

CONFIDENTIALITY

The Practice complies with the Data Protection Act 2018 and the Confidentiality NHS Code of Practice operates a patient confidentiality policy for all services provided.

You are entitled to access your medical records; this can be done by written request. Please contact the surgery for information and costs if applicable.

HOW TO REGISTER

Please complete a GMS1 registration form and health questionnaire available from reception or online, parents/guardians of children under 16 should complete and sign on their behalf. For children under 5 please bring their red book/record of immunisations.

You will also need to provide 2 forms of Identification; this will include photo ID and proof of your address.

MAKING APPOINTMENTS

Appointments can be made (or cancelled) by telephone Monday –Friday 08.00 – 18.30, in person 08.00-18.00 or online.

ON-LINE SERVICES

You can book/cancel appointments and request repeat prescriptions on-line. You can also have access to your summary and coded medical record. To sign up to the online services you will need to provide photo ID at reception and complete an application form.

CONSULTATIONS

All consultations are by appointment. Doctors are usually in attendance between 08.00am – 6.30pm, although their surgery consultation times vary. Please ask at Reception for more information. The surgery is closed on Saturday, Sundays and Bank Holidays (please see “Out of Hours Service” section on the back page of this leaflet).

HOME VISITS

Visits are made at the doctor’s discretion. If you are able please contact us before 10.30 as this enables the doctors to plan their day accordingly. It helps us to judge the urgency of a visit if you describe the symptoms, so do expect to be asked by the receptionist. Please always leave a telephone number where you can be contacted.

ACCESS FOR THE DISABLED

The surgery is on two floors. Provision can be made for patients to be seen on the ground floor if access is difficult. Please mention this when booking your appointment. Toilet facilities are also available.

SURGERY WEBSITE

Our website can be found at the following address www.riversidesurgeryhorsham.co.uk
It contains all information about the surgery

ACCESSIBLE INFORMATION STANDARD

If you have communication needs please complete our questionnaire, available from our website or reception.

PRACTICE MANAGER

The Practice Manager may be able to help you with any administrative or non-medical aspects of the practice. He is also available to discuss any suggestions or complaints.

FEEDBACK

We welcome your feedback at the surgery. Please visit the NHS Choices website (<https://www.nhs.uk/>) and let us know whether you have received helpful advice and if you would recommend us to your family and friends.

RECEPTION TEAM

At the GPs request, it is necessary for the reception team to ask for details when booking appointments in order to help you in the most appropriate way. Please give them as much information as you are able, especially when requesting medical attention. Please tell the receptionist if you wish to speak confidentially away from the public area and this can easily be arranged.

PATIENT PARTICIPATION GROUP

This group will help us to regularly review our current services and assist us in planning any changes and improvements to your patient experience. Interested? For more information, please download the form from our website.

PRACTICE NURSES

We have a team of Practice Nurses and Health Care Assistant. They are available between 08.30 – 16.10 by appointment only.

DISTRICT NURSES

Patients confined to their homes, but in need of some nursing care, may arrange for a District Nurse to call. This service is at the discretion of the nurse and doctor. Hospitals may arrange this service on the patient’s discharge. District Nurses are based at Horsham Hospital and can be contacted by calling ONE-CALL NORTH on **0845 0920 414** or via the surgery.

COMMUNITY MIDWIVES

Midwives are attached to the practice for the ante-natal and post-natal care of all pregnant women. They can be contacted at Horsham Hospital on 01403 227017.

HEALTH VISITORS

The Health Visitors, are available to give advice on a variety of healthcare matters, especially for expectant mothers, babies and young children. They can be contacted on Horsham **01403 227000 ext 7658**.

CARERS’ SUPPORT SERVICES

The Carer’s Support Workers understand the difficulties experienced by carers at home, and will be able to help you find appropriate help and support when needed. To contact them please telephone **01293 657040**.

DENTAL PROBLEMS

The surgery does not treat dental problems. You will need to consult a dentist. If you need help finding an NHS dentist call 0300 1000 899 or visit NHS Digital website.

FAMILY PLANNING

All forms of family planning can be discussed with your Doctor.

IMMUNISATION CLINICS

Appointments will be sent to you as required. If you find difficulty in attending at the given times, then other arrangements can be made. We ask that all children be immunised at the surgery to ensure continuity of care and accurate record keeping. Furthermore any problems can be drawn to the attention of your doctor at the time.

GENERAL SCREENING TESTS AND EXAMINATIONS

We offer all patients advice on basic health matters and examinations as follows: Blood Pressure Screening, Weight and Diet Advice, Smoking and Alcohol Advice, Cholesterol and Heart Disease, Asthma and Diabetic Advice. These appointments last from 10 to 30 minutes, depending on individual requirements.

REPEAT PRESCRIPTIONS

Repeat prescription requests can be hand delivered, posted or requested online. Please use the request slip attached to your previous prescription. **To avoid errors we do not take telephone requests for prescriptions.**

Allow three full working days for your prescription to be processed, i.e. prescription requested Thursday should be available for collection the following Tuesday. If you would like your prescription posted to you please include a stamped addressed envelope. You can now have your prescription sent electronically to a pharmacy of your choice, this is called Electronic Prescription Service (EPS), you can sign up to this service at your Pharmacy or at the surgery. Most of the local Pharmacies now provide a collection and delivery service.

PRESCRIPTION CHARGES

People in the following categories are automatically exempt from prescription charges; children under 16; under 19 who are in full-time education; people over 60 years of age; pregnant women and women who have had a baby in the last 12 months; people getting DHSS benefits and people with specific medical conditions.

PRESCRIPTION PREPAYMENT CERTIFICATE (PPC)

You can purchase a prescription prepayment certificate for prepayment of prescription charges. These certificates are currently available for either 3 or 12 months. To buy a PPC Telephone: 0300 330 1341 or visit: <https://www.nhsbsa.nhs.uk/>

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or the DHSS. For any illness lasting longer than seven days you will need to see the doctor for them to issue a sickness certificate (MED3).

NON-NHS SERVICES

From time to time you may be required to have medical examinations for purposes that are not covered by the NHS, e.g. Employment, HGV and sports. A tariff for these services is available.

PRACTICE CHARTER

A copy of the Practice Charter is available on our website.

VIOLENT PATIENTS

The practice has a ZERO TOLERANCE Policy to verbal or physical abuse aimed at their staff or other patients. Bad language, offensive remarks or threatening behaviour will be deemed unacceptable and the practice reserves the right to immediately remove patients from the list if they are abusive or violent in any way.

COMPLAINTS AND COMMENTS

If you have either a complaint or concern about the service that you have received from doctors or staff, please contact the Practice Manager. We operate a practice complaints procedure as part of the NHS Complaints Procedure.

HEALTH WATCH (Patient Advisory Services)

You can contact HEALTH WATCH on 0300 012 0122 who offer information, advice and support service for patients, carers and relatives.

Visit HEALTH WATCH at www.healthwatchwestsussex.co.uk

NHS ENGLAND and HORSHAM AND MID SUSSEX CCG

They are responsible for ensuring you get all the services you need. They can be contacted on tel: 0300 3112233 or e-mail: england.contactus@nhs.net

TELEPHONE NUMBERS

Appointments, results & General enquiries: 01403 274700.

Results will only be given to patients themselves or to the parents of minors.

SURGERY HOURS

The surgery is open Monday to Friday from 08.00am-6.00pm. The doctors' individual hours vary daily. Our telephone lines are open 08.00am- 6.30pm Monday to Friday.

CANCELLING APPOINTMENTS

Patients are requested to give as much notice as possible when cancelling appointments in order that they can be offered to other patients.

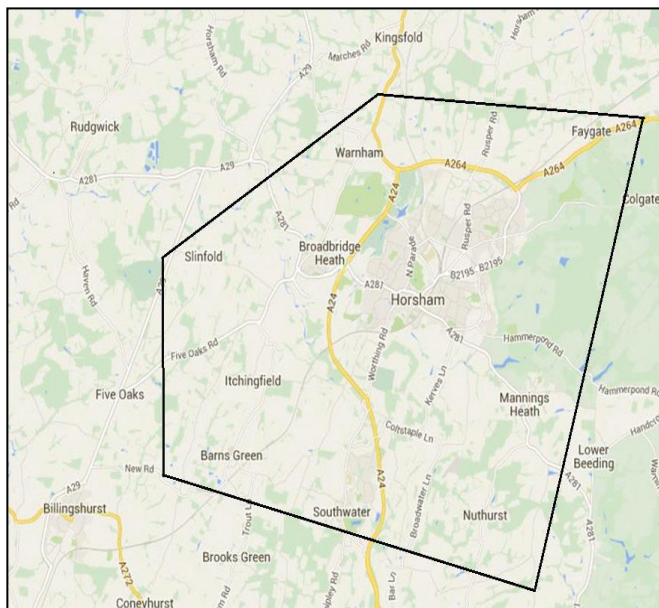
OUT OF HOURS SERVICE

The Out of Hours service operates on weekdays from 6.30pm to 8.00am, at weekends from Friday 6.30pm to Monday 08.00am and Bank Holidays.

This service is commissioned by NHS England for urgent treatment and advice for problems arising outside normal surgery hours. Unless you have a sound medical reason for a home visit, you will be asked to attend an emergency surgery at an Out of Hours centre. GP's need to ensure that their time is used as efficiently as possible. Next time you consider phoning your doctor outside normal surgery hours please think carefully. Do you really need a doctor's help immediately or can it wait until the next regular surgery?

Call Out of Hours Service on 111, 24 Hours a day for health advice and reassurance.

THE AREA COVERED BY THIS PRACTICE



Riverside Surgery

48 Worthing Road
Horsham
West Sussex
RH12 1UD

Tel: 01403 274700

Fax: 01403 221999

www.riversidesurgeryhorsham.co.uk

PRINCIPALS

Dr Matthew Davies
MBChB, MRCGP, DCH

Dr Sarah McGuire
MBBS, MRCGP

Dr Phinal Patel
MBBS, MRCGP

NON PRINCIPALS

Dr Sarah Bruce
MRCGP, DFSRH, DRCOG, MBChB, BSc
(Hons)

Dr Susan Short
MBBS, MRCGP, DFSRH

Dr Sanam Sadiq
MBChB, MRCGP, DRCOG, DFSRH

Dr Miriam Dias
MBBS, BSc, MRCGP

