

# Northlands Wood Practice

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Haywards Heath  
West Sussex  
RH16 3TG

**Tel: 01444 458022**

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[www.northlandswoodpractice.com](http://www.northlandswoodpractice.com)

When the Practice is closed, please  
call NHS 111 by dialling **111**

Horsham and Mid Sussex CCG

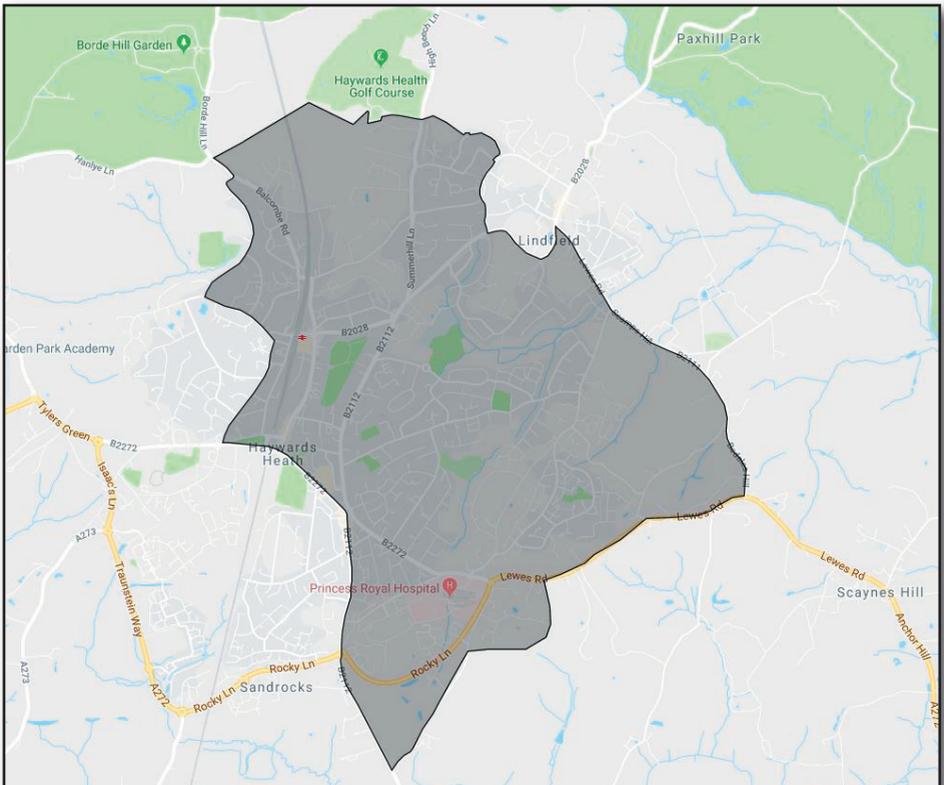
2019/20  
Edition

**Practice Information Booklet**

**KEEP SAFE BY YOUR TELEPHONE**

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**Welcome to Northlands Wood Practice. Our aim is to provide excellent primary medical care in a relaxed, comfortable and welcoming environment. We have a wonderful team of staff whom we value enormously as we do our patients.**

**We accept new patients living in most of Haywards Heath & Lindfield within our practice catchment area which changed on 1st November 2018. There is a map of our practice area on page 2 of this booklet.**

**We also provide urgent appointments and home visits to patients who are resident within the local area but are registered with one of the Patient Choice pilot practices.**

### **Doctors:**

**Dr Ian Atkinson**

MBBCh, DCH, MRCGP  
Registered London 1991

**Dr Liz Jenkins**

MBBS, DA, DRCOG, DCH, MRCGP  
Registered London 1987

**Dr Huw Morris**

MBBS, BSc, DRCOG, MRCGP  
Registered London 1998

**Dr Karen McGorry**

MBBS, DRCOG, DFFP, MRCGP

### **Practice Nurses:**

**Liz Jordan, RN PG Dip, RN**

**Kim Mittonette, RN**

**Carol Barrow, RN**

Physician Associate:

**Roshani Ghale Bsc, Msc, PGDip**

From time to time there will be other regular doctors working in the surgery in support of the partners.

We are a GP Training Practice and regularly have a GP Registrar at the Practice.

The doctors are approved by the CQC to provide the following additional services:-

- Maternity Medical Services
- Minor Surgery Services
- Child Health Surveillance
- Vaccinations and Immunisations
- Coil Insertions
- Health Promotion Services
- Cervical Screening Services
- Contraceptive Service

## Disabled Access

Our premises are purpose built and are accessible by wheelchair. There are two disabled parking spaces at the rear of the premises.

## REGISTERING WITH THE SURGERY

### How to Register with the Surgery

To register you will need to contact the surgery and inform us that you wish to join our patient list. You will be eligible to register if you live within our Practice Area (see page 2) and our list is "open" to new patients.

If this is the case, you will need to come into the surgery to collect and complete the necessary forms or you can find these on our website. You may also complete and sign a form on behalf of family members, or for any one who has authorised you to do so. However, we ask to see adults with their photo ID in order to register them. You will be asked to complete a New Patient Questionnaire to provide the doctors with a brief health overview. You will also be given an information pack about the surgery, the services we provide and other useful information, to take home.

Patients register with the Practice not an individual GP but patients can still ask to be seen or treated by a particular doctor. Therefore, if a particular doctor has been recommended to you, you should state this preference at the time of registering and every effort will be

made for you to be treated by this doctor but at all times this will be dependent on your request being appropriate, reasonable and that the doctor requested is available.

It is at the discretion of each doctor to accept you onto his or her list but such discretion can not be discriminatory on the grounds of disability or medical condition, age, appearance, race, gender, social class, religion or sexual orientation. If you were refused inclusion, you would be notified within 14 days and given information on how to find a new practice.

### Home Visits

Home visits are only for those who are unable to get to the surgery e.g. the housebound or those too ill to attend. It is far better for you to be seen in the surgery as the doctor has use of all the facilities that are available at the surgery premises, so please try to get to the surgery whenever possible. If you need a home visit, try to make the request before 10.00am and give the receptionist as much detail as possible to help the doctor, who may not be your usual doctor, to determine priorities. Remember our receptionists are fully trained in the rules of confidentiality.



# SERVICES

## General/Essential Medical Services

The practice provides services to all patients who are ill, from conditions from which recovery is generally expected; the terminally ill and those suffering from chronic disease.

This includes offering consultations, physical examinations (where appropriate), health promotion, liaison with other healthcare professionals and, if appropriate, referral to other NHS services for treatment or further investigation.



## Additional Medical Services

The practice also offers additional services to help maintain patient health, such as:-

### Adult Immunisations and Vaccinations

e.g. Tetanus, as and when appropriately required. Flu clinics run every year from September to March. The eligibility for receiving an NHS flu jab changes every year so please check with reception. Patients over 65 years old and over are eligible for the flu jab.

**Cervical Screening** is available for all registered females aged 24½ to 64yrs (inclusive);

### Child Immunisations and Vaccinations

The importance of childhood immunisations should not be underestimated. The surgery has many ways to ensure your child has its correct immunisations; every baby has a record, which is completed when the child has each of its injections. A number of checks are made prior to immunisation to ensure the child is fit enough to be immunised on that day.

Notification of when the immunisations are due will be sent to you. However, if you have recently moved or think your child is overdue for immunisation, please contact the surgery. The practice believes it is very important to ensure that all children are immunised against all potentially serious illnesses.

For more information and a schedule of the immunisation programme visit [www.nhs.uk/planners/vaccinations](http://www.nhs.uk/planners/vaccinations).

**Family Planning** advice, treatment and prescriptions including the enhanced service of coil insertions.

**Minor Surgery** - The doctors undertake additional minor surgery procedures e.g. treatment of warts and verrucas and enhanced minor surgery procedures such as joint injections, microsuctions, implants and excisions

**Patient Participation Group** – Please contact reception if you are interested in joining our active patient participation group.

**Training Practice** - This Practice is a training practice for qualified doctors in their last years of training.

**Patient Review Service** – Patients suffering from Asthma, Diabetes, mental health, dementia, Chronic Kidney Disease (CKD), Chronic Obstructive Pulmonary Disease (COPD), Heart Disease, Stroke and Learning Disabilities are invited to attend annual health reviews with our specially trained nurses.

**Travel Vaccinations** – Please ask reception for a Travel Information Leaflet (also available from our website) 4 to 8 weeks before you travel, so your vaccinations have time to take effect. Patients are requested to visit the FIT FOR TRAVEL website to determine the vaccinations required for their destination. We are only able to offer diphtheria/tetanus/polio, typhoid and hepatitis A vaccines. If you require other travel vaccinations you may be asked to book an appointment with a private travel clinic.

#### **Private Medical Services**

In addition to our NHS contract, the practice offers some private medical services, such as the completion of medical reports and examinations for external organisations. These services incur charges. A list of private services and the current fees charged can be found in reception.

#### **Statement of Fitness for Work (previously called Sickness Certificates)**

You do not require a Statement of Fitness for Work for any illness lasting seven days or less. Your employer may ask you to complete a self-certification form (SC2), available from your employer. For illness lasting longer than seven days, you need to obtain a Statement of Fitness for Work (MED3) from your doctor.

## **MAKING AN APPOINTMENT**

We operate an appointment system Monday to Friday for the doctors and nurses in our practice.

Each GP appointment is for 10 minutes, which is sufficient time to deal with one problem. If you have more than one problem, you may be asked by the GP to make a further appointment. Nurse appointments vary in length and the receptionist will advise how long you need.

Appointments can be made by telephoning from 8.30am the same day. Alternatively we have pre-bookable appointments that can be booked up to one month in advance (2 months for nurses). It would help our receptionists if you rang after 9.30am to make a pre-bookable appointment. We also offer some appointments which are available to book on-line over the internet. Please visit our website or speak to reception for details.

We are open for non-urgent pre-bookable appointments on two Saturday mornings each month. These are ideal for commuters and routine, non-urgent appointments.

### **Reminder**

If you give us your mobile phone number, you will receive a text message reminder of date and time of your appointment 48 hours beforehand.



### **Patient Access Online Service:**

**You are now able to book and cancel appointments with the doctor online using the surgery Patient Access online system. You can also order repeat prescriptions.**

**Please note:** Before you are able to use this service you must obtain your personal registration information from reception.

#### **TO OBTAIN YOUR REGISTRATION INFORMATION**

1. We ask you to complete an Patient Access Application Form which you can obtain from reception or can be downloaded from our website ([www.northlandswoodpractice.com](http://www.northlandswoodpractice.com)) and also read our Practice Guidance for Patient Access information (also available on our website)
2. Once you have completed this form come to the Surgery in person with photo-id (e.g. passport/driving licence).
3. You will receive your registration details and instructions how to register and make appointments online.

### **Chaperone**

A Trained Chaperone is available if either the patient or doctor requests it. Please tell your GP or nurse if you would like a trained chaperone to be present during your appointment.

### **Change of Personal Details**

If you change your name, address or telephone number, please give details at reception, including your postcode. If you move outside the practice area, you will be asked to find a doctor in your new area. Details of all GP and Dental practices can be found at [www.nhs.uk](http://www.nhs.uk).

### **Telephone Advice**

The doctors and nurses are happy to give advice over the phone for problems which do not require a face-to-face appointment or visit. You will need to provide the receptionist with your details so that the relevant records can be made available. Your doctor or a nurse will ring you back, usually late morning, to assist with your problem.

### **Cancelling an Appointment**

Please let us know as soon as possible if you cannot keep an appointment so that it can be offered to another patient.

## PRACTICE HOURS & CONTACT NUMBERS



### Opening Hours

The surgery is open Monday to Friday from 8.30am to 6.00pm. From 8.00 – 8.30 am and from 6.00 – 6.30 pm the Out of Hours Service will take messages on behalf of the Practice and pass them on to the Duty Doctor. Their telephone number is 0300 555 5252.

### Below are the days which each doctor works:

Dr Liz Jenkins - Monday, Tuesday, Thursday

Dr Ian Atkinson - Monday, Wednesday, Friday

Dr Huw Morris - Monday, Tuesday, Thursday, Friday morning

Dr Karen McGorry - Tuesday morning, Wednesday, Friday

### Extended Opening Hours:

We are open two Saturday mornings per month for pre-booked, non-urgent GP and nurse appointments.

### Out of Hours and Emergency Services

If you want confidential health information or advice, contact NHS 111 by dialling 111 from your landline or mobile phone. This is a 24-hour health advice line.

If you need a doctor when we are closed contact NHS 111 by dialing 111. This number is also on our recorded message when we are closed. NHS West Sussex is responsible for the Out of Hours service. This service should only be used when you need medical advice that cannot wait until the surgery is open again.

The nearest Accident and Emergency Unit is at Princess Royal Hospital, Lewes Road, Haywards Heath, Telephone 01444 441881.

Generally, you should go to A&E or call 999 for life-threatening emergencies, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped

## The Reception Team

Receptionists are available from 8.30am to 6.00pm on Monday to Friday to make appointments and deal with enquiries. When telephoning for medical attention the Receptionist will ask you for an indication of the problem so that we can help you in the most appropriate way. Our receptionists are trained and bound by the same rules of confidentiality as the doctors and nurses.

## Test Results

Our telephones are very busy first thing in the morning with patients wishing to book appointments for that day. If you need results it would be very helpful if you could telephone after 11 am or after 3 pm when the receptionists will have more time to help you.

## REPEAT PRESCRIPTIONS

Each time you receive a prescription that your doctor has put on 'repeat', a slip is attached for you to request a repeat. To request a repeat prescription you should mark the items clearly that you require and either deliver or post it to the surgery. Alternatively you can contact the surgery via our website [www.northlandswoodpractice.com](http://www.northlandswoodpractice.com) or by sending an email to: [Prescriptions@northlandswoodpractice.com](mailto:Prescriptions@northlandswoodpractice.com) copying the information from the request slip. If you have mislaid your request slip, forms are available at Reception to complete. You can also request your repeat medication through Patient Access via the website.

Please do not telephone for repeat prescriptions (except in an absolute emergency or if you are housebound). For medical safety reasons, we do not accept repeat prescription requests by telephone.

1. Please allow **48 hours** for your prescription to be processed.
2. If you have more than one repeat prescription, please try and order all your items together.
3. Clearly indicate **where** you would like the prescription sent to.  
You can collect your prescription from the surgery, we can post it to you if you enclose a stamped addressed envelope or we can send your prescription to selected local pharmacies, please ask reception for details.
4. If you are receiving any medication which is not on your request form, please add this clearly on the request slip and this will be added after verification with the doctor.
5. If any printed item of medication is no longer required by you, please ask for it to be deleted.



## Electronic Prescription Service (EPS)

If you are interested in using our Electronic Prescribing Service where we can send your prescription electronically to your preferred pharmacy, please speak to your pharmacy for more details.

## **Prescription Charges**

People in the following categories are automatically exempt from prescription charges: Children under 16, under 19 and in full-time education, and **all** patients over 60 years of age.

Prescription charges are also free if:-

- You are pregnant or have had a baby in the last 12 months;
- You have a registered disability or specific medical condition, e.g. Diabetes mellitus (other than diet only);
- You are in receipt of certain government benefits.

If you are unsure if you qualify for free prescriptions, please ask your doctor or pharmacist who can advise you. A booklet entitled "Help with Health Costs" is also available – please ask at reception for a copy.

If you need regular repeat prescriptions you can keep the cost down by buying a pre-payment certificate or "season ticket". These can be bought quarterly or annually. Application forms are available from the surgery or your pharmacy.

## **PRACTICE AIMS & OBJECTIVES**

### **How the NHS and the Practice Uses Personal Health Information**

The NHS asks you for information about yourself so that you can receive proper care and treatment. The information is kept together with details of your care, because it may be needed if you are seen again.

The NHS may use some information for other reasons, eg:

- To help improve the health of the public generally
- To see that the NHS runs effectively
- To plan for the future
- To train NHS staff
- To audit accounts
- To carry out medical and other health research for the benefit of everyone

### **Everyone working for the NHS has a legal duty to keep information about you confidential.**

Sometimes the law requires the NHS to pass on information: for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a doctor. The Register does not contain clinical information.

You may be receiving care and treatment from other organisations as well as the NHS. In these circumstances it may be necessary to share some information about you so that you receive the best possible treatment.

We only ever use or pass on information about you if other healthcare professionals have a genuine need for it and it is in your best interests. Whenever we can we remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. If your doctor is requested to report information to external agencies such as solicitors or insurance companies, he/she will only do so with your explicit consent. Anyone who receives information from us is also under a legal duty to keep it confidential. If at any time you would like to know more about how we use your information you can contact our Practice Manager.

You may, subject to current legislation, have copies of and access to your medical records and letters.

### **Antisocial Behaviour**

The practice operates a “zero tolerance” policy to aggressive and abusive behaviour. Violent or abusive behaviour, whether actual or threatened, will not be tolerated at any time. This includes any personal, abusive and aggressive gestures. Any incident of verbal abuse, whether in person or over the telephone, is reported immediately to the Practice Manager and Senior Partner and where necessary the Police contacted. Any incident of this nature will result in your immediate removal from the practice list.

### **Complaints Procedure**

We welcome feedback on your patient experience. We operate a practice complaints procedure as part of the NHS system of handling complaints. Our aim is to provide the highest possible standard of service at all times but occasionally a problem may occur. If you have a complaint or concern about the service you have received from doctors or staff in this practice, please contact our Practice Manager, either in person, by telephone or in writing.

### **Consent Procedures**

For immunisations, vaccinations, minor operations and procedures such as spirometry, patients will be asked to give written consent before the procedure is carried out. The clinician will explain what the procedure entails, and discuss benefits and risks. For children, consent will be sought from an adult with parental responsibility.

### **Carer’s Register**

Please tell our receptionists if you care for someone who has an illness, or have a carer looking after you. Carer’s Support Service. Tel: 01293 657046 or via their website [www.carer support.org.uk](http://www.carer support.org.uk).

## PRACTICE STAFF

**Administration Team:** The Practice Manager, Senior Administrator, Lead Receptionist, Receptionists, Administrators and Medical Secretaries all combine to make up our administration team.



**Practice Nurses:** In recent years, the role of nurses in general practice and the illnesses and conditions that they can deal with has expanded.

Our Practice Nurses undertake consultations for all immunisations including childhood, travel, flu and tetanus; cervical screening; family planning/health promotion, smoking cessation and education; removal of stitches, dressings; blood tests; INR monitoring; ECGs (electrocardiograms); blood pressure tests; ear syringing; elderly health and new patient checks. They also carry out follow-up reviews for asthma, spirometry, high blood pressure, epilepsy, diabetes and coronary heart disease.

If you are unsure whether you need to see a nurse or doctor, ask a receptionist who will make an appropriate appointment for you.

**Health Visitor:** Health Visitors are specially trained to help expectant mothers and families with small children. They also have a role in the support and aid of the elderly. To contact the Health Visitor telephone **01273 696011 ext 6605**.

**Midwife:** The Midwife shares with your doctor in your maternity care, before and after your baby is born. If you need to contact the Midwife telephone **01444 441881** extension **4414** between 8.30am and 9.30am.

**District and Community Nurses:** The District and Community Nurses provide skilled nursing services to those who are in need of nursing care at home. To contact the Onecall team telephone **01293 228311**.

**Physician Associates:** Physician Associates are healthcare professionals with a generalist medical education who work alongside GPs and nurses to provide medical care as an integral part of the practice team.



# HEALTH ADVICE

## Smoking Cessation

It is never too late to stop smoking. If you are serious about stopping one of our Smoking Cessation Advisers can provide help, support and information.

- Smoking kills over 100,000 people per year in the United Kingdom.
- Smokers are more likely to get ill and die earlier than non-smokers.

The Smoking Cessation Adviser has a number of tips to help you stop:

- Plan your attempt to quit smoking
- Pick a date and keep to it
- Support from family and friends is vital
- Reward yourself with 'treats' from the money you save
- Always take one day at a time
- Be positive

We will be able to advise you about Nicotine Replacement Therapy (NRT). NRT increases your chances of quitting successfully. The products are available on prescription.

If you would like some help with this please ask reception who can inform you of the clinics.



## Alcohol

Some studies associate moderate alcohol intake, one per day, with less risk of heart disease. However there are many effective alternatives to reducing heart disease without the addition of alcohol. Alcohol is a drug that depresses the brain. We all know the cheeriness that can come with the first drink, but alcohol can actually cause severe depression. Alcohol has no vitamin or mineral content, but plenty of calories.

If you are a heavy drinker, alcohol will be doing damage to parts of the body you cannot see. Some long term effects of drinking:

- Liver disease
- Obesity
- Depression
- High Blood Pressure

If you are pregnant, every time you have an alcoholic drink your baby is getting one too.

If you have any questions your doctor will happily discuss individual queries.

## Support

If you are concerned about your alcohol intake or that of a relative or friend, the surgery will be able to advise you on a safe course of action. Call Alcoholics Anonymous Helpline on 0845 769 7555

## Flu Clinics

We run seasonal flu clinics for our patients every Autumn. Please contact the surgery or check on our website for dates and times of clinics ([www.northlandswoodpractice.com](http://www.northlandswoodpractice.com)).

The criteria for eligibility for the free NHS flu jab changes slightly every year. The vaccine is always available if you are aged 65 years old and over. Please check with reception for eligibility.



*A self-help approach for stress related conditions.*

· Anxiety · Panic Attacks · Insomnia

### **AUTOGENIC THERAPY**

It is an extremely effective non drug approach to managing stress related conditions and can be practiced anytime, anywhere.



*Jane Plimsoll*

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*Relax Rebalance Restore*

# USEFUL TELEPHONE NUMBERS

Age Concern	01444 450248
Alcoholics Anonymous	0845 769 7555
British Pregnancy Advisory Service (BPAS)	08457 304030
Childline	0800 1111
Citizens Advice	01444 458377
Emergency Dental Service	01444 440696
Mid Sussex Counselling	01273 846835
NHS 111	111
Nuffield Hospital Haywards Heath	01444 456999
Princess Royal Hospital	01444 441881
Royal Alexandra Hospital for Sick Children	01273 328145
Royal Sussex County Hospital	01273 696955
Samaritans	01273 772277
Sussex Police	0845 6070999

**All patients have an allocated GP.  
Please contact the practice if you would  
like this information.**