



Patient Information Leaflet

‘Saxonbrook Medical is a team of skilled people aiming to provide quality Health Care to our local communities in a welcoming environment.’

Our Website:

www.saxonbrook.net

Telephone:

01293 450400

Facebook:

facebook.com/SaxonbrookMedical

Twitter:

twitter.com/Saxonbrookmed

Welcome to the practice

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and general information about how our practice operates.

Saxonbrook Medical; is a medical general practice within NHS West Sussex that operates from two surgeries, Maidenbower and Northgate. The Practice cares for just over 19'000 patients within the local community.

Maidenbower Surgery

Maidenbower Square, Maidenbower, Crawley,
West Sussex, RH10 7QH.

Northgate Surgery

Cross Keys House, 14 Haslett Avenue, Crawley,
West Sussex, RH10 1HS

How to contact Saxonbrook Medical.

Surgery Opening Times:

Reception: Monday- Friday 08:00-18:00 Admin Time Closure: 12:30-14:00 Appointments: 08:30-17:30

Contact us by phone:

Our telephone lines open from 08:30-12:30 and 14:00-18:00, Monday - Friday.

Contact us online:

You can contact us online via our website at www.saxonbrook.net for all non-urgent queries. Please allow 48 hours for a response.

Systmone online:

Systmone online allows you to manage your appointments including booking and cancelling as well as requesting repeat medication.

A log in is required to access this service, you can request this via our website or by visiting the surgery.

**** Please note that each family member over the age of 16 requires their own account ****

Out of Hours Treatment and Advice:

For all life threatening emergencies call 999.

For non-emergency medical treatment or advice call 111. Crawley Hospital NHS Walk-In-Centre.

West Green Drive: The urgent treatment centre is open 7 days a week between 8am and 8pm.

You do not need an appointment and can contact them on 01293 301025.

Appointments at Saxonbrook.

Daily Triage

We run a telephone triage service every morning Monday to Friday between 08:30 and 13:00.

If you feel you need to be seen urgently on the day please call the surgery between 08:30 and 11:00 where you will be added to the daily triage list. The receptionist will ask you for a brief description of your symptoms. This will then be triaged by the clinical team who will access your symptoms over the phone and either invite you for an appointment or offer you appropriate treatment for your condition.

Please do not use this service for repeat prescription, to get a form signed or any complex, long-standing chronic problems, these are best dealt with by pre-bookable appointments.

GP Appointments or can your pharmacy help?

Please always consider for all minor conditions whether the pharmacy may be able to help you before booking an appointment. GP appointments are 10minutes and are available Monday- Friday.

Hub Appointments

Our practice is part of programme to improve access to primary care at evenings and weekends. We are currently running a reduced service offering GP appointments out of a local practice on behalf of all 4 GP surgeries in South Crawley PCN. This service is for use of acute non-complex illnesses.

From October 2022 this service will expand to deliver a variety of appointments across evenings and weekends.

Nurse Appointments

Please always consider whether the pharmacy may be able to help you before booking an appointment. We have a highly skilled nursing team who provide a variety of appointments including cervical screening, diabetes and asthma reviews including chronic illnesses.

Healthcare Assistant/Phlebotomist

HCA appointments are available throughout the day, and offer a wide variety of healthcare services, such as: blood pressure checks, weight management, ECGs, urine and blood tests.

Other Appointments.

Telephone Consultation: if you would prefer to speak to a clinician over the phone this can be arranged at your request. For a non-urgent appointment with the clinician please call after 11:00.

Other Healthcare Providers: Physiotherapy, Midwives, Audiology and Time to Talk (counselling service) are also available at Saxonbrook but are provided by other healthcare professionals. A GP referral is not always necessary, please ask at reception.

How to make, check and cancel appointments:

- In person at the practice.
- Call our reception team.
- By using our Systmone online.
- Contacting our administrative team via our website.

**** PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS****

On average 50+ appointments are wasted each month.

Repeat Prescriptions

You may obtain a repeat prescription in the following ways:

- Complete the repeat request form online via www.saxonbrook.net.
- Drop off a personal written request or your completed repeat slip at the surgery.
- Requesting via Systmone online your repeat prescription can be sent electronically to your nominated pharmacy.
- Please inform our reception team of your preferred pharmacy to enable us to add this to your record as your nominated pharmacy

Test Results

Please phone the surgery after 14:00 for your test results. Blood test results normally take approx. five days, for other tests you will be advised at the time of taking the tests. We will only give your results to someone else with your permission in writing.

Annual Health Check.

If you have been diagnosed with....

- High Blood Pressure
- Dementia or Alzheimer's disease
 - Diabetes
 - Asthma
 - COPD
- High Blood Pressure
 - Diabetes
- Kidney Diseases
 - Heart Disease
- Mental Health Illnesses

Then we would like to offer you an annual review for your condition(s) and medications. This will be mostly nurse-led.

Most people will need to have a urine test and a blood test with the healthcare assistant a week before the review.

How to book your annual review.

To book your review you can do this by speaking to a member of our reception/admin team, in practice or via the phone. Alternatively you can submit a clinical question via our website, following you will receive a form to your telephone for you to complete. This will directly link to your medical record for your Doctor to see.

www.saxonbrook.net

Saxonbrook Team.

The Saxonbrook team consists of highly experienced and qualified doctors, Physician Associate, Paramedics, Nurses, Healthcare Assistance, Receptionist and our back office Admin team.

Doctors:

- Dr H Nakouzi
- Dr I Anderson
- Dr J Gvozdenovic
- Dr C Eades
- Dr Y Taylor
- Dr L Fraser
- Dr E Watson
- Dr B Ajmani
- Dr L Cox

Clinicians:

- Jemima Prentice
- Bella Walsh
- Peter Aylett
- Hangma Tumbapo
- Louise Mitchison
- Tonima Nawrin
- Amealia Burrridge

Nursing & Health Care:

- Samantha Kennard
- Suzanne Cook
- Sheila Trower
- Jordan Scarlett
- Linda Fairall
- Patricia Williams
- Gemma Burton
- Natasha Way
- Maria De –Sa

Admin & Patient Services:

- Sara Begg– Patient Services Manager
- Lyndsey Bates- Team Leader
- Neetu Sharma- Practice Team Leader

Management Team:

- Practice Manager: Graham Morrison
- Operations Manager: Lami Nakib
 - HR Manager: Sarah Harris
 - Project Manager: Harriet Barker
- Clinical Admin Team Manager: Lidija Vltelic Paprika

Choosing The Right Treatment.

Self-care using your local Pharmacist.

The best choice to treat minor illnesses, ailments and injuries.

Self-care is how you can treat every day minor illnesses and injuries in your own home by simply combining a well-stocked medicine cabinet with support and advice from your Pharmacist and the services below when required. Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your local pharmacist.

Make an appointment with your GP for medical advice.

For illnesses or injuries that are not responding to self-care or advice from your Pharmacist. Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment. We can also provide urgent appointments and will see a child quickly if you are worried. The doctor may wish to speak with you prior to attending to determine if the child may require emergency care.

Serious Illnesses, life threatening injuries/conditions choose 999 or A&E

Do I really need to attend A&E or call 999? Many visits to Accident & Emergency can be resolved by other NHS services. If your condition is not critical then please choose another service to get the best possible treatment. If the condition is not serious and the surgery is closed you may wish to consider 'walk-in' clinics in Crawley.

GP registrar's and allied Health Professionals in Training.

Our practice is accredited to provide training for Doctors, Nurses, Physician Associates, Paramedics and Health Care Assistances. The practice needs to be regularly inspected for this purpose and this involves inspection of the medical records.

GP registrars are supervised by a GP trainer throughout their time with us and they will respect completely the confidentiality of the information. If you do not want your records to be available for inspection, then please inform the practice of your wishes. Sometimes the doctor may wish to video record their consultations, the video is only of the doctor, not the patient. The audio element is of the doctor and the patient. In this case your permission will always be requested beforehand. We are very grateful for your help in ensuring the future training of tomorrow's doctors.

GP Registrars are fully qualified doctors who have completed their hospital training, spent up to 12 months in practice working to develop their skills before furthering their career as a GP, or returning to the hospital environment. The GP Registrar holds daily surgeries and so you may be offered an appointment with our Registrar.

How to register with the practice.

Our practice list is currently capped.

To register with our practice please contact the NHS allocation line who will provide you with an allocation letter to enable you to register with us.

NHS Allocation: [07425616194](tel:07425616194)

Once you have received your allocation letter please complete our registration form either online at [New Patient Registration | Saxonbrook Medical Surgery](#) or by attending either surgery. Please ensure you provide proof of residence, ie a recent utility bill, and photographic ID including your allocation letter.

If you have immediate family who you live with already registered at the surgery, a NHS allocation letter is not necessary. Please complete our registration form and provide proof of residence and photo ID.

An appointment will then be made for you to see our Health Care Assistant who will perform a new patient health check for you, taking your weight, height, blood pressure and a urine specimen (please bring a urine specimen when you attend for this appointment), as well as asking a number of questions about your medical background.

If you are on any repeat medication you will usually need an appointment to see another clinician before any repeat prescriptions can be issued.

Please note if you are wishing to register as a patient, Saxonbrook Medical only covers Langley Green, Crawley Town Centre, Pound Hill, Maidenbower, Northgate, Three Bridges, Southgate, Furnace Green and West Green.

Where patients request to join the practice list, the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. If you move out of our catchment area you will need to register with a surgery in your locality.

Please contact NHS Sussex for NHS Doctors in your area if you experience any problems.

Important information for patients.

Patient Feedback & Complaints

If you are happy with the service we have provided you with please share your experience with others at [Leave a review - Saxonbrook Medical Northgate Surgery - NHS \(www.nhs.uk\)](#)!

If however, you aren't satisfied with the service you have experienced please do let us know. We take feedback very seriously and continue to improve the service we deliver. We operate a Complaints Policy in line with the NHS Complaints Procedure. Should you have a complaint, or wish to comment about the service you have received from the Practice, this should be made in writing directly to the Practice Manager and emailed to admin.saxonbrook@nhs.net for more information please visit our website [Complaints | Saxonbrook Medical Surgery](#).

Confidentiality

All staff are bound by strict rules of confidentiality. We are a computerised practice registered under the Data Protection Act. In addition to the manual records, we keep records on computer. All computer records are password protected and may only be accessed by clinicians, medical secretaries and administrative staff. We ask for written permission from patients if other parties need to access records, for example, life assurance companies when they are underwriting an application from a patient.

Accessing Your Medical Records

Should you wish to have access to your medical records or want copies please ask at reception for details.

Interpreter Services

The purpose of the interpreting and translation service is to provide equity of access to health services for patients whose first language is not English. This service is completely free and aims to offer an accurate and confidential communication between health professionals and patients. If you require an interpreter at your appointment, please inform reception and they will ensure an interpreter is booked.

Violent Patients

It is the aim of Saxonbrook Medical to provide a safe and pleasant environment in which patients and visitors may receive healthcare, and staff may carry out their work. Any person acting in an unacceptable manner will be dealt with in accordance with the local code of practice. Violent behaviour will not be tolerated and will result in removal from the Practice list and probable referral to the Police.

Sickness Certificates

A doctor's sickness certificate is not required for any illness lasting seven continuous days or less. Your employer may ask you to complete a self-certificate (SC2) which is available from your employer. For any illness lasting over seven days, you will usually need to be seen to obtain a sickness certificate.

Change in Personal Details

If you change your name, address or telephone number including mobile, please complete a change of address form available from reception/online.

To enable us to provide efficient communication with our patients we would also like you to let us have your e-mail address.

If you move outside our practice area, you will be asked to re-register at a practice local to you. NHS Sussex will be able to help you, telephone: 01903 708400.

Charges

There are charges for any non-NHS work. Please see the notice displayed at front reception.

Health watch West Sussex

For confidential advice and support to patients, families and their careers as well as information on NHS and health related matters, you can contact Health watch West Sussex on 0300 012 0122 or www.healthwatchwestsussex.co.uk

Travel Vaccinations

Travel vaccination and health advice – please contact us at least 8 weeks before travelling. Some vaccinations and all malaria treatments are not available on the NHS. A charge will be made for non-NHS items.

Home visits

If you are too ill to attend the surgery, please telephone the surgery as early in the day as you can. The Receptionist will ask you to provide some details about the nature of your call, and the Doctor will contact you for an assessment before visiting.

Disabled Access

Saxonbrook Medical is accessible to disabled visitors. There is disabled parking available nearby at both surgeries. Saxonbrook does have a hearing loop system for the hard of hearing. Both surgeries have toilets for the disabled.

Patient responsibilities.

With these rights come responsibilities and for you, the patient, this means we would ask you to please:- Be courteous to all the staff at all times. Please remember they are trying to help you. There is no place for aggressive or rude behaviour at the surgery; it upsets the other patients too.

- We want our practice to be a friendly place for all.
- Be on time for your appointments.
- Cancel your appointments in plenty of time. Someone else could use your appointment! Make separate appointments for each member of the family who needs to be seen. An appointment is for one person only.
- Home visits should be for medical reasons only.
- Request your repeat prescriptions no later than 48 hours' before you are due to run out of your medication. This time allows us to make sure your medicines are processed on time.

**** Please note you can request your repeat medication up to 7 days before they are due****

Read the practice leaflets and other information we give you. They are there to help you use our services. Please ask us if you do not understand them, this will help us make them easy to read.

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