

CHAPERONES

All patients are entitled to a chaperone during any appointment. If you require one, please let us know at the point of booking or at the start of your consultation.

DATA PROTECTION

The Glebe Surgery adheres strictly to data privacy and confidentiality laws. To learn about fair processing and our privacy policy, please visit our website: glebesurgerystorrington.nhs.uk

ACCIDENT AND EMERGENCY

The nearest A&E departments (available 24 hours) are based at Worthing Hospital and St Richard's Hospital, Chichester. Minor Injuries Units and Urgent Treatment Centres are also available. For more information, please visit uhsussex.nhs.uk/hospitals/minor-injuries

eCONSULT

eConsult lets patients request medical or administrative help from the practice without the need to call the practice. Visit our website for more information.

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.

TRAVEL ADVICE

We no longer offer travel advice clinics but continue to provide all available NHS vaccinations. Please speak with our Reception Team for more information.

CARERS

If you are caring for someone or being cared for, we can offer support. Please speak with our Reception Team.

COMPLAINTS PROCEDURE

If you are unhappy with any aspect of the services you have received, please write for the attention of the Complaints Manager who will be happy to discuss any issues with you and investigate accordingly. We take all complaints seriously and welcome any opportunity to improve our services. Please visit our website for our full complaints policy.

For more information about our services, please visit our website at glebesurgerystorrington.nhs.uk or scan the QR code below



The Glebe
Storrington
Pulborough
West Sussex
RH20 4FR

01903 742942
glebesurgerystorrington.nhs.uk

/TheGlebeSurgery

Partners

Dr Jenny Ellis MBBS, BSc (hons), MRCGP, DFRH
Dr Marco Cecchini MBBS, BSc, MRCGP
Dr David Sherwell MB, BM, MRCGP, DRCOG
Dr Charlotte Woodhams MBBS, MRCGP, DFRH
Dr Amy Garrett MBBS, BSc, MRCPCH, MRCGP

Salaried GPs

Dr Sarah Donswijk MBChB, MRCGP
Dr Tariq Jahangir MBBS, MRCGP, DRCOG
Dr Adriana Kostopoulos MBBS, BSc, DRCOG
Dr Virginia Arasakesary BSc, MBBS, MRCGP

Physician Assistant

Sue Sargent D.Pod.M, MSc

Advanced Nurse Practitioner

Nicola Middleton PG Cert, BSc (hons), RGN

Clinical Pharmacist

Rosaline Pollard

Nurses

Amy Savastano BSc (hons) Midwifery, RGN
Julie Bell RGN
Rachel Hibbs RGN
Lauren Flower RGN



SAFE SURGERIES



Veteran friendly



iWantGreatCare



NHS



PRACTICE AREA

Our catchment area includes Storrington, Ashington, Washington, Thakeham and West Chiltington.

CONSULTATION TIMES

Practice opening hours are 08.00-18.30 Mon-Fri.

Our GPs operate morning and afternoon clinics and offer appointments face-to-face or over the phone. All patients are assigned a GP and must always see them except in urgent cases. Out of hours telephone consultations are available upon request via our extended access partner Alliance for Better Care (ABC).

HOW TO BOOK AN APPOINTMENT

Consultations are offered by appointment only and can be arranged over the phone or at our front desk. GPs have a quota of appointments that can be booked in advance as well as some that are made available on the day. For urgent medical problems, our duty team is available.

Please note that we are not a walk-in centre or emergency service.

OUT OF HOURS

If you require medical advice when the surgery is closed, please contact NHS 111 by calling 111 or visiting 111.nhs.uk. Always dial 999 in an emergency.

REPEAT PRESCRIPTIONS

We kindly ask that all repeat prescription requests are made at least 5 working days before your medication supply runs out.

This gives 72 hours for our prescribing team to process requests and 48 hours for the dispensing pharmacy. Please order your prescriptions via the NHS App, by email to: wsx.glebesurgery.communications@nhs.net or in writing. Please note that online pharmacies may take longer to dispense your medication, and we cannot accept requests made by phone.

If you order via the NHS App, your medication will appear available to order 14 days from the date it is due.

HOME VISITS

For patients who are too unwell to attend the surgery, our GPs can arrange house calls. For housebound patients, the Community Nursing Team provide a wide range of services, from dressings to blood tests. Please speak with our Reception Team for more information.

PRACTICE NURSES & HCAs

Our nurses and healthcare assistants offer a number of services including wound care/dressings, blood tests, child and adult vaccinations, ECGs, cervical screenings, diabetes monitoring and respiratory reviews.

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.

REGISTRATION

To register as a patient, please visit our website. Alternatively, you can collect a registration pack from our front desk.

ACCESSIBILITY

Our clinical rooms are located across the first and second floors. There is elevator access to the first floor and wheelchairs are available in our foyer. If you have any communication needs relating to a disability, impairment or sensory loss, please let us know.

RIGHTS OF PATIENTS

The rights and responsibilities of patients are enshrined in the NHS Constitution. This includes keeping appointments and cancelling within a reasonable time. To read the NHS Constitution, please scan the QR code below.



COMMISSIONER INFORMATION

The NHS commissioner for West Sussex is NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ Telephone: 0300 140 9854 and email: sxicb.contactus@nhs.net

We provide the NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT Telephone: 0300 311 2233 and email: england.contactus@nhs.net