



POUND HILL MEDICAL GROUP

Patient Leaflet

Pound Hill Surgery

1 Crawley Lane
Pound Hill
Crawley
RH10 7DX
01293 540620

Copthorne Surgery

Lewiston
Copthorne Bank
Copthorne
RH10 3RE
01342 774888



WELCOME

Welcome to Pound Hill Medical Group. The present Pound Hill Surgery was opened in 1991 but we have been providing care to our patients since 1954 through our highly trained practice team. We provide a comprehensive range of medical services at Pound Hill and also at our branch surgery in Copthorne village.

MEET THE TEAM

Dr Jurrien Kuipers	MD DRCOG
Dr Paul Spensley	BMedSci (Hons) BM BS DRCOG
Dr Priya Ganeshkumar	MB BS MRCGP
Dr Joanna Wykes	MBChB MRCGP
Dr Isi Ikhide	MBBS IMRCireland DRCOG DFRSH nMRCGP
Dr Adam Deakin	BMBS BMedSci MRCGP
Dr Philippa Woolner	MBChB MRCGP MRCP PGCME
Dr Elizabeth Charles-Edwards	BSc MSc DHMSA MBBS MRCGP
Dr Grace Barden	MBChB MRCOG MRCGP

Every patient will have an allocated GP, but you are free to see any doctor within the practice. It is a good idea to stay with the same doctor for any particular problem. You can express a preference in writing to receive services from a particular doctor or healthcare professional and we will do our best to comply. However, we reserve the right not to do so if the preferred person has reasonable grounds to refuse, or does not routinely perform the requested service.

We also have a team of practice nurses, physician associates, pharmacists and healthcare assistants. Our reception team will help you book an appointment with the best person to see for your problem.

We are a training practice and have students with us throughout the year. The students shadow the doctors in many aspects of their role, including sitting in on consultations, with your consent.

All of our consultation rooms are on the ground floor of both of our surgeries. The entrance to Copthorne Surgery is accessible by a ramp for wheelchair users. Both surgeries have semi-automated doors and disabled toilet facilities.



JOINING THE PRACTICE

We accept patients who live in the Copthorne, Worth and Pound Hill areas as shown on the map on the back of this leaflet. You can check your postcode on our website, or call our reception team to check for you if you do not have internet access.

To register at the surgery, you will need to fill in a registration form which you can pick up from either of our surgeries. We will also ask to see some photo ID and proof of address in order to sign you up for our online services.

If you need to see a doctor before your registration is complete, you will be directed to the local GP walk-in service at Crawley Hospital who will be able to help.

If you are on any repeat medication, you must make an appointment to see a GP.

ACCESS --- TO INFORMATION

Pound Hill Medical Group is committed to patient care. We ask for information about you so that you can receive proper care and treatment. Everyone in the NHS has a legal duty to keep information about you confidential.

The Data Protection Act and Access to Health Records Act allow you to have access to computerised and written information about you. To request access, please contact the Practice Manager.

Only if you agree and give consent will your relatives, friends or carers have access to your medical record. If you would like to know more this please contact the Practice Manager.

A full privacy notice for patients is available on our website, or you can request a copy at reception.



APPOINTMENTS

Appointments can be booked by phone or directly at the reception desk any time the surgery is open. Some appointments are also available to book online. Appointments are normally between 8:30am-11:30am and 2pm-5:30pm, and you can book appointments up to four weeks ahead. An average appointment lasts 10 minutes.

Making the most of your appointment:

- Be prepared to tell your story
- Make a list of symptoms beforehand
- Consider bringing a friend or family member
 - Take notes and ask questions
 - If you do not understand, ask for an explanation in plain English

If you call the surgery to request an **urgent appointment**, the receptionist will ask you for a brief outline of the problem to give to our triage team who will call you back as soon as possible. The triage team may include doctors, specially trained nurses, and physician associates. They will only try to call you once, so please keep your phone with you. They will assess your health needs and direct you to the most appropriate healthcare professional.

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.

If you want to find out about **test results**, please check your online account first, where you will be able to find your results with the doctor's comments. If you cannot use online services, please call the surgery between 2pm and 5pm.

Please try to keep your appointment. If you can't make it, please call us to cancel as soon as possible so we can offer it to another patient.

WHEN WE'RE CLOSED

If you require urgent medical attention or advice outside of normal surgery hours, please call 111. Calls are free from both landlines and mobile phones. You can also visit their website at www.111.nhs.uk. Out of hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery reopens.



There is also an Urgent Treatment Centre at Crawley Hospital which is open 24 hours per day, seven days a week. They can treat most injuries or illnesses that are not life-threatening, including chest infections, minor head and eye injuries, broken bones, sprains and strains, minor burns and scalds, bites and stings. For more serious conditions, an Accident & Emergency service is available at East Surrey Hospital in Redhill.

In a genuine emergency, you should call 999.

REPEAT PRESCRIPTIONS



The easiest way to request a repeat prescription is using your online services account, the **NHS App** or **Patient Access**. You can also submit them in writing to the practice. We do not accept requests over the telephone due to the risk of errors.



Please allow **three working days** before collecting your prescription. If the request is for a medication that is not on your repeat list, it will need to be authorised by the doctor. This may result in a delay, so please give us as much notice as possible.



YOUR RIGHTS AND RESPONSIBILITIES

We will:

- Treat you with respect and courtesy at all times
- Treat you as an individual
- Give you full information on the services we offer
- Give you the most appropriate care by suitably qualified staff
- Provide you with emergency care when you need it
- Refer you to a consultant acceptable to you when you need it
- Give you access to your health records, subject to any legal limitation
- Give you absolute confidentiality and privacy

We ask you to:

- Treat all our staff with respect and courtesy at all times
- Tell us if you are unsure about the treatment we are offering you
- Ask for a home visit only when you or your relative is unable to attend through illness or infirmity and request visits before 10am if possible
- Keep your appointments and let us know in advance if you cannot
- Be punctual for appointments
- Take medicines according to the instructions and only ask for repeats when needed
- Let us know when you change your name or contact details

COMPLAINTS ——— AND COMPLIMENTS

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. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. We operate a complaints procedure as part of an NHS system for dealing with complaints. If you would like to discuss a complaint or the complaints procedure please contact Practice Manager Tina Coulson on 01293 540620.

We are continuously overwhelmed by the number of compliments that we receive at the practice and we really appreciate the time and effort our patients take to do this. It is a great morale booster to the whole team here so please keep them coming!



ZERO TOLERANCE

In keeping with the rest of the NHS, this practice operates a “zero tolerance” policy with respect to the protection of its entire staff. This means anyone who is violent or abusive in any way (including over the phone) to any doctor, member of staff or another patient, will have a written warning about their behaviour along with a code of conduct which they will be asked to sign. This will start a traffic light warning system. A third strike will mean that you are taken off our practice register and asked to re-register elsewhere. Extreme cases will result in the incident being reported to the police.

SERVICES

Pound Hill Medical Group provides the full range of general medical services, and in addition provides:

Additional Services

- Cervical screening
- Contraceptive services
- Family planning and menopause
- Vaccination and immunisations
- Child health surveillance services (child health checks)
- Maternity medical services (maternity care)
- Minor surgery

Enhanced Services

- Enhanced access (early/late and weekend surgeries)
- Quality information preparation
- IUD (coil) contraceptive device fitting
- Enhanced phlebotomy

Other Services

- Travel clinics for immunisations, advice and prescriptions
- Special clinics for diabetes/asthma/heart disease/hypertension
- Private medical examinations/reports (there will be a charge for these)
- Smoking cessation clinics
- Nursing procedures (details available at reception)

RESEARCH

Pound Hill Medical Group has been involved in clinical research for over 20 years. More information about research, including some current studies, can be found on our website.

Our opening hours:

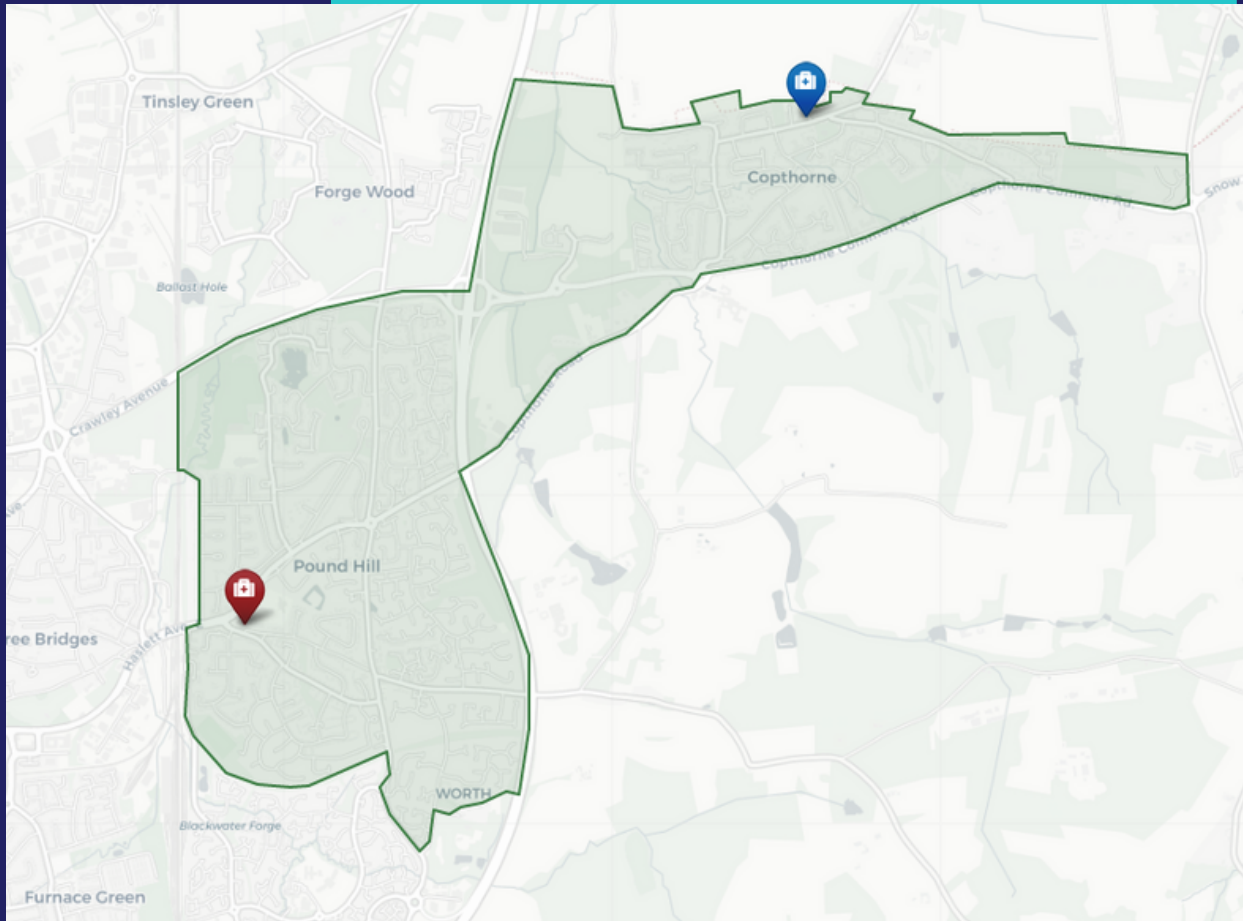
Pound Hill Surgery:

8am-6:30pm Monday to Friday

Copthorne Surgery:

8am-6:30pm Monday to Thursday

8am-5:30pm Friday



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