

## STEYNING HEALTH CENTRE

Tanyard Lane, Steyning,  
West Sussex, BN44 3RJ

Upper Beeding Branch Surgery  
14 Dawn Close, Upper Beeding,  
West Sussex, BN44 3RJ

Practice website:

<http://www.steyninghealthcentre.co.uk>

Patient Online Services:

<https://systmonline.tpp-uk.com>

## OPENING TIMES

### Steyning

### U Beeding

(Please confirm times)

**Mon:** 08:00 to 18:30

**Tue:** 08:00 to 18:30

**Wed:** 08:00 to 20:00

**Thu:** 08:00 to 20:00

**Fri:** 08:00 to 18:30

08:00 to 11:00

08:00 to 11:00

08:00 to 11:00

08:00 to 11:00

## TELEPHONE NUMBERS

### Emergencies, Visits and Out of Hours

01903 843400

### Appointments & Prescriptions

01903 843400

Prescriptions must be requested in person, by post, by fax,  
the Patient Online Services web site or your chosen  
pharmacy

### Enquiries and Results

01903 843400 (after 11:00 am please)

### Fax

01903 843440

## PRACTICE STAFF

Paul Moss  
Jenny Smith  
Charlotte Barrie  
Jane O'Brien  
Diane Taylor  
Pat Wilkie

Business Manager  
Assistant Practice Manager  
Data IT Manager  
Senior Receptionist  
Patient Advisor  
Patient Advisor

### Nurses

Pauline Barton  
Amanda Shields  
Amanda Combes  
Christine Syred  
Debbie Bushby  
Rosetta Humphrey  
Rosie Lee  
Stephen McNulty  
Viv Smith

Practice Nurse Lead (Asthma)  
Practice Nurse (Family Planning)  
Practice Nurse  
Practice Nurse (Diabetes)  
Minor Illness Nurse  
Practice Nurse (Family Planning)  
Minor Illness Nurse  
Paramedic Practitioner  
Practice Nurse (Cardiac)

### Healthcare Assistants

Amanda Oxley  
Tracie Smith

### Secretaries

Anne-Marie Diamond  
Georgina Hoare  
Nancye Stakim

### Carer's Support representative

Sue Clark

## STEYNING HEALTH CENTRE

# PRACTICE CHARTER

## Information for Patients

### Partners

Dr Eric Noren

Dr Alex Rainbow

Dr Jacqui Holdaway

Dr Alan Bennett

Dr Sophie Galloway

Dr Alex Dewdney

Dr Rashmi Jain

### Non-Partners

Dr Rebecca Poet

Dr Melissa Constable

**Please take a copy**

*(Revised 01/07/2016)*

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining the practice for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the STEYNING HEALTH CENTRE.

### STEYNING HEALTH CENTRE Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ Our standard is to see 80% of patients within 30 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ Appointments may be made by contacting the Health Centre by telephone or by registering for and using the Steyning HC Online Services
- ❖ We aim to answer the telephone within ten rings.
- ❖ An appointment with a Practice Nurse will be available within four working days.
- ❖ In normal circumstances requests for repeat prescriptions will be dealt with by the end of the 2<sup>nd</sup> working day following submission. This can be in person or by registering for and using the Steyning HC Online Services.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the STEYNING HEALTH CENTRE as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:30am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to a Secretary if you require a sick note.
- ❖ We would ask you to be patient if the Doctor is running late. This is usually due to clinical reasons or unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.