



## Opening Times

**Mon: 07.00 – 6.30**

**Tues: 07.00 – 6.30**

**Wed: 08.00 – 6.30**

**Thurs: 08.00 – 6.30**

**Fri 07.00 – 6.30**

**Reception Phone Lines open 8.00 – 6.00**

**Administration/Medical secretaries phone lines**

**08.30 – 5.00**

**Doors close at 6.15**

**We do not close during the lunchtime period.**

## Telephone Numbers;

**Emergency Medical Attention - Call 999**

**Appointments/Visits: 01798 872815 option 1**

**Outside Surgery Hours**

**Non Emergency Medical Attention**

**Call 111**

**Health Visitor: 01273 696011 ext 4872**

**District Nurses (via One Call): 01903 254789**

**[www.pmgdoctors.co.uk](http://www.pmgdoctors.co.uk)**

## Welcome

Welcome to Pulborough Medical Group. The partners and staff of this long-established practice are committed to providing the highest level of patient care.

This leaflet contains information about the facilities and services at the Practice and we hope you will find it useful and keep it handy for reference.

If you wish to register as a New Patient, please come to the reception desk to pick up the registration forms, also downloadable from our website

## Medical Services

We offer all core General Medical Services plus the following enhanced medical services:

Physiotherapy, Cryotherapy, Dermatology, Yellow Fever Vaccination Centre, Minor Surgery, Bereavement Support Group, Podiatry, Osteopathy, Dietician, Weight Management, Child Health, Psychiatry, Ear Wax Removal, Non Scalpel Vasectomy, Travel Vaccinations

## Appointment System

All consultations at the surgery are by appointment only. Appointments can be made by telephone the surgery or calling in at reception in person or using SystmOne Online. We do not accept appointment requests via contact forms or email.

Please remember that our Telephone and Reception teams have demanding roles. Please be patient and help them to help you.

Patients have an allocated GP but they can have appointments with any GP of their choice when available, however where possible we do advise patients to help us keep continuity of care by seeing the same GP about ongoing problems and conditions when possible.

## Self Check-in

The surgery has an automated self check-in touch screen at the top of the first flight of stairs. This is a simple-to-use system that enables the patient to check themselves into our appointments

system. You can, of course, check in with the reception team at the reception desk as an alternative.

## Cancelling & rescheduling appointments

If you cannot attend your given appointment please call us on 01798 872815 option 1 to cancel or reschedule.

## Out of Hours

If you have a non urgent medical problem that you would like advice on when the surgery is closed, please telephone the NHS Helpline on 111. Please note that when you telephone them, your call will be recorded. **ANY EMERGENCY MEDICAL ISSUE, PLEASE DIAL 999.**

## Surgery Access for Disabled Patients

The surgery is fully accessible for patients with disabilities with suitable toilet facilities. A wheelchair is available for patient use when visiting the practice. Please advise the receptionist if you require the wheelchair or help, when you book your appointment. There are 2 disabled parking bays in the staff parking area.

## Home Visits

Home Visits are only arranged for patients who are unable to come to the surgery because of serious illness or infirmity. These should be requested before 10.00am if possible, as rounds have to be planned. You will be asked for a reason for the Home Visit so we can judge the urgency of the call. The Doctor may phone before visiting to assess the urgency of the visit.

## Chaperones

All patients are entitled to have a chaperon present for any consultation. Please request this at the time of booking or speak to your GP.

## Carers

Carer Support Service on 0300 028 8888.

## Hospital Referrals

Wherever possible, routine hospital referral letters will be done within 3 working days, or on the same day, if very urgent.

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made.

## Repeat Prescriptions

Please allow sufficient time to order your prescription before your current medication runs out, especially on Public or Bank Holidays.

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computers. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is produced on the computer a new request form is also generated for you to make your next request.

Repeat prescription requests should be made using the right hand side of your prescription by ticking the items you need. If you have more than one repeat prescription, please try and order all your items together. The request can then be posted or left in the post box in the entrance to the Practice or handed to our reception team.

## Non NHS Services and Examinations

Patients should be aware that. Fees will be charged for services not covered by the NHS (e.g. Private Certificates, reports supporting private health insurance claims, and other non-NHS medical reports).

Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the examination.

Fees will be charged for services for other special purposes such as;

- HGV and PGV licenses
- Fitness-to-travel
- Holiday cancellation forms
- Adoption medicals

## Freedom of Information Policy

The Freedom of Information Act requires every public authority to adopt and maintain a publication scheme which has been approved by the Information Commissioner, and to publish information in accordance with the scheme. Requests should be directed to the Practice Manager.

## Compliments, Comments and Complaints

### Compliments

We welcome compliments about our service so that we know what we are doing right and these are also shared with the practice team

### Comments

We welcome your views and constructive suggestions which will help us improve our service to you. Please feel free to leave any compliments or comments with our Reception Team.

### Complaints

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, please let us know.

We hope that problems can be sorted out easily and efficiently, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, please let us know as soon as possible as this will enable us to establish what happened more easily.

If it is within 12 months of the incident or of becoming aware of the matter, please direct your complaint to the Practice Manager, Mrs Liz Eades or to Coastal West Sussex Commissioning Care Group, The Causeway, Goring-by-Sea, BN12 6BT Complaint forms are also available from reception.

## Confidentiality

The practice is computerised and patients' details are held on computer. We are therefore registered under the Data Protection Act 1988. We give highest priority to confidentiality. Medical records are not disclosed to anyone outside of the NHS and this practice without your explicit consent. All members of the team are bound by strict rules of confidentiality.

Confidentiality also extends to patients family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

However, for effective functioning of a multi-disciplinary team it is sometime necessary that medical information about you is shared between members of the practice team. The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protect Act and we follow the guidance issued by the GMS in '[Confidentiality](#)' which explains circumstances in which information may be disclosed.

## Practice Team

### Dr Ray Ghazanfar MBBS MRCGP

Doctor Ghazanfar joined Pulborough Medical Group as a partner in August 2013.

### Dr Guy Mitchell MB BS MRCGP

Dr Mitchell joined Pulborough Medical Group as a partner in July 2010.

**Special Interests:** Dermatology, Men's Health, Prescribing, Skin Surgery, Vasectomy, Concussion Management.

### Dr Nikki Tooley

Dr Tooley joined the practice at the beginning of 2014 and is now a partner

### Dr Carole Campbell MBBS MRCGP DRCOG DFFP DPD

Doctor Campbell joined Pulborough Medical Group in August 2012 as a salaried GP before becoming a Partner of the Practice in January 2016.

### Dr Eloise Scahill

Dr Scahill joined Pulborough medical Group in ..... and became a partner of the practice in .....

### Dr Lucy Oxley, BSc (Hons) MBChB MRCGP DRCOG

Dr Oxley joined PMG as a salaried GP in Oct 2017

### Dr Isabelle Sheridan

Dr Sheridan joined the practice in May 2020.

### Dr Rebecca Ogilvie

Dr Ogilvie joined PMG in April 2020. She has an interest in veteran health which is a role she hopes to develop in the future.

### **Dr Joy Lumsdain**

Dr Lumsdain joined the practice in ..... She enjoys various specialities but particularly likes paediatrics and psychiatry.

### **Dr Darren Pottipher**

Dr Pottipher joined the Practiice as a salaried GP in September 2021

### **Dr Harriet Shere**

Dr Shere joined the Practiice as a salaried GP in September 2021 and has a background in Emergency Medicine.

### **Dr Douglas McLeod**

Dr McLeod joined Pulborough Medical Group in September 2021 as a salaried GP

### **Dr Nina Barrows**

Dr Barrows qualified from Guy's and St Thomas's Medical Schools in 1998 and joined PMG in September 2022.

### **Partner and Lead Practice Nurse, Anna Harrison**

Our experienced nursing team is headed up by Anna Harrison, Partner and Lead Practice Nurse. Anna came from a District Nurse background in various localities throughout Sussex before joining Pulborough Medical Group as their Lead Practice Nurse in 2012.

### **Practice Manager, Liz Eades**

Liz joined PMG in January 2019 after moving into the local area from East Grinstead, .

Liz is responsible for the smooth running of the practice - including complaints and compliments - and welcomes feedback about the service we provide. She works every day and is normally available to speak to without pre-booking an appointment. Please ask at reception if you would like to discuss a matter with her.

### **Julie Eldridge , Administration Manager**

Julie joined the practice in her first NHS role in 2012 having worked in global corporations previously.

### **Practice Nurses and Health Care Assistants**

Our nursing and HCA team are available by appointment for various treatments, health promotion advice, blood sampling, screening, diabetes, leg ulcer management , immunisations and vaccinations. When booking an appointment with our nursing team, our receptionist may need to ask the reason for an appointment in order to determine how much time to allocate.

### **Support Staff**

Our reception, administration and medical secretarial team support the practice and the clinical teams with the day to day running of the practice. When telephoning for medical attention, our reception team may ask a few details as requested by our Doctors so that they can help you in the most appropriate way. All of our support staff have undertaken training and always respect patient confidentiality.

### **District Nurses**

District Nurses assess, plan and manage the care of siick and disabled patients of all ages in the patients own home, general practices and residential nursing homes and provide support for their carers.

Individual care is planned, and advise on further help or services is given including health education. Anyone at home can self-refer to this service. They have close liaison with the Hospitals, GP's, the local hospices and other specialised services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

To contact the District Nursing team, telephone One-Call on 01903 254789

### **Child Health Visitors**

The Child Health Bureau is the central administrative base for the Child Health Services across West Sussex and is located in Chichester. They have a records of all children between the ages of 0-19 which includes immunisation, pre-school and school health reviews and assessments. Telephone 01243 793643

## **Asthma Clinic**

A Practice Nurse runs our asthma review clinics with the assistance of a Pharmacist. They ensure that the treatment is effective by checking inhaler technique and measuring lung function. Therefore when attending for any Asthma face to face appointment, please remember to always bring along your inhaler.

## **Child Vaccinations**

This is a clinic for babies and children to receive their scheduled vaccinations. The practices nurses run clinics every alternative Wednesday afternoon and patients due vaccinations will be contacted and booked in. Any queries regarding these appointments should go to the Administration Team.

Given the rise in some childhood diseases recently, and the effectiveness of vaccinating against Covid, the Practice strongly recommends that parents have their children fully immunised.

## **Current recommendations are:**

2 Months (8 weeks) – 1<sup>st</sup> diphtheria, tetanus and whooping cough injection, plus polio drops and 1<sup>st</sup> (HIB (please see below for more details), Rotavirus and MenB

3 Months (12 weeks) – 2<sup>nd</sup> Diphtheria, tetanus and whooping cough injection, plus polio drops,, Hib B, 2<sup>nd</sup> Rotavirus, 1<sup>st</sup> Pneumococcal

4 Months (16 weeks) – 3<sup>rd</sup> Diphtheria, tetanus and whooping cough injection, plus polio drops,, Hib B, Hepatitis B and MenB 2<sup>nd</sup> dose.

12 to 13 months – Hib/MenC, 1<sup>st</sup> dose MMR, Pneumococcal booster and MenB Booster

2 Years up to school year 6 – Nasal Flu Vaccine

3½ Years – MMR Booster, Pre School Booster (Diphtheria, Tetanus, Whooping Cough and Polio)

### **HIB (Haemophilus Influenza Type B) can cause:**

A type of Meningitis

A severe form of Croup

Blood Poisoning

Joint & Bone Infections

Pneumonia

## Interpreters

If required, an interpreter can be organised to accompany the patient during a consultation with the doctors. A minimum of 72 hours (more is preferred) prior notification will be needed for our Reception Staff to arrange this.

## Mobile Phones

We kindly request that our patients do not make or receive phone calls when in the building in consideration of all other patients

## Coils and Contraceptive Implants

Some of our female GP's are experienced in coil and implant fitting and removal and therefore the Practice can offer this service to patients

## Diabetic Clinics

We have specially trained Health Care Assistants and Diabetic Nurses who run clinics and offer services for patients who are classified as Diabetic, as well as advice for patients with blood glucose readings in the pre-diabetes stage.

## COPD

Chronic Obstructive Pulmonary Disease is a lung condition encompassing diseases such as bronchitis and emphysema. Patients suffering from this condition are usually over 40 years of age, get breathless on exertion, may have a chronic cough and usually (but not always) have a history of smoking.

Specialist trained nurses are available to help patients understand and offer relevant treatments for patients suffering from this condition. Appointments can be made via reception.

## Flu, Pneumonia and Covid Vaccinations

An influenza and Covid vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing or rest homes, and those aged 50 or over.

The Practice holds annual clinics following NHS Guidance to offer these vaccinations to eligible patients.

Additionally all patients who turn 65 will be offered a one of Pneumococcal vaccination. Pneumonia is an infection in one or both lungs caused by bacteria, viruses, or fungi. The infection leads to inflammation in the air sacs of the lungs, making it hard to breathe.

## Minor Surgery and Cryotherapy

Sessions are held at regular intervals with a GP for the removal of skin lesions, moles, warts, verrucae, sebaceous cysts, skin tags. It is essential that patients have an appointment with a GP first so that the lesion can be properly assessed. If we are able to remove it at the surgery we will arrange for patients to have an appointment at the minor surgery clinic.

## Chaperones

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or a friend.

On occasions you may prefer a more formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged. Only staff who have undergone the appropriate Chaperone Training will be used.

## Safety and Security

The Practice has CCTV installed at the Practice premises.

In keeping with our commitment to providing the best possible service to our patients, we hope the CCTV installation will provide

assurance to patients and Staff that safety and security are high on our agenda.

We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.

## Consent for Children's Treatment (under the Age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment.

Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

## Test Results

Please allow 5 working days for test results to come back (smear tests can take up to 8 weeks).

Please telephone the practice on 01798 872812 option 1 after 2pm to obtain details of your test results (e.g. blood, urine, x-ray) or visit the Practice.

To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will, of course, make every effort to contact you should your returned result need any further action. However, it is your responsibility to find out the result of your test.

The Doctors check the results before our Reception Staff are able to give any information to you. Our Reception Staff will only be able to state that the result is normal or that you will have to see the Doctor.

Please do not expect our Reception Team to relay any other information regarding the test results.

If the doctors need to speak to you personally, our Reception Staff will suggest the best possible time to ring, so as to avoid interruptions during the surgeries which is frustrating for both the patient and GP.

## Pulborough Patient Link (PPL)

This is our patient participation group, known as Pulborough Patient Link (PPL). With the new government's changes to the NHS, patient involvement is set to become increasingly important in defining what services the NHS should provide locally. Our PPL group is recognised as a leading example of how this can be done in a constructive manner. Although the membership of the PPL is steadily growing, we would like to take this opportunity to encourage as many of you as possible to join it, so that we hear even more clearly how we can best use the available resources to keep you well and help you when you are not. Becoming a member of the PPL has the added benefit of being able to receive the PPL Newsletter and news of other PPL events (the last one held in October, 'Healthy Sleep', was attended by more than 100 people) either for free by e-mail or as a hardcopy with a £5 charge for postage.

## Additional Services Closer to Home

Although we only refer 10% of our patients on to hospital care, the cost associated with each of the services provided in hospital is enormous and, in the light of the NHS funding challenges, it is important that both patients and GPs work together to avoid all unnecessary hospital admissions. Towards this end, in Pulborough, we have worked hard to provide a range of some twenty-five different NHS services, in addition to those specialist services offered by the Practice, to provide you with advanced care closer to home. These services are listed on our website, but they include a wide variety of consultant clinics, musculoskeletal and mental health therapist

## Additional Information

The Practice is committed to provide relevant information to people who use its service and the following methods will be used to provide this information;

- During a consultation
- Information Leaflets
- Practice booklet / leaflet
- Patient waiting areas / Health Promotion TV Screens

- Practice Website
- PPL Newsletters/emails

If you require information on a specific topic and are unable to find it, please ask our Reception Team who will do their utmost to help.

## Catchment Area for Patients

We cover a very large area of rural West Sussex, sometimes into areas where other practices are also available. To see if you are within our catchment area, you can go to 'Registration' menu from our website, alternatively ask our Reception Team who will be able to advise you.

## Car Parking

Whilst we do not have a specific patient car park, as we are located next to the local Tesco Store, we advise patients that they are able to park there free for three hours if there are no other parking spaces closer to the practice available.

The car-park to the rear of the building is for Staff only, but there are two disabled bays positioned here for patients with limited mobility.

Please note that no responsibility can be accepted by the Practice for damage caused to any vehicle using the car park.

### Change of Details

Please inform our Reception Team if you change your name, address, marital status or telephone number so that we can keep our records accurate.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers the area you have moved to.

## Social Services – some useful information

Social Services is a department of West Sussex County Council which provides information about, and access to, a wide range of social care services for people in need. Such services include care at home services, day care, respite care and long-term residential and nursing home care.

Services are provided directly by the County Council or by arrangement with the private or voluntary sector. The staff you are likely to be in touch with will include social workers, occupational therapists, home care assistants and day service workers.

Access to services is subject to assessment by Social Services staff who will take into account your views as well as information from any health professionals or others involved in your care and will often include financial assessment as some services are charged for.

If you meet the criteria which establishes your eligibility for a service, a care plan will be agreed with you.

Social Services for adults aim to:

- Maintain an individual's ability to live independently in the community
- Provide relief for family carers
- Enable provision of residential and nursing home care when independent living is not possible.
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The Main Types of Services are:

- Information and Advice
- Domiciliary services
- Home care (for help with personal care such as washing and dressing). Help with housework and shopping is given where there are personal care needs, or to relieve a family carer.
- Community meals
- Equipment or adaptations to property to enable Independent living with advice from occupational therapists.
- Day Services
- Residential or nursing home care
- Carers Support

## Training Practice

The surgery has been accredited as being suitable as a training practice for those doctors intending to become GP's and is proud to have offered this service for a number of years.

The GP Registrar (the Trainee) is a fully qualified doctor who already has much experience of hospital medicines and who will

gain invaluable experience by being based within the Practice. They work full-time in the practice for a period of 6 to 12 months.

At all times they provide care of the same standard as that provided by the other doctors – please accept them as a valued addition to our team.

Consultations are sometimes videoed for training purposes. You will be notified beforehand if this is the case and will be asked to sign a consent form. The recording will only take place if you agree to this; there is no obligation for you to do so.

## **Zero Tolerance**

**We will treat our patients with courtesy and respect and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or region or of philosophical belief.**

**Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly – without violence or abuse.**

**Any form of violence or abuse will not be tolerated and may lead to your registration status as a patient being revoked.**

