



# Strand Medical Group

## Patient Information Leaflet

# PRACTICE INFORMATION

# STRAND MEDICAL GROUP

## Introduction

The Practice has four Partners (unlimited partnership), three salaried GPs and a comprehensive Nursing Team working at the surgery.

Our Practice aim is to keep you in good health by providing general medical services, maternity care, child health surveillance, monitoring of patients with long term care conditions and to look after you when you are unwell.

We provide additional services such as family planning and minor surgery and we also offer a travel clinic where advice is given to our patients travelling abroad regarding their health needs and immunisation requirements.

In line with NHS policy, we operate as a group practice, which means that the majority of patients are not registered with a specific Doctor. Patients aged 75 years and over have a named GP who will oversee the coordination of their medical care.

We encourage patients to see the same doctor for an ongoing medical problem to provide continuity of care; however, if that Doctor is not available, an alternative will be offered. Home visits are assigned taking account of the commitments of each doctor on that day.



# STRAND MEDICAL GROUP

## The Doctors

**Dr Andrew M Thompson ( GMC No 3432132)**

MBBS MRCGP DRCOG DFFP-Registered London 1990

**Dr Alistair McClumpha ( GMC No 3506255)**

MBBS DFFP MRCGP-Registered London 1991

**Dr James Burch (GMC No 3564372)**

MBBS MRCGP-Registered London 1991

**Dr Matthew Griffiths (GMC No 4738451)**

MBBS BSc (Hons) MRCGP-Registered London 2001

**Dr Dilini Obeysekera (GMC No 7016448)** MBBS BSc

**Dr Alison Jarvis (GMC 7049309)** MBBS BSc

**Dr Ibadat Boparai (GMC 7040847)** MBBS

All GPs are registered with the General Medical Council

## The Nurses

**Angie Gilbert** (Head of Nursing) RGN

**Lucy Beaken** RCN

**Saffron Craker** RCN

**Ann McCabe** RGN

**Julie Midwinter** (RGN)

**Catherine Neller** RGN

**Jo Rootes** RGN

**Linda Roberts** Senior Technician

**Chris Hill** Treatment Room Technician

**Jayne French** Treatment Room Technician

**Katy Tavener** HealthCare Assistant

# STRAND MEDICAL GROUP

## **Practice Staff**

The Doctors are assisted by a comprehensive team of Practice Nurses and Healthcare Assistants. They run our Minor Illness clinics, Chronic Disease Management clinics (appointment only) and Phlebotomy services, and are supported by the Business Manager and our team of Medical Receptionists and Administration staff .

## **Business Manager**

The Business Manager, Jane Kimber, will help you with any non-medical or administrative aspects of the Practice. She is also available to discuss any suggestions or complaints.

## **Receptionists**

The Receptionists are here to help you. They have a difficult job dealing with phone calls and enquiries from every direction. When telephoning for medical attention the Receptionist may ask for a few details. The Doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Practice Receptionists have undertaken special training and always respect patient confidentiality.

The Reception Team is managed by our Reception Shift Leaders and they will be happy to assist you with any queries that you may have regarding the running of reception. And our repeat prescribing service



# STRAND MEDICAL GROUP

## **Our attached Staff**

Our attached staff are provided by Sussex Community Service. There is a team of District Nurses caring for sick and disabled people at home which also provides support for their carers. Individual care is planned and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialised services.

The team of Health Visitors are qualified Nurses who have additional training in child health and development; they will monitor your child's growth and development as well as answering any child health queries. Health Visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems.

Qualified Midwives are based at Durrington Health Centre. They can provide support and guidance throughout pregnancy. The Midwives also support mother and baby for up to 10 days after the baby is born.

## **District Nurses**

Janet Rolph (Team Leader)	RGN District Nurse Diploma
Janie Phillips	RGN Staff Nurse
Rebecca Digby	RGN Staff Nurse
Caroline Thomas	RGN Staff Nurse
Alison Urbacz	RGN Staff Nurse

## **Midwives**

Rosetta Humphrey and Sue Greenfield

## **Health Visiting**

All families have access to services including:

- Contact during pregnancy for every mother
- Visits when a new baby is born
- Hearing screening shortly after birth
- Family assessment at 3 months
- Development assessments at 8 months and 21 months

Health Visitors can be contacted at Durrington Health Centre on 01903 843818

## Clinics

The Practice provides the clinics listed below:

**Diabetes Clinics:** Run by specially trained Nurses who offer an annual health check as well as dietary and general advice. If problems arise, patients will be referred back to their usual Doctor.

**Asthma Clinics:** Our specially trained Nurses will ensure that treatment is effective by checking inhaler technique and measuring lung function regularly, referring you to your usual Doctor.

REMINDER: Would all patients attending for Asthma appointments please remember to always bring their inhalers and spacers.

**Cervical Smears:** All women aged between 25 and 64 years of age are routinely invited for a smear through the screening programme run by the NHS Cervical Screening Programme. Appointments are made with our Specialist Nurses by contacting Reception.

**Travel Clinic:** Appointments with our trained Nurses are given based on vaccination type. To make a Travel Clinic appointment, Patients are asked to pick up a form at our Front Desk 6-8 weeks prior to their travel. Some vaccinations may not be available on the NHS.

**Cardiac Clinic:** This clinic provides a service for patients who currently have heart disease. It offers advice about maintaining health and reducing the possibility of any further heart problems. It is run by specially trained Nurses and assessed by invitation only.

**Minor Surgery and Cryotherapy clinics:** We hold clinics regularly to remove "lumps and bumps", moles, cysts etc. It is essential that patients have an appointment with the GP first so that the lesion can be properly assessed. If we are able to remove it at the surgery, we will arrange for patients to have an appointment at the minor surgery clinic.

**Minor Illness Clinics:** These are held daily by our trained Minor Illness Nurses

**NHS Health Checks:** These are available by appointment - see information on the NHS Choices website for eligibility.

### Other Clinics include:

Nurse Advice Line, Ante natal, Childhood Vaccinations, Baby Clinic, Child Surveillance; Family Planning, HRT Counselling, and Smoking Cessation services (group sessions and 1:1).

# STRAND MEDICAL GROUP

## **MINOR ILLNESS CLINIC - Not for Children Under 2**

### **AILMENT- PROBLEM NURSE - ANN**

Asthma

Athlete's Foot

Bites - Insect/Dog etc

Conjunctivitis

Cysts - Boils - Abscess

### **CUTS & BRUISES**

Chest Infections (over 10 years old only)

Diabetes

Diarrhoea & Vomiting (adults only)

Earache

Emergency Contraceptive (morning after pill)

Lice - Scabies

Mouth Ulcers

### **NAIL PROBLEMS - Infections (Fungal) e.g. Whitlows**

Pessary Rings

Rashes - e.g. Dermatitis, Eczema, Chicken Pox, Shingles, Impetigo

Sore Throat

Swollen Glands

Thrush

UTI (Urine Tract Infections) eg. Cystitis (not children)

Worms

### **FEMALE HEALTH PROBLEMS (FAMILY PLANNING)**

Contraception - Oral-Intra Muscular - Implants and advice

## **New Patients**

The Practice accepts new patients permanently living in the Practice area (please see back page). You will be asked to collect and complete registration forms and a new patient questionnaire. Once completed you will be asked to provide us with proof of identity.

Please note that consent to contact via mobile phone (phone call or SMS) or email will be assumed if no other option is marked on the registration form or when the mobile phone number and email address are provided to the Practice.

**If you are taking any regular medication, please make an appointment to see the Doctor before you run out.**

## **Repeat Prescriptions**

Patients on regular medication will require repeat prescriptions. Details of all the medication that you are taking are recorded on your medical record. A new request form is generated on the reverse side of your prescription whenever medication (repeat or new) is issued for you to make your next request. Please use this whenever possible. for a safer and speedier service .

**It is practice policy that requests for repeat prescriptions can not be taken over the telephone as there is the potential for errors to be made in verbal communication.**

- 1) Please refer to pages 9 - 10 regarding requests for prescriptions.
- 2) If you have more than one repeat prescription please try and order all your items together.
- 3) Tick which items you require on the request slip.
- 4) Deliver or post your repeat prescription form to the surgery.
  - You can collect your prescription from the surgery
  - We can send the prescription to your home address; please remember to include a stamped addressed envelope and allow extra time for the prescription to reach to you. OR
  - Your prescription can be collected by a local chemist that collect prescriptions from us, please ask us to update your details

**Prescriptions can also be available for collection at your local pharmacy. Please ask the pharmacy for details.**



# STRAND MEDICAL GROUP

## Repeat Prescriptions

Will normally take clear 2 working days preparation at the surgery

### Q. What is a repeat prescription request?

- A. It is a request made on a surgery generated request form given with your previous prescription. It must contain no additions or amendments or have a review date that has already passed.

### Q. What if I have added something to the request form, amended anything e.g. dosage change or the review date has passed?

- A. Unfortunately this will not be classed as a repeat prescription and will take longer. The Practice will endeavour to process these requests in 4 working days.

### Q. What if I am using a pharmacy or the mail to get my request to or from the surgery?

- A. You will need to allow extra time as post takes a few days. Some chemists do not collect from the surgery everyday; many patients find this service convenient but please be aware that it can add time for the collection and delivery.

## Other Prescriptions

Please allow 4 clear working days for your prescription to be processed. If prescriptions are bought in:

### Before 12 noon will be ready:

Monday	2pm	Fri
Tuesday	2pm	Mon
Wednesday	2pm	Tue
Thursday	2pm	Wed
Friday	2pm	Thu

### After 12 noon will be ready:

Monday	Mon am
Tuesday	Tue am
Wednesday	Wed am
Thursday	Thursday am
Friday	Friday am

Note: For Saturday and Sunday please read as for Monday.

PLEASE LEAVE EXTRA TIME TO ALLOW FOR BANK HOLIDAYS AND OTHER SURGERY CLOSURES.

# STRAND MEDICAL GROUP

## Urgent prescription policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and fair service to all our patients.

If you ask for an urgent repeat prescription, you will need to complete a form giving the reason for your request.

Many medications can safely be missed for a few days and you may be advised that your prescription will be issued routinely. Alternatively, you can take your repeat prescription counterfoil to your usual pharmacy and they can issue you with a small quantity to tide you over until your repeat prescription is issued; there will be a charge for this.

We will not issue urgent prescriptions for items that can be bought over the counter.

If your medication can not be missed, the item will be issued as required.

Please note that in order to ensure patient safety, we do not accept any requests for medication over the telephone.

All urgent repeat prescriptions must be collected in person from the Strand Medical Group.



## Self Help Guide - taken from NHS Direct Website

### What should I have in my First Aid kit?

It is important to have a well-stocked first aid kit in your home to deal with minor accidents and injuries. Your first aid kit should be locked and kept in a cool, dry place, out of reach of children. Medicines should be checked regularly to make sure that they are within their use-by dates. Many people also keep a small first aid kit in their car for emergencies.

A basic first aid kit should contain:

- Plasters, in a variety of different sizes and shapes
- Small, medium and large sterile gauze dressings
- At least two sterile eye dressings
- Triangular bandages
- Crêpe rolled bandages
- Safety pins
- Disposable sterile gloves
- Tweezers
- Scissors
- Alcohol-free cleansing wipes
- Sticky tape
- Thermometer, preferably digital
- Skin rash cream such as hydrocortisone or calendula
- Cream or spray to relieve insect bites and stings
- Antiseptic cream
- Painkillers such as Paracetamol (or infant Paracetamol for children), Aspirin (not to be given to children under 16), or Ibuprofen
- Cough medicine
- Decongestant tablets or nasal spray
- Antihistamine tablets
- Distilled water, for cleaning wounds and as an eye bath

# STRAND MEDICAL GROUP

## What is an Emergency?

When it comes to your health or the health of someone in your family, it is often very obvious if the person is seriously ill and needs immediate emergency care. An emergency is a critical or life-threatening situation.

To help you decide what a critical situation is; here are some examples:

- unconsciousness
- a suspected stroke
- heavy blood loss
- suspected broken bones
- a deep wound such as a stab wound
- a suspected heart attack
- difficulty in breathing
- severe burns
- a severe allergic reaction

There are a few things that you should remember in any emergency. These will help you to deal with the situation quickly and efficiently.

- Stay calm, shout for help. You may need to instruct someone to telephone 999. Make sure they know where the ambulance has to come to, and they have some details about the person who is injured or ill.
- Don't put yourself in danger. For example, if someone has been electrocuted, make sure you switch off the power supply before touching them.
- Do everything you can to help the person.
- Don't give the person anything to eat, drink or smoke.
- Don't stick anything in their mouth.
- Follow the instructions the ambulance service call handler may give you.

The way to help a person very often depends on what is wrong with them. Sometimes, the quickest way to help is to take the person to the nearest accident and emergency department. This will vary from area to area as it does depend on how close your local hospital is.

However, even in an area where your hospital is fairly close, you should call an ambulance and not move the patient if:

- You think they may have hurt their back or neck, or have any other injury that may be made worse by moving them.
- The person is in shock and needs your constant attention or the person has severe chest pain or difficulty breathing.

## The recovery position

If the patient is unconscious, there is a safe position to put them in which allows them to breathe easily and stops them choking on any vomit. However, you must first carefully consider whether there is any chance that the casualty has hurt their back or neck, or has an injury that would be made worse by moving them. Putting them in the recovery position in this case could have serious consequences. If you are in any doubt, and the casualty is in no further danger by being left in their original position, do not move them. Wait for the paramedics to arrive.

## How to put someone in the recovery position

Once you have checked that they are breathing normally, lie them on one side, with a cushion at their back, bring their knee forward, and point their head downward to allow any vomit to escape without them swallowing it or breathing it in. Remember, when you are moving the patient onto their side, make sure their neck and back are well supported.

## Some myths about Accident and Emergency services:

- Accident and Emergency is an alternative to your GP.

**FALSE**

It is not appropriate to go to Accident and Emergency as an alternative to your GP.

- Calling 999 for an ambulance gets you to the top of the Accident and Emergency queue.

**FALSE**

Patients are seen at A&E based on medical need, not who gets to the hospital first.

- Taking pain relief before being seen by a Doctor will mask the symptoms of the injury.

**FALSE**

One of the first things that is often done by Doctors is to give you a simple painkiller like Paracetamol. It is quite safe to take these before you get medical advice. Taking pain relief to treat minor injuries is the best way to make you feel better quickly and is an effective treatment. Always follow the instructions on the packet or leaflet.

## STRAND MEDICAL GROUP

### Some myths about GP services:

- Your Doctor has to visit you at home.

**FALSE**

A Doctor will assess whether or not to visit a patient at home based on your medical need and if a home visit is appropriate, the Doctor will arrange for a Doctor or Nurse to visit you at home. Only patients who cannot reasonably be expected to come into the surgery are visited at home.

- You will be seen more quickly if you ask for a home visit.

**FALSE**

During surgery hours, most Doctors visit patients later in the day. It may be quicker for you to come into the surgery during normal surgery hours if you can make this arrangement. If you do the travelling, it means that the Doctor can see more patients rather than spending time travelling themselves and delaying your consultation.

- All infections need antibiotics.

**FALSE**

Antibiotics have no effect on most infections (such as colds, flu and most sore throats) because viruses cause them. Taking too many antibiotics can lead to new bacteria developing which cannot be killed by antibiotics, which is dangerous for individual people and for the whole population. Doctors recommend that you visit your pharmacist for over-the-counter remedies for minor complaints.

### **Patients who haven't seen a GP for a period of time**

Any registered patient between the ages of 16 and 75 who has not been seen by a Practice GP for 3 years or more, or any patient over the age of 75 years who has not been seen by a Practice GP for a period of 1 year or more, is fully entitled to a consultation as and when required.

# STRAND MEDICAL GROUP

## Safety and Security

The Strand Medical Group has CCTV installed at the surgery. In public areas.

In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda.

There are four monitors installed, one in the general waiting area, one at the front desk, and two others in the corridor leading to the consulting rooms. We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.



## Updating Technology

The Practice website provides patients with updated information about how to contact the Practice, information about our staff and the services we provide to ensure the health of all our patients.

In our continuing review of providing the best possible service to our patients, we ask that you provide us with your mobile number to enable us to contact you in an emergency.

Forms are available at the Reception desk. If you would like us to keep in touch with you in this way, please ask at Reception for a form which you can complete and return to us.



There is also an app for smartphones so that you can access the online appointment and repeat prescription ordering system while on the move. Please ask at reception or access the practice website for details.

### **Here to Listen Not to Tell**

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about this visit, but we won't.

The only reason why we have to consider passing on confidential information without your permission, would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere - for example at a hospital or Brook centre - it is best if you allow the Doctor or Nurse to inform the Practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of staff, the Doctor or the Nurse.

### **Violence and Abuse**

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly - without violence or abuse.

Should an incident of any form of violence or abuse be reported to the Business Manager, that report will be discussed fully with the Partners. A warning letter will be issued and in serious instances, the patient may be removed from the practice register and reallocated to another surgery with the assistance of NHS West Sussex.



# STRAND MEDICAL GROUP

## Data Protection

We are registered for Data Protection with the Information Commissioner's Office.

All our Doctors, Nurses, District Nurses, Health Visitors and Practice Staff are trained and aware of their legal, ethical and contractual duty to protect your privacy and confidentiality.

If you require information about access to your medical records, please contact your own Doctor or the Business Manager who will be happy to help.

By definition, confidential Patient information is that which can identify individual patients and is information that was gathered in circumstances where it is reasonable for the patient to expect his/her confidences to be respected.

(Ref; Department of Health-Confidentiality and Disclosure of Information -Code of Practice, March 2005).

## Rights and Responsibilities of patients

- Urgent consultations should be requested only for problems which cannot wait for a routine appointment.
- Home visits will be made to housebound or frail patients who cannot travel to the surgery.
- When requesting an appointment with the Doctor of their choice, patients will accept that there may be a wait.
- If you have an appointment booked and find that you no longer need it or are unable to attend, please let the surgery know so that it can be offered to someone else. You may cancel by ringing any of the Practice's telephone numbers and leaving a message with one of the Receptionists.

**There is also a 24 hour Cancellation line: 01903 705855**

### Carer's Register

Strand Medical Group has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available at Reception and there is a Carer's Board in the Waiting Room. Our Patient Review Team carry out the Strand Medical Group's Link Worker role; they can be contacted on 01903 243351, if you have any queries.

## **Access for the Disabled**

There is wheelchair access as well as toilet facilities for the disabled at our surgery.

## **NHS 111**

When the practice is closed, call **NHS 111** (111 from any land line or mobile phone) to access advice and medical assistance. Calls to NHS 111 are free and for patient's safety all calls are recorded.

You can visit their website at [www.nhs.uk/111](http://www.nhs.uk/111)

NHS 111 also operates a 24 hour advice and health information service at any time of the day or night, providing 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 opening chemists
- Self help and support organisations

NHS 111 works in hand with other healthcare services provided by the NHS, helping you to make the right choice to meet your needs.

## **Sickness Certificates**

Under current legislation a Patient can "self certificate" for the first 7 working days of any illness. The self certification form (SC1) is available from your employer. We do not normally issue Doctors certificates for the first week. After the first week, certificates are obtained as part of a consultation with a Doctor. The hospital is responsible for issuing certificates following treatment at or a stay in hospital for the full duration of the time required to recuperate.

## **Change in Personal Details**

Please inform the Receptionist if you change your name, address, marital status or telephone number so we can keep our records accurate.

## **Patient Reference Group**

The Practice has a Patient Reference Group and we encourage patients to sign-up to give us their views and assist us in developing our service. You can pick up a form at Reception or download it from our website.

## **Training**

This Practice has been accredited as being suitable for the training of Doctors intending to become GPs. A GP Registrar (the trainee) is a fully qualified Doctor who already has much experience of hospital medicine.

You can expect to receive the same quality of service from the GP Registrar as you would from your own GP.

Consultations are sometimes videoed for training purposes. You will be notified beforehand if this is the case and will be asked to sign a consent form. The recording will only take place if you agree to this; there is no obligation for you to do so.

## **Concerns / Complaints / Compliments**

If you experience any problems or have any comments or complaints about the service we offer, we would like to hear from you about it. We have a complaints leaflet available at the Reception desk or you may ask to speak to the Business Manager who is always happy to help. Compliments are always welcome.

## **Your Local Area Team**

Details of Primary Medical Services in the area may be obtained from:

Surrey and Sussex Local Area Team

Lancaster House

Trafalgar Place

Brighton

BN1 4FU

Tel.: 01273 574737

## **Appointments**

Pre-bookable appointments are released on a rolling daily basis; there are appointments released 21 days, 14 days, 7 days and 3 days in advance. Same day appointments may be booked from 8.00am on the day you wish to be seen.

Specific appointment types may not be available every day for every doctor: if doctors are out of the Practice, if they are holding specialised clinics (joint injections, family planning etc.).

All Nurses' appointments are all pre-bookable.

Online booking of appointments is available – please see page 22 for further details.

# STRAND MEDICAL GROUP

## Surgery Hours

The surgery is open from 8.00am to 6.30pm.

Front desk is open, Monday to Friday, to book appointments from 8.30am to 6.00pm and from 8.00am to 6.00pm for all other matters: collection of prescriptions, letters, registration and general enquiries .

Switchboard is open from 8.00am to 6.30pm for all matters. Due to the volume of calls that we receive early morning, we would like to request your co-operation by asking that calls for test results and non-urgent matters are made after 9.00am whenever possible.

We offer doctor's appointments on Monday & Wednesday evenings and early morning appointments on Thursdays for patients who cannot attend during usual opening hours. Nurse led Saturday morning clinics are available monthly for the monitoring of chronic diseases (e.g. asthma, diabetes) and for smears. Please ask a Receptionist for details.

**Please request home visits before 10.30am if possible.**

## Results

If you have been asked to telephone the surgery for your test result, please do this **after 10:00 am** if possible.

## Telephone Numbers

**All matters:** 8.00am - 6.30pm  
(including appointments and home visits) 01903 243351

**Cancellation line:** 01903 705855

To cancel an appointment, please state clearly your name, date of birth and date and time of appointment. No other messages should be left.

**Out of Hours:** 111

Medical care when the surgery is closed is provided by NHS 111. All telephone conversations to this service are recorded.

**General Medical Enquiries** NHS 111

## Blood Pressure

You do not need an appointment to check your blood pressure. We have a blood pressure monitor in our waiting room for patients' use. When you have taken a reading, please give the printed slip to the Receptionist ensuring you have written your name and date of birth on the back. We will enter the reading on your Medical Records. If your blood pressure needs further monitoring, we will contact you.

## **On-Line Booking**

We are able to offer patients the facility to book appointments with a Doctor over the internet through our clinical computer system (for appointments with the Nursing Team please call the surgery) .

“SystmOne Online” offers needs no technical knowledge to run. Patients do need to attend the surgery and register to use the service.

SystmOne Online helps patients, allowing you to avoid busy phone lines and giving access to appointments when convenient for you, even when the surgery is closed.

Patients can view a selection of free appointments at the Practice, make a booking, or cancel an existing appointment.

**Please ask Receptionist or see the Practice website for details.**

## **On-Line Repeat prescription request**

Repeat prescriptions can be requested online through the Practice website at <http://www.strandmedical.co.uk> – select the Online Services option or via the “SystmOne Online” on this web page: <https://SystmOnline.tpp-uk.com>.

This system enables our patients to request repeat medication prescriptions at their own convenience without having to come to the Surgery.

Please allow 48 working hours (excluding weekends and Bank Holidays) for the request to be processed. Items not on your repeat list should be requested separately by letter and will take up to 4 working days to be processed.

You do need to register to use the online service — **Please ask Receptionist or see the Practice website for details.**

## The Strand Website

Our website contains information about the Practice as well as links to other services.

[www.strandmedical.co.uk](http://www.strandmedical.co.uk)

Please see the list of all the services we are committed to providing below .

- How to register
- Appointments
- Clinics
- Test results
- Repeat prescriptions
- Sick certificates
- Non - NHS services
- Change of address
- Medical education
- Disabled access
- Complaints policy
- Access to medical records
- Patient confidentiality
- Patient rights and responsibilities
- Violent or abusive behaviour policy
- Your local PCT
- Practice news
- Nursing Section
- Chaperone policy
- Links
- Schedule of fees

# STRAND MEDICAL GROUP

## Useful Telephone Numbers And Website Addresses

### Hospitals:

Southlands Hospital 01273 455622

St Barnabas Hospice 01903 264222

St Richard's Hospital 01243 788122

Worthing Hospital 01903 205111

[www.worthinghospital.org.uk](http://www.worthinghospital.org.uk)

Zachary Merton Hospital 01903 858100

Emergency Dental Service 01903 285221

(Only for patients not registered with a dentist).

Out-of-Hours NHS 111 111  
[www..nhs.uk/111](http://www..nhs.uk/111)

Surrey and Sussex Local Area Team 01273 574737

NHS England 03003 112233

[england@contactus@nhs.net](mailto:england@contactus@nhs.net)

Patient Advice and Liaison Service NHS England  
PO BOX 16738  
Redditch  
B97 9PT

Tel: 0300 311 22 33

[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

# STRAND MEDICAL GROUP

## The Practice area is as follows:

- Our East boundary is (north of the railway line) South Farm Road, and to the east but south of the Railway line the boundary is Downview Road.
- Our north boundary includes High Salvington and Findon Valley, to the junction of the A24 and Bost Hill.
- Our south boundary is the sea.
- Our west boundary includes Ferring up to the A259 and Titnore Lane up to A27.

[www.strandmedical.co.uk](http://www.strandmedical.co.uk)

2-6 The Strand

Goring-by-Sea

Worthing

TEL: 01903 - 243351

CANCELLATION: 01903 - 705855

FAX: 01903 - 705804

Updated February 2015