

**CORNERWAYS SURGERY****145 George V Avenue****Worthing****West Sussex****BN11 5RZ****Tel. (01903) 247740****Website: <https://cornerwayssurgery.com>****Welcome to Cornerways Surgery!****Disabled Access**

- The practice provides access for disabled patients with extra wide doors and disabled toilet access. Staff members are available to help with access to the building.

**The Practice Team**

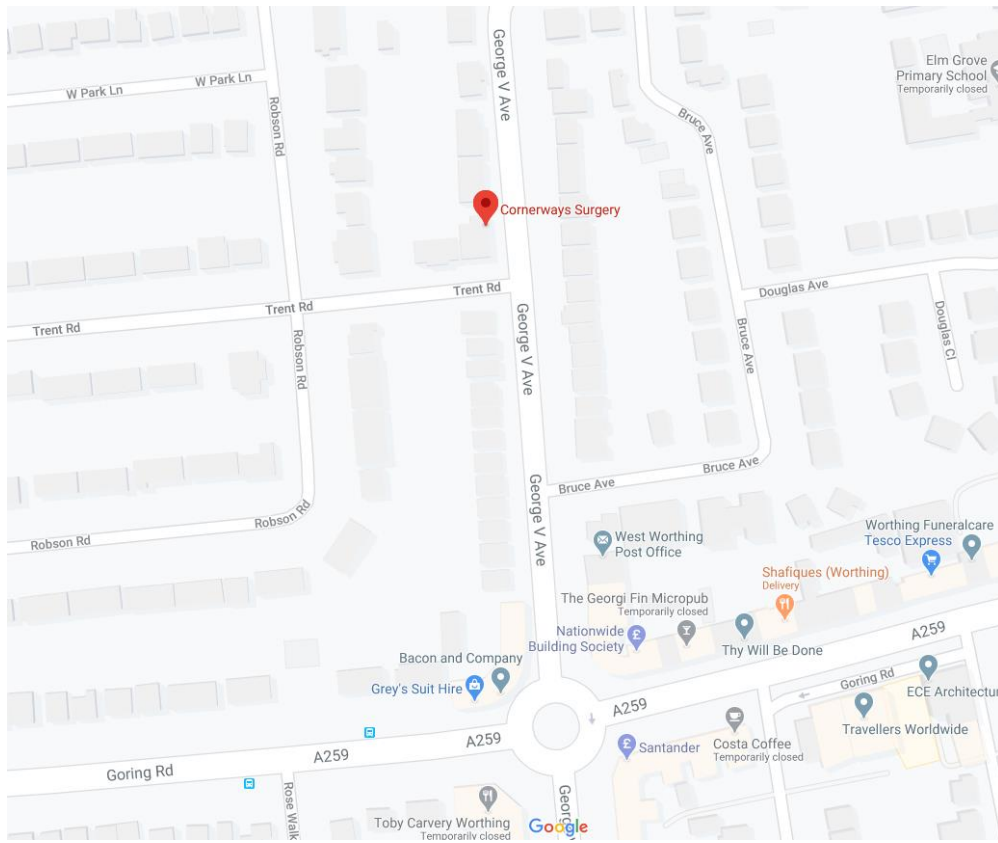
- **Dr. Robert Sayers** MB BCh BAO DCH MRCGP (1995) Post Grad Cert Med Ed Belfast 1987
- **Dr. Steven Romans** MA MBBChir MRCP MRCGP DGM DFSRH DRCOG Cambridge 2008
- The surgery is managed by the Practice Manager, **Mrs. Jacki Barnes**, and her team of four receptionists.
- We have two Practice Nurses currently at the surgery - **Mrs. Lorraine Miles** EN, RN and **Mrs. Coral Meredith** who also deals with Diabetes appointments. We regularly run joint diabetes clinics at the surgery together with the community diabetes team. Pre-booked clinics.
- We also have one Health Care Assistant at the surgery - **Mrs. Louise Johnson** who is also trained in smoking cessation and performing NHS Health Checks. Pre-booked clinics.

**Allied Healthcare Team**

- Health Visitors are attached to the surgery and can be contacted on **01903 843802**.
- The Midwife is based at Durrington Children & Family Centre, Salvington Road, Worthing, West Sussex BN13 2JD – Telephone **01903 276888**.
- The Community Nurses can be contacted through One Call on **01903 254789**.

## **Practice Area**

The easterly boundary is the west side of Downview Road (odd numbers) and the west side of St. Valerie Road. The westerly boundary is the eastern side of Shaftesbury Avenue and east side of Sea Place. The northern boundary is the railway line and the southern boundary is the north side of Eirene Road along West Parade to Grand Avenue. **Patients moving out of this area will normally have to register with another surgery.**



## **New Patient Registrations**

- We welcome new patients who live within our practice area to register with us. Due to Covid-19 we ask you do not come to the surgery for registration. If you cannot download or print the forms below, please ask us to post them to you (and you can post them back). If you can, please fill the forms out electronically and email them to us. Or print them, fill them, scan them and then email them!
- If possible, we ask you to provide identification (photographic preferred for adults; birth certificate for children) and proof of address upon registration. This is to help us match you to any pre-existing NHS records. Nobody is required to provide documentation; it is simply very helpful if you have it.
- Some children over 13 may be competent to self-register, but we ask (if possible) that an individual with parental responsibility apply on their behalf. We ask that this individual provides proof of parental responsibility (e.g. identification matching the parent name on the birth certificate) and proof of address.
- For adults who cannot make their own healthcare decisions (lack capacity), a relative, primary carer, lasting power of attorney or court appointed deputy may apply on their behalf.
- If you expect to stay in our practice area for more than 3 months, we can permanently register you. Temporary registration is available for those staying up to 3 months. We will inform you within 14 days if your application has been declined for any reason.

## **Services available**

The following services are available at this surgery:

- Child Health Surveillance (new baby check and vaccinations)
- Contraception Services (full range including pills, patches, implants, coils & injections)
- Maternity Medical Services
- Minor Surgery Services
- Cervical Screening
- Influenza and Pneumococcal Immunisation
- Drug Monitoring
- Phlebotomy
- Spirometry
- NHS health checks
- Wound dressings
- ECGs

## **Practice ethos & Core Hours of Service**

- Dr Sayers and Dr Romans run ‘personal lists’. This is a (now rare) way of running general practice whereby you are permanently registered with one (your) GP. This provides excellent continuity of care but comes with challenges. If you choose to join our surgery (and go onto a personal list) we ask that you help us make this service sustainable by, where safe to do so, avoiding asking for an appointment on a day when your GP is off. We also ask you respect our main operational hours of 8am-5pm every weekday, except Tuesday where we close the building at midday. We do appreciate health needs cannot always be predicted and will of course provide cross-cover within the team or with locums where needed. If this arrangement does not suit you, please give consideration to other local practices where lists are run differently.
- Cover outside of our main operational hours (please only use if urgent)
  - Weekday 5 – 6.30pm cover. Provided on a rota between our own GPs and Barn Surgery (Ferring) GPs.
  - Tuesday 12 – 6.30pm cover. Provided by Barn Surgery (Ferring) GPs.
  - Annual leave of your GP – cover provided between a locum doctor and the other Cornerways GP.
- Out of Hours
  - 6.30pm to 8am out of hours care is provided by NHS 111.
- When our building is closed – please telephone **01903 247740** to be given an alternative telephone number to ring.
- From 1<sup>st</sup> June 2020 you will be able to send us an electronic query at any time.
- We offer extended hours clinics, but these are currently disrupted by COVID-19.

## **Communication with the surgery**

- 1. Please do not come to the surgery in person during the COVID-19 Pandemic unless you are invited to do so.**
2. You can phone us on **01903 247740** (appointments & enquires).
3. You can register for online services (Patient Access and NHS App) to book appointments and request prescriptions
4. From 1<sup>st</sup> June 2020 you can use the eConsult service (via a [link](#) from our website) to send us a health query any time via our website.
5. The surgery uses a text messaging system and you might be given the option to reply to a text with a message or photo. Alternatively, you may be invited to email us a photo.  
*Please note we cannot guarantee the security of your personal email.*

6. We offer video-consulting. At present this is either organised from a telephone call or by special arrangement.

### **GP Appointments during the current Covid-19 Pandemic**

- Patients are asked to telephone the surgery for an initial telephone consultation with the GP. From here your enquiry will either be resolved or we'll organise a further video-consultation, face to face appointment or photo submission.
- No emergency walk in clinics are operating until further notice. These clinics are a feature of our practice and we plan to re-introduce them after Covid-19.
- **eConsult Queries** – from 1<sup>st</sup> June 2020 we will **trial** this service whereby you can ask us a health query via a link on our website. We will ask that you provide consent for us to reply to your query by text or phone call within two working days.

### **GP Access Hub Clinic**

- Patients are able now to book an appointment for an acute problem (one you have had e.g. for less than four weeks) through the surgery and be seen at the GP Access Hub clinic (GPAH). This is a separately funded GP-run clinic to which you have access. It will not be one of our doctors providing the review and they are held in a different building in Worthing. These appointments are available until 8pm weekday evenings and during Saturdays and Sundays. Please make enquiries at the surgery if you wish to access this service. See <https://innovationsinprimarycare.com/gpah-clinic/> for more information.

### **Practice Nurse & Healthcare Assistant Appointments**

Appointment availability (all pre-booked) is as follows:

- 8am to 12 noon – Monday, Tuesday, Wednesday, Thursday and Friday. Blood tests are available on Tuesdays, Thursdays and Fridays.
- Smoking cessation & health checks are suspended during COVID-19.

### **Home Visits**

- Requests for home visits should be made as early in the day as possible, usually before 10.30am. The doctor will decide if a home visit is appropriate or whether it would be better for you to attend the surgery where there are more suitable facilities and equipment.
- Home visits are very time consuming and the doctor may telephone back to discuss requests for a visit.

Please remember:

- Lack of transport is not a reason for the doctor to visit.
- There are few reasons why a sick child should not be brought to the surgery.
- We do appreciate the effort patients make to attend the surgery.
- Out of Hours is an emergency service and not for problems which could have been addressed during the day or can wait until the following morning.
- All calls to the Out of Hours are monitored by the doctors and may be discussed with patients at a later date.

## **Digital Services**

- You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more. If you already use Patient Access you can continue to use it. You can use the NHS App as well. You can sign up through the app or website and will need to submit some identification. For more information go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)
- Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer. Enquire at the surgery to set this up. <https://www.patientaccess.com>
- You can use eConsult via the link on our website to submit health or administrative queries which we'll respond to within two working days. We will text or call you back.

## **Sick Notes**

- The NHS does not provide sick notes in the first week of illness. If your firm requires a sick note for less than one week, there will be a fee. If you are seen at A&E, or have been in hospital, they are contracted to supply you with a sick note for the length of time they have advised you to be off work. Insist on a note from them before you leave. The hospital is paid to provide a sick note.
- Sick notes are general guidance for your condition for carrying out any form of work, they are not specific to your own job. Often, they might suggest you are fit in some capacity e.g. light duties only. For some job roles that might mean you can continue to work whereas for others (e.g. builder) that might mean no work is available; **in such a scenario the note counts as a sick note and it does not need to be changed to state you're not fit for any work.**
- Please note you are entitled to present yourself as fit for work before your note runs out. **You do not need a cancellation note. We do not provide a private service to state you are fit to return to your specific job role.** If your employer requires this, they need to find a private occupational therapist.
- During COVID-19 we are able to text or email your sick note.

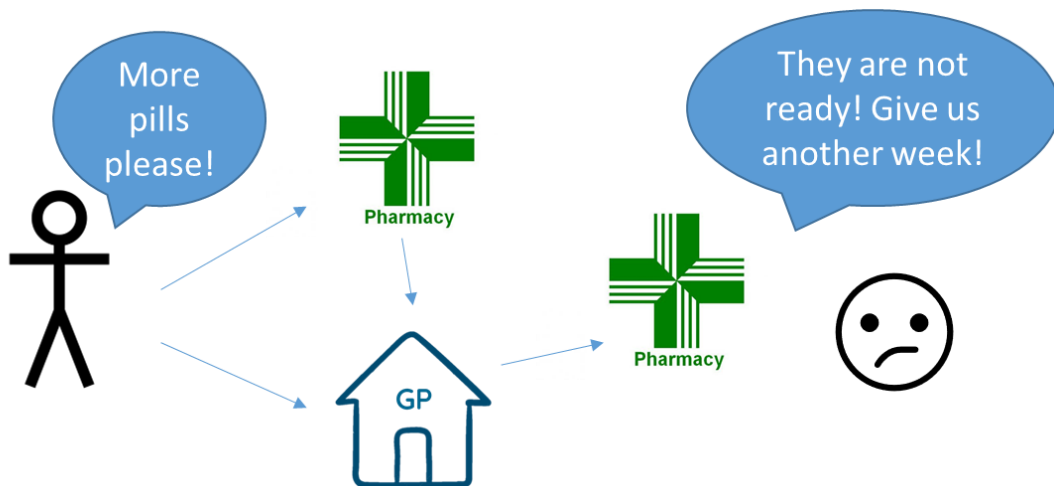
## Prescriptions

- 95% of prescriptions will be electronic.
- Just tell us your preferred chemist and we will save your preference. You can change it any time, or even temporarily for a one-off prescription.
- The chemist will usually receive the prescription within a few hours of us issuing it. If you go there straight away they can still retrieve it for you.

## Repeat Prescriptions

- If you are stable on some long-term medications, we can pre-authorise several batches of medicine without you needing a review. This might be six batches each lasting about 2 months.

**Until recently all repeat medications were set up as “Repeat Prescribing”  
With this system, each batch has to be requested and a new prescription issued.  
Some patients ask the surgery directly, others get the chemist to do that for them.  
The process is slow, inefficient and can be frustrating.**



**Now we can set this up as “Repeat Dispensing” with just one initial prescription valid for all batches. This is quick and efficient.**



- If you have too much stock tell the chemist.
- If you have several items slightly out of sync, the chemist can ‘part-dispense’ your next script so they are back in sync.
- Please ask us if you’d like repeat dispensing to be set up for you.
- If you’re on the older repeat prescribing where you have to ask us for the next batch, don’t worry! You can ask us for more using Patient Access, the NHS App, eConsult or a written note.

## **Travel Vaccines**

- The surgery offers the following travel vaccines free of charge – Hepatitis A, Typhoid, Diphtheria/Tetanus & Polio (combined). Please make an appointment to see the practice nurse for these vaccines to be administered. For any other travel vaccinations required please attend a Travel Clinic. A useful website to find out what travel vaccinations are required is <http://www.fitfortravel.nhs.uk/home.aspx>
- Anti-malarial tablets are available on a private prescription if you travel to tropical countries. Please make an appointment to see your GP for anti-malarial advice.

## **Charges for Private Services**

This is an NHS practice and we do not take on private patients. However, there are some services which are not covered by the NHS and for which there is a fee payable. The fees are recommended by the BMA. We can tell you the fee in advance so you can decide whether to proceed.

## **Teaching & Training**

- The Practice is a training practice for students from Brighton Medical School.



## **Patient's Rights and Responsibilities**

All our patients exercise the right to:

- Register and receive treatment regardless of your age, sex, disability, race or income provided you live within the practice catchment area.
- Go on individual GP's lists – the GP would still be allowed the right of reasonable refusal.
- The patient may be asked to accept an alternative if, for example, the service required was now being delivered by another professional member of the practice.
- Consult with a GP within 24 hours on weekdays for URGENT medical problems.
- Access the practice deputizing service out of hours.
- Have your treatment explained to you.
- Confidentiality.
- Have any information or communication needs required met by the surgery.
- Gain access to an interpreter.
- To complain, without discrimination, if there is a problem.

You are responsible for:

- Making and **keeping** appointments.
- Informing the surgery of any information or communication needs that you may have.
- Notifying the surgery if you are unable to keep your appointments in good time so that the appointment can be offered to another patient.
- Behaving in an acceptable manner.
- Switching off mobile phones when in the surgery.
- **Informing the practice of any change of address, name or telephone number.**

## **Accessible Information Standard**

- Under the Accessible Information Standard, we are obliged to ask patients if they have any communication/information needs relating to a disability, impairment or sensory loss that the practice should be made aware of and, if so, what those needs are. If you would like us to be informed of any communication/information needs that you have, please let us know.

## **Violence against GPs and their Staff**

- The NHS zero tolerance zone is a nationwide campaign to stop violence against staff working in the NHS. Violence means any incident where GPs or their staff are abused, threatened or assaulted whether verbally or physically in circumstances arising out of their work, involving an explicit or implicit challenge to their safety, well-being or health.

Whilst we understand that patients may be worrying about their health, we will not tolerate aggression or abuse to either our reception staff or any of the professional staff at this surgery. Individuals behaving violently will be reported to the police.

## **Confidentiality**

- The practice recognises the right of the patient to insist on the privacy of their medical records. Both directly employed staff and attached NHS clinical staff, e.g. health visitor, community nurse and midwife, may have access to patient information which is necessary for the effective care of the patient with the patient's consent. Information supplied to any outside agency is only released with the written permission of the patient. Please see the Practice Privacy Notice for information regarding our use of your data, privacy and the Law. Further up to date information on this is available to view at the surgery or by visiting our website [www.cornerwayssurgery.com](http://www.cornerwayssurgery.com). You can opt out from having your confidential patient information used for research and planning by visiting [nhs.uk/your-nhs-data-matters](http://nhs.uk/your-nhs-data-matters) or by calling **0300 303 5678**. You can change your choice at any time.

## **Access to Medical Records**

- **The Access to Health Records Act 1990** gave individuals the right of access, subject to certain exceptions, to health information recorded about themselves and, in certain circumstances, about others within manual records.
- The **General Data Protection Regulations (GDPR)** which came into force in May 2018 now apply. Information on these Regulations is available at the surgery or please see our website [www.cornerwayssurgery.com](http://www.cornerwayssurgery.com)
- Patients may apply and register at the surgery to have online access to their medical records. Please enquire at the surgery for further information.
- Details of Primary Medical Services may be obtained from the Surrey and Sussex Local Area Team, NHS England, Lanchester House, Trafalgar Place, Brighton, East Sussex. BN1 4FU

## **Carers' Information**

- Do you look after someone who is ill, frail, disabled or mentally ill?
- We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.
- Caring for someone is an important and valuable role in the community which often is a 24 hour job that can be very demanding and isolating for the carer. Carers should receive

appropriate support by way of access to accurate information on a range of topics such as entitlement and respite care and not least a listening ear when things get too much.

- If you are a carer, please ask at reception for a Carers Registration and Referral form which you can complete to let us know about your caring responsibilities.

## **Compliments, Comments & Complaints**

- The practice staff want to provide a good service. Patient views and suggestions are always welcome. There is also a formal procedure for dealing with complaints. Please enquire at reception for further details.
- The Independent Health Complaints Advocacy Service (IHCAS) is a free and independent service for patients. Their contact details are as follows:

Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)

Telephone: 0300 012 0122

Email: [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)

Address: The Billingshurst Community Centre, Roman Way, Billingshurst, West Sussex RH14 9QW

## **General Medical Advice**

### **Chest Pain**

Crushing, chest tightness or discomfort may be a symptom of heart disease. It is important to get to hospital quickly so early treatment can be started. **Please call 999.**

### **Chicken Pox**

It is best to catch this when you are young. Calamine lotion applied to the skin and an antihistamine over the counter helps. It is infectious until the last spots have dried up.

### **Colds and Flu**

Please stay at home and rest. Drinking plenty of fluids and taking paracetamol are all you can do. Antibiotics will not help. Decongestant tablets or nasal sprays are available over the counter.

### **Burns**

Apply cold water. If it involves large areas go to the hospital accident and emergency (A&E) department (if it's close to hand apply cling film over large burns first & drink plenty of water).

### **Nose Bleeds**

Squeeze the nostrils together (the soft bits not the bony bit and please hold without checking for at least 10 minutes) and suck ice (ice lolly for children). If it does not stop after 20 minutes or so you might need some extra treatment in A&E.

**Diarrhoea**

Usually viral. The main thing is to have plenty to drink and eat what you can tolerate (usually bland foods).

**Dental Problems**

These should be managed by a dentist in or out of hours. If the problem is mainly pain you could try simple pain killers and for gum problems sometimes over the counter mouthwashes containing chlorhexidine, or for sensitive teeth, can be useful.