

SURGERY HOURS

The surgery is open Monday- Friday from 8.15am-6.00pm. The doctors' individual clinics vary daily. Saturday morning opening hours are 8.30 – 12pm for pre-booked appointments only.

Our telephone lines are open 8.00am- 6.30pm Monday-Friday.

HOW TO REGISTER

Please complete a GMS1 registration form and health questionnaire available from reception or on our website. Parents/guardians of children under 16 should complete and sign on their behalf. For children under 5 please bring their red book/record of immunisations.

You will also need to provide 2 forms of identification; this should include photo ID and proof of your address.

HOW TO SEE YOUR DOCTOR

Please call at reception or telephone during surgery opening hours. As Monday morning is the busiest time of the week please avoid telephoning during this period for non-urgent appointments.

If your doctor is not available you will be offered an appointment with another GP.

ONLINE SERVICES

You can book & cancel appointments, order repeat prescriptions, and access your medical records on-line. To register for these services, please bring photo ID to the surgery and speak with one of the reception team.

CONSULTATIONS

All consultations are by appointment only, and are available on the day or pre- booked up to 4 weeks in advanced. Telephone appointments to speak with a GP can also be pre-booked.

CANCELLING APPOINTMENTS

Patients are requested to give as much notice as possible when cancelling appointments in order that they can be offered to other patients. Appointments can be cancelled via our reception team or online services.

TEST RESULTS

Please Contact reception on 01403 330320. Results will only be given to patients themselves or to the parents of minors.

HOME VISITS

Visits are made at the doctor's discretion. Please contact us between 8.30am-10.00am as this enables the doctors to plan their day accordingly. It helps us to judge the urgency of a visit if you describe the symptoms, so do expect to be asked by the receptionist. Please always leave a telephone number where you can be contacted.

ACCESS FOR DISABLED VISITORS

The surgery is on two floors. Provision is made for patients to be seen on the ground floor when access is difficult. Please mention this when booking your appointment.

ACCESSIBLE INFORMATION STANDARD

If you have any communication needs please complete our questionnaire, available from our website or reception.

PRACTICE MANAGER

The Practice Manager can help you with any administrative or non-medical aspects of the practice, and is available to discuss any suggestions or complaints.

RECEPTIONIST TEAM

It may be necessary for the reception team to ask you for certain information requested from the GP, in order to help you in the most appropriate way. Please give them as much information as you are able, especially when requesting medical attention. Please tell the receptionist if you wish to speak confidentially away from the public area as this can easily be arranged.

PRACTICE NURSES

We have an experienced nursing and health care assistant team. They are available between 08.30am-5.00pm by appointment only. Please see next page for services provided.

PHYSICIAN ASSOCIATE

PAs are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. PAs are dependent practitioners working with a dedicated medical supervisor, but are able to work autonomously with appropriate support.

CARE CO-ORDINATOR

The role of the care co-ordinator is to help patients access services including carers support, transport support, financial benefit checks, home from hospital help, care at home, care home information, meals on wheels, befriending, housing concerns, food bank, young peoples' services, proactive care, dementia services, Parkinson's support, occupational therapy and a host of other services.

DISTRICT NURSES

This service is for patients who are housebound and in need of nursing care. Hospitals may arrange this service on the patient's discharge, or the GP may request a District Nurse to visit, they are based at Horsham Hospital and can be contacted on 01403 227000

COMMUNITY MIDWIFE

There is a Community Midwife attached to the practice who helps in the ante-natal and post-natal care of all pregnant women, and can be contacted at Horsham Hospital on 01403 227017 or via the surgery. The Community Midwife holds clinics at the surgery on a Wednesday afternoon and Friday morning – by appointment.

POST-NATAL CLINICS

All of our GPs carry out Post –Natal Checks in their surgeries.

FAMILY PLANNING

All forms of family planning can be discussed with your Doctor.

HEALTH VISITOR

The Health Visitors are based at Horsham Hospital and can be contacted on 01403 227000. They are available to give advice on a variety of healthcare matters, especially for expectant mothers, babies and young children.

CARERS' SUPPORT SERVICES

The Carer's Support Worker understands the difficulties experienced by carers at home, and will be able to help you find appropriate help and support when need. To contact them please telephone 01293 657040 or speak with our Care co-ordinator.

IMMUNISATION CLINICS

Appointments will be sent to you as required. If you find difficulty in attending at the given times, then other arrangements can be made. We ask that all children be immunised at the surgery to ensure continuity of care.

TRAVEL CLINICS

We offer a comprehensive service for the traveller, including all injections and health advice; please complete a Travel Questionnaire which can be accessed from our website or collected from reception.

GENERAL SCREENING TESTS AND EXAMINATIONS

We offer all patients advice on basic health matters and examinations as follows: Blood Pressure Screening, Weight and Diet Advice, Smoking and Alcohol Advice, Cholesterol and Heart Disease, Asthma and Diabetic Advice. These appointments last from 10 to 30 minutes, depending on individual requirements.

CERVICAL SCREENING

Cervical smears are recommended at three yearly intervals from the age of 25 to 49 and five yearly from 50 to 65. Please inform the receptionist if you are making an appointment for a smear test, as a longer appointment is required.

REPEAT PRESCRIPTIONS

Repeat prescription requests can be hand delivered, posted or requested online via our online service. Please use the request slip attached to your previous prescription where possible.

To avoid errors we do not take telephone requests for prescriptions.

Allow three full working days for your prescription to be processed, i.e. prescription requested Thursday should be available for collection the following Wednesday. If you would like your prescription posted to you please include a stamped addressed envelope. Some Pharmacies provide a collection and delivery service.

PRESCRIPTION CHARGES

People in the following categories are automatically exempt from prescription charges; children under 16; under 19 who are in full-time education; people over 60 years of age; pregnant women and women who have had a baby in the last 12 months; people getting DHSS benefits and people with specific medical conditions.

It is sometimes worthwhile to buy a season ticket for pre-payment of prescription charges. Season tickets are currently available for four months or for one year.

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or the DHSS. For any illness lasting longer than seven days you will need to see the doctor for him/her to issue a sickness certificate (F.med3).

NON-NHS SERVICES

From time to time you may be required to have medical examinations for purposes that are not covered by the NHS, e.g. Employment, HGV and sports. A tariff for these services is available at reception and on our website.

DENTAL PROBLEMS

The surgery does not treat dental problems. You will need to consult a dentist. If you need help finding an NHS dentist call 0300 1000 899 or visit NHS Choices website.

PRACTICE CHARTER

A copy of the Practice Charter is displayed in the surgery and on our website.

VIOLENT PATIENTS

The practice supports the government's NHS zero tolerance campaign. Violent or threatening patients will be reported to the Police and patients de-registered. GP's and staff have the right to provide care without fear of being attacked or abused.

COMPLAINTS AND COMMENTS

If you have a complaint or concern about the service you have received from the surgery, please contact Dona Stevens the Practice Manager or for further information visit our website. We operate a practice complaints procedure as part of the NHS Complaints Guidelines.

HEALTH WATCH (Patient Advisory Services)

You can contact HEALTH WATCH on 0300 012 0122 who offer information, advice and support service for patients, carers and relatives. Their website is www.healthwatchwestsussex.co.uk

NHS ENGLAND and HORSHAM AND MID SUSSEX CCG

Are responsible for ensuring you get all the services you need. They can be contacted on 0300 3112233 or england.contactus@nhs.net

CONFIDENTIALITY

All records held are strictly confidential. They will not be disclosed unless we have your written permission to do so.

ACCESS TO MEDICAL RECORDS

Patients may make an appointment to view their medical records, or submit a written request to obtain a copy. Alternatively, you can request to view your coded record via your online services account – an application pack is available from reception.

FAIR PROCESSING NOTICE

A Privacy Notice (or 'Fair Processing Notice') is an explanation of what information the Practice collects on patients, and how it is used. Being transparent and providing clear information to patients about how a Practice uses their personal data is an essential requirement of the Data Protection Act 1998. This information is displayed in the surgery and on our website.

OUT OF HOURS SERVICE Call 111

The Out of Hours service operates on weekdays from 6.30pm to 8.00am, at weekends from 6.30pm Friday to 8.00am on Monday morning and Bank Holidays.

NHS 111 – 24 Hours a day - for free expert health advice and reassurance.

FEEDBACK

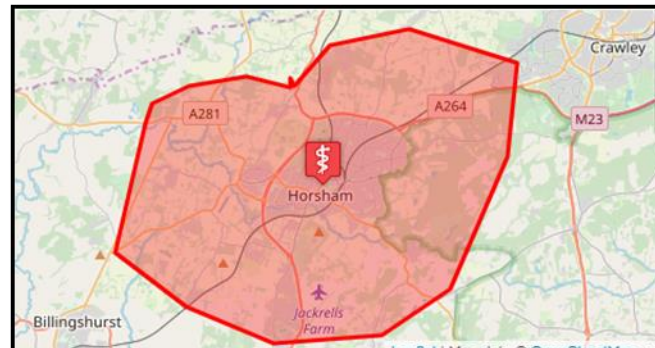
We welcome your feedback at Courtyard. Please visit the NHS Choices website and let us know if you are happy with the service you have received or complete a Friends & Family questionnaire which is available in the surgery.

PATIENT PARTICIPATION GROUP (PPG)

If you would like to become a member of the Courtyard PPG and be involved in decisions about the services provided by the surgery.

Please contact the Practice Manager for further information or email Hsccg.courtyard-ppg@nhs.net.

THE AREA COVERED BY THIS PRACTICE



Courtyard Surgery



**London Road
Horsham
West Sussex
RH12 1AT**

Tel: 01403 330320

www.courtyardsurgery.com

PRINCIPALS

**Dr Matt Greenwood BSc MBBS MRCGP
St Bartholomew's and the Royal London 2006**

**Dr Andleeb Khan MB BS
Fatima Jinnah Medical College, Pakistan, 1987.**

**Dr Mark Chopin MB BS FFARCS DRCOG FPCert
Charing Cross, London 1981.**

NON PRINCIPALS

**Dr Natasha Charkin - MB BS DRCOG MRCGP
Guys, Kings and St Thomas London 2004**

**Dr Sadhana Brydie – MBBS MD DFRSH MRCGP
PGCE – Primary qualifications in India
Registered with GMC 1990**

**Dr Joanne Skipp MB ChB
Bristol 2002**

**Dr Sheena McCullough MB ChB
Manchester 2007**