

HENFIELD MEDICAL CENTRE

Deer Park, Henfield, West Sussex, BN5 9JQ

01273 492255

Opening Hours

Monday - Friday

08:00am - 06:30pm

www.henfieldmedicalcentre.com

WELCOME TO HENFIELD MEDICAL CENTRE

Our Partners

Dr Gordana Ninokovic-Chapman

MBBS MRCP MRCS DOHNS DRCOG

Dr Aruni Gunaratne

MBBS MRCP DCH DFSRH

Dr Alexander (Jack) Underwood

MBBS BSC(Hons) MRCP

Our Salaried GPs

Dr Carl Egan

BM BS MRCP

Dr Josie Tenneson

BSc MBChB MRCP PG Cert in Medical Education

Dr Laura Tucker

MBChB BSc DTM&H

Dr Olivia Snape

MBBS DCH MRCP

Morven Banks

Practice Manager

Wendy Pratt

Deputy Practice Manager

Diana Marshall

Operations Manager

Our Mission Statement

Henfield Medical Centre is dedicated to putting people first; both patients and staff alike.

We continually strive to meet the highest standards of care and service whilst offering the best of personal, expert generalist care in the most effective way.

The Practice

There are currently 3 GPs in the partnership and 4 salaried GPs. Henfield Medical Centre has full disabled access with a dispensary on site.

All staff are fully trained in matters of confidentiality and should you have any questions please do not hesitate to ask a member of our reception team.

The practice is contracted to NHS England South:

Tel: 0300 311 22 33

We are part of the NHS Sussex ICB:

NHS Sussex, Sackville House, Brooks Close, Lewes, BN7 2FZ

Tele: 0300 140 9854

GP Training Scheme

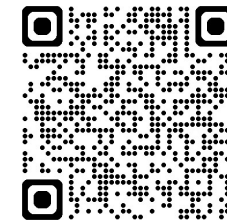
We are a training practice for trainee nurses, medical students who also facilitate registrars which are fully trained doctors who are required to spend their final year at a practice before qualifying as a GP.

New Patients

We will assign you a usual GP but when completing external forms which ask you who your doctor is please write Henfield Medical Centre. This is so future correspondence goes to the surgery and not a specific doctor who may be away on annual leave etc. New patients register with us through our website. Please remember to complete the consent form if this applies to you or your loved ones.

Appointments

For all appointments; routine, urgent or telephone please complete a **Rapid Health** form between 05:00-17:30 Mon-Fri, linked with the **QR code**. If you are unable to complete this online form then please call us between 08:30-17:30 on: 01273 492255



Admin requests such as letters, referral questions etc. may also be submitted through the Admin section of **Rapid Health** between 08:30-18:30 Mon-Fri. In some cases phone appointments will be with an Advanced Nurse Practitioner. When you attend if you wish to have a chaperone present please ask the clinician and we will be more than happy to arrange this.

We offer a variety of clinic such as: Asthma, Blood Tests, Cervical Screening, Childhood Immunisations, Chiropody, COPD, Diabetes Clinic, ENT Microsuction, Family Planning, Long Term Condition Clinics, Minor Illness Clinic. More info on the website.

Out of Hours Service

An urgent-only service is provided by **NHS 111**. The on-call doctor can provide telephone advice or you may be invited to attend an out-of-hours clinic. NHS 111 is a free number from mobiles and landlines.

Home Visits

These are usually reserved for severely ill patients who are housebound. Should you require a home visit they can be requested by telephone between **08:00-10:00**. You will be asked the reason for the visit and a doctor may phone you to discuss this.

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 have a look at the website for the telephone numbers to call.



NHS
England
South East

The NHS App

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.

- **Check your symptoms**
- **Find out what to do when you need help urgently**
- **Book and manage appointments at your GP surgery**
- **View test results**
- **Order repeat prescriptions** - For any questions regarding medication please email: sxicb-wsx.henfield.prescriptions@nhs.net or call: **01273 492255**. For safety reasons we are unable to take prescription requests over the phone. If you have problems ordering on the app please email to order your prescription.
- **View your GP medical record securely**
- **Register to be an organ donor**
- **Choose how the NHS uses your data**

Non NHS Services

We also offer services not covered by the NHS, e.g completion of forms and certificates and some private medicals. More info and prices are on the website. There is a charge for this work and our NHS services take priority over non NHS work.

Dispensary

We can dispense medication to all patients who live more than 1.6km from a chemist, this is as the crow flies not the distance you drive. The dispensary is open Mon-Fri 09:00-13:00 and 14:00-18:00. Emergency medication is available to all during the normal surgery hours. Out of hours please go to your local chemist.

Violent Patients

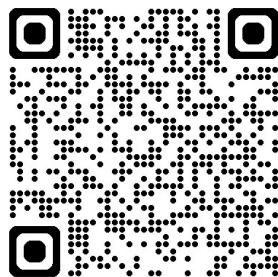
In line with the rest of the NHS we have instigated a Dignity at Work and Zero Tolerance policy, whereby aggressive, violent, or psychologically abusive behaviour towards any of our staff will not be tolerated under any circumstances. Whether this is in person or when talking to us over the phone. Violent or aggressive patients will be reported to the police and removed from our patient list immediately.

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. We will ensure that any comment or complaint is taken seriously. It will be confidentially investigated to resolve matters. This can be done by emailing and you will receive an acknowledgement within 3 days.
sxicb-wsx.henfield.complaints@nhs.net

Feedback and Suggestions

For feedback please go onto the practice website as linked with the **QR code** and fill out the online form to provide feedback.



Primary Care Network

The Chanctonbury Primary Care Network (PCN) is a NHS collaboration between 4 GP Practices - Billingshurst Surgery, The Glebe Surgery, Henfield Medical Centre, and Steyning Medical Practice. Whereby, we work in together to provide extended services for our patients.

The Friends of Henfield Medical Centre

Registered Charity Number: 1140280

The Friends of Henfield Medical practice Trust is a patient participation group, originally set up in 1995 by patients for patients. There is no membership - it is open to anyone who is registered with the Henfield practice, all of whom are welcome to participate in any activities of the Friends.

Aims

The main aim of the Friends is to act as a link between the practice, patients and the community, and to advance the education of health care by the provision of talks / lectures and other educational activities.

The Friends also aim to raise funds and accept donations for the purchase and maintenance of medical and other equipment, machinery and facilities for the benefit of the communities served by the practice

General Data Protection Regulation

This 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.

