



Strand Medical

Quality Health Matters

NEW STARTER PACK The Strand Medical

The Strand Medical

1b The Causeway

Goring-by-Sea

West Sussex

BN12 6FA

Pt line: 01903 243351

Strand Medical

WELCOME

Welcome to the Strand Surgery, I am delighted that you have joined our team. We are a busy practice, we look after just under 16,000 patients which means team work, accuracy and empathy are all essential to ensuring our patients receive the levels of treatment they need, and that our teams have a fulfilling and rewarding time at the surgery.

During your induction period you will spend time with all the different staffing and clinical groups to ensure you have a good understanding of how the practice operates. Don't worry, we know there is a lot to take in when starting a new role, especially one that involves health care, so feel free to jot notes on this pack as you go, it is yours to keep and help you through your journey here with us at the Strand.

FIRST FEW DAYS

During this time to you receive a surgery induction including basic requirements such as:

- Familiarity tour of the surgery, including fire exits and evacuation points
- Log on details for the surgery computer system, including on line training
- Introduction to each department

After which a role specific training program will be undertaken, including observational and interactive shifts.

During your initial training period, you will meet regularly with your line manager; this will allow both you and your line manager to offer feedback and personal 1:1 time to discuss how things are going.

If at any stage during your induction period (or further on) you do not understand something, please just ask. We appreciate there is a lot to take in, we will make every effort to make the journey as fun and interactive as possible, so remember 'just ask', as 'the only silly question is the one that wasn't asked'

Once again, welcome to the Strand Medical, I sincerely hope you enjoy your time here with us.

Yours sincerely

Justin Cankalis
Practice Business Manager.

MISSION STATEMENT

Most organisations have a vision statement or mission statement. Here at the Strand we our mission statement is:

To always treat patients with dignity and respect whilst striving to provide the best possible health care to our population of patients both in the prevention and treatment of ill health throughout all stages of their lives.

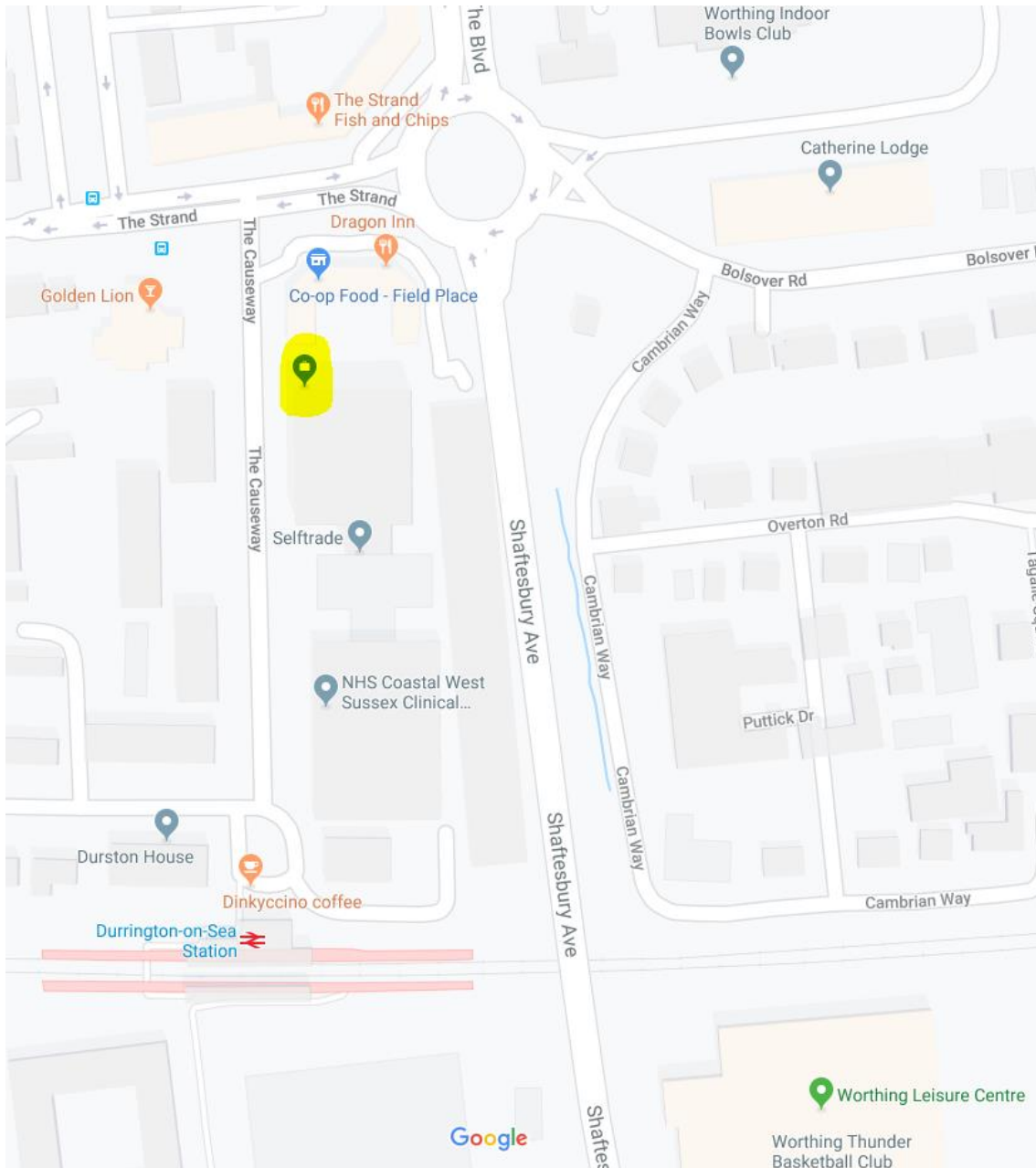
We use our mission statement as a focus for our business and something to strive to, our statement reflects our working ethos and desire to provide the best possible treatment and care for our patients and staff.

Strand Medical

HOW TO FIND US

We are located on The Causeway a short walk from Durrington Train station. Free parking is available outside the surgery, but is time allocated, please check signage when parking.

The Strand is the yellow highlighted marker, our SAT NAV postcode is BN12 6FP



MEET THE TEAM...

PRACTICE TEAM

The Practice is owned by 5 GP partners i.e. this is their own business. The partners are clinically supported by salaried GPs, locum GPs and a nursing team.

DOCTORS

Dr Andrew Thompson (3432132) - Partner
MBBS MRCGP DRCOG DFFP (London 1990)

Dr Alistair McClumpha (3506255) - Partner
MBBS DFFP MRCGP (London 1991)

Dr James Burch (3564372) - Partner
MBBS MRCGP (London 1991)

Dr Nicholas Craughan (7290546) - Partner
MBBS MRCGP (Hull York 2012)

Dr Alison Jarvis (7049309) – BMBS, MRCGP (2014), DFRSH, DCH

Dr Ellie Whyatt (6158744) GP - MBChB 2007 University of Leeds

Dr Sophie Markham (7420282) GP - BMBS 2013 University of Nottingham

Dr Rosie Byars (7491018) GP - MBChB 2015 Swansea University

Dr Jake Bush (7556574) GP - BMBS 2017 University of Brighton and the University of Sussex

NURSES

Beaken Lucy	Lead Nurse (RGN)
Craker Saffron	Lead Nurse (RGN)
Cassell Grace	Nurse (RGN)
Gilbert Angie	CD Nurse (RGN)
Flower Lauren	Nurse (RGN)
McCabe Ann	Nurse (RGN)
Rolph Janet	Nurse (RGN)
Crowhurst Jennifer	Nurse (RGN)

Duty Team

Angela Nelson	Lead Nurse Practitioner
Faye Hunt	ANP
Becca Richardson	ANP
Louise Hart	ANP

Strand Medical

Paramedic Practitioner

Chilvers Lizzie Paramedic Practitioner
Cooke John Paramedic Practitioner

Medicines Team

Jenny Birungi Clinical Pharmacist
Ian Senyimba Clinical Pharmacist
Ocana Natalie Pharmacy Technician

PRACTICE STAFF – MANAGEMENT TEAM

Justin Cankalis Practice Manager
Kristina Svobodova Deputy Practice Mgr

HEAD OF RECEPTION

Oversee the reception team, each one has specialist areas they are responsible for: Sarah reception Rosters, Kate GP rosters, Sue admin.

Sarah Redford Head of Reception

RECEPTIONISTS

A very friendly and experienced team; all will be more than willing to answer any questions you may have along the way. Many of the team are multi-skilled, therefore you may see them doing different roles and various times of the week.

PCC (Patient Care Coordinators)

Responsible for engaging with patients that suffer from long term medical conditions. The team also support flu clinics and many other internal patient focused initiatives.

Broughton Clare PCC Lead

Medical Secretaries

Amongst many things this includes, responsibility for making referrals on behalf of the clinical team, dictating letters, organising clinical workload and managing private work.

Cavanagh Yara Med Secretary
Lane Sarah Med Secretary
Smithers Lynne Med Secretary

Admin

Ensuring the surgery has sufficient stock and equipment to operate. Scanning and coding of patient records as well as leasing with third parties.

Nicki Young Senior Clinical Admin

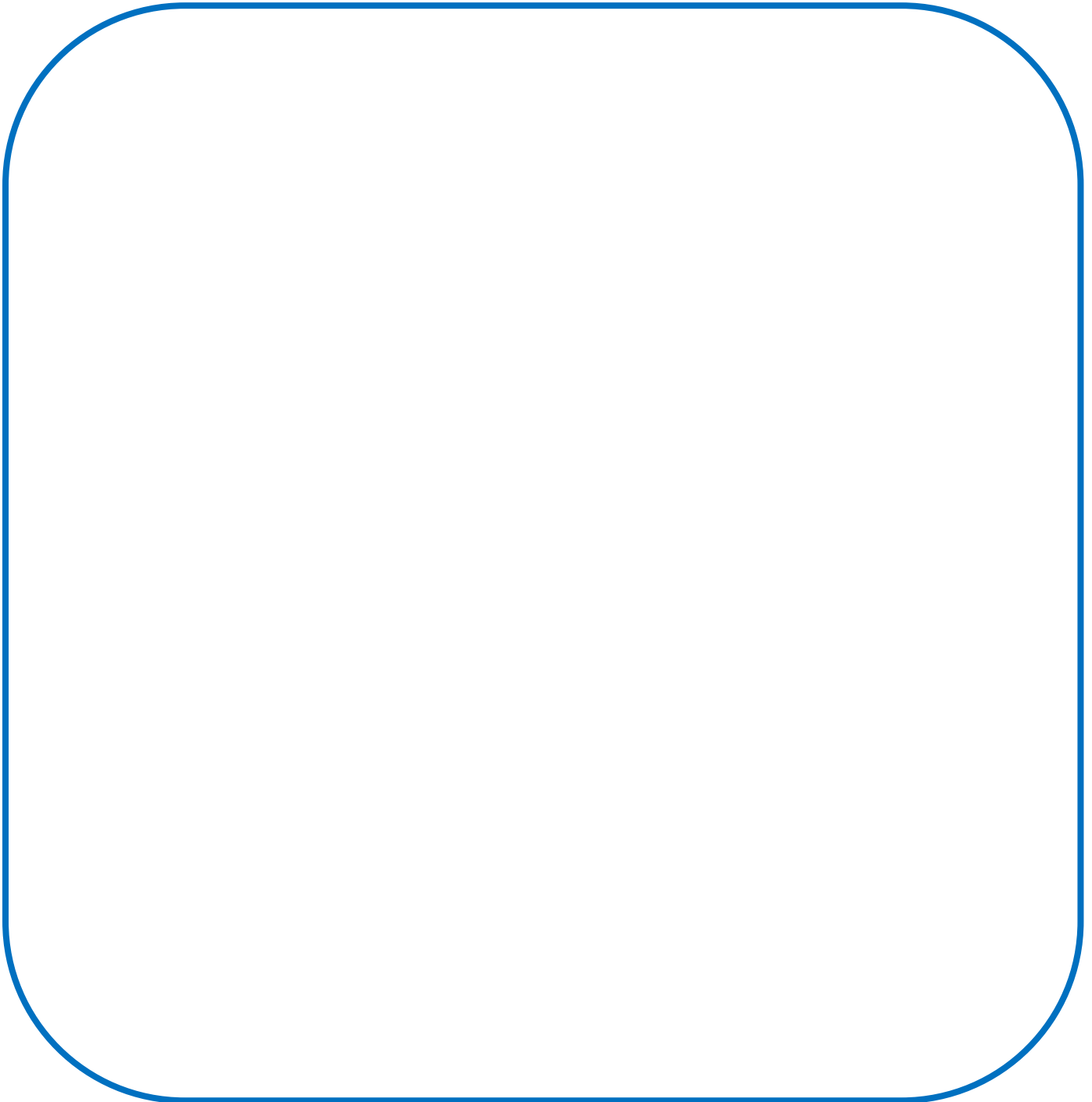
Strand Medical

Finance & HR

Supporting the surgery with HR support and ensuring invoices are paid, money received and staff pay is processed.

[Marlena Bochat](#)

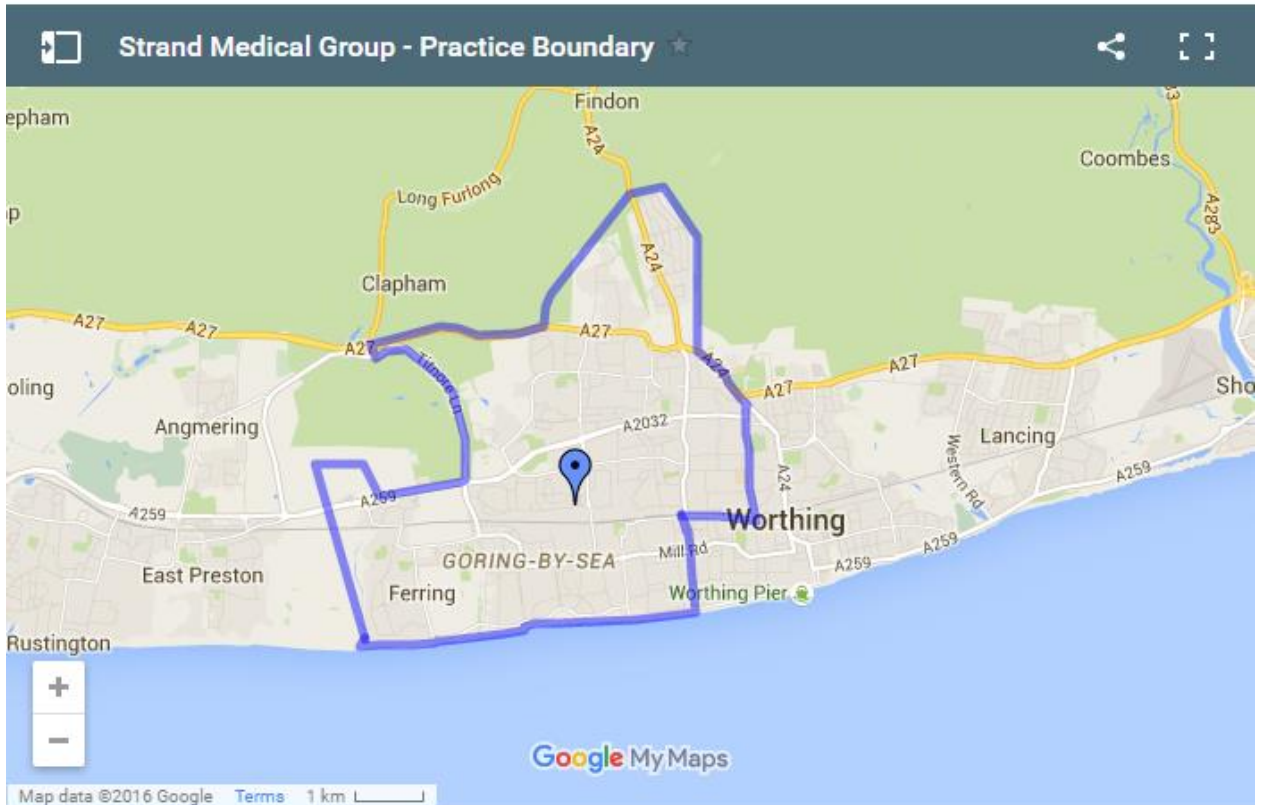
NOTES:



Strand Medical

PATIENTS

Patients that live within the practice boundary can register with the Strand. Those outside of the boundary must register with another practice. Patients that move from within to outside the boundary would under normal circumstance be asked to register with a practice that covers their new residence.



Strand Medical

CONTACTING THE SURGERY

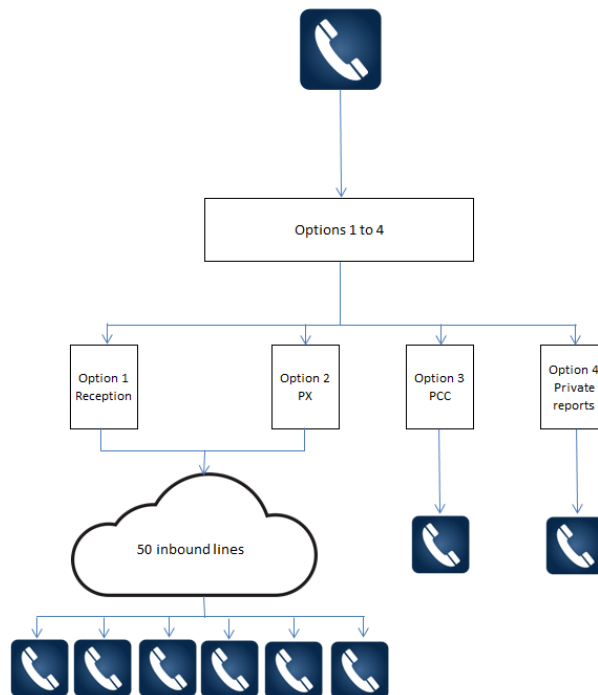
Patients can call, come to reception or use on-line facilities to contact the surgery. To help manage demand, we inform patients that they are unable to book appointments at the reception desk between 08:00 & 08:30, this frees up the reception desk for patients with appointments, meaning they can be dealt with in a timely manner. We are reviewing the appointment system and expect to adapt it in the near future to maximise efficiency.

Web access must be requested, ID must be provided, and further details are available on our website: <http://www.strandmedical.co.uk/onlineservices.shtml>

TELEPHONY

We use a cloud* system to manage in-bound calls. The surgery has 50 lines dedicated to inbound calls. This means up to 50 patients can call the surgery at any one time without receiving an engaged tone, whilst in the 'cloud' each of the 50 callers will be informed where in the queue they are, they will be updated as and when calls are answered by the reception team. During this time, callers will hear up to 3 pre-recorded messages apologising for the delay. Once clear of the cloud, callers will then be asked to choose an option from 1 to 4 depending on which department they wish to speak to the calls will then systematically drop into one of the 6 surgery lines to be answered.

On occasions, regrettably patients can experience a delay before being answered, this is where a professional and empathetic approach is required to manage the patient expectations and to apologise for any delay experienced, calls should be dealt with efficiently and courteously, to ensure wait times are minimised to those patients waiting to be answered.



*A "cloud based phone system" is a phone service delivered through the internet. Other synonymous terms include "internet based phone system" or more commonly "VoIP" (Voice over Internet Protocol).

Strand Medical NEW STARTER INDUCTION CHECKLIST

ACTION	✓	DATE
Introduce employee to Practice Staff.		
Information about the Practice (personnel, structure, staff roles).		
Show the employee the locations of:		
<ul style="list-style-type: none"> ▪ The fire exits ▪ Toilets ▪ First Aid ▪ Kitchen ▪ Copy and fax machine 		
Where to find:		
<ul style="list-style-type: none"> ▪ Stationery ▪ Refreshments ▪ Codes to keypad operated doors 		
Explain Receptionist duties:		
<ul style="list-style-type: none"> ▪ Front desk, phones, prescriptions - workload ▪ Brief introduction SystemOne ▪ Notifications vs tasks ▪ The telephone system, script for answering calls ▪ Opening and closing procedure ▪ Other general Receptionist duties 		
Show where Practice Policies can be found and arrange training for:		
<ul style="list-style-type: none"> ▪ Information Governance ▪ Fire training ▪ Manual handling 		
Inform the employee of their passwords for Windows and SystemOne and check that they can log in.		
Explain functionality of Smartcards and cover policy.		
Take all relevant paperwork including signed understanding of Staff Handbook & Policies, NHS pension information and payroll details.		
Identify a contact(s) for if they have any problems.		
Check all forms (New Employee, Staff & Handbook Acceptance, NHS Pension, etc.) completed and returned		
Check that they have everything they need.		

Strand Medical

ACTION	DATE	INITIALS
Prescriptions		
Blister Packs		
Registering new patients		
Printing vaccination list		
Change of address		
Temporary residents		
Phones		
Front desks		
USB stick		
Locking up		
Opening up		
Sending tasks		
Updating tasks		
Dreps		
Online prescriptions		
Scanning of urgent faxes		
Adding and removing patients from waiting lists		
Overview of how immunisations work		
Travel procedure		
Online booking forms		
Using notifications		
Making appointments		
Cancelling appointments		
Pre booking appointments		
Complaints		
Phoning for an ambulance		
Phoning one-call		
Making nurses appointments		
AUA register		
Printing b/t form from ICE		

NOTES:

A large, empty rounded rectangular box with a blue border, intended for taking notes. The box is centered on the page and occupies most of the lower half of the document.

Strand Medical

Treatments offered at the surgery

Blood Tests

Spirometry

ECG

Pregnancy Testing

Adult MSU

PSA Monitoring

H. Pylori Testing

Minor Operations

- Done in Practice by Dr A McClumpha

IUD Fitting

- Done in Practice by Dr Jarvis

Depo Contraception Injection

Diabetic Clinic

- Practice runs a Diabetic Clinic, ask patient to book an appointment.

Cryo Clinic

- Steroid injections

Strand Medical

HELPFUL INFORMATION

PANIC BUTTON PROCEDURE

There is a Panic Button available in SystmOne, once pressed a system wide message will be displayed silently on all computers that are logged into SystmOne screens.

PATIENT ADVICE LEAFLETS

The majority of our patient information is run through the LCD screen in the waiting room with some to be found on the practice website. Additional leaflets can be found in the waiting room in stands by the Reception desk.

URGENT APPOINTMENTS

When routine appointments have been taken for the day and the patient feels it is a medical emergency that cannot wait until the next day or be helped by 111, the appointment would be put on the Duty Doctor/relevant nurse clinic by the receptionist. A call would be made and then emergency appointment given. Urgent slots are shown on Appointment's screen.

DRINKS

Tea/Coffee/Squash and biscuits provided by the Doctors can be found in the kitchen areas. Please help yourself.

ADVERSE OR SIGNIFICANT EVENTS

Any clinical or non-clinical incident that you observe should be reported to the Practice Manager. Significant event forms are available on the shared drive and must be completed before leaving the surgery.

HOME VISITS

Requests are made to the Duty Doctor and logged the clinical system. They will be telephoned back to discuss the visit. The visit will then be allocated to individual doctors.

MESSAGING SYSTEM

Either via Email (NHS mail/Outlook) or Task (SystmOne).

SMART CARDS

You will need to use your Smartcard to ensure that patient details are retrieved from and updated to the spine.

HOT LINE – not for patients

If you need to contact the surgery call the hot line – 01903 705800

ANNUAL LEAVE

Requests should be submitted 4 weeks prior to the requested date, Urgent request may be authorized due to exceptional circumstances.

Strand Medical REGISTRAR INDUCTION CHECKLIST

ACTION	✓
Introduce to Practice Staff	
Identify a contact(s) for if they have any problems	
<ul style="list-style-type: none"> ▪ Show the locations of: ▪ The fire exits ▪ Toilets ▪ Emergency drugs ▪ Resuscitation equipment ▪ Kitchen 	
<ul style="list-style-type: none"> ▪ Codes to keypad operated doors 	
<ul style="list-style-type: none"> ▪ Show the Registrar their room 	
<ul style="list-style-type: none"> ▪ Where to find in their room: ▪ Stationery ▪ Referral forms ▪ Essential equipment such as blood pressure machines, peak flow meter, speculums, gloves etc. ▪ Dictaphone and tapes 	
<ul style="list-style-type: none"> ▪ Give the Registrar a Registrar Pack 	
<ul style="list-style-type: none"> ▪ Show the Registrar: ▪ How to call patients in ▪ The telephone system 	
<ul style="list-style-type: none"> ▪ Inform the Registrar of their passwords for Windows and EMIS and check that they can log in. 	
<ul style="list-style-type: none"> ▪ Inform the Registrar of the use of Notifications and Tasks as a messaging system. 	
<ul style="list-style-type: none"> ▪ Check that they have everything they need 	
<ul style="list-style-type: none"> ▪ Take all relevant paperwork including Hepatitis B status, CRB certificate, MDU, car insurance, copy of passport and driving licence, NHS pension information and payroll details. 	
Inform the Registrar about organisation of Annual Leave. Request to be submitted to the Trainer and Head of Reception.	

Strand Medical

USEFUL NUMBERS

Worthing Hospital	01903-205111
Southlands Hospital	01273-455622
Goring Hall Hospital	01903-506699
St Barnabas	01903-264222
Coroner's Office	01243-843507
Warren Brown Unit [GU]	01273-461453
Greenacres	01903-843888
Social Services	01903-839100
Surgery Fax No:	01903-705804
One call (referral management)	01903-254789

ORDERING INVESTIGATIONS

Blood Tests

- ◇ Done here at the Surgery by appointment.
- ◇ Fill in blood test form and give to patient.
- ◇ Ask patient to give the form to reception when making an appointment.

If you require one of your patient's to have an urgent blood test please ask a member of the reception team to arrange this for you.

X-ray

- ◇ Done by X-ray Department at Worthing Hospital.
- ◇ Fill in form and give form to patient to take to x-ray department.

Spirometry

- ◇ Done here at the Surgery by appointment.
- ◇ Ask patient to make an appointment at reception.

ECG

- ◇ Done here at the Surgery by appointment.
- ◇ Ask patient to make an appointment at reception

Pregnancy Testing

- Sticks available in Treatment Room but not routinely advised; normally suggest to buy a kit from chemist.

Strand Medical

Adult MSU

- Yellow form
- Tell patient to ask Reception for specimen bottle
- Bottle needs to be returned to Practice by 11.30am.

PSA Monitoring scheme

- ◇ Done here at the Surgery by appointment.

H.Pylori Testing

- ◇ Done here at the Surgery by appointment.
- ◇ Ask patient to make an appointment at reception.
- ◇ Complete prescription for a testing kit and give to Patient
- ◇ Inform Patient that they must follow instructions in the kit on the day of their appointment.

EMERGENCY ADMISSIONS

Either ring for an ambulance or one call (01903 254789)

Threatened Miscarriage – contact EPAC Clinic at Worthing Hospital 01903 205111.

HOW TO ARRANGE THE FOLLOWING:

Minor Op

- Done in Practice by Dr McClumpha
- Patient should see GP first then details are sent to Dr McClumpha to assess if appropriate.

Coil Fitting

- Done in Practice
- Task needs to be sent to the nursing team and Dr Jarvis

Dietician

- Referral to Worthing Hospital.

Physiotherapist

- Patient can self-refer to Worthing Hospital

Strand Medical

Chiropodist

- Refer to Central Clinic, Stoke Abbott Road, Worthing
Telephone: 01903-843503

Midwife for antenatal care

- Refer to Ante-natal Department at Worthing Hospital,
Bramber Ward, Telephone: 01903-205111.

Diabetic Clinic

- Practice runs a Diabetic Clinic.
- Ask patient to book an appointment.

Cryo Clinic

- Done in Practice
- Patient should book an appointment with relevant Nurses.

Smoking Cessation

- Done in Practice
- Patients need to complete Smoking Cessation Questionnaire [available at reception] and when form completed and return book an appointment with relevant nurses.

District Nurse

- Message book available in main office

Health Visitor

- Telephone: 01903-233049

Steroid Injections

- Dr Matthew Griffiths

HELPFUL INFORMATION

How to summon patients

Patients may be called in from the meeting room.

Where are Patient Advice Leaflets kept?

The majority of our patient information is run through the LCD screens in the waiting room. Additional leaflets for current campaigns can also be found in the waiting room, alongside self-help wall, here self-help advice for common ailments are kept.

Staff room

There is a dedicated staff room where employees can relax and enjoy the use of the TV, please ensure you tidy up after using it.

Adverse or significant event

Any clinical or non-clinical incident that you observe should be reported to the Practice Manager. Significant event forms are available on the shared drive and must be completed before leaving the surgery. Please ask a receptionist to show you.

Repeat Prescribing Protocol

Prescription turnaround time is 3 working days from date of receipt of request.

Home Visits

Requests are made between 0800-1030 hrs to the Duty Team and logged on that appropriate screen. Please let someone know before coffee time if you are un-able to undertake home visits. Visits are allocated by the Duty Doctor.

Chaperone

Receptionists who have undertaken Chaperone Training will be available for support if required by a health care professional.

Messaging System

Either via Email or SystemOne.