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**Welcome to Henfield Medical Centre**

**The Practice**

There are five doctors in the partnership and 2 salaried.

We operate two surgery sites,

Henfield Medical Centre and a branch surgery

at Woodlawn, Partridge Green. Both surgeries have

full disabled access.

Our reception staff will be pleased to answer any

queries you have. All staff are fully trained in

matters of confidentiality.

The practice is contracted to NHS England South:

Telephone Number 0300 311 22 33

We are part of Coastal West Sussex Clinical

Commissioning Group, 1 The Causeway, Goring By Sea,

West Sussex Telephone Number; 01903 708400

**New Patients**

We will assign you to the doctor with the shortest list

New patients are given a questionnaire which helps

us plan your health care.

**GP Training Scheme**

We are a training practice involved in the advanced

training of GP’s attached to the surgery and known

as “GP registrars”.

**These registrars are fully qualified doctors.**

They are required to spend a year with specially

qualified general practitioners before going on to

practice on their own. We expect that you will

accept their services as an extension of our own.

**Clinics & Services Available:** Asthma, Blood Tests,

Cervical Screening, Childhood Immunisations,

Chiropody, COPD,, Diabetes Clinic, District Nurses,

ENT Microsuction, Family Planning, Health Visitors,

Minor Illness Clinic, Minor Surgery,

Private Medicals,

**Our Online services:** by using our online services via

“SystmOnline” you are able to manage your

Appointments and repeat medication over the internet.

**Register Now via our website:**

**www.henfieldmedicalcentre.co.uk**

**EMERGENCIES**

**For example: chest pain, stroke symptoms, loss of**

**consciousness : Dial 999.**

**URGENT PROBLEMS:**

Between 8am and 6.30pm one of the doctors is available to deal with acute medical problems. For same day help please ring before 10.30am whenever possible.

**Call us on 01273 492255**

Outside these hours you need to call the Out of Hours Service on 111

**Out of Hours Service – 111**

**(No charge is made for this call)**

**Routine Appointments**

For a routine appointments Monday to Friday**.**

Tele: 01273 492255 between 8.30am -5.30pm,

Appointments are available to book up to 2 weeks in

advance. Appointments are scheduled to last 15 minutes.

You will be asked for brief details of the reason for

your appointment when booking; this is to enable us

to give you an appointment with the most appropriate

person. You may express a preference of doctor and

we will do our best to accommodate, however it will not

always be possible to see the doctor of your choice.

Telephone consultations are available.

You may see you doctor at either Henfield or

Partridge Green.

There are a limited number of early appointments

available for patients who wish to be seen before 8am.

**Please let us know if you are unable to keep**

**an appointment** **via a telephone call or a text reply.**

**Home Visits**

Please telephone 01273 492255 between **8am - 10am** to request a home visit. You will be asked the reason for the visit and doctor may telephone you first to discuss the need for the visit.

**How to Speak to Your Doctor**

The doctors are able to discuss problems over the

telephone. If you need help or advice please telephone your doctor’s personal assistance.(\*see PA direct dial numbers) The PA may be able to resolve the problem for you or alternatively may arrange for your doctor to call you back.

**Repeat Prescriptions**

The white request slip attached to your prescription can be used to order your medication (please tick the items you need). If you do not have your request slip there is a form available at reception for this purpose. Please allow 7 working days from when we receive your prescription request before collecting your medication.

You can also request medications by registering on our website for on-line ordering, dropping your request into Lloyds Pharmacy or alternatively posting your request to Henfield Medical Centre.

**WE DO NOT ACCEPT PRESCRIPTION REQUESTS BY TELEPHONE**

**Dispensing**

We can only dispense drugs for patients who live over 1.6 miles away from a chemist. Lloyds pharmacy collects prescriptions for non-dispensing patients or they can be sent electronically. Drugs can also be collected from our Partridge Green Surgery.

Dispensary Opening Hours:

9am – 1pm and 2pm – 6pm.

Emergency medication is available during normal surgery opening hours from 8am-6.30pm.

**Blood and Other Tests**

If you require a blood test you will be offered an appointment with either a nurse or phlebotomist. You may be asked to provide a specimen for other tests. Please label these clearly with your name and return them to the surgery by 10.30am when they are collected and taken to the laboratory for analysis.

If you are asked to telephone the surgery for the results of a test please telephone:

**01273 492255 between 2pm-5pm. Pressing Option 4**

**The Friends of Henfield Medical Practice Trust**

**Registered Charity Number: 1140280**

We have an active Patient Participation Group

attached to the practice. Its activities include

patient liaison, organising talks by health specialists

on health topics, fundraising for equipment for the

surgery and producing a newsletter twice a year.

For current news of events please look at the

Friends Notice Board in the Henfield Surgery

reception area.

**Transport**

The Medical Centre Link Group is a voluntary service

that provides transport to the Medical Centre and

to local hospitals for patients who are without

transport. The organisers appreciate 48 hours notice

if at all possible. A donation towards petrol is

requested. Please telephone the Medical Centre

for further information.

**Services Not Covered By the NHS**

Completion of some forms and certificates are not

covered by the NHS.

 e.g Completion of insurance/medical paperwork **\***

**(\*Special Fees will apply)**

**Violent Patients**

This practice supports the Governments NHS Zero

Tolerance Campaign. Violent patients will be reported

to the police and removed from the GP’s list. GP’s and staff

have the right to care for others without fear of being

attacked or abused.

**Henfield Medical Centre Statement of Purpose** can

be found on our website.

 **USEFUL TELEPHONE NUMBERS**

Chiropody Central Clinic Worthing 01903 843503

Lloyds Pharmacy. 01273 492030

**Medical Centre Direct Dial Numbers**

Dispensary 01273 497421

District Nurses 01903 843412

**GP Secretaries**

**Charly Midgley**

**Caroline Candlin**

**Samantha Temple**

**Zoe Whistler**

**The General Data Protection Regulation (GDPR)**

is an EU Regulation which became directly applicable

in the UK on 25 May 2018. The GDPR and the DPA

2018 will replace the existing Data Protection Act 1998.

Your details are kept on our computer system and

in paper form and are CONFIDENTIAL.

Some details are sent by computer link to the PCSE

but only personal details such as name, address

and NHS number are sent.

The **GDPR** requires you to be aware of this.

**Comments, Suggestions and Complaints**

If you have a complaint about the service you have

received from this practice you are entitled to ask

for an explanation. We operate an in-house

complaints procedure. Your complaint should be

addressed to the Practice Manager.

We will ensure that any comment or complaint

is taken seriously. It will be confidentially

investigated to resolve matters.

This can be done by direct contact with the

Practice Manager and you will receive a reply within

3 days

**HENFIELD MEDICAL PRACTICE**

**Main Surgery**

Henfield Medical Centre

Deer Park, Henfield, West Sussex BN5 9JQ

01273 492255

**Partridge Green Surgery**

Woodlawn, High Street, Partridge Green,

West Sussex RH13 8HR

01403 711577

Partridge Green Surgery calls transfer to Henfield outside of surgery hours.

**Henfield Medical Centre, Opening Hours**

Monday- Friday

08:00 – 6:30pm

**Partridge Green, Woodlawn Surgery, Opening Hours**

Monday 8.30am – 11.00am & 2.00pm – 5.00pm

Tuesday 8.30am – 11.00am

Wednesday 8.30am – 11.00am

Thursday 8.30am – 11.00am

Friday 8.30am – 11.00am

[www.henfieldmedicalcentre.co.uk](http://www.henfieldmedicalcentre.co.uk)

**PARTNERS**

**Dr Karen Crawford Clarke. Executive Partner**

BSC MBCHB MRCGP DFP

**Dr Cheryl Lambe**

MB BS DFFP MRCGP

**Dr Olivia Snape**

MBBS DCH MRCGP

**Dr Gordana Ninkovic-Chapman**

MBBS MRCGP MRCS DOHNS DRCOG

**Dr Aruni Gunaratne**

MBBS MRCGP DCH DFSRH

**SALARIED GPs**

Dr Jack Underwood

Dr Josie Hough

**PRACTICE MANAGER**

**Morven Banks**