

**NEWTONS PRACTICE,
The Health Centre, Heath Road,
Haywards Heath, West Sussex,
RH16 3BB**

www.newtonspractice.co.uk

OPENING TIMES

Mon: from 08:00 to 18:30

Tue: from 08:00 to 18:30

Wed: from 08:00 to 18:30

Thu: from 08:00 to 18:30

Fri: from 08:00 to 18:30

Sat: Closed *

Sun: Closed

*Saturday morning appointments are available to pre-book only and will be held at Dolphins Practice in Haywards Heath. The clinician you see will have access to your medical information if you consent for them to view it.

CONTACT DETAILS

Call 01444 412280 for appointments, visits and details of out of hours numbers.

Please call after 10.00am for general enquiries, and after 2pm for results

Please note our telephone line is closed from 1 to 2pm for administration duties, but please listen to the message for the emergency number during this hour.

(When closed, please telephone NHS 111 where a trained advisor will assist you).

E-mail – sxibc-wsx.newtons.reception@nhs.net

Website - Please refer to our website:

www.newtonspractice.co.uk for all the latest information about Newtons Practice and its services.

Within 15 miles there are the following urgent care walk-in centres: -

Crawley Hospital Urgent Treatment Centre (Open 24 hours),
East Grinstead Queen Victoria minor injuries (Every day 8 to 8)

Brighton Station NHS Walk in Centre minor ailments
(Everyday 8 to 8)

PRACTICE STAFF

Julia Storr – Practice Manager, MIGPM, Dip PCM

Karen Ray - Assistant Practice Manager

Nicola Serdiuk – Reception Manager

Denise Ward – Reception Supervisor

Susan – Patient Care Coordinator

Penny – PCN Social Prescriber

In addition, we have a large team of dedicated receptionists, secretaries and administrators.

Health Care Assistants

Jacky Osborne Frances Harris

Nikki Gainsbury

Practice Nurses

Emma Peck

Sarah Allen

Bianca Dinu

Urgent Care Clinic

Paramedic Practitioners and Paramedics:

Charmi Rogers, Jason Zubiena, Nick Deane, Louise Eldridge, Andy Collen, Gemma Morrison.

Lisa Thomas – PCN Paramedic

Primary Care Network – Newtons works in collaboration with Dolphins Practice to provide integrated services to our patients. The following staff will work with both Newtons and Dolphins to deliver their professional services:

First Contact Physiotherapist, Social Prescriber,
Pharmacist, Pharmacy Technician, Paramedic

See our website for full details.

PRACTICE LEAFLET

NEWTONS PRACTICE

Information for Patients



GP PARTNERS

Dr K Nagendra, Dr C Jones

Dr E Murchison, Dr R Gwynne-Hellier

ASSOCIATES

Dr E Morrison, Dr S Gurung, Dr W Kwong,

Dr K Heseltine, Dr M Bacon, Dr A Chan

GP REGISTRARS:

This practice is an appointed general practitioner training practice and often benefits from the services of GP registrars. These are fully qualified doctors with extensive hospital experience who hope to enter general practice.

URGENT CARE CLINIC

NEWTONS' "Urgent Care Clinic" gives improved access for urgent care, Monday to Friday, 8am to 3pm. This clinic is for patients who have developed a problem over the last 24 to 48 hours and need to be assessed and treated promptly. When a patient phones the surgery, for an urgent appointment, our reception team will ask for an indication of the problem or symptoms to ensure that the patient is reviewed by the most appropriate practitioner for their needs.

The Urgent Care Clinic is staffed by experienced paramedic practitioners. They consult with patients and will prescribe medication if necessary. The team works alongside a duty doctor and are able to consult and refer on if needed. They also carry out home visits.

It will have been assumed that the patient would have already consulted with the pharmacist. If it is a common self-limiting condition such as a sore throat, cold, cough or thrush etc., many remedies can be purchased over the counter, which can be quicker and more convenient for the patient.

The practitioners of the practice will **NOT** prescribe antibiotics unless the patient has a bacterial infection.

Patients will be asked to rebook on another day if the doctor believes the problem was not appropriate for the Urgent Care Clinic.

Please contact the surgery if you are interested in joining our Patient Participation Group.

PRACTICE NURSES

Our practice nurses are available to advise you on many aspects of health care and are fully qualified in the following (and more): -

| | |
|----------------------------------|--------------------------|
| Blood Tests | Wound Dressings |
| Suture Removal | ECGs (heart rate checks) |
| Urine Testing | Baby Immunisations |
| Blood Pressure Checks | Dietary Advice |
| HRT Checks | Cervical Smear Tests |
| Oral Contraception Checks | |
| Diabetic/Asthma/COPD/IHD reviews | |
| Travel advice | |

PRESCRIPTIONS

Repeat prescriptions may be requested: -

By logging on to our Patient Facing service (see below)
By e-mail – sxicb-wsx.newtons.prescriptions@nhs.net
By post, but you must supply a SAE
Personally, at the reception desk
By putting your request in the box outside the health centre after the surgery is closed

In order to avoid mistakes we do NOT take requests over the telephone, unless you are housebound.

Please allow three working days for your prescription to be prepared

Newton's is part of the NHS electronic prescriptions service (EPS), where you choose which chemist receives your prescription electronically. This method is proving to be far more convenient to our patients. Ask at reception or see our website for more details.

Patient Facing Services (Patient Access) allows you to order only your **current** medication and track its progress. Please note medications you have had in the past and **acute** medications will not appear.



Patient Access

PATIENT FACING SERVICES

are available 24/7!

Register NOW for on-line services to: -

Book (and cancel) Doctors' appointments.
Order your repeat medications and have this sent to your nominated chemist – who then can text you.
Track your medication request.

Ask at reception or see our website for more details.

APPOINTMENTS

Consultations are by appointment only; we are not a drop-in clinic. Most routine appointments can be booked as far as six weeks in advance. We are also able to offer a limited amount of telephone consultations which are popular with patients not wanting the inconvenience of coming into the practice. The telephone lines are very busy between 8 and 10am, please keep trying. Your call will be referred to the Urgent Care Clinic if you need to be seen on the day. All patients have an accountable GP who is responsible for your care however; you can see any doctor who is available.

REMEMBER TO CANCEL ASAP ANY APPOINTMENT YOU CANNOT KEEP – IT CAN THEN BE GIVEN TO OTHER SICK PATIENTS

HOME VISITS

Home visits are for the housebound or the very elderly **ONLY**, please call before 10.30am to request one.