# SELDEN MEDICAL CENTRE

# PRACTICE INFORMATION



**6 Selden Road, Worthing**

**Tel: 01903 234962**

**E-mail:** **CWSCCG.smcinfo@nhs.net**

**Website:** [**www.seldenmedicalcentre.nhs.uk**](http://www.seldenmedicalcentre.nhs.uk/)

**Patient Information Booklet**

## Welcome to Selden Medical Centre

We have produced this information booklet for you to keep. It informs you of the practice team and the services we offer our patients. Please advise us of any problems you encounter within the practice or any ideas you may have for improvement.

**Opening Times**

**Monday 8.30am – 7.30pm**

**Tuesday 8.30am to 6.00pm**

**Wednesday 8.30am to 6.00pm\***

**Thursday 8.30am to 6.00pm**

**Friday 8.30am to 6.00pm\***

**Saturday & Sunday Closed**

**The telephone lines are open daily from 8.00am to 6.30pm**

**\*Extended hours appointments are available from 7.30am on these days. They are pre-bookable and no receptionist will be available for other enquiries.**

**The Surgery premises has disabled access**

This booklet is designed to help you make the best use of the services offered by the practice. The practice is contracted by NHS West Sussex to provide primary health care services.

**Our GP Practice Team:**

**Dr Suresh Babu V Vitta (male) GP Partner**

MB BS MRCSEd MRCGP DRCOG

**Dr Padma Babburi (female) GP Associate**

MB BS MRCGP MRCOG

**Dr Sudha Sanathi (female) GP Associate**

MB BS DFFP DRCOG

Practice Staff

Practice Nurses

***Teresa Meehan RGN Jo Smith HCA Alicia Stickland HCA***

The nursing team undertakes various services, such as injections, ear syringing, blood pressure checks, travel advice & chronic disease clinics. Jo is also responsible for the phlebotomy (blood taking) service for the practice.

**Management**

The practice has a Practice Manager and an Assistant who both work full time. They have a wealth of experience gained over many years of working within general practice.

**Reception**

We have a team of 7 receptionists at the practice. Our receptionists are here to help you and have a very busy and sometimes difficult job to do. They may have to ask you for a few details, which they need, both to help signpost you to the most appropriate appointment for your needs. Any information given is treated in strictest confidence and the reception team are highly trained in confidentiality rules.

**Administration**

We have a full-time practice Medical Secretary. She is available to assist with any referral enquiries you may have.

The team also consists of members of staff responsible for prescribing, data entry, scanning, registrations, baby checks and immunisations and lots of other areas of work needed to ensure our patients are looked after.

Associated Staff

District Nurses

Our Sussex Community Trust-employed district nursing team is based at the Beach House, Worthing and can be contacted direct on 01273 265870 (via the Co-ordinator). Our district nurses provide expert care for those patients who are housebound.

Health Visitors

Our Sussex Community Trust-employed health visitors can be contacted direct on 01273 696011 ext 6160. The team are closely involved with preventative healthcare, particularly of children from birth to five years and expectant mothers. Their clinics and developmental checks are held in the Footprints Children’s Centres at 40 Crescent Road, Worthing BN11 1RQ or Lyndhurst Road, Worthing, BN11 2DG (next to Lyndhurst First School)

**Midwives**

The midwives are involved with the antenatal care of all expectant mothers. Their clinics are held at Footprints Children’s Centre, 40 Crescent Road, Worthing BN11 1RQ or Lyndhurst Road, Worthing, BN11 2DG (next to Lyndhurst First School). You can contact them directly between the hours of 10.00am and 3.00pm Monday to Friday to make appointments on 01903 276807. If you have a query about an antenatal referral, the Community Midwives can be contacted at the maternity unit at Worthing Hospital on 01903 205111 ext 4333.

**Our Services**

**Accessing Appointments**

Our appointment system reflects the continued rising demand for GP Surgery services and the increasing difficulties nationally of recruiting GPs. This system is designed to allow our patients appropriate access to our services.

We will make sure that anyone who needs to be seen on the same day is dealt with on the same day. We will usually telephone you back to give you advice or to arrange your appointment.

We have some appointments available that can be booked 7 days ahead. These form part of the practice’s extended hours and are available from 7.30am on a Wednesday and Friday and late on a Monday evening.

In order to make sure we book appointments appropriately our reception team will usually ask you for a brief explanation of the nature of your problem – this is not meant to be intrusive but allows our staff to ensure you are given the most appropriate appointment.

We have to balance the appointments we use for long-term problems against those kept for urgent use. Our GPs, together with our nurses and health care assistants and non-clinical staff work to offer all our patients the best possible care.

**How you can help us to help you…**

* **We know you hate waiting ages** for an appointment with the doctor and it is a sad fact that about 10-15% of patients don’t turn up for their appointments.

***If you don’t need your appointment – cancel it.***

* **We know you hate it when we are late.** We want to do our best for you and run on time.

*Each appointment with a GP is for 12 minutes. Please ensure that you do not come to an appointment with a ‘list’ of problems and please make your best endeavours to arrive in time for your appointment.*

* **We know you hate taking time off work** or changing your plans to make an appointment at the surgery.

*We have prebooked appointments available early for 2 mornings per week and a limited number of late appointments one evening per week. However, we need you to be flexible if your problem is urgent. The government only pays for us to be open for limited hours.*

* **We know you hate waiting for the phone to be answered**. Our receptionists work as hard as they can to answer your calls. We do have access to some of our GP appointments on-line so please ask at reception if you think this service will benefit you.

*If you can call back at a less busy time (usually after 11am) for non-urgent or administrative queries this will free up the telephone lines for urgent medical matters for patients.*

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

**Home visits**

Home visits will be made, if required, for housebound patients and those who are terminally ill. The vast majority of patients, including children, will be expected to attend the surgery unless they are too ill to leave the house. If a home visit is required please ring the practice before 11.00 am and one of the healthcare team will telephone you back initially to assess the urgency of your need.

**MIAMI (Minor Injuries Assessment & Minor Illnesses) Clinics**

The MIAMI Clinics have been set up in collaboration with GP practices across Worthing and Adur and its purpose is to see patients for **Minor Injuries Assessment & Minor Illnesses** (MIAMI). There are 4 sites – 2 in the Worthing area at Selden Medical Centre & St Lawrence Surgery and 2 in the Adur area at New Pond Row Surgery, Lancing & Northbourne Medical Centre, Shoreham-by-Sea. The service is designed to help take the pressure off GP surgeries to allow them to see more complex long-term conditions and to reduce attendance at A&E in hospitals.

If you telephone the surgery for an appointment for a new problem of 28 days or less duration you will be offered an appointment at one of the MIAMI clinics. Appointments with MIAMI are available in the afternoon and evenings Monday to Friday from 2.30pm to 7.40pm. MIAMI appointments are only bookable through your practice. The clinics are run by GPs.

MIAMI also offer weekend appointments with Practice Nurses for asthma and diabetes reviews, family planning & sexual health advice and routine cervical smears. Again these appointments are bookable through the surgery.

**Registering with the practice**

Patients living within our practice boundary who wish to become a patient with the practice will be very welcome to register. Registration forms are available from the reception desk and may also be downloaded & printed from our practice website.

When you register you will be registered with the practice as a whole and will be able to see any of our clinicians.

We do not discriminate against patients for any reason. If you are already on repeat medications from a previous surgery, please also bring with you a copy of your repeat prescription list.

**Test results**

The surgery does not routinely ring patients with their test results. If you wish to find out the results of your test, you should ring the practice after 11.00am. Please wait at least five working days for blood & urine tests and fifteen working days for anything else before ringing. For reasons of confidentiality, we would normally only give out test results to the patients themselves, or to the parents of children.

**Weekend and night cover**

If you need medical help fast but it’s not a life-threatening situation, you can call the NHS 111 number. When you call 111 a trained adviser will ask you questions to find out what’s wrong, give you medical advice and direct you to someone who can help you, like an out-of-hours Doctor or Community Nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don’t speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free from landlines and mobiles.

You can also call NHS 111 for medical advice on 111. (This service replaced NHS Direct for this area).

For any serious medical emergency, please ring 999

**Our prescription services**

We know how important it is for our patients to have a good repeat prescription service. We work very closely with the local pharmacies and are proud of our commitment to turn round all repeat prescription requests in 48 hours. Above all, our system must be safe so please try to order your medications in good time.

Requests for repeats can be made in a number of ways:

1. Via the pharmacy of your choice using the electronic prescription service. Please ask at reception for more information and to set this service up.
2. On the internet using Patient Access. If you would like to register for on-line services, please speak to a member of our Reception team.
3. By ticking your requests and leaving your repeat order slip in the box at reception. If you do not have a slip, please write the request clearly on one of the forms available at reception.

Please do not ask to speak to a doctor to order more medicines or ask for them to be issued during an appointment - our administrative team is trained to help you with this. Unfortunately we are unable to process repeat prescription requests 'on the spot'. Please try not to run out of your medications but, if you do, just let our receptionists know and we will endeavour to process the request the same day. You will be asked to return later in the day to collect your medication.

If you have difficulty collecting your medication, please ask your pharmacy of choice about their delivery services. If you have any questions about obtaining your repeat prescriptions or suggestions as to how we may improve our service please speak to one of the management team.

**Other Services**

The practice provides all essential and additional medical services as well as a wide range of enhanced services. A detailed list can be obtained from the practice manager.

Antenatal Clinic

Patients are seen by the midwife at the clinics by appointment. The midwife sees patients at South Lodge Children’s Centre, Crescent Road, Worthing. To book an appointment, please phone 01903 276807 between the hours of 10.00am to 3.00pm Monday to Friday.

Baby Clinic

Various baby clinics are run by the doctors, practice nurses and health visitors for child developmental checks and immunisations. This allows an opportunity to discuss other problems, eg sleeping, feeding and child health worries. Immunisation clinics are held at regular times through the week. The practice will be in touch with appointments when your child’s immunisations become due. If the appointment offered is inconvenient for you, please speak to a receptionist who will gladly arrange another appointment time for you.

Chronic Disease Management Appointments

These are run by our practice nurses in conjunction with the doctors, by appointment. Appointments are also available at weekends provided by the MIAMI service.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours. There is also a sexual health clinic based in Rowlands Road, Worthing. You can access information on [www.sexualhealthwestsussex.nhs.uk](http://www.sexualhealthwestsussex.nhs.uk/) or by telephoning 01903285199.

Minor Surgery

The practice carries out minor surgical procedures by appointment.
The doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg for insurance and driving licences, by appointment. Please bring in any paperwork for our medical reports administrator who will advise you of charges.

Travel Immunisations/Vaccinations

We are unable currently to offer a full travel service. There are private services available locally where you can access travel advice and private immunisations. We can offer the immunisations available on the NHS (tetanus, typhoid and hepatitis A) so please book an appointment if you are advised you need these by a travel service. You will need to bring a copy of your travel advice to the appointment.

Smoking Cessation

The practice can offer help with stopping smoking. Please ask for an appointment with a HCA.

This service is also offered locally by Smoke Free West Sussex

Anyone can access the service either through a health professional or self-referral

### Contact Details

* Helpline Number: **0300 100 1823**. Out of hours answerphone: leave a message & we will contact you.
* SmokeFree Website: [**www.smokefreewestsussex.co.uk**](http://www.smokefreewestsussex.co.uk/)

Influenza Vaccination

An influenza vaccination is particularly recommended for patients over 65 and for those patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in September for details of the vaccination clinic dates and to make an appointment. If you are unable to attend the surgery due to mobility problems, a home visit will be arranged to undertake this. The receptionist will take your details and the practice will be in touch to let you know when the nurse will visit. You may also be entitled to an immunisation against pneumonia if you have never had an injection before. Please ask at reception when booking your ‘flu jab.

**Phlebotomy Services**

Patients can make an appointment to have their blood test at the surgery. Blood test appointments are available every weekday morning. The Pathology Departments at Worthing or Southlands Hospitals operate walk-in clinics for this too. Please ask at reception for a copy of their opening times.

Weight Management

Patients with a weight problem may self-refer to the The Weight Escape and they can ring 01903 221450.  The website for this is [www.adur-worthingwellbeing.org.uk](http://www.adur-worthingwellbeing.org.uk/).

Pregnancy Tests

Patients who suspect they may be pregnant should obtain and perform a test. You can now self-refer to the antenatal service. Please telephone 01903285173 or go online to <https://pregnancybooking.wsht.nhs.uk/> Pregnancy testing is available at the local sexual health clinic whose services you can access via [www.sexualhealthwestsussex.nhs.uk](http://www.sexualhealthwestsussex.nhs.uk/) or by telephoning 01903285199.

**Selden Medical Centre Patient Participation Group**

The practice operates a successful Patient Participation Group made up of a panel of current patients. It meets monthly at the practice in the evenings and meetings are chaired by the Practice Manager. Any patient who would like to become involved in the panel, please leave your details at reception. We also enrol any new patients who express an interest on their registration forms into the virtual e-mail patient group which we use for feedback and to circulate general communications and updates from the practice.

**Speakers of English as a second language**

If you have difficulty understanding English, we use a translation service, Language Line. It can easily be accessed for any dealings you may have with the surgery. It is available if you are communicating with a doctor, nurse or any of the non-clinical staff. Most leaflets in the practice are available in other languages. If you are experiencing difficulties understanding information supplied by us, we will do our best to try and source it in your first language.

**Comments and Suggestions**

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or write to the Practice Manager at the surgery address

**Disabled Access**

There is wheelchair access to the surgery. Patient services are all provided at ground floor level. A disabled patients' WC is provided near the waiting room. For patients who are deaf or hard of hearing, signing interpretation can be easily arranged for consultations if requested in advance of any appointment. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement. Please ask to discuss any issues you may experience with the Practice Manager.

**Carers**

The surgery recognises the extremely valuable work undertaken by carers in the community. The practice is keen to provide information and support to people who are carers. The practice works closely with the Carers’ Liaison Service which has provided the practice with Carers’ Information Packs. The packs give a variety of information on specialist support groups and contact telephone numbers for information. If you care for or help a partner, friend, relative or neighbour who has an illness, physical or mental health difficulty, then you are a carer. If you would like to be added to our Carers’ Register, please ask at reception for a Carers’ Registration form.

**Complaints procedure**

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patients. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope that you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to refer your concerns to the Health Care Ombudsman. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by a third party. If you wish to make a complaint, please telephone or write to the Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe that it is important to deal with complaints swiftly, so you will receive an acknowledgement within two days and a full reply within 28 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to any meeting that is required to resolve your concerns. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

**Confidentiality**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that the medical information about you is shared between members of the team. Please note we cannot release any information to spouses or partners or any other family members unless we receive written consent from the patient.

**Violence and aggression**

The surgery has adopted a zero tolerance policy towards violence and abuse. Any patients who act in a violent or abusive manner to any staff, doctors or members of the public, will be removed from the practice list with immediate effect.

**Freedom of Information Act**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available. This scheme is available from the practice manager.

Practice Charter Standards

Our Responsibility to You

We are committed to giving you the best possible care.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them. The surgery is well signposted.

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not have to wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

**Access:** You will have access to a doctor on the same day in cases of emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will try to answer the phone promptly and ensure that there are sufficient staff to do this. You should be able to speak to a doctor by telephone but it is very likely that the doctor will be asked to call you back.

**Respect:** Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs. We do not discriminate on any basis.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

**Health Promotion:** The practice will offer patients advice and information on:

* steps they can take to promote good health and avoid illness;
* self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times. You can apply to access some areas of your medical records on-line. Please ask at reception for details.

Your Responsibility to Us

* Help us to help you.
* Please let us know if you change your name, address or telephone number.
* Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.
* We need help too.
* Please ask for home visits by the doctor only when the patient is too ill to visit the surgery.
* Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.
* Test results take time to reach us, so please do not ring before you have been asked to do so.
* We ask that you treat the doctors and the practice staff with courtesy and respect at all times.
* Please ask us questions if you are unsure of anything.
* Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

**Parking outside the surgery**

Parking outside the practice is very limited due to restrictions at various times during the day.

All parking bays on the same side of Selden Road as the practice are time restricted and for resident only permits from 10.00 – 11.00am & 2.00 – 3.00pm. Parking bays on the opposite side of the street have 2 hours limits with some restricted time bays further north along the street. When you are parking around the surgery please make sure you check the parking signs. Please only park in marked spaces in accordance with the signs. Traffic wardens patrol this area frequently and dangerous parking often causes accidents for pedestrians. You can use any parking bay if you display a valid disability ‘blue badge’.

We have a bike racks outside the on-site pharmacy.

**Useful telephone numbers**

Appointments 01903 234962

Enquiries 01903 234962

Health Visitors 01273 696011 EXT 6160

District Nurse Co-ordinator 01273 265870

NHS 111 111

Worthing & Southlands Hospitals 01903 205111

Outpatients Call Centre, Southlands Hospital 01273 446067

Emergency Dental Service 01903 285221

Sexual Health Service………………………………………….01903 285199

Social Services (West Sussex County Council) 01903 839100

Citizens Advice Bureau 08448487912 (local call rate)

Goring Hall Hospital 01903 506699

The Samaritans 01903 205555

Carers’ Liaison Service 01903 536378

West Sussex Mental Health Line (24 hours) 0300 500 0101

Central Clinic 01903 843500

Sussex Partnership NHS Trust 01903 843000

CRI Drug and Alcohol Services 0300 303 8677

NHS Website [www.nhs.uk](http://www.nhs.uk/)

**Practice Boundary**

Our catchment area covers from Western Road & Western Road North in the east to Offington Lane/Rectory Road and Grand Avenue in the west. We go as far north as the Upper Brighton Road.