

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

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 - HSCCG.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
Karen Ray - Assistant Practice Manager

Tish Welch – Practice Administrator
Nicola Serdiuk – Reception Manager
Ali Richardson – Reception Supervisor

Susan – Patient Care Coordinator
Adele – Patient Facing Services Supervisor

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

Health Care Assistants

Jackie Osborne
Nikki Gainsbury

Nurses

Pat Addinell – **Lead Practice Nurse**
Alex Forbes – Practice Nurse
Emma Peck – Treatment Room Nurse

Urgent Care Clinic

Charmi Rogers – **Lead Paramedic Practitioner**
Nick Deane – Paramedic Practitioner
Hilary Archer – Paramedic Practitioner

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.

NEWTONS  **PRACTICE**

PRACTICE LEAFLET

Information for Patients



GP PARTNERS

Dr Kyle Nagendra
Dr Clare Jones
Dr Elisabeth Murchison
Dr Ruth Gwynne-Hellier

ASSOCIATES

Dr Sue Carter
Dr Emmeline Morrison
Dr Tina Lee
Dr Baljeet Ajmani
Dr Karzan Hama
Dr Laurie Simpson
Dr Sajibta Gurung

URGENT CARE CLINIC

NEWTONS' "Urgent Care Clinic" gives improved access for urgent care, Monday to Friday, 8 to 12noon. 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.

Enhanced services allow us to provide some appointments in the evenings and on Saturday mornings at another location.

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	Stop Smoking Advice
Cervical Smear Tests	Oral Contraception Checks
Diabetic/Asthma/COPD/IHD reviews	
Monthly travel advice clinic	

PRESCRIPTIONS

Repeat prescriptions may be requested:-
By logging on to our Patient Facing service (see below)
By e-mail – HSCCG.newtons.reception@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 two working days for your prescription to be prepared

Newtons 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.