

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 65. 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	01273 696011 extn 4524
OneCall	01903 254789
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

TRAVEL ADVICE

Clinics are no longer available at the surgery. Please speak to receptionist if you require free NHS vaccinations

COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the services you have received, please write or ask to speak to The Complaints Manager or in her absence Jane Tewsley – 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



The Glebe Surgery
The Glebe
Storrington
West Sussex
RH20 4FR

Tel. No 01903 742942

Dr Keir Newsom	Dr Jenny Ellis
Dr Laura Wollaston	
Dr Charlie Woodhams	Dr Marco Cecchini
Dr Amy Garrett	Dr David Sherwell
Dr Sarah Donswijk	

Nicola Middleton - Advanced Nurse
Practitioner

Nurses	Qualifications
Mrs R Hibbs	RGN
Mrs Amy Savastano	RGN
Ms Julie Bell	RGN

For further information please visit our web-site
at 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 08.30 – 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 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 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 an 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.

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
Nurses

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 **OneCall 01903
254789**

HEALTH VISITORS

Health Visitors provide advice for children,
expectant mothers and the elderly. They can be
contacted on **01273 696011 extn 4524**

ANTENATAL CLINICS

These are held at the Glebe Surgery,
Storrington on a Wednesday Please phone
Worthing Hospital, 01903 285195 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

