The Orchard Surgery, Penstone Park, Lancing
West Sussex BN15 9AG

Telephone:
01903 875900

Email (non-urgent enquiries):
sxicb-wsx.orchard-lancing@nhs.net

Website (including repeat prescription requests):
www.theorchardsurgery.com

Patient Information Booklet

Welcome to The Orchard Surgery

Doctors

GP Partner:

Dr Lionel Mendes	MB MS (London 1987) DGM FP Cert

Associate Doctors:

Dr Kaye Amin	BSc MB BCh MRCGP

Nursing Team

Collette Joyce	Practice Nurse
Natalie Dives	Practice Nurse
Marcia McIver	Health Care Assistant
Alexandra Greene	Health Care Assistant

Administration Team

Annette Lidbetter	Practice Manager
Danielle O'Connor	Reception Supervisor
Kay Myles	Medical Secretary
Angela Harris	Medical Secretary

Reception Team

Our receptionist staff will assist you in making urgent and routine appointments to see a doctor or nurse, undertake repeat prescription requests, generally support the doctors in the day-to-day operation of the Practice and offer help and assistance at all times.

Pharmacist

We have access to a practice pharmacist working across the Lancing surgeries to support the clinical teams.

Community Team

In addition to our core Practice Staff, the following professionals work closely with the practice:

Community Nursing Team
The Community Nursing Team is responsible for giving nursing care, support and advice to those housebound people suffering acute, long-term or terminal illness. They can be contacted 24 hours a day by calling One-Call on **01903 254789.**

Health Visitors – Now based at The Quadrant
The role of the Health Visiting team is to 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.

Development assessment/health promotion is offered to all children. Please arrange the 6-week mother and baby appointments with your GP. A regular programme of further developmental checks will then be offered by the Health Visitors. Post Natal and baby clinics are held at the Family and Children Centre, North Road, Lancing.
For any enquires or concerns please telephone: **01273 467995**

Appointments

Appointments may be booked up to six weeks in advance. Appointments can be made by telephoning **01903 875900,** calling in at the surgery, booking online via Patient Access or the NHS App or using the 'Contact Us' tab on the website. It would be helpful if you would be punctual and could cancel any appointments you no longer require. Please note, children under 14 should be accompanied by an adult.

The website allows you to submit appointment requests and queries. Depending on your query, a doctor, nurse or the admin team will contact you within 2 days to arrange an appointment or answer your query. We do not operate an emergency callback service. If your query is urgent, please make an appointment or contact NHS 111. Please be advised that for reasons of confidentiality if they are unable to reach you, they will not leave a message on the answer phone.

Please note that calls may be recorded for training and to improve our service.

Home Visits

Wherever possible, please request urgent visits before 10:00am to enable the doctors to appropriately organise their visit time. Please give the receptionist as much information as possible to pass on to the doctor. The doctor may then telephone you to assess your situation. Please ensure you are available to take the call.

Home Visits will be made, if required, for housebound patients and those terminally ill. The vast majority of patients, including children, will be expected to attend the surgery unless they are too ill to leave the house.

Opening Hours

8:30am – 6.00pm
Monday to Friday

If you need to speak to us urgently between 08:00 and 08:30 or between 18:00 and 18:30 we are available on the telephone.

We also offer a mix of pre-bookable, routine appointments and telephone consultations outside our core hours as part of an enhanced service up to 8pm on weekdays.

On Saturdays and Sundays, we offer appointments for GP and nurse care. Please talk to the reception team for more details.

Access for Disabled Patients

Reserved car parking spaces for the disabled are marked near the front door of the Health Centre. Wheelchair access to the building is via the front entrance. A lift is provided to access the first floor.

Out of Hours

(Weekdays 6.30pm to 8.00am, Weekends and Bank Holidays)

Please call 111 and you will connect to the NHS 111 advice service. They will give you advice and pass your call on the out-of-hours service if necessary.

CALL 111
When it's less urgent than 999

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment.

- Requests for prescriptions can be made by completing a prescription request form – or the retained part of your computerised prescription – and then delivering to the surgery. We are unable to issue repeat prescriptions at weekends, public holidays or out of normal surgery hours. We cannot accept telephone requests for repeat prescriptions, except where a patient is housebound and therefore unable to call at the surgery.

- Patients can also order repeat prescriptions online with Patient Access. To sign up you must bring two forms of ID to reception, one of which must include photographic ID.

- If you are a new patient and are on repeat medications, you will need to see a doctor for a medication review before any prescription can be issued.

Please allow 4 full working days before collection, excluding weekends and public holidays. Where possible, please give exact drug name when ordering.

Registering as a Patient

You can register online by visiting our website, by using the NHS App, by visiting the NHS website (Find a GP) or you may register as a patient by calling at our reception desk where you will be asked to complete a new patient form/questionnaire. You will be allocated a named GP, but you may see any available doctor or nurse at the surgery.

Carers

We hold a register of patients who are carers; if you would like to be added to this, please ask at reception. Being on the register ensures that you benefit from annual flu vaccinations and if you wish, the details can be passed on to the Carers Support Service who may be able to offer extra support and information if required.

It is important for the Practice to be aware of whether you have a carer and to record their details. Their details can be added to your record at registration.

Change of Contact Details

Please let us know as soon as possible about any changes to your name, address and telephone number. If you move out of the Practice area, it will be necessary to register with another doctor's Practice.

Services We Offer

The Services available at the Surgery include:

- General Medical Services
- Antenatal Care
- Alcohol Consumption Advice
- Blood Pressure Checks
- Cholesterol Testing
- Smoking Cessation Advice
- Asthma Management
- Blood Tests
- Cervical Cytology (smears)
- Breast Awareness (including teaching self-examination)
- Coronary Heart Disease Management
- Contraception Advice & Management
- Diabetes Management
- High Blood Pressure Management
- Hormone Replacement Therapy Checks & Management
- Immunisation & Vaccinations
- Spirometry (lung function test)
- Travel Vaccinations (limited)
- Various Clinical Tests Requested By Doctor
- Wound Checks and Dressings
- Over 75 Health Checks
- Minor Surgery
- NHS Health Check

Compliments & Complaints

As part of our ongoing improvement plan, we value your comments.
Our Practice Manager is responsible for the overall running of the Practice and is pleased to help with any general enquiries you may have, including problems, complaints and helpful ideas. We have a Practice Complaints Policy which is available at reception.

You may also receive advice or make a complaint to:

The Independent Health Complaints Advocacy Service (IHCAS)
In West Sussex the service is provided by Healthwatch West Sussex
By phone: 0300 012 0122
By e-mail: helpdesk@healthwatchwestsussex.co.uk
Online: www.healthwatchwestsussex.co.uk
By post: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

NHS Sussex Complaints
By phone: 0300 140 9854
By e-mail: sxicb.complaints@nhs.net
By post: NHS Sussex, Sackville House, Brooks Close, Lewes, BN7 2FZ

The Health Service Ombudsman
If you are not happy with our response (local resolution) you can ask the Health Service Ombudsman for an 'independent review'. Their details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Tel. Complaints Helpline 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Test Results

All special test results (blood tests, urine samples, x-rays etc.) are checked by the doctors. You will be contacted if further action is needed, other than previously arranged. **Please do not ask receptionists for test results, unless the doctor advises this.**

Patients' Rights and Responsibilities

We promise to treat everyone as an individual, with no discrimination. We plan care that emphasizes the patient's individual needs and dignity. Advice, support and information will be available in order to help our patients make the right choices.
We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The Practice will ensure that patient confidentiality is maintained at all times by all members of the Practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Please note we cannot release any information to spouses or partners without patient consent.
Equally, our patients have responsibilities towards our staff; we operate a zero-tolerance policy towards any violent or abusive behavior, physical or verbal and any person behaving in such a manner may be removed from the Practice list.

Access to Information and DPA 1998

Information given to the surgery by patients may be recorded. This may need to be shared with other organisations in order to provide you with best patient care. The information may also be used in an anonymised fashion to support clinical audit and other work to monitor the quality of care provided.
Patients have the right to object to information they provide in confidence being disclosed to a third party in a form that identifies them, even if this is someone who might provide essential healthcare.
Patients have the right to see their medical records; where copies of records are requested, a fee will be charged in accordance with the Data Protection Act.

Freedom of Information Act

The Orchard Surgery conforms to the requirements of the Freedom of Information Act 2000. A publication scheme has been produced in accordance with the Act, a copy of which can be obtained by writing to the Practice Manager.

Other Services

NHS England
Telephone: 0300 311 2233
Email: England.contactus@nhs.net

Practice Area

