

## CHILDHOOD VACCINATIONS

We aim to fully vaccinate all our young patients. Vaccinations are carried out during normal surgery times.

## CHILD HEALTH

We carry out a full range of child health surveillance for all our under fives.

## MINOR OPERATIONS

These are performed at the surgery through direct arrangement with your own doctor.

## FAMILY PLANNING

All the doctors have family planning qualifications and experience. We are pleased to give advice during normal surgeries.

## CERVICAL SMEARS

Ladies! Please have a smear every 3-5 years until you are 70. We do our best to remind you. If we forget, please tell us. This can be carried out by the practice nurse.

## TETANUS VACCINATION

Storrington is full of gardeners and tetanus bugs! It is important that you are fully immunised. If you have not had a tetanus vaccination or you are unsure, please ask to speak to the nurse.

## A&E

Minor injuries can be seen at the Surgery during opening hours or a Horsham Hospital Minor Injuries unit. A 24 hour A&E Department is available at Worthing Hospital and at St Richard's Hospital in Chichester.

## CARERS

We may be able to help you. If you are being cared for or you are caring for someone please inform a receptionist.

## PREFERENCE OF PRACTITIONER

As a patient you have the right to be registered with a named doctor or change your doctor. Please be aware that it may be necessary to see another doctor in the practice if your need is urgent.

## USEFUL TELEPHONE NUMBERS

Emergency Ambulance	999
NHS 111	111
The Glebe Surgery	01903 742942
Health Visitor	01798 877672
Horsham Hospital	01403 227000
Worthing Hospital	01903 205111
Southlands Hospital,	01273 455622
St Richard's Hospital	01243 788122
Boots Chemist	01903 742411
Lloyds Pharmacy	01903 742313
Ashington Pharmacy	01903 892397

## COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the services you have received, please write or ask to speak to Mrs Susan Smith, Practice Manager, or Mrs Jane Tewsley, Assistant Practice Manager, who will be happy to discuss any issues with you. If you remain dissatisfied with the outcome of the meeting you will be able to direct your complaint to the Parliamentary Health Service Ombudsman. PHSO on 0345 015 4033 or e-mail [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)



The Glebe Surgery  
Monastery Lane  
Storrington  
West Sussex  
RH20 4LR

Tel. No 01903 742942  
Fax No. 01903 740700

Dr Keir Newsom  
Dr Laura Wollaston  
Dr Charlie Woodhams  
Dr Amy Garrett

Dr Jenny Ellis  
Dr Gillian Lewis  
Dr Marco Cecchini  
Dr David Sherwell

## Nurses

Mrs A Penney  
Mrs R Hibbs  
Mrs K Trott  
Mrs H Lyons  
Mrs Amy Savastano

## Qualifications

RGN/RSCN  
RGN  
RGN  
RGN  
RGN

For further information please visit our web-site at [glebesurgerystorrington.nhs.uk](http://glebesurgerystorrington.nhs.uk)

## THE PRACTICE AREA

This includes Storrington, Ashington, Washington, Thakeham and West Chiltington

## **SURGERY CONSULTATION TIMES**

### **Opening Hours**

08.30 – 18.30 Mon - Fri

### **Doctors Appointments**

Mon – Fri 09.00 – 11.40 and 16.30 – 18.00

### **Treatment Room Nurse Appointments**

Mon – Fri 08.30 – 12.00 and 14.00 – 18.00

For details of other nurse led clinics please enquire at reception

There may, at times be minor alterations to basic surgery times

Booked appointments to see the doctor are available outside of normal working hours. Please ask at reception for details

### **HOW TO SEE YOUR DOCTOR**

We use an appointment system during the week for morning and evening surgeries. These can be arranged personally or by telephoning the surgery

Monday morning appointments are booked on the day. Urgent same day appointments are available. Please help us by only asking for urgent appointments when it is really necessary and telephone as early as possible in the morning.

### **TELEPHONING YOUR DOCTOR**

If you would prefer to speak to your doctor on the telephone rather than making an appointment please mention this to the receptionist.

## **OUT OF HOURS**

The doctors will always see urgent cases the same day, as we endeavour to alleviate the demand on the Out of Hours services. However should you need a doctor when the surgery is closed, you will be advised to contact 111 Out of Hours service.

### **REPEAT PRESCRIPTIONS**

**PLEASE NOTE that 24 - 48 hours notice is required.** Requests for repeat prescriptions are **not accepted over the telephone** (other than in emergencies) as our aim is to keep the telephone lines free for urgent incoming calls. Requests for prescriptions can be made at reception, by fax or via the internet. Prescriptions may be collected from the surgery, or posted to you. Please enclose a s.a.e. with the request. Local pharmacies will collect your prescription from the surgery but please note that they do require **5 working days** to process them. Please enquire at reception for details of other options which may be available to you.

### **HOME VISITS**

These are for patients too ill to attend the surgery. We hope that patients will come to the surgery if at all possible. This means that the patient is usually seen more quickly and makes best use of the doctor's time. Please request visits before 10am.

### **MINOR ILLNESS CLINICS**

Appointments are available to see our Nurse Practitioner who is able to issue prescriptions.

## **PRACTICE NURSES**

The Nurses and Health Care Assistants have appointments available during the morning and evening surgeries. They are able to offer advice and carry out a wide range of health care services including minor injuries.

### **DIABETES CLINIC**

Appointments are available to see our Diabetic Specialist Nurses, Katie Trott and Hilary Lyon

### **DISTRICT NURSES**

District Nurses provide a wide range of nursing services for housebound patients. If you require help with physio, equipment or nursing care please phone **One Call 0845 0920414**

### **HEALTH VISITORS**

Health Visitors provide advice for children, expectant mothers and the elderly. They can be contacted on 01798 877672 or 874750

### **ANTENATAL CLINICS**

These are held at the Family Centre, West Street, Storrington. Please phone Worthing Hospital, Bramber Ward, 01903 205111 for more information.

### **VIOLENT OR ABUSIVE PATIENTS**

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour towards any of our staff or patients. If a patient is violent or abusive they will be warned to stop this behaviour. If it continues we will exercise our right to take action to have them removed