

We ask that you arrive on time for your appointment or let us know if you will be unable to attend - even phoning at the last minute helps as we may be able to fill the slot.

*On average we waste 200 appointments a month because patients do not turn up to see our GPs or nurses.*

Download a QR Reader to your smart phone and scan the codes below to view more information about Victoria Road Surgery from our website:

[victoriaroadsurgery.co.uk](http://victoriaroadsurgery.co.uk)



Visit the Surgery on Facebook too, for all our latest news:

[facebook.com/victoriaroadsurgery](https://facebook.com/victoriaroadsurgery)

- here's the quick way to find us:



This leaflet, our other handouts and newsletter can be made available in a larger format we are also happy to help you complete any of our forms - just ask at the reception desk

This booklet is printed and published by Victoria Road Surgery  
Member of the National Association for Patient Participation

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# VICTORIA ROAD SURGERY

## *Practice Information Leaflet*

50 Victoria Road Worthing BN11 1XE  
Durrington Health Centre Durrington Lane Worthing BN13 2RX

tel. 01903 230656



online at [www.victoriaroadsurgery.co.uk](http://www.victoriaroadsurgery.co.uk)

Call NHS 111 for out-of-hours medical help and assistance

Call 999 for life-threatening emergencies

*Victoria Road Surgery operates on two sites - in Worthing town centre and at Durrington Health Centre and you need to be aware that it may be necessary to ask you to attend either surgery to fulfil the appointment you need*



## Welcome to the Surgery

*'I would like to welcome you to the Victoria Road Surgery.*

*As Practice Manager it is my job to ensure you receive the best possible care from this Practice and that you are treated in a friendly and efficient manner by us all.*

*We have a team of doctors supported by a health care team who are here to provide you with the best possible services.*

*Our aim is to treat everyone as an individual with no discrimination and taking into account everyone's circumstances and needs but at all times adhering to strict confidentiality.*

*If, at any time, you feel we are not meeting these objectives please contact me or a member of our team so that we can try and rectify the problem speedily.'*

**Jane de Jong**  
Practice Manager

### Meet the team

The Victoria Road team is led by our Partnership of doctors -  
**Navdeep Sandhu** MBChB MRCGP  
DRCOG

*(Dr Sandhu also undertakes training of healthcare professionals)*

**Mohammed Haque** MB BCH MRCGP  
DCH DRCOG DFFP

**Eugenie McCreanor** MBChB BS  
DRCOG DFFP

*Joined by our salaried GPs-*

**Natalie Novak** BMBS MRCGP DPSRH

**Jonathan Price** BM MRCP MRCGP  
DRCOG

**Aya Kuwabara** BA (Cantab) MBBS  
MRCGP DCH

**Julie-Rose McCanny** MBChB MRCGP

*Our Nurse Practitioner -*

**Anne King** MSc PT BSc DipNursing  
RGN

*and our Surgery Pharmacists -*

**Agi Dixon** RP MPharm MRPharmS  
NMP

**Raheena Rashid** MPharm PGCert

*Our nursing team includes -*

**Colette Barrett** RGN

**Ann Burch** RGN **Claire Flint** RGN

**Rebecca Griffiths** RGN

**Debbie Goacher** RGN

*They are supported by -*

**Denise Askew, Jessica Lee and Belinda Miles** our Healthcare Assistants.

## Welcoming patients



To see if you are eligible to join the Victoria Road Surgery just visit the '**Registering with us**' section of our website [victoriaroadsurgery.co.uk](http://victoriaroadsurgery.co.uk) and input your postcode in the catchment area tool. If you do not have internet access call in at either of our surgeries at Victoria Road or Durrington and our receptionists will be happy to advise whether you are eligible to join us - just provide us with your postcode.

If you are travelling to Victoria Road by car there is restricted on-street parking or for patients displaying their disabled badge a single yellow line immediately outside the Surgery.

Durrington Health Centre has its own car park for all patients and on-street parking is available. Please observe parking restrictions and designated bays at both sites.

### Disabled access and patients who may require assistance

Both our premises can be entered at the main entrances of the surgery, the front doors being electrically operated. There are toilets off the waiting rooms with facilities for the disabled. All patients are seen at ground floor level. Every attempt will be made to provide assistance to patients who are visually impaired and hard of hearing.

We have endeavoured to give you a broad overview of the Victoria Road Surgery in this Practice Information leaflet but see our website [victoriaroadsurgery.co.uk](http://victoriaroadsurgery.co.uk) for more information

## Your safety and security

### Chaperoning

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend or on occasion you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our reception staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

### Interpreting service

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor.

At least 48 hours (more is preferred) prior notification will be needed to arrange this.

### CCTV

The Practice has CCTV installed at the entrance, waiting area and public corridors in the main surgery in Victoria Road.

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 and staff that safety and security are high on our agenda.

We comply with the GDPR regarding the storage of CCTV digital images.

Victoria Road Surgery has a contract with NHS Sussex, who are responsible for commissioning Primary Care Services and their address is - *NHS England, Surrey and Sussex Local Area Commissioning Team, York House, Horley, RH6 7DE tel.(01293) 778899*

Your first point of contact with the surgery is with the reception team and they are led by **Joanne Lowes**, our Deputy Practice Manager. The team will assist you with your requests and help to resolve any problems you may have. Please remember that they sometimes have a difficult task to perform, and that they are following doctors' instructions.

### Joining the surgery

We have an open list and welcome requests for registration from anyone living in or moving to the Practice area. Details of our catchment area are included inside the back cover of this booklet. New patients must live within these boundaries to register.

You can register by completing a New Patient Registration Pack available from reception or download from our website: [victoriaroadsurgery.co.uk](http://victoriaroadsurgery.co.uk). We do ask for proof of residency at your home address - ideally this should be a utility bill, bank statement or similar.

Each patient registered with the practice will have a named accountable GP who will be responsible for their overall care

whilst registered at the practice. You will be advised of your accountable GP's name when you first attend the practice for an appointment or alternatively you may make this enquiry. Where possible if a patient expresses a preference for an accountable named GP, the practice will make reasonable efforts to accommodate this. Patients can still see any GP within the practice. Patients not seen within 3 years: where a registered patient who has attained the age of 16 years but has not attained the age of 75 years: (a) requests a consultation with the Contractor; and (b) has not attended either a consultation with, or a clinic provided by the Contractor within the period of 3 years prior to the date of the request; the Contractor must: (a) provide the patient with a consultation; and (b) during that consultation, make such inquiries and undertake such examinations of the patient as the Contractor considers appropriate in all the circumstances. Patients aged 75 years and over: Where a registered patient who requests a consultation : (a) has attained the age of 75 years; and (b) has not participated in a consultation within the 12 month period prior to >

> the date of the request, the Contractor must provide such a consultation during which it must make such inquiries and undertake such examinations as it considers appropriate in all the circumstances. A consultation must take place in the

home of the patient where, in the reasonable opinion of the Contractor, it would be inappropriate, as a result of the patient's medical condition, for the patient to attend at the practice premises.

**Victoria Road Surgery opening hours 8AM - 6PM Monday - Friday**  
*(The branch surgery at Durrington is closed for lunch between 1 - 2PM daily)*

Our telephone lines are open

**8AM - 6.30PM**

We also offer extended GP surgeries. The early morning surgeries take place at the main surgery in Victoria Road

**7AM - 8AM**

*We are closed at weekends but we can now offer weekend GP and specialist nurse appointments for smears, family planning, asthma and COPD all at local sites - phone us for details & to get booked in*

**OUR APPOINTMENT BOOKING LINE OPENS AT  
8AM EACH WEEKDAY MORNING**

***Here is the number to phone: 01903 230656***

*... or go online to make GP appointments and order prescriptions - just bring your i/d into surgery to collect your access code with instructions*

**For home visits please phone by 10AM.**

***For results (such as blood test results, x-rays etc) please phone after 11AM***

### **Your data matters to the NHS**

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments. In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used. You can choose whether your confidential patient information is used for research and planning. How your data is used. Your health and care information is used to improve your individual care. It is used to help us research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information. What is confidential patient information? Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name or address, is not considered confidential patient information and may still be used: for example, to contact you if your GP surgery is merging with another. Who can use your confidential patient information for

research and planning? It is used by the NHS, local authorities university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments. Making your data opt-out choice. You can choose to opt-out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project. Will choosing this opt-out affect your care and treatment? No, your confidential patient information will still be used for your individual care. Choosing to opt-out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer. What should you do next? You do not need to do anything if you are happy about how your confidential patient information is used. If you do not want your personal information to be used for research and planning, you can choose to opt-out securely online or through a telephone service. You can change your choice at any time. To find out more or to make your choice visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters) or call 0300 303 5678.

- To plan effectively for the future
- To train staff, pay bills
- To help educate tomorrow's clinical staff
- To carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example, to notify a birth.

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a GP. The Register does not contain clinical information.

You have the right of access to your health records. To do so, please contact the Practice or Administration Manager who will inform you of the procedure & costs. Everyone working for the Practice has a legal duty to keep information about you confidential. All our staff have signed confidentiality agreements, which ensures that this is the case.

You may be receiving care from other people as well as from the Practice. So that we can all work together for your benefit, we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for

it in your and everyone's interest. Whenever we can, we shall remove details which identify you. Anyone who receives information from us is also under a legal duty to keep it confidential.

The main reasons for which your information may be needed are -

- Giving you health care and treatment
  - Looking after the health of the general public
  - Managing & planning the Practice services
- For example -
- Making sure our services can meet patients' needs in the future
  - Preparing statistics on performance and activity (noting that steps will be taken to ensure you cannot be identified)
  - Investigating complaints or legal claims
  - Helping staff to review the care they provide to make sure it is of the highest standard
  - Training and educating staff
  - Research approved by the Local Research Ethics Committee (if anything to do with research would involve you personally you would be contacted to see if you are willing).

## How the Surgery operates

### Appointments

Most of our GP appointments are now booked on the day from 8AM each weekday morning (*although we may be able to offer appointments up to a month ahead*). We will endeavour to offer the GP of your choice but if they are not available we may need to ask you to see another GP or clinician. All our clinicians have full access to your medical records.

### How our booking system works

As with most GP surgeries we operate a call handling system on our telephones which will inform you of how many callers are before you in the queue.

**We may need to ask if you to attend a different location to achieve the appointment you need - please ensure you have familiarised yourself with the location we are sending you to - our operators will be happy to give you directions.**

Once appointments are filled you will be added to the duty doctor list if you feel the problem needs to be dealt with that day. The doctor 'triages' ie. phones you sometime during the day (any time up to 6.30PM) to discuss your problem and then takes appropriate action either with a phone consultation, offering a

prescription or asking you to attend the main surgery to see them. Remember that each appointment is for one patient only.

Double appointments are bookable, if necessary.

***We do require patients to either ensure that they keep their appointments or that they cancel them in good time for another patient to use.***

### Help when we are closed

If you have an urgent medical problem which cannot wait until the surgery re-opens you should dial 111 to access the NHS 111 service (*calls are free from landlines and mobiles*). You should use 111 when it is not a life threatening situation and, therefore, less urgent than a 999 call. Also use 111 when you are away from home or feel you cannot wait or are simply unsure of which service you require. *If you require reassurance 111 is the number to call to decide what to do next.*

Remember NHS 111 will help with healthcare needs when -

- You need medical help fast, but it's not an emergency
- You don't know who to call for medical help >

- You think you need to go to A&E or another NHS urgent care service
- You require health information. Calls to NHS 111 are handled by a team of highly trained call advisors, supported by experienced clinicians.

### **Home visits**

If possible patients should come to the surgery to see their doctor or health professional. This is because for every home visit a doctor or nurse makes they could see several patients in the surgery, so if you are mobile please come into the surgery to be seen.

In cases of severe illness, infirmity or emergencies the doctor or nurse will visit the patient at home. If you are too ill to attend surgery please call us before 10AM if possible, as rounds have to be planned. Please give our staff some idea of your symptoms so we can judge the urgency of the call. Each doctor will endeavour to visit their own patients, but on occasion it may be necessary for one of the other doctors to visit you. The doctor may phone before visiting to assess the urgency of the visit.

### **Obtaining your prescription**

We are promoting the NHS Electronic Prescription Service. It gives you the chance to choose a destination pharmacy close to where you live, shop or work - and not just locally. Our GPs will electronically 'sign' your prescription then it will be sent to your chemist. EPS is reliable, secure and it helps you and the surgery as we are constantly able to track at your prescription - whether it is still with the GP for authorising, or with your nominated pharmacy either awaiting dispensing or ready to collect. Your pharmacy may even be prepared to deliver your items - just ask them. You will also still receive a re-order tick list but your pharmacy will now provide this.

Better still, if you have internet access, why not bring your i/d into the surgery and we can sign you up for internet prescription ordering for your regular (repeat items). Please note that two working days is required for prescription requests to be completed. Also, if you would like your prescriptions collected on your behalf from the surgery, you will need to complete a permission slip available at our reception desks.

***We are unable to take prescription requests over the telephone.***

accountable for their own actions. They should also work together as a team to ensure that standards of confidentiality are upheld, and that improper disclosures are avoided.

Additionally, the doctor as an employer is responsible for -

- Ensuring that everybody employed by the Practice understands the need for, and maintains, confidentiality.
- Has overall responsibility for ensuring that systems and mechanisms to protect confidentiality are in place.
- Has vicarious liability for the actions of those working in the Practice - the health professionals and the non-clinical staff. Standards of confidentiality apply to all health professionals, administrative and ancillary staff - including receptionists, secretaries, practice managers, cleaners and maintenance staff who are bound by contracts of employment to maintain confidentiality - and also to students or others observing practice. They must not reveal, to anybody outside the Practice, personal information they learn in the course of their work, or due to their presence in the surgery, without the patient's consent. Nor will they discuss with colleagues any aspect of a patient's attendance at the surgery in a way that might allow identification of the patient, unless to do so is necessary for that

patient's care.

### **If disclosure is necessary**

If a patient or another person is at grave risk of serious harm which disclosure to an appropriate person would prevent, the relevant health professional will counsel the patient about the benefits of disclosure. If the patient refuses to allow disclosure, the health professional can take advice from a professional, regulatory or defence body, in order to decide whether a disclosure without consent is justified to protect the patient or another person.

### **Policy regarding Protection and using Patient Information**

Information on patients is collected in a variety of ways. Manual or electronic data is recorded from doctor and nurse consultations, from letters from the hospital and from other sources such as Social Services etc.

We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed when we see you again.

We may use some of this information for other reasons, for example -

- To help us protect the health of the public generally
- To see that the Practice runs efficiently>

www.healthwatchwestsussex.co.uk

### **The Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission by calling 0300 061 6161, or alternatively visit [www.cqc.org.uk](http://www.cqc.org.uk)

### **Expected Behaviour Policy**

The Practice is committed to producing a high quality of care to our patients. The relationship between the patients and those working in the surgery is an important issue and a two-way process. Therefore, in order to protect both the staff and other patients, we operate a zero tolerance policy. Inappropriate behaviour has a marked effect on staff and other patients and therefore, where such behaviour is observed, we reserve the right to withdraw from treating the patient and ensuring removal of those involved from the premises. A patient displaying such behaviour may be removed from our list. We do not allow smoking or drinking on the premises and ask that mobile phones are switched off.

### **Confidentiality Policy**

The Practice complies with the Data

Protection Act.

Confidentiality is a cornerstone of health care and is central to the work of everyone working in general practice. All information about patients is confidential; from the most sensitive diagnosis, to the fact of having visited the surgery, or being registered at the Practice.

The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person. All patients can expect that their personal information will not be disclosed without their permission except in the most exceptional of circumstances, when somebody is at grave risk of serious harm.

### **Responsibilities of Practice Staff**

All health professionals must follow their professional codes of practice and the law. This means that they must make every effort to protect confidentiality. It also means that no identifiable information about a patient is passed to anyone or any agency without the express permission of that patient, except when this is essential for providing care or is necessary to protect somebody's health, safety or well-being. All health professionals are individually

### **Test results**

Please help us by ensuring that any specimens you are requested to provide are given in the correct container, are labelled and accompanied by a request form and placed in the appropriate sealed plastic envelope. Failure to do so will mean the laboratory cannot process your specimen.

Since our telephones are very busy in the early morning, we ask you to telephone for test results (eg. blood, urine, x-ray) after 11AM each day when we will have more time to discuss your results with you. You will be advised of the usual length of time before we can expect results.

Please understand that we are bound to maintain patient confidentiality and therefore results will only be disclosed to the patient (not their spouse/partner) or to the parents of minors, ie. under the age of 16 unless alternative arrangements have been agreed in writing.

Don't forget to phone us  
after 11AM  
on 01903 230656  
to obtain your test results

### **Fit to Work certificates**

For a period of sickness of 1 to 5 days you do not need a certificate but your employer will require you to complete a self-certification form SC2 which is available from your employer or the Benefits Agency. For a period of illness longer than 5 days you will need to see the doctor for them to issue a *Fit to Work certificate* and for any subsequent renewal of the certificate. The only exceptions to this may be after hospital inpatient or outpatient attendance or for long-term sickness. *The law states that you do not need to obtain a certificate from your GP for illness between 1 - 5 days. If your employer insists that you obtain one, this service is not covered by the NHS and a charge will be made.*

### **Carers' Register**

**The Victoria Road Surgery has a Carers' Register for people who care for a relative/friend.**

Carers Information Packs are available at reception and there is a Carers' Board in the waiting room. The Victoria Road Surgery's link worker is **Julie Bagnall** who can be contacted on 01903 230656, if you have queries.

## *Working alongside us to help you*

### **District Nurses**

Rachel McCranor leads the District Nursing Team to deliver evidence - based practice care to housebound patients in the community. The nurses work closely with your doctor, and other agencies, to ensure the quality and continuity of your care is of a high standard. The team is responsible for giving nursing care, support and advice to those people suffering acute, long-term and terminal illnesses, both in their own homes and within residential care.

### **Community Matron**

We have access to the services of a Community Matron who focuses on the wellbeing for patients over 65 years of age suffering with two or more long term conditions and reviews patients who may have complex needs. The matron works closely with the doctors and visits patients who have requested a home visit from the practice. The aim is to improve quality of life and reduce the number of unnecessary hospital admissions.

District Nurses & Community Matron can be contacted 8.30AM - 4.30PM  
Mon-Fri on **01273 265870** or weekends  
phone One-Call on **01903 254789**

### **Health Visitors**

Our Health Visitor contact is **Caroline Duval**  
Health Visitors improve public health by working with individuals, families and communities. The main focus of their work is families with children from birth to 5 years. They also help with smoking cessation and health promotion. They are also happy to make arrangements with parents of school age children. They offer individual or family appointments at surgery, home or community location, according to the wishes and needs of the patients. They are actively involved with many community and public health initiatives.

To contact **Caroline Duval**,  
our Health Visitor, phone her on  
**01273 696011 ext 6160**

### **Community Midwives**

Midwives are based at South Lodge, Crescent Road, Worthing and you can contact them on **01903 285195**

### **What we shall do**

We shall acknowledge receipt of your complaint within three working days and aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem does not happen again.
- Write to you on completion of a complaint investigation explaining how it has been resolved, what appropriate action has been taken and advising you of your right to take the matter to the Health Services Ombudsman if you are still unhappy.

### **If you wish to complain on behalf of someone else**

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note or our Complaints Form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

### **Complaining to the Health Services Ombudsman**

We hope that if you have a problem, you will use our Practice Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice.

If you remain unhappy after local resolution and independent review then you can complain to the Health Service Ombudsman. The ombudsman is completely independent of the NHS and Government. Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)  
Write to: Health Service Ombudsman, Millbank Tower, London, SW1P 4QP  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Need Further Help? - Healthwatch West Sussex**

Healthwatch West Sussex is an Independent Health Complaints Advocacy Service (IHCAS). It exists to make health and care services work for the people who use them. It gives people across West Sussex the opportunity to have their say about health & care services. Healthwatch is an independent organisation but has a statutory voice, meaning commissioners and providers have to listen to it. Tel: 0300 012 0122 or  
Email: [desk@healthwatchwestsussex.co.uk](mailto:desk@healthwatchwestsussex.co.uk)  
Write to: Healthwatch West Sussex, Billingshurst Community Centre, Roman Way, Billingshurst, W Sussex RH14 9QW.

## Our policies and procedures

### Health & Safety Policy Statement

Our Practice policy is to establish as safe a workplace as possible for all persons working in and visiting the surgery premises.

All employees will be given access to Information which they may need in order to work safely. We also accept responsibility for the health and safety of other people such as patients or contractors who may visit the premises and who may be affected by our activities. We will ensure that any equipment used is regularly and efficiently maintained. In particular, we possess a fire policy and risk assessment to include the maintenance of fire safety equipment and we will ensure that all electrical equipment is serviced as per legal requirements.

The Practice will establish policies to store, handle and transport all substances hazardous to health. Staff will be properly trained in order to ensure that the standards of health and safety are maintained to the highest possible level. We note that, under the Health and Safety at Work Act 1974, all employees have responsibilities to co-operate with the doctors and Practice Manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

### Practice Complaints Procedure Policy

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

#### How to complain

We hope that most problems can be sorted easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally, within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:-

Within 12 months of the incident or of becoming aware of the matter complained about.

Complaints can be made directly to the Practice Manager: Mrs Jane de Jong in person, via telephone or via our Complaints Form or via NHS England: Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Tel: 0300 311 2233

Write to: NHS England, PO BOX 1673, Redditch, B97 9PT

## Communicating with each other

### **We endeavour to keep in touch with our patients... *so please keep us informed of any changes to your contact details***

Always let us know your latest landline & mobile phone numbers and e-mail address. A form is available to complete this information and there is an opportunity for you to give us permission to leave messages for you. (Without this permission we are, unfortunately, not permitted to leave messages). This is important because a doctor may wish to speak to you or ask you to come to surgery for an appointment. We may also have test results to pass to you or we may need to amend an appointment. With our texting service we can also remind you of upcoming appointments. A form needs to be completed for each family member.

### **We also want to hear what you think of us**

You can do this by giving us your views about how the Practice is doing. We would like to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two. If you do not have email we are very happy to write to you instead. Just complete a form in Reception.

### **Patient Participation Group**

Victoria Road Surgery subscribes to myPPG - an online forum for patients who have an interest in the services we provide. Do you have something to say about us but don't have time to attend meetings or do you have ideas about how we can improve your Practice? If so, join our PPG forum today at: [myPPG.co.uk](http://myPPG.co.uk). The forum is completely free to use for our patients and you have full control over your content. We also have a friendly informal group of patients who meet to discuss ideas and concerns every six months at the surgery. Call in at the surgery or email: [trevor.wimble@nhs.net](mailto:trevor.wimble@nhs.net).

### **VR Newsletter**

This is a publication produced by our Patient Participation Group that aims to keep everyone up-to-date with news from Victoria Road. It is also available to view on our website: [victoriaroadsurgery.co.uk](http://victoriaroadsurgery.co.uk)

## ***Not just a doctor's appointment...***

### ***Our Surgery Nursing team***

They are available by appointment only Monday - Friday and they are part of the Practice Health Care Team and play an important role in the management of your care. The following are some of their many skilled duties -

#### *Health lifestyle management and advice including -*

- Alcohol consumption advice
- Asthma management
- Blood tests & blood pressure checks
- Cervical Cytology (smears), and breast awareness, including teaching self-examination
- Contraception advice & management
- Coronary Heart Disease management
- Diabetes management
- Diet and weight reduction advice
- Ear assessment & referral for microsuction
- ECG tests
- High blood pressure management
- Hormone replacement therapy checks and management
- Immunisation and vaccinations
- Minor illnesses
- Smoking cessation advice
- Spirometry (lung function test)
- Suture removal
- Swabs

Advice via telephone as available  
Various clinical tests requested by GP  
Wound checks and dressings  
*Our Reception team can organise these appointments for you.*

### ***Our services in detail***

#### **Ante Natal / Maternity Services**

We offer shared care (your GP and the hospital) during your pregnancy. Most expectant mothers have their antenatal checks with the midwife who is based at South Lodge, Worthing. Postnatal checks are necessary 6 weeks after the birth and you should book an appointment with the doctor for this.

#### **Asthma/Respiratory Clinic**

It is recommended that patients with asthma are seen in the asthma clinic annually (6-monthly if under the age of 16). 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 if necessary.

#### **Cervical Cytology (smears)**

The female nurses are trained to do cervical smears. All women aged 25 - 64 years are automatically invited for a smear by the Health Authority.

#### **Child Health Surveillance**

By appointment only - a check by the doctor at 6-8 weeks for baby, including injections. Development Assessment/Health Promotion by the Health Visitor is offered to all children at 7 months, 2 & 3 years.

#### **Childhood Immunisations**

Parents/guardians of children will receive notifications via the local Child Health Bureau when immunisations are due, with an appointment. Please contact us if you are unable to attend and a new appointment can be made.

#### **Diabetes**

The diabetic clinic is 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. They also work with a diabetic specialist nurse.

#### **Family Planning**

The practice offers a range of contraceptive services via the nurse or GP. Coil fittings are by arrangement with GP and nurse. An appointment with the doctor is necessary for contraception implants.

#### **Hypertension**

The nurses run hypertension (blood pressure) clinics and there is a blood pressure machine in Reception for your use.

#### **Minor Surgery**

We have weekly clinics to remove 'lumps and bumps', moles, cysts etc. It is essential that patients have an appointment with the doctor 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.

#### **Smoking Cessation**

Advice is offered on a one-to-one basis at various times by our advisors.

#### **Pro Active Care**

A fortnightly practice meeting is held with doctor, District Nurse, social worker and Community Matron to discuss people that are vulnerable and need additional support at home. This may include services such as meals on wheels, carers' assessment, benefit support, fire safety checks etc.

#### **Travel**

This clinic is run by our nurses with training in overseas health. You firstly need to complete a form available at the desk or online. *We need as much notice as possible to get you booked.*