used by the doctors until the notes arrive.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS

You may be aware that from April 2015 all GP practices are required to provide their patients with a named GP, who will have overall responsibility for the care and support that our Practice provides to them.

If you wish to know who your named GP is, please ask a member of staff.

Please note that this does NOT prevent you from seeing any other GP in the practice as you currently do.

APPOINTMENTS

Consultations at Ship Street are by appointment only, and are for 10 minutes. To book an appointment, please call the surgery on **01342 325959**.

Patients can book doctors' appointments online via our website; www.shipstreet-surgery.co.uk
Urgent cases will be seen on the same day and are usually in addition to the booked workload. Please arrive promptly for your appointment and be tolerant if the doctors are running behind. We will offer you an appointment to see the doctor of your choice, although this may not always be possible if you need to be seen quickly. If you are unable to keep your appointment, please let us know as soon as possible so that it may be given to someone else.

Keep updated 24 hours a day on - www.shipstreet-surgery.co.uk

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A TOTALLY INDEPENDENT FAMILY CONCERN

What To Do In Time Of Bereavement

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If someone dies at home

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

If someone dies in hospital

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

In all cases of death

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

REQUEST FOR VISITS

Visit requests should be made before 10.30am in order for the doctors to plan their rounds efficiently. Home visits are only for those too ill to come to the surgery or housebound patients. Whenever possible, we ask patients to attend the surgery as a home visit takes up much more doctor time than a surgery consultation.

EMERGENCY VISITS

If an emergency visit is required, please ring the main surgery telephone number **01342 325959**, if possible before 10.30am. In case of extreme urgency or if the doctor is unavailable, phone the emergency ambulance service by dialling 999.

Minor injuries can be dealt with at the Minor Injuries Unit at the Queen Victoria Hospital although the main A & E Departments for the area are at East Surrey Hospital and Princess Royal Hospital.

OUT-OF-HOURS ARRANGEMENTS

Evenings, Weekends and Bank Holidays

Between 6.30pm and 8.00am Monday to Friday and at weekends or bank holidays, urgent care and advice is accessed by calling **111**.

TELEPHONE ADVICE

If you wish to speak to the doctor personally, please phone and if the doctor is unavailable you will be asked to leave a message. Please note that the reception staff are, for the most part, not medically qualified and are unable to give advice over the phone. Alternatively, you may wish to call the NHS Direct helpline on **111**.

REPEAT PRESCRIPTIONS

Please ensure that you order these in good time and not when you are just about to run out. Two working days are required for a prescription to be made out and signed for collection at the surgery, or three days from a local pharmacy. (Note that Saturdays and Sundays do not count as normal working days and email requests received after 11.00am may not be processed the same day.) Requests do need to be made in writing and can be submitted by completing a form in the surgery, by sending a request through the post or by accessing our website - www.shipstreet-surgery.co.uk

Repeat prescriptions can be collected in person during office hours, can be returned to you if you enclose a stamped, self-addressed envelope, or can be collected by one of the local chemists.

TEST RESULTS

Requests for results of tests, whether by telephone or in person, should be made after 10.00am. Please allow adequate time for the result to come back. Your doctor will tell you how long this may be at the time of ordering the test.

Please note that the reception staff are unable to interpret test results. They will only report "normal" or will advise you to discuss the matter with your doctor.

HOSPITAL TRANSPORT

Patients are advised that the ambulance and ambulance car service transport can only be booked for medical reasons, not for social or financial reasons. Where appropriate, please make your own arrangements with family, friends or travel via public transport (including taxis).



Award-Winning Care Homes



Sussex Health Care is an award-winning care organisation founded in 1985. We now provide a home to nearly 550 people across 16 locations, mainly in West Sussex, offering care for older people and specialist care for adults with varying disabilities.

Several of our care homes are in the East Grinstead area, namely:

Care Homes for Older People

Forest Lodge, Nutley, Nr Uckfield 01825 712514
Horncastle House, Sharpthorne 01342 810219

Care Homes for People with Learning Disabilities/Physical Disabilities/Neurological Conditions

Beechcroft Care Centre, East Grinstead 01342 300499
Horncastle Care Centre, Sharpthorne 01342 813910
Wisteria Lodge, Nutley 01825 714080

To find out more about our homes and the services we offer, contact:

Corrine Wallace
Head of Operational Care Services
01403 217338
corrine.wallace@sussexhealthcare.co.uk
or visit our website for further details
www.sussexhealthcare.co.uk

 **Sussex Health Care**
support for life



Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Until recently there were two distinct types of home available – Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

Happy Feet?

Feet bear the brunt of our busy and hectic lifestyles – so good care of our feet is vital to ensure pain-free, lifetime usage.

Chiropodists and podiatrists specialise in assessing, diagnosing and treating abnormalities and diseases of the lower limb. They are involved with the total care of the feet. Proper care and attention of the feet is as important at an early age to ensure proper growth as it is in later life to keep feet functioning well.

Chiropodists and podiatrists are trained to prevent, correct or alleviate anything and everything that can go wrong with your feet and provide professional advice on proper foot care to patients of all ages and from all walks of life. They work closely with other medical practitioners in providing health care. Take care to choose a Health & Care Professions Council (HCPC) registered chiropodist or podiatrist and you are assured of receiving the highest standard of treatment from a fully trained and registered professional.

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ADVERTISING FEATURE

Attract more business by placing your advert here. Simply call 0800 0234 196.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

MISSION STATEMENT

Our Commitment is to provide high-quality, safe, friendly accessible family healthcare in comfortable pleasant surroundings to ensure our patients feel welcome and safe. This can be achieved by us working together - so please help us to help you.

Our Responsibilities to You

- We will treat all patients as individuals, showing courtesy and respect regardless of ethnic origin, religious belief, personal attributes or the nature of their health problem.
- You will have the right to complete confidentiality and privacy at all times.
- Our staff will deal with you in a friendly yet professional manner and will wear name badges.
- We will offer medical advice and information for the promotion of good health.
- Appointments can be booked by phone or online (after completion of the relevant registration form) and we aim to answer phones within five rings.
- We try to give appointments with the doctor of your choice, but this may not always be possible if you need to be seen quickly. Medically essential cases will be always seen on the same day and are usually seen in addition to the booked workload. You will always be able to see a doctor in an emergency, but not necessarily your usual doctor.
- We aim to start surgeries promptly - any delay will be due to medical necessity. Where there is a delay of more than 20 minutes you will be informed and offered the opportunity to make an alternative appointment.
- Any repeat prescriptions will be produced and signed within three working days of receiving your request. This can be made in person at reception, online (after completion of the relevant registration form) or by post. We only take medication requests over the phone from housebound patients.
- You have the right to see your medical records. A small access fee may be charged to cover costs. If you wish to have access, please speak to the Administration Department.
- Referrals to specialist medical or other services will be dealt with promptly and efficiently.
- We will do our best and will always listen to any suggestions or concerns you may have about the care or service we offer. You may talk to the practice manager if you have any suggestions, complaints or non-medical questions.

The practice is committed to giving you the best possible care and service.

The Patient – How You Can Help

- Patients should extend the same courtesy and politeness to the practice team as they would wish to receive.
- Please remember that our reception and office staff are not medically qualified and cannot give medical advice.
- Please inform us of any change in address, telephone number or other relevant circumstances.
- It is in the interest of your health that you understand all the information given to you. Please ask questions if you are unsure about the treatment or advice given. You are responsible for your own health and that of your children. Please take the advice given to you.
- We do not tolerate violent or abusive behaviour towards our staff: any patient behaving in this way will be removed from the practice list.
- Only request home visits when you are too ill to attend the surgery, and try to call before 10.30am wherever possible to allow the doctors to plan their day efficiently.
- If you wish to speak to your doctor, please phone and the Reception Team will leave a message for the GP. For test results and other routine (non-appointment) matters, please telephone the surgery after 10.00am. Remember that our reception and appointments staff are busy trying to give all patients a rapid service, so please try to keep conversations brief.
- Please arrive promptly for your appointment, and report to reception. If the doctor is delayed, please be patient as this is usually caused by a medical necessity.
- Please inform the practice if for any reason you need to cancel an appointment. We can then offer this appointment to another patient.
- Please order your repeat prescriptions in good time, not when you are just about to run out.
- Parking is very limited and is only available for patients attending the surgery. Please park in the marked spaces and remove your vehicle as soon as your consultation is over.
- We try to provide a courteous, skilled and efficient service to our patients, but we can only hope to improve this with constructive criticism. If you have a suggestion to make, please inform one of our staff or put it in writing to the Practice Manager or your doctor.

This will best be achieved by working together – please help us to help you.

HORSHAM AND MID SUSSEX CCG

The practice is part of the Horsham and Mid Sussex CCG from whom details of primary medical services may be obtained. They can be contacted at: Lower Ground Floor, Crawley Hospital, West Green Drive, Crawley, West Sussex RH11 7DH, Tel: 01293 600300 Extension 4255 or email HSCCG.Contactus-horshamandmidsussexccg@nhs.net

DISABLED ACCESS

Patient services are provided at ground level and there is wheelchair access to all the consulting and treatment rooms. We also have a specially equipped WC for disabled patient use.

CARERS SUPPORT WEST SUSSEX

Many carers do not see themselves as such because they see themselves as a parent, spouse or partner, son or daughter, relative, friend or neighbour. 1 in 10 of the population are carers. As a result carers often miss out on services, support, advice and benefits which may be available.

Carers Support West Sussex can help carers from all communities across West Sussex by providing practical information and emotional support. Please visit the Carers Support West Sussex website for more information and details of how to get in touch: carerssupport.org.uk

SUGGESTIONS

We are happy to receive constructive criticism or ideas to help us improve our service. If you have a suggestion to make, please ask to talk to the practice manager or write to her or your doctor.

CLINICS AND OTHER SERVICES

The practice provides a full range of NHS services for patients.

Maternity Services

All the doctors in the partnership provide maternity services. Where suitable, antenatal care is shared with the hospital. Depending on patients' wishes, delivery may be at the Princess Royal Hospital at Haywards Heath, Crawley Hospital, East Surrey Hospital or Pembury Hospital. Antenatal care is at present offered during normal surgery hours. Our midwife provides a domiciliary service and holds a weekly clinic at the surgery. Postnatal examinations between six and eight weeks after delivery are carried out in the surgery at special times.

Well Baby Clinics

Clinics are held at East Grinstead Clinic, St Michael's Road, East Grinstead. These are held on various days during the week; please contact the health visitors' office for current times.

Development Checks

Six-week checks are carried out by the doctors. The health visitors carry out most other checks. They will provide you with further details and contact you at appropriate times.

Contraception

A full contraceptive service is provided by the surgery including advice on barrier methods (condom or diaphragm), the oral contraceptive pill, the IUD, Implanon and natural methods. Post-coital contraception is also available for which you should consult within 72 hours.

Minor Surgery

Some minor surgical procedures such as the removal or treatment of skin lesions and joint injections are performed by the doctors.

Ongoing Disease Management Clinics

We run specialist clinics for patients with:

Diabetes	Heart Disease
Hypertension	Asthma or COPD
Anticoagulation Monitoring	

These are run by specially-trained nurses. The clinic includes a review of treatment, physical examination, and lifestyle/dietary advice where appropriate. It is most important that our patients attend clinics and reviews in order to ensure they receive the optimum care and to enable doctors to authorise their medication.

New Patient Health Questionnaire

We ask all new patients registering with the surgery to complete a basic health questionnaire. This provides valuable information which we need for your treatment as it may take several weeks for records to be transferred from your previous doctor.

District Nursing Care

The district nurses for the surgery are available to give nursing care to the housebound. Please contact them for advice on 01342 317499.

NON-NHS SERVICES

We provide a range of non-NHS services, with fees based on BMA rates.

These include:

Accident/Sickness Insurance Claims - Adoption Examination - Court of Protection - Data Protection Act - Driving Examination for Fitness to Hold HGV Licence etc - Employment Record Extract (no examination) - Holiday Cancellation Insurance Claim - Life Insurance Proposal - Sickness/Accident Insurance - Private Medicals - Passport Countersignature - Private Prescriptions - School Fees Insurance Claims - Seat Belt Exemption - Private Medical Certificates - Solicitors' Reports - Sports Fees - Fitness to Travel Certificates - Vaccinations - International Certificates.

IMMUNISATION SCHEDULES

We provide the recommended childhood immunisations and hold a weekly clinic.

Please contact the surgery for full details. The following website can also provide information - www.immunisation.nhs.uk

Adult Immunisation

In addition to the basic courses of vaccination, adults require the following boosters:

Tetanus:	Reinforcing doses are required 10 years after the primary course and repeated at 10 year intervals. For adults who have received five doses, further doses are not recommended.
Poliomyelitis:	Reinforcing doses for adults are not required unless they are at special risk such as: (a) travellers to endemic areas (b) certain health care workers

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www.yogaforbacks.co.uk



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COMPUTERS AND CONFIDENTIALITY

The practice is fully computerised and the confidential information held on computer is covered by the Data Protection Act. The NHS asks for information about you so that you can receive proper care and treatment. This information is kept together with details of your care, because it may be needed if you are seen again. The NHS may use some of this information for other reasons, such as

- * to help improve the health of the public generally
- * to see that the NHS runs efficiently
- * to train NHS staff
- * to plan for the future
- * to pay bills
- * to carry out medical and other health research for the benefit of everyone.

Everyone working in the NHS has a legal duty to keep information about you confidential. Sometimes the law requires the NHS to pass on information: for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all persons registered with a general practitioner. The register does not contain clinical information. You may be receiving care and treatment from other organisations as well as the NHS. In these circumstances it may be necessary to share some information about you so that you receive the best possible treatment. We only ever pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. If your doctor is requested to report information to external agencies such as solicitors or insurance companies, they will only do so with your consent. Anyone who receives information from us is also under a legal duty to keep it confidential. We would ask patients to confirm if they are happy for us to leave messages on their home answerphone.

TEACHING AND TRAINING

Ship Street Surgery is an accredited training practice and is linked to Mid-Sussex VTS. This means that both the trainer and the practice are inspected, have to meet certain standards and undergo a re-accreditation process.

You may be offered an appointment with a GP registrar who is a qualified doctor, training to be a GP or on occasions GP registrars may be sitting in with another GP in the surgery. You can consent or decline to have them sitting in with you if you wish. Dr Liz Norris is the GP Trainer and if you have any questions with regards to our GP registrars please contact her to discuss it further.

The Surgery is also affiliated to Brighton and Sussex Medical School. We will occasionally have medical students in the Practice. They are early in their training to become doctors so will be fully supervised by another doctor. They may be sitting in on consultations to observe; normally on a Thursday afternoon with Dr Elinor Flatman. You may be asked if you would mind being involved in their education by allowing them to ask you some questions or examine you under supervision. Patient involvement is greatly appreciated and helps medical students learn to become competent doctors. You should be informed that medical students will be in attendance when you book an appointment. If you would prefer them not to be present, please inform reception staff.

Dr Elinor Flatman is responsible for medical students in the Practice and if you have any questions with regards to them, please contact her to discuss it further.

Keep updated 24 hours a day on - www.shipstreet-surgery.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

COMPLAINTS AND SUGGESTIONS

We try to provide a courteous, efficient and skilled service to our patients but we can only hope to improve this with constructive criticism. If you have a suggestion to make, please put it in writing to your doctor or to our practice manager. If you have a complaint or concern about the service you have received from the doctors or any of the staff working at the practice, please let us know. We operate a practice complaints procedure which meets national criteria.

How To Complain

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned as this will allow us to establish what happened more easily. Written complaints should be addressed to Elizabeth Eades, the practice manager. Alternatively, you may ask for a meeting with her to discuss any concerns. She will explain the complaints procedure to you, and will make sure that your concerns are dealt with promptly. Please be as specific as you can about the complaint.

OBTAINING INFORMATION OR ADVICE

NHS 111

NHS 111 operates a 24-hour nurse advice and health information service, providing confidential 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 pharmacies
- Self-help and support organisations

Their telephone number is 111.

ICIS

ICIS offers access to information about services, support or assistance available in West Sussex. They can be contacted on 0800 859 929 or via www.icis-info4life.org.uk

PARKING

Parking at the surgery is limited and is available only for those patients attending the surgery. Please allow sufficient time to park before your appointment and remove your vehicle as soon as your consultation is over. Do not occupy the parking spaces at other times as doing so may prevent their use by the elderly or disabled.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This is a guide to the 'classes' of information the practice intends to make routinely available. A copy of this scheme is available on request.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourites folder today.

Please visit our updated website - www.shipstreet-surgery.co.uk

USEFUL TELEPHONE NUMBERS

Chemists

Boots (East Grinstead).....	01342 323405
Boots (Ship Street)	01342 313498
Lloyds (Judges Close).....	01342 323003
Lloyds (Moatfield)	01342 322239
Sainsbury.....	01342 302295
Waitrose	01342 314848

Hospitals

Queen Victoria Hospital NHS Trust	01342 414000
Princess Royal Hospital.....	01444 441881
Surrey Sussex Healthcare NHS Trust - Crawley.....	01293 600300
- East Surrey.....	01737 768511
Tunbridge Wells Hospital at Pembury.....	0845 155 1000
Royal Sussex County Hospital, Brighton	0300 303 8360

Private Hospitals

Spire Gatwick Park	01293 785511
Spire Tunbridge Wells	01892 740047
Haywards Heath Nuffield Hospital	01444 456999
McIndoe Surgical Unit	01342 330300
Tunbridge Wells Nuffield	01892 531111

Other Numbers

Age UK	01342 327046
Aids Helpline.....	0800 567 123
Alcoholics Anonymous	0845 769 7555
Citizens Advice Bureau.....	01342 321638
CRUSE (Bereavement Counselling).....	01293 531191
East Grinstead Clinic	01342 325513
Horsham and Mid Sussex CCG	01293 600300 Ext 4255
NHS 111	111
Police (non-emergency).....	0845 607 0999
RELATE (Marriage Guidance).....	01293 517925
Samaritans.....	0845 790 9090
Social Services - Haywards Heath	01444 446100
Springvale Mental Health Centre	01342 326928

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THE PRACTICE AREA

