

The Clinical Care Commission Group (C.C.G)

The Clinical Care Commission Group is responsible for commissioning local Medical Services in our area including the Out of Hours services and hospital.

You can contact them at:

Bexhill and Rother C.C.G.
Bexhill Hospitals, Holliers Hill, Bexhill, East Sussex TN40 2DZ
Telephone: **(01424) 735600**

Email: HRCCG.enquiries@nhs.net

Website: www.hastingsandrotherccg.nhs.uk

FAIRFIELD SURGERY

High Street,
Burwash,
East Sussex,
TN19 7EU

Dr. Mathew Thomas Lead GP
Dr. Mark Robertson Partner
Dr. Claire Merritt
Dr Priyesh Patel

Website

www.fairfieldsurgery.co.uk

Telephone: (01435) 882306

Fax: (01435) 882064

Welcome to the Fairfield Surgery

Fairfield surgery was purpose build in 1992 to provide the residents of Burwash and the surrounding villages with a convenient and easily accessible means to consult their General Practitioners.

We are a General Medical Service (GM) Practice offering primary care aid for the diagnosis and prevention of disease. We help patients to maintain their health and prevent illness, with our General Practitioners (GPs) diagnosing, treating, and managing illness. Our G.P.'s carry out screening for certain diseases as well as promoting general health and wellbeing- they act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the optimal and most appropriate health and social care.

Our G.P.'s also provide the link to further health services and work closely with other healthcare colleagues. They arrange hospital admissions and referrals to other services and specialists, linking with secondary and community services about patient care, taking advice and sharing information where needed. Alongside this, they collect and record important information from other healthcare professionals involved in the treatment of our patients; via regular Multi-Disciplinary review meetings, all aspects of a patient's care can be considered to formulate the greatest pathway of treatment. Our doctors work closely alongside medical academics to provide students with the hands-on experience required for optimal learning, resulting in a better future for healthcare services.

The team of doctors and community health staff provide primary care to over 4000 patients, and all new patients from within the catchment area are openly welcomed. The boundaries for this surgery are displayed on a map found on the outside back cover of this booklet.

If they are not satisfied that the medicine and dose is appropriate for you, they may not supply the medicine.

A charge MAY BE made for the medicines supplied and the service provided. This may vary between pharmacies.

G.P. Walk in centres out of hours

You can also go to an NHS walk-in centre. They may be able to organise a GP consultation. In some cases, they can give you medicine after you've seen a nurse.

Some walk-in centres are open from early morning to late evening, seven days a week, 365 days a year.

Friends of Burwash

An informal organisation established over 10 years ago. The Friends support the surgery in any way they can, helping with driving patients both to appointments at the surgery or the hospital, etc. They also help with the funding of equipment not supplied by the NHS, which is beneficial to patients, either generally or specifically. If you would like to join, or can offer some time to Friends, please collect a membership form from reception.

Patient Participation Group (PPG)

The practice has an active PPG which regularly engages with patients to seek feedback and comments from regular patient services. If you would like to become a member, or speak to one of the group, please ask at reception.

limited supply of medicines. You can do also go to an NHS walk-in-centre.

Outside of normal opening hours

If you have a prescription.

If you already have a prescription and urgently need the medicines, try the following steps:

If your local pharmacy is closed, use the link to find other nearby pharmacies and their opening hours. Some are open until midnight or later, even on public holidays.

<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

If you would prefer to speak to someone first, call NHS 111 on 111. They will also be able to look up an out-of-hours pharmacy or service in your area for you.

If you don't have a prescription

Tip: If you use prescription medicines, always keep a record of your current prescription medicines, as set out in your usual prescription form.

If you run out of prescription medicines and don't have a prescription with you, you may be able to get an emergency supply without a prescription from a pharmacy. It's a good idea to take along your medicine's packaging with you, if you have kept it.

You'll be interviewed by the pharmacist to find out:-

- Whether there is an immediate need for the medicine.
- That it not practical to obtain a prescription in the circumstances without undue delay.
- That the medicine has, on a previous occasion, been prescribed by a prescriber.
- What dose of the medicine would be appropriate for the person to take?

The pharmacist will need to be assured of all these things before they supply a prescription-only medicine in an emergency, without a prescription.

Statement of Purpose

- To provide high quality accessible medical services to the local population as close to their homes as possible
- To work with local community services to ensure that patient's needs are met efficiently
- To work with the local CCQ and NHS England and provide a value for many services, and ensure efficient use of resources

By working with patient participation groups and friends of Burwash we seek to work with the local population and ensure that the patient's 'voice is heard'.

Doctors

The Partners

Dr. Mathew Thomas, M.B., B.S., D.C.H., D.R.C.O.G.
Charing Cross Hospital Medical School, London 1986.

Dr. Mark Robertson, M.B.B.S., B.S.C
St George Medical Hospital, London 2010

Salaried Doctors

Dr. Claire Merritt, M.B.B.S., D.R.C.O.G., D.F.F., F.P.
University of Southampton Medical School, 1990.

Dr. Priyesh Patel M.B.B.S., B.S.C

Practice Staff

Practice administration is the responsibility of the Practice Manager, Mrs Julie Watson.

The reception staff have a full knowledge of the services the practice has to offer and will be pleased to answer any questions.

Practice Nurses (P.N.)

Angela Hussey, R.G.N.
Debbie Simkins, R.G.N.

The practice nurses are available by appointment. They carry out a variety of procedures and are also available for health information and advice.

Midwife (M.W.)

Helen Hurworth, R.G.N.,
R.M.

Holds a bi-weekly antenatal clinic (every other Thursday afternoon) at the surgery by appointment. Messages cannot be left at reception to be passed on to the midwife. We encourage you to contact the community midwife direct, Conquest Hospital
01424 755255.

Health Care Assistant (H.C.A.)

Debbie Mccrow, and
Charlotte Brazier

The H.C.A. is available for blood tests by appointment only.

Practice Dispensary and Repeat Prescriptions Routine

The practice dispensary is open 8.25am to 5.30pm. Although collection of pre ordered medication (apart from controlled drugs) can be collected during open hours. The practice employs qualified dispensers and training dispensary assistants. The dispensary is licenced to dispense those medicines prescribed to you, whether that be from a practice clinician, hospital consultant or dentist. We cannot sell 'over the counter' medicines or products to you.

For those patients requiring regular medication, a repeat prescription computer printout will be issued by the doctor. This should be handed in at reception, posted to the surgery or faxed (**01435 882064**) with clear instructions as to the items required. You can also order online via the patient access facility on our website. We require 2 clear working days in order to process, order and check the items before them being given out to you. Any prescription charges must be paid at this time or proof of exemption shown. Requests for medication will not be taken over the telephone, as this prevents urgent telephone calls getting through to reception and can also result in errors being made.

HOW TO OBTAIN MEDICINES URGENTLY

During working hours

Dispensing Patients If you run out of your medicines during normal opening hours, please contact the Surgery dispensary who will help you with your issue.

Non Dispensing Patients will need to collect the paper prescription from the Surgery, in cases of housebound patients we will endeavour to fax the prescription to the chemist for delivery.

If you run out of medicines while you're away from home, you may be able to have a consultation with a local GP and get a prescription for a

Violent and Abusive Patients

Violence, whether it be physical or verbal to practice staff and/or patients, as well as damage to the practice premises or any equipment therein, will not be tolerated and may result in your being removed from the practice register.

Disclosure of Patient Information

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date knowledge about you. It may also be necessary if we or a colleague need to see you again. There are times when we have to pass on information about you to other people such as hospitals, Health Authorities, CCG and Social Services. This is always done confidentially or by removing your identifying details when they are not essential.

Everyone working for the N.H.S. had a legal duty to maintain the highest level of confidentiality about patient information.

Details may also be given to third parties, such as insurance companies and solicitors, but this is never done without your explicit and written consent.

Accessing your Medical Records

If you require access to your medical records you must complete an Access to Medical Records Form. You will be asked to provide photographic identification to verify you are the patient. Charges in line with this service are made in line with guidelines of between £10.00 and £50.00.

G.P.'s do **not** provide the following documents within the NHS contract:

Medical Reports	Insurance reports
Certificates	Holiday Vaccinations
Fitness to Travel Documents	
Medical Support Documents (For Court Cases)	

Our G.P.'s will endeavour to support patients by completing these documents when possible, however please bear in mind that there will be a fee for provision of these services. G.P.'s will not provide these services to the detriment of N.H.S. services and may decline to provide a report. Please allow 21 days for these reports to be completed.

District Nurse

Gillian Morfey, R.G.N.
N.D.N., N.P., Dip.N.

Messages can be left at reception to be passed onto the district nurse.

Health Visitor (H.V.)

First Tuesday afternoon of the month (drop in) baby clinic in the surgery and also had a designated room within the surgery.

Telephone number including answerphone **01435 865811**

Services provided by the Practice

Cervical Smears

Post Natal Check

Minor Surgery

Asthma Checks

Diabetic Checks

Childhood Vaccinations

Childhood Checks

Advice for Smokers

Diet and General Wellbeing

Travel Advice including Vaccinations

Family Planning and Emergency Contraception

NHS Health Checks

- NHS Health Checks are for patients over 45 years without any pre-existing health conditions.

All of the above routine services will be carried out in the surgery by appointment with either the doctor or practice nurse. The Practice offers a range of daily appointments from 9.00 a.m. - 11.30 a.m. and 3.00 p.m. - 5.30 p.m. To obtain an appointment please drop in to the surgery or call **01435 882306**.

Speaking to the Clinician on the Telephone

A clinician can telephone you if you wish; please relay your message via the reception staff who will log your call. The GPs and nurses will call you back however we cannot specify a time that they will do this as it is dependent on the patient care requirements of the day.

How to Register

As long as you live within the practice designated, you can apply to register with this practice. The reception staff will provide you with the necessary forms and health questionnaires to complete for each person requiring registration. You can take these forms away with you if you prefer; please note that you will be asked to provide photographic identification. Once the completed forms are received at the practice and signed off by the doctors, you are then registered with this practice: we will obtain your medical records from your previous G.P.

We invite all new patients to attend a health check with one of our practice nurses, and if you are on any regular medication you will also need to see a doctor. Please bring any evidence of medication you are on with you.

Home Visits

Home visits will be accepted for those who are unable to attend the surgery due to their medical condition. Social reasons are not considered acceptable for a home visit by the doctor. All requests for home visits must be received before 10.30 a.m. unless urgent. We would ask you to pass the facts to the receptionist so that they can be passed to the visiting doctor. A doctor may telephone you in advance of visiting.

Surgery Opening Hours

The surgery is open each weekday from 8.25 a.m.-6.30 p.m. We are closed all day Saturday, Sunday, Bank and Public Holidays. We are also closed each lunch time from 12.30 p.m.-1.30 p.m. Telephone lines open at 8.00 a.m.

For Advice Out of Hours

For advice out of hours, please call N.H.S. Direct , the 24 hour nurse led advice line on **0845 46 47**, or access their website on www.nhsdirect.nhs.uk.

Out of Hours G.P. Service

When we are closed, please call the out of hours service on **111**.

Please remember if you problem is a life-threatening emergency, telephone **999**.

Patient Suggestions and Complaints of Services Provided

Suggestions on how we can improve the services to our patients are most welcome. We currently participate in the friends and family test; this provides an opportunity to provide feedback anonymously. Feedback forms and a collection box are located in the reception waiting room. For additional information on comments and complaints, please see the leaflet in the waiting room.

Patient's rights and responsibilities, *including* Keeping Appointments

If you consider yourself to have an urgent problem, please ask for an emergency appointment. This means you will be seen that morning if asking after 8.00 a.m. and that afternoon, if enquiring after 1.30 p.m.

Patients asking to be seen as an emergency when it is clearly a routine matter, can expect the clinician to discuss the matter at the appointment.

If you wish to see a specifically named healthcare worker, you may have to wait a little longer than usual for an appointment.