

## Welcome to our Practice

We are a two-branch practice across Cuckfield Village and Haywards Heath, with 3 partners and 4 salaried GPs looking after approx. 12,300 patients. We are committed to excellent quality family medicine while being actively involved in new initiatives to improve patient care. Our aims are to serve the whole person and provide individual, curative and preventative care as well as health care in the community.

Our practice mission is to provide holistic health care to our registered population to the highest standard of current practice and comply with all statutory guidance.

## Opening Times

The practice telephone lines are open:

Monday	8.30am -6.00pm
Tuesday	8.30am -6.00pm
Wednesday	8.30am -6.00pm
Thursday	8.30am -6.00pm
Friday	8.30am -6.00pm
Weekend	Closed

The Practice sites are open to patients with pre-booked face to face appointments between the hours of 8am and 6.30pm

The Practice is closed at weekends and on bank holidays

If you need assistance when the practice is closed , please contact 999 in emergencies or

NHS 111 <https://111.nhs.uk/>

## Data Protection

The Practice is registered with the Information Commissioner's Office and is committed to keep your data safe. For information on how we meet the requirements of the GDPR, your rights, how we handle your information, privacy and fair processing, please see our 'How we Use Your Health Records' leaflet or visit our website.

## Online Services— *Patient Access*

- book, check or cancel appointments with a GP, nurse or other healthcare professional
- order repeat prescriptions
- see parts of your health record, including information about medicines, vaccinations and test results
- see communications between your GP Medical Centre and other services, such as hospitals

You can register for online services at any time.

How to register:

- Complete the online access request form (hard copies are available at both sites or download it from our website)
- Come to the Surgery , hand in the form and provide photo ID so we can confirm your identity and the receptionist will then issue you with a username and password.
- Enter Patient Access and enter your registration details exactly as shown on the form.

After registering, log on with your username and password.

## Prescriptions

To order a repeat prescription, you can either:

- drop a written request into the practice
- Email the practice: [cuckfield.reception@nhs.net](mailto:cuckfield.reception@nhs.net)
- Submit a request via patient access

Prescription requests can take up to 5 days to process.

Please allow enough time to request medications.

Most medicines can be ordered up to 2 weeks before the re-order date.

*Please note we are unable to take prescription requests over the phone.*

## Interpreting Services

Communication support is available for patients to enable our healthcare staff to provide safe and effective patient care. This is for all patients where English is not their first language and may need communication support in a health setting. This also includes people who are deaf, hard of hearing, blind or deafblind.

Please let one of the team know if you require an interpreter and a member of reception can arrange one for you.

We use vandu for language interpreting and action deafness for sign language services.



## Chaperones

All patients are entitled to have a chaperone present during any consultation, examination or procedure.

If you wish a chaperone to be present during your

Consultation please ask the doctor or a member of the team.

## Doctors

Dr Susan Ferrier	GP Partner
Dr Maddie Babicki	GP Partner
Dr Louise Cotter	GP Partner
Dr Grant Bucher	Salaried GP
Dr Sophie Whitehouse	Salaried GP
Dr Sam Chandrasekera	Salaried GP
Dr Fallon John	Salaried GP
Dr Thomas Oswald	GP Trainee
Dr Joseph Russell	GP Trainee
Dr Caroline Romanowski	GP Trainee

## Management Team

Ian Lucas	Practice Manager
Hannah Watts	Operations Manager
Justine Samuels	Reception Manager
Geoffrey Alcazaren	Management Administrator
Rachell Hills	Lead Nurse

## PCN

Cuckfield Medical Practice is part of the Haywards Heath Villages PCN (Primary Care Network). PCNs are groups of GP Practices working closely together, along with other healthcare staff and organisations, providing integrated services to the local population. The PCN employs lots of clinical and non-clinical healthcare professionals who work collaboratively with the individual Practices to provide the best possible service to the patients .

## Complaints Procedure

Cuckfield medical practice is committed to achieving the highest stands of care for all its patients, service users and their representatives. If mistakes do occur, we need to put them right and prevent them from happening again.

Complaints are an important part of the feedback process and help us maintain and improve our standards.

You can report concerns or complaints in any of the following ways:

Talk to a doctor, nurse a member of the team or the practice manager;

- Write or email our practice manager
- You can raise your complaint directly with NHS England
- To submit a complaint or request an internal review of a decision in writing or by email.

Cuckfield.reception@nhs.net

## Zero Tolerance

Staff have the right to work in a safe and secure environment and we as employers have the legal responsibility of providing that environment.

### The Practice will not tolerate:

Verbal abuse to staff which prevents them from doing their job or makes them feel intimidated or unsafe.

Threats of violence or actual violence to any member of the practice

The GPs have the right to remove with immediate effect any patients who behaves in the above manner.

# Cuckfield Medical

# Practice &

# The Vale Surgery

# Practice Leaflet

**Tel. 01444 458 738 or 458 739**

**[www.cuckfieldmedicalpractice.co.uk](http://www.cuckfieldmedicalpractice.co.uk)**

**[cuckfield.reception@nhs.net](mailto:cuckfield.reception@nhs.net)**

*For further information please visit our practice website*

