



Strand Medical

Quality Health Matters

Patient Information Leaflet

PRACTICE INFORMATION

Introduction

The Practice has four Partners (unlimited partnership), one salaried GP and a comprehensive multidisciplinary 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, childhood immunisations, minor illness and minor surgery. We also offer immunisations as available on the NHS.

In line with NHS policy, we operate as a group practice, which means that patients are not registered with a specific Doctor.

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 doctor will be offered. Home visits are generally reserved for the housebound or elderly, and are not undertaken for convenience.

Named accountable GP

The Practice provides every patient with a named accountable GP to take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required (based on the named GP's clinical judgement).

The named GP is largely a role of oversight, to reassure patients they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

Please do bear in mind that your named Doctor will not always be available to see or speak to you and that they may not be the only GP or clinician who will provide care to you.

You are entitled to choose to see any GP or nurse in the practice in line with current arrangements.

If you would like to know the name of your named accountable GP, ask at the Reception desk or alternatively call the surgery on 01903 243351 in afternoon hours only please.

Surgery Hours

The surgery is open Monday to Friday from 8am to 1pm and 2pm to 6.30pm.

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 10:00am.

We operate a total triage where patients with clinical needs will be assessed by the Duty Team and booked for a further appointment or sign-posted to other services as appropriate.

We offer appointments for certain matters outside of normal hours for patients who cannot attend during usual opening hours. Nurse led Saturday morning clinics are available ad-hoc for the monitoring of chronic diseases (such as asthma, diabetes) and for smears and vaccinations. 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:

(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 and your results will be uploaded directly into your records. In the unlikely event this doesn't work, please put the printed slip into the secure box next to the machine, please ensure 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.

The Doctors

Dr Andrew M Thompson

(GMC No 3432132)

MBBS MRCGP DRCOG DFFP-
Registered 1990

Dr Alistair McClumpha

(GMC No 3506255)

MBBS DFFP MRCGP-Registered
1991

Dr James Burch

(GMC No 3564372)

MBBS MRCGP-Registered 1991

Dr Nicolas Craughan

(GMC 7290546) MBBS MRCGP

Dr Alison Jarvis

(GMC 7049309) MBBS BSc

Dr Lil Kaheebu

(GMC 7283765) MBBS 2012

All GPs are registered with the
General Medical Council

Paramedics

Lizzie Chilvers

John Cooke

Pharmacists

Jennifer Birungi

Ian Senyimba

The Nurses

Kim Blake ANP

Faye Bromham ANP

Shelley Foreman ANP

Rachel Henderson-Payne ANP

Charlotte Simper ANP

Lucy Beaken RCN

(shared Head of Nursing)

Saffron Craker RCN

(shared Head of Nursing)

Jo Rootes Nurse Practitioner

Grace Cassell RGN

Jenny Crawhurts RGN

Angie Gilbert RGN

Ann McCabe RGN

Janet Rolph RGN

Kate Canford HCA

Chrissie Cohen HCA

Ashleigh Richardson HCA

Katy Tavener HCA

Chris Hill Treatment Room Technician



Practice Staff

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

Practice Business Manager

The Practice Business Manager, Justin Cankalis, will help you with any non-medical or administrative aspects of the Practice. He 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. Receptionists have undertaken special training and always respect patient confidentiality.

The Reception team is managed by Head of Reception, Sarah Redford with the support of Reception Shift Leaders who will be happy to assist you with any queries that you may have regarding the running of reception or our repeat prescribing service.



Our Attached Staff

First Contact Physiotherapists

Cathal Malone

Marcus Wolf

Going Local Social Prescriber

Rachel Rogers

Community Nurse Leads and District Nurses

Joely A Pemberton-Hill, Clinical Nurse Lead

Suzzane Curtis

Janie Phillips

Danielle Smith

Lauren Westwood

Maggie Bennett

The team of Community Nurse Leads and District Nurses provide care for patients who can not attend the surgery in their own home, and also provide 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.

Health Visiting

All families have access to services including contact during pregnancy for every mother and visits when a new baby is born. Hearing screening shortly after birth, family assessment at 3 months and development assessments at 8 months and 21 months.

Health Visitors are based at Durrington Children & Family Centre, 81 Salvington Road, Durrington. Phone: 01903 258975.

Online Consultations

We are able to offer patients the facility to submit queries online via our website and using e-Consult.

eConsult is a software that allows you to quickly and safely get help and advice from your own doctors and GP practice online, for free, from anywhere. It is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else.

The online consultations are accepted Monday to Friday, 12pm-6pm but may close earlier if the practice reaches capacity for the day.

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>, via the SystmOnline or NHS apps or by emailing:

cwsccg.strand-prescriptions@nhs.net

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. Please note: for safety reasons we DO NOT accept prescription requests over the telephone.**

Clinics

Some of the clinics the practice provides listed below:

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.

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.

Diabetes Clinics: Run by our 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.

ENT Microsuction: Three of our GPs are qualified to remove wax using the microsuction machine. The wax is gently removed from the ear canal cavity using a suction pump. The procedure is quick and hygienic.

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

Respiratory 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 when necessary.

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

Other Clinics include:

Nurse advice line, Childhood immunisations, Gynae, Contraception and HRT Counselling.

Travel Service: Some vaccinations required which are provided by the NHS can be given at the practice. Vaccines that are not provided by the NHS are available at private travel clinics.

MINOR ILLNESS CLINIC - Not for Children Under 2

Bites - Insect / Animal, etc.

Chest Infections

Conjunctivitis

Cysts - Boils - Abscess (no moles)

Diarrhoea & Vomiting (adults only)

Earache

Lice - Scabies

Mouth Ulcers

Nail problems - Infections (Fungal) e.g. Whitlows

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

Sore Throat

Swollen Glands

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

Verruca, warts, skin tags

Worms

WOMEN'S HEALTH

Emergency contraceptive (morning after pill)

Contraception including coils, implants and advice

Pill & coil checks

Gynaecological issues

Pessary rings

Thrush

New Patients

The Practice accepts new patients permanently living in the Practice area (see back page). You need to complete registration form and a new patient questionnaire (available on our website or at the front desk).

If you are taking regular medication, please bring in your list of repeat medication in good time before you run out. You may be asked to speak with the Doctor before we issue your first prescription.

Repeat Prescriptions

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.

Patients on regular medication will require repeat prescriptions. Details of all the medication that you are taking are recorded on your medical record. If you have more than one repeat medication please try and order all your items together. We can set your medication quantities to assist you with this—please ask reception if quantities need amending.

You can order your medications in a number of ways:

- 1) Using the paper request form on the reverse side of prescription whenever medication (repeat or new) is issued for you, tick which items you require on the request slip. Please use this slip for paper requests whenever possible for a safer and speedier service .
- 2) Using the online service—full details are given on page 21.
- 3) Deliver or post your repeat prescription form to the surgery.

Collecting your prescription or medications:

- 1) If you are signed up for Electronic Prescribing Service, your medication will be available at the pharmacy you have nominated.
- 2) You can collect your prescription from the surgery
- 3) 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.
- 4) Your prescription can be collected by a local pharmacy that collect prescriptions from us. Please ask the pharmacy for details and ask us to update your details.

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 or ordered through the online service. 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.

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 a 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.



Self Help Guide - from NHS Choices 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

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.

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 entitled to a consultation as determined by the Doctor or a Nurse. This will be assessed based on patients clinical needs.

Safety and Security

Strand Medical has CCTV installed in the surgery only in public areas.

There are twelve monitors installed, one in the general waiting area, one at the front desk, eight throughout the corridors and two at the GP parking bay. 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.

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.



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. This also gives access to the online appointment and repeat prescription ordering system.

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.



NHS app and the SystmOnline app can be used to access medical records and repeat prescription ordering system while on the move. Please ask at reception or have a look at our 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 your visits to the practice, 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 in the community - 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 Practice 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 England.

Data Protection and Information Governance

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 Practice 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).

General Data Protection Regulations

Data privacy is of the utmost importance. In light of a regulation in effect across the EU from 25th May 2018, the Strand Medical commits to remain to be clear, precise and to use plain language when relating to privacy.

This new law is built around the principles of transparency and control, something The Strand Medical has always upheld.

The Strand Medical recognises the need for an appropriate balance between openness and confidentiality in the management and use of information. The Strand Medical fully supports the principles of corporate governance and recognises its public accountability, but equally places importance on the confidentiality of, and the security arrangements to safeguard, both personal information about patients and staff and commercially sensitive information. The Strand Medical also recognises the need to share patient information with other health organisations and other agencies in a controlled manner consistent with the interests of the patient and, in some circumstances, the public interest.

General Data Protection Regulations

The Strand keeps data on you relating to who you are, where you live, what you do, your family, possibly your friends, your employers, your habits, your problems and diagnoses, the reasons you seek help, your appointments, where you are seen and when you are seen, who by, referrals to specialists and other healthcare providers, tests carried out here and in other places, investigations and scans, treatments and outcomes of treatments, your treatment history, the observations and opinions of other healthcare workers, within and without the NHS as well as comments and aide memoirs reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

If your health needs require care from others elsewhere outside this practice we will exchange with them whatever information about you that is necessary for them to provide that care. When you make contact with healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all of those reports. Normally we will receive equivalent reports of contacts you have with non NHS services but this is not always the case.

Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law.

You have the right to object to our sharing your data in these circumstances but we have an overriding responsibility to do what is in your best interests.

If you require more information, or would like to view our privacy notices please ask a member of the team. (Privacy notices available from 25th May 2018).

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 the Practice telephone number and leaving a message with one of the Receptionists or using the cancellation line:

We have a 24 hour Cancellation line: 01903 705855

Sickness Certificates

Under current legislation a Patient can “self-certify” for the first 7 working days of any illness. We do not 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.

Access for the Disabled

There is wheelchair access as well as toilet facilities for the disabled at our surgery. Please let the Receptionist know if you have any special premises access requirements.

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 from landline and mobile and for patient's safety, all calls are recorded.

You can visit their website at 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.

Change of 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 Participation Group

The Practice has an active Patient Participation Group (PPG) and we encourage all patients to sign-up to give us their views and assist us in developing our service. You can join the PPG and attend bi-monthly meetings or you can become a 'virtual member' and receive updates and newsletters via email.

Details can be found on the PPG noticeboard in the waiting room or on our website at <http://www.strandmedicalgroup.co.uk/ppg.shtml>

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 video recorded 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 and Complaints

If you experience any problems or have any comments or complaints about the service we offer, please let us know. We have a complaints leaflet available at the Reception desk and on our website, or you may ask to speak to the Business Manager who is always happy to help.

Compliments

Compliments are always welcome, especially when we can feed them back to specific staff members. We would also urge you to let us have your feedback by leaving a review rating on the NHS CHOICES website.

Carer's Register

Strand Medical 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's Link Worker role; they can be contacted on 01903 243351, if you have any queries.

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

The Strand Website

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

www.strandmedical.co.uk

Available services and policies:

- 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 CCG
- Practice news
- Nursing Section
- Chaperone policy
- Links
- Schedule of fees

Useful Telephone Numbers And Website Addresses

University of Sussex Hospitals:

Princess Royal Hospital	01444 441881
Royal Alexandra Children's Hospital	01273 696955
Royal Sussex County Hospital	01273 696955
Southlands Hospital	01903 205111
St Richard's Hospital	01243 788122
Sussex Eye Hospital	01273 696955
Worthing Hospital	01903 205111

<https://www.uhsussex.nhs.uk/contact/>

Patient Advice and Liaison Service

uhsussex.palsworthing@nhs.net

Lyndhurst Road

Worthing, West Sussex

BN11 2DH

Zachary Merton Hospital	01903 858100
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St Barnabas Hospice	01903 706300
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Emergency Dental Service (mon to Fri)	0300 123 1663
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Out-of-Hours NHS 111	111
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www.nhs.uk/111

NHS England	03003 112233
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England.contactus@nhs.net

NHS England Patient Advice and Liaison Service

PO BOX 16738

Redditch

B97 9PT

STRAND MEDICAL

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

1B The Causeway
Goring-by-Sea
Worthing
BN12 6FA

TEL: 01903 - 243351

CANCELLATION: 01903 - 705855

Updated November 2023