

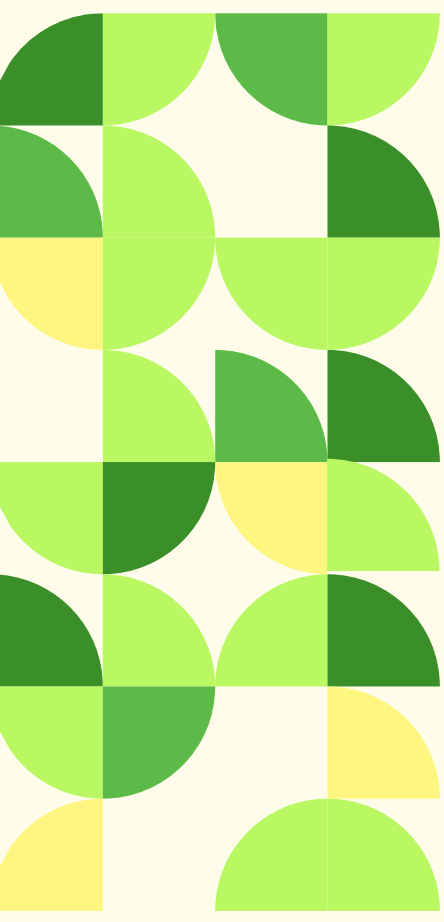
FURNACE GREEN SURGERY

PATIENT LEAFLET

50 The Glade, Furnace Green, Crawley, West Sussex, RH10 6JN
www.furnace-green-surgery.co.uk 01293 611063



MEET THE TEAM



Partners:

Dr Paul Vinson
Dr Katie Weedon
Dr Olu Obileye
Dr Jessica Beveridge

Salaried GPs:

Dr Nafisa Kachwala-Bharmal & Dr Martha Cooper

Nurses:

Hannah Edwards & Cat Swan

Healthcare Assistants:

Janice Maccrossen, Stacy Monk, Lorraine Stanfield

Pharmacist:

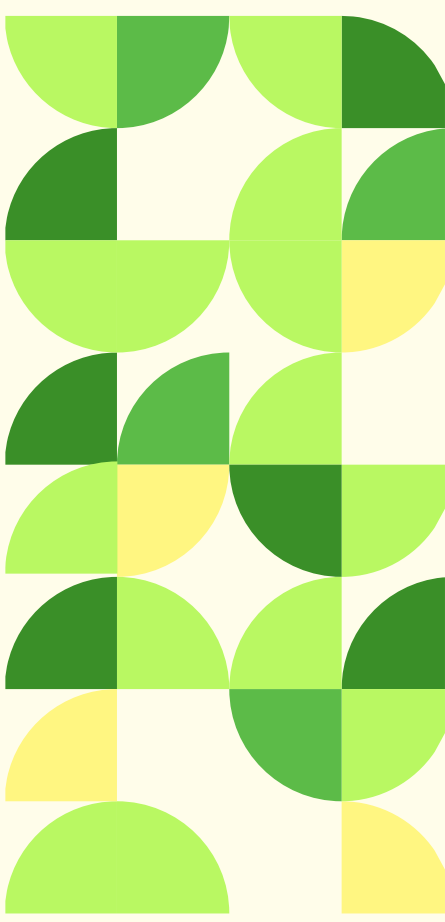
Ankita Patel

Physiotherapists:

Chris Cranfield & Areeba Qureshi

Practice Manager:

Natalie Jones



JOINING THE PRACTICE

We accept patients from Furnace Green, Southgate and parts of Three Bridges. You can view a picture of our practice boundary below.

The easiest way to register with the surgery is online. Visit www.furnace-green-surgery.co.uk/new-patients to find the link. If you prefer, you can also attend the surgery in person to register. We will ask you for a copy of your photo ID and proof of address if you are able to provide this. If you do not have photo ID or proof of address, we can still register you, but if you can provide these then the process will be quicker.

Once you have handed your registration forms in, either online or at the surgery, your registration will be processed in about a week. In the meantime, if you need medical help, you can contact your previous surgery for advice or visit the Urgent Treatment Centre at Crawley Hospital. You will receive a text message letting you know when your registration has been completed.

Every patient will have a named accountable GP. However, you do not always have to see the same doctor. Please

Let our receptionists know if you wish to see a particular doctor when booking an appointment.



DO IT ONLINE

We're supporting our patients to access healthcare services online.



NHS App

You can use the NHS App to:

- Book or cancel appointments
- Renew or order repeat prescriptions
- View parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

You can sign up at home with a smartphone or computer. If you have difficulty, please bring some photo ID to the surgery and our reception team will help sign you up for online services.

eConsult is available 0800 to 1830 Monday to Friday via our website.

- Complete a simple form about your problem or request
- Your GPs decide on the best treatment for you. The practice responds with advice, a prescription, or a date for an appointment by the end of the next working day

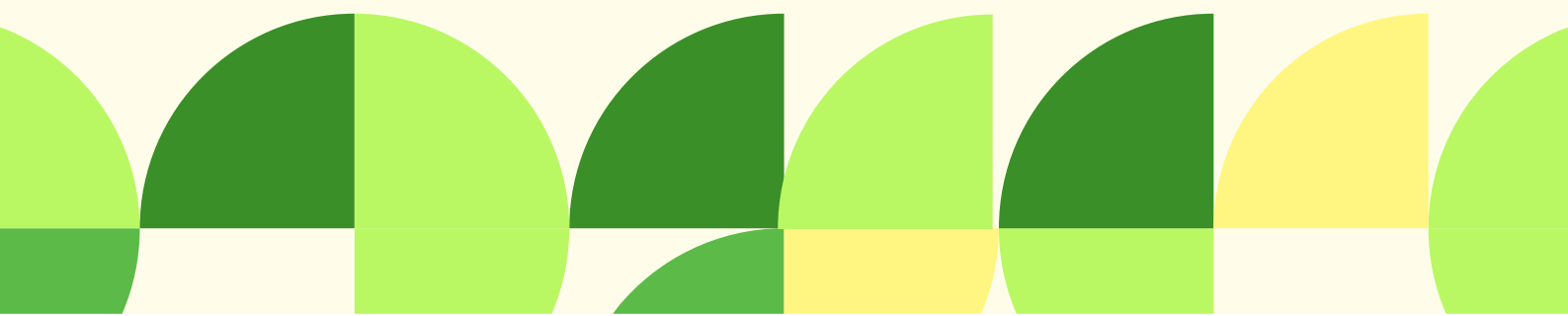


eConsult



NHS 111

If you think you need medical help right now, 111 online can tell you what to do next. Go to www.111.nhs.uk where you can get help for your symptoms information about





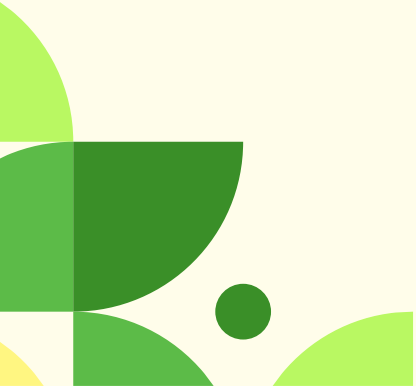
OUR APPOINTMENTS

Consultations are by appointment only. Appointments can be made by telephone or online via apps such as NHS App or Patient Access. Routine appointments are for 10 minutes. When you're booking an appointment, the receptionist will ask for a brief explanation of the problem. For multiple problems, please book a double slot. Non-urgent appointments can be booked up to 4 weeks in advance. If you would like a chaperone or interpreter, please let the receptionist know.

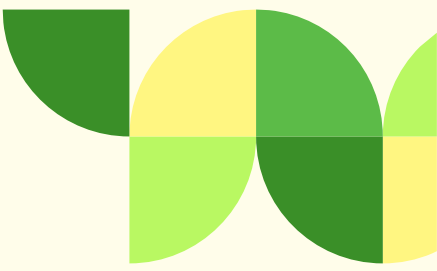
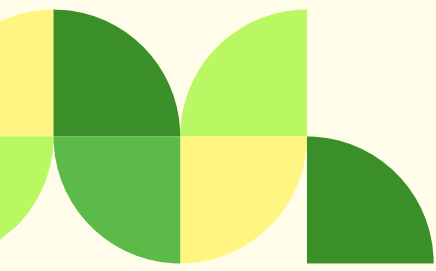
Patients who have an urgent problem can leave their details for the Triage Doctor, who will assess their record and who may recommend further treatment or investigation.

Home Visits are reserved for patients who are housebound or too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it. They will also decide how urgently a visit is needed. If you can, please try to telephone reception **before 10am** if you require a home visit.

When we are closed, you can contact NHS 111 to access an out of hours service. The out of hours service operates Monday-Friday 6:30pm to 8am, and all day at the weekend. Call 111 or visit www.111.nhs.uk to access the service.



Our consultation rooms are mostly on the ground floor and there is a ramp into the surgery. We can arrange for interpreters during appointments. Please let us know when booking if you'll need an interpreter or if you need a ground floor consultation room.



REPEAT

PRESCRIPTIONS



The easiest way to order your medication is online using the NHS App, or on our website. You can also complete a form at front desk in the surgery. We can only accept prescription requests over the phone from patients who are housebound.

If you are due a medication review, you will not be able to order medication online. Please book an appointment with a GP for a review first.

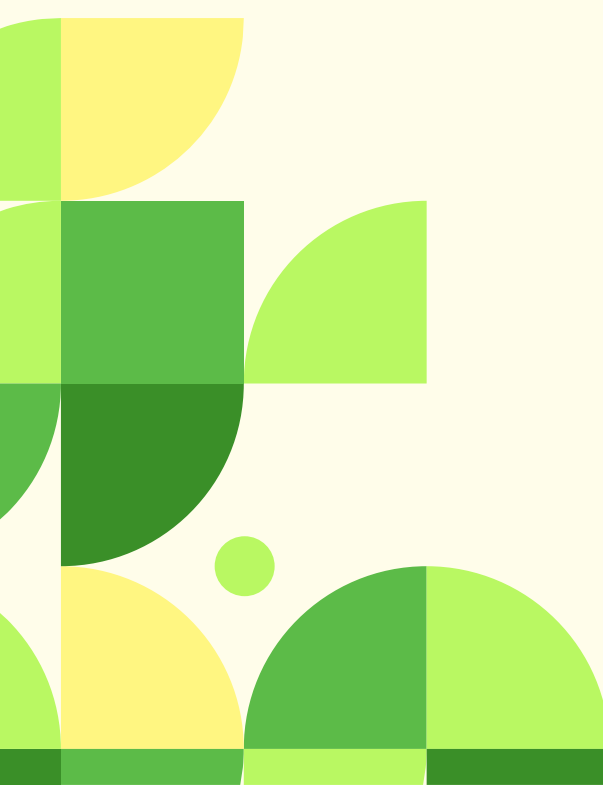


Please allow 72 hours for your prescription to be available for the pharmacy to download. If you're going away on holiday, please put in a special request and tell us the reason you need your prescription early.

A full list of the services provided by our surgery can be found on our website.

If the service you wish to access is not in this list, please contact reception to ask for more information.

Please be aware if you need a GP to do a non-NHS letter for you and there is a charge, you must pay for the letter before the GP will write it.



Sussex Integrated Care Board

For details of all primary medical services in the Sussex area, please contact:

NHS Sussex ICB

Wicker House

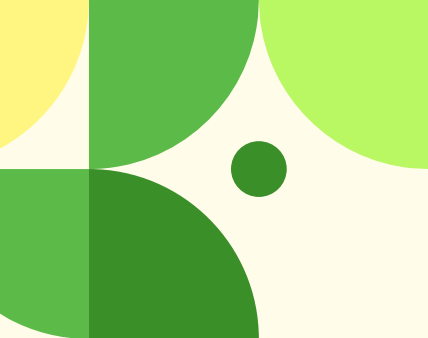
High Street

Worthing

BN11 1DJ

Tel: 0800 433 4545

Email: sxicb.contactus@nhs.net



PATIENT RIGHTS & RESPONSIBILITIES

We will endeavour to treat you with courtesy, respect and sensitivity at all times. We will treat you as individuals and partners in your healthcare, irrespective of your ethnic origin, religious and cultural beliefs, gender, social class, disability or age. We will strive to maintain the highest standards of medical practice at all times.

Please remember you are responsible for your own health and the health of your children. Please act upon our professional help and advice.

You will have access to a doctor rapidly in the case of emergency. You will be referred for appropriate investigations, consultant opinions and care at a hospital or clinic when you and your doctor agree it is necessary and would be beneficial.

Please let us know if you change your name, address, or telephone number. Please do everything you can to keep appointments, here or at hospital settings. Please try to give 24 hours' notice if you do need to cancel.

Everyone working in the NHS has a legal duty to keep information about you confidential. Unless there are exceptional circumstances, for example when the health and safety of others is at risk, we will not disclose your information to third parties without your permission. Your records will be used to help ensure that you receive the best possible care from us. You have the right to request access to your records.

We ask that you treat the doctors and practice staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and will result in removal from our list.

You can find our full patient charter on our website, or you can request a copy at reception. You can also find a full privacy notice for our patients in the same places.

COMPLAINTS & COMMENTS

We operate a complaints policy in line with the NHS complaints procedure. We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience. Should you have a complaint or wish to comment about the service you have received, you should write directly to the Practice Manager.

We will send you an acknowledgement within **three working days** of receiving your complaint. We will aim to investigate and provide you with the findings as soon as we can and will provide regular updates regarding the investigation of your complaint.

If you are not satisfied with our response to your complaint, you can make a request for an independent review by contacting the Parliamentary and Health Service Ombudsman via email phso.enquiries@ombudsman.org.uk or telephone 0345 015 4033.

If you want support with making a complaint, you can contact Healthwatch West Sussex. Email ihcas@healthwatchwestsussex.co.uk or telephone 0300 012 0122.

If you have a compliment about our service, we would love to hear it! Please post your positive comments on the NHS Choices website:
www.nhs.uk/services/gp-surgery/furnace-green-surgery/H82053

**50 The Glade
Furnace Green
Crawley
RH10 6JN
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Providing NHS services