

## Useful contacts:

|                          |                                                                                  |
|--------------------------|----------------------------------------------------------------------------------|
| BRIDGE MEDICAL CENTRE    | 01293 526025                                                                     |
| Web site                 | <a href="http://www.bridgemedicalcentre.co.uk">www.bridgemedicalcentre.co.uk</a> |
| District Nursing Team    | 01293 600300 Ext 3705 & 3707                                                     |
| Health Visitor Team      | 01293 600300 Ext 3268                                                            |
| Midwifery Team           | 01293 600300 Ext 3230                                                            |
| Dietician                | 01293 600300                                                                     |
| NHS England Sussex       | 01903 756800                                                                     |
| NHS Sussex               | 0800 433 4545                                                                    |
| Planned Treatment Centre | 01293 600385                                                                     |
| Urgent Care Centre       | 01293 600300 Ext 4141                                                            |
| Crawley Hospital         | 01293 600300                                                                     |
| East Surrey Hospital     | 01737 768511                                                                     |
| NHS 111                  | 111                                                                              |

|                           |              |
|---------------------------|--------------|
| Asda Chemist              | 01293 663410 |
| Boots Chemist County Mall | 01293 527158 |
| Boots Chemist Maidenbower | 01293 888411 |
| Crawley Down Chemist      | 01342 716970 |
| Geddes Chemist            | 01293 524451 |
| Jades Chemist             | 01293 526994 |
| Kamsons Chemist           | 01293 513336 |
| Kassams Chemist           | 01293 522919 |
| Sainsbury Chemist         | 01293 551805 |
| Tesco Chemist             | 01293 894847 |

|                                          |               |
|------------------------------------------|---------------|
| Crawley Borough Council                  | 01293 528744  |
| Crawley Social Services                  | 01293 895100  |
| NHS England Complaints                   | 0300 311 2233 |
| Healthwatch West Sussex                  | 0300 012 0122 |
| ICAS                                     | 0844 477 1171 |
| Parliamentary & Health Service Ombudsman | 0345 015 4033 |



**BRIDGE**  
Medical Centre

**Wassand Close**

**Three Bridges, Crawley**

**West Sussex RH10 1LL**

**Telephone: 01293 526025**

**Email: [sxicb-wsx.bridge-crawley@nhs.net](mailto:sxicb-wsx.bridge-crawley@nhs.net)**

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



**Bridge Medical Centre is a General Partnership.  
Partners are Dr Nigél Mohabir , Dr Jhansi Kamalakannan,  
Dr Babu Hussain & Dr Shajeena Rahiman**

# Staff at Bridge Medical Centre

## Doctors:

Dr N Mohabir

MBChB, MRCP, DRCOG, Dip Derm Qualified 1989. GMC 3327900

Dr J Kamalakannan

MBBS, MRCP, DFRH, Diploma in Ophthalmology (India). Qualified in 1998.  
GMC 5207731

Dr B Hussain

MRCP, MBBS. Qualified 1997. GMC 5205571

Dr S Rahiman

MBBS, MRCP Qualified 1998. GMC 6030280

## Advanced Clinical Practitioner:

Lewis Daines

RGN BSc (Hons), Advanced clinical practitioner (Msc)

## Paramedic Practitioner:

Connor Brown

Paramedic science BSc

## Nurses:

Melissa Civalo

RN/DN/QN, Warwick diploma in diabetes and Practice teacher

Lesley Macconnell

BSc Nursing

Zeena Thruppoyil

BSc Nursing

Gill Robinson

RGN (Registered General Nurse) BSc (Hons) NP (Nurse Practitioner) Asthma Diploma

This provides you with a better level of care because the people caring for you have accurate and up-to-date information about your health.

Your health care record is used to ensure that:

- Health care professionals looking after you have accurate up-to-date information about you to help them decide on any future care you may require.
- Full information is available should you see another doctor or be referred to a specialist or another part of the NHS.
- There is a good basis for assessing the type and quality of care you have received.
- Your concerns can be properly investigated if you need to complain.

## GDPR - Patient Information

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs.

**Please help to keep your record up to date by informing us of any changes to your circumstances.**

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. Your doctor is responsible for their accuracy and safekeeping.

From time to time, it may be necessary to share information with others involved in your care. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

To ensure your privacy, we will not disclose information over the telephone or email unless we are sure that we are talking to you.

Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

Our privacy notice can be found on our website.

# Your information and how we use it

This leaflet provides information about why the NHS records information about you and how it is used, with whom we may share information, your right to see your health records, and how we keep your records confidential.

## **Why we collect information about you**

In the NHS, we aim to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurse or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on central computer databases and may include:

Basic details about you, such as your address, date of birth, and next of kin.

Contact with have had with you, such as clinical visits.

Notes and reports about your health.

Details and records about your treatment and care.

Results of X-Rays, laboratory tests etc.

## **How your records are used**

The way that health information is recorded has changed over time and it is now possible for health care professionals to add information into a central clinical system, which links directly to your GP record.

We also have electronic tools that enable the NHS to understand the risks your health is putting you at and to put in place services that will reduce this risk.

## **Health Care Assistants:**

Nisha Wanand  
Health Care Assistant, Phlebotomy

Sue Wright  
Health Care Assistant, Phlebotomy

## **Practice Business Manager:**

Jackie Morris

## **Reception/Administration Manager:**

Julie Smith

## **Primary Care Network (PCN) staff:**

**Clinical Pharmacist**

**Social Prescribers**

**First Contact Physiotherapist**

**Children and Young persons counsellor**

**Care Coordinators**

**Dieticians**

**Mental Health Practitioner - Primary Care Service**

**Mental Health Support Co-ordinator - Emotional Wellbeing Service**

**Access Facilitator - Health & Wellbeing Service**

# Services Provided

We provide a full range of services for our registered patient, they include;

- Asthma Clinics
- Blood Tests
- Carer Support Workers
- Cervical Smear Tests
- Child & Baby Clinics
- Childhood Immunisations
- Community Mental Health Team
- NHS West Sussex Talking Therapies Counsellors
- COPD/Lung Disease Clinics
- Coronary Heart Disease Clinics
- Diabetes Clinics
- Community Nursing Team
- Ear Syringing
- Family Planning
- Health Visiting Team
- Health Checks
- High Blood Pressure Clinics
- Maternity Care
- Minor Surgery Clinics
- Smoking Cessation Clinics
- Travel, Immunisation & Vaccination Clinics
- INR
- First Contact Physiotherapy
- Social Prescribing

We have a full compliment of attached staff which can include trainees. Our attached teams provide valuable supporting services for our patients. Please ask the administration team for more information.

To obtain details of all primary medical services available within the Sussex Area please contact:

**NHS Sussex, Wicker House, High Street, Worthing BN11 1DJ**

**Tel: 0800 433 4545 Email: [sxib.contactus@nhs.net](mailto:sxib.contactus@nhs.net)**

Health Watch: are there to signpost patients to the correct complaints procedure and to take feedback which is collated and put to a 'wellbeing board.'

**Tel: 0300 012 0122**

**email: [helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk)**

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

## **Ombudsman**

If you are not happy with the response from this Practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

TEL: 0345 015 4033

**<http://www.ombudsman.org.uk>**

Textphone (Minicom): 0300 061 4298

# Complaints and compliments

We welcome compliments, suggestions or concerns about the services we offer in Practice. We also have a Patient Participation suggestion box located in the waiting room. We would be delighted to hear your thoughts and ideas on any aspect of the surgery. Please do not use this box for complaints. In addition you are welcome to complete a 'Friends and Family Test' form.

## How to complain: (Local Resolution)

We hope that most problems can be sorted easily and quickly, often at the time they arise. If your problem can not be sorted out in this way and you wish to make a complaint using one of our complaints packs, please ask for one at reception.

## What the Practice will do:

- Acknowledge your complaint within three working days.
- Investigate your complaint within the Practice.
- Send you a response explaining the outcome of our investigation and any actions taken as a result.

## Complaining on someone's behalf:

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know you have their permission to do so. A consent form will be needed and is in the complaints pack, unless they are incapable (because of illness) in providing this.

## What to do if you are not happy with our response:

If you are not happy with our response (local resolution) you can complain directly to NHS England by post : PO Box 16738, Redditch B979PT, Tel: 0300 311 2233 or email [england.contactus@nhs.uk](mailto:england.contactus@nhs.uk)

# Surgery Opening Times

|                  |                        |
|------------------|------------------------|
| <b>Monday</b>    | <b>8.30am - 6.30pm</b> |
| <b>Tuesday</b>   | <b>8.30am - 6.30pm</b> |
| <b>Wednesday</b> | <b>8.30am - 6.30pm</b> |
| <b>Thursday</b>  | <b>8.30am - 6.30pm</b> |
| <b>Friday</b>    | <b>8.30am - 6.30pm</b> |
| <b>Saturday</b>  | <b>CLOSED</b>          |
| <b>Sunday</b>    | <b>CLOSED</b>          |

**Closed during the lunch period 13:00 to 14:00.**

**Our telephone lines are open 8:30-13:00 and 14:00 –18:00.**

## Evening and weekend access to GP appointments

We access face to face and remote appointments on weekday evenings and on Saturdays. This service is provided by Bridge Medical Centre working together with Langley Corner Surgery, Southgate Medical Group and Leacroft Medical Practice. The service was developed to meet our patient needs - addressing feedback from recent patient surveys and ensuring that our provision supports local demand.

Appointments can be requested in the normal way by eConsult or by calling the surgery during normal opening hours.

## Appointments

Consultations with members of our Health Care Team are by appointment only (including telephone and video) and can be made by telephoning the surgery during opening hours.

Some appointments are pre-bookable up to two weeks in advance. Patients have a right to express a preference of clinician. Where possible we will accommodate this request.

We also offer urgent same-day appointments and to enable us to offer appointments within 24 hours; **ALL** on-the-day appointment requests are initially dealt with by a telephone appointment first. This will be carried out by one of the clinical team, who will be a Doctor or Nurse.

## Out of hours

**NHS 111** is the telephone service for people in Sussex to find out where they can access medical help fast but are not in a life-threatening situation. NHS 111 is free to call and is available 24 hours a day, 365 days a year. Alternatively you can access NHS 111 online on [www.111.nhs.uk](http://www.111.nhs.uk)

The **Urgent Treatment Centre** is situated on the Crawley Hospital site in West Green and is aimed at dealing with non life threatening minor injuries and ailments that local surgeries are unable to deal with on a day to day basis. Telephone number 01293 600300 Ext 4141.

## Home Visits

Home Visits are for those who are too ill on the day to visit the surgery or for those patients with predetermined medical needs making a home visit a necessity.

**Please telephone the surgery before 11.30am to request a home visit.**

## As a patient some of your key rights are to:

- To receive NHS services free of charge
- Not be discriminated against
- Be treated with professional standards by qualified and experienced staff
- Expect NHS organisations to monitor and try to improve continuously the quality of their services
- Be treated with dignity and respect
- Accept or refuse treatment and only be physically examined with consent
- Be given information about any test and treatment options open to you, what they involve and their risks and benefits
- Have access to your own records
- Privacy and confidentiality
- Have any complaint acknowledged within three days and properly investigated
- Compensation if harmed by negligent treatment

## Some of our key pledges to patients are to:

- Ensure that any transfer between services is as smooth as possible and you are fully involved
- Provide a clean and safe environment
- Share with you any letters sent between clinicians about you
- Treat you with courtesy and give support in the handling of any complaint and ensure it has no effect on any future treatment
- Identify, acknowledge and learn from mistakes, complaints and claims

## Some of your responsibilities are to:

- Treat NHS staff and other patients with respect
  - Keep appointments or cancel within a reasonable time
  - Give positive or negative feedback about your experiences and the treatment and care you receive
- Full details about the rights, responsibilities and pledges set out within the NHS Constitution are available at:

[www.gov.uk/government/publications/the-nhs-constitution-for-england](http://www.gov.uk/government/publications/the-nhs-constitution-for-england)

# Code of Conduct

It is the aim of Bridge Medical Centre to provide a safe and pleasant environment in which patients and visitors may receive healthcare and staff may carry out their work. To assist in providing this, all persons accessing the services of the practice are expected to observe the Practice Code of Conduct.

The Code of Conduct states: **Persons attending the practice whether in person or by telephone should behave in a manner that respects the rights of others and the practice environment.**

The following behaviour falls outside the Code of Conduct and is therefore considered to be unacceptable.

- Excessive noise which is obtrusive to others in the vicinity
- Use of threatening/intimidating/abusive/obscene language
- Offensive remarks of a racial, sexual or personally derogatory nature.
- Damage to property
- Theft and dishonest behaviour , Spitting , Threatening/intimidating/aggressive gestures and/or actions
- Inappropriate behaviour involving alcohol/substance misuse

Any person acting in an unacceptable manner will be asked by a member of staff to stop behaving in such a way and to observe the Practice Code of Conduct. If a person repeatedly fails to observe the Code of Conduct, the PCSE will make alternative arrangements for the patient concerned to receive his/her healthcare. These arrangements will be advised to the patient in writing by the Area Team.

**Violent behaviour is never tolerated and will result in police prosecution of the aggressor and the direct and immediate removal of the patient concerned from the practice list.**

# Clinical Practice Medical School Students

Bridge Medical Centre contributes to the training of Medical students and nurses working in partnership with Brighton and Sussex Medical School. As part of their training, students will attend some clinical appointments to gain practical experience in the treatment and care of patients.

If you would prefer not to have students present during your consultation or to speak with you whilst you visit your GP, please let a member of staff know.

Your care will not be affected by your decision.

## Disabled patient access

Our disabled patients have full access to our building, there is an allocated disabled parking space with dropped kerbs for easy access. We have fully automated doors to the main reception area and our corridors are wide enough to accommodate wheelchair access. A hearing loop is available.

## CCTV and recording of telephone calls

The practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff. Further information can be obtained from the Practice Manager

# You can now order your prescriptions online

The most effective way to order your prescription is by using our online access. You can register for this by asking a member of the admin team who will issue you with an application form to obtain a user name and password. We also ask that you nominate a local pharmacy so that we can send your prescription directly to them.

Once you have registered you can order online through our website [www.bridgemedicalcentre.co.uk](http://www.bridgemedicalcentre.co.uk)

If you do not have a method for using our online facility you can still request your prescription in writing. Please use your computer printout to tick the items you require. If you do not have this then please use one of our Repeat Prescription forms available from the foyer or request in writing clearly stating your name address and Date of birth and the items you require .

Written requests can be placed in our repeat prescription box in the foyer, posted or placed through our letter box if closed. If you would like it posted back to you please provide a SAE . We do not allow prescription requests by telephone.

All prescription are actioned within 48 hours of receipt. Please allow extra time for delivery to a chemist or by post



## Registering with our Practice

Please be advised that, because we have reached in excess of 11,500 patients registered at Bridge Medical Centre, our patient registrations are now capped with effect from Friday 2nd April 2021. This means that we are unable to take on any new patients. This decision has been taken in order for the practice to continue safely providing NHS services to our currently registered patients.

Information on where to register at other surgeries in the area can be found on the NHS Choices website [www.nhs.uk](http://www.nhs.uk).

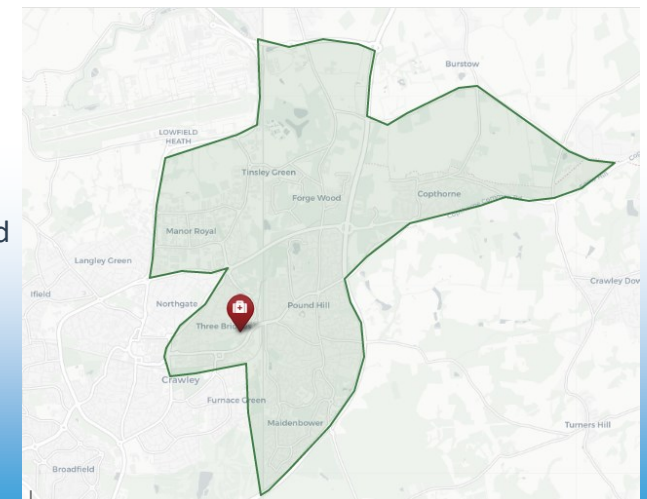
You can access further information and download the allocation form from the West Sussex CCG website.

<https://www.westsussexccg.nhs.uk/your-care/finding-a-local-nhs-service/help-for-patients-if-a-gp-practice-has-suspended-new-registrations/>

If you do not have access to the internet and need to register with a new Practice please contact the ICS Patient Allocation/New Patient helpline on 07425 616194 to be allocated with another GP in your area.

**If the CCG has allocated you to our Practice,** please complete the New Patient Registration Form from our website and email the form to [sxich-wsx.bridge-crawley@nhs.net](mailto:sxich-wsx.bridge-crawley@nhs.net) or post them back to us with your allocation letter.

Our Practice boundary area includes Maidenbower, Three Bridges, Pound Hill, Copthorne, Forge Wood and Tinsley Green.







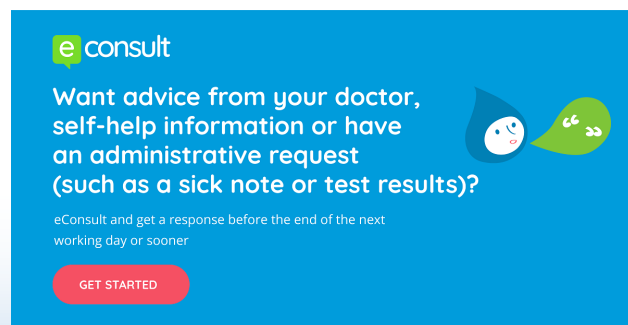
eConsult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you and everyone else.

You can access online GP services anytime, anywhere. Go to:

[www.bridgemedicalcentre.co.uk](http://www.bridgemedicalcentre.co.uk)

#### How does the service work?

- Look for this banner on the home page
- Complete a simple online form about your problem or request
- Your GPs decide on the best treatment for you
- The practice responds with advice, a prescription or an appointment by the end of the next working day



## Online Services

It is now possible to use the Internet to book some doctor, nurse & phlebotomy appointments, request repeat prescriptions for medication you take regularly and view your last 12 months prescriptions, sensitivities and allergies.


If you are aged 16 or over and would like access to this facility, please ask at reception. You will need to complete a form to include your email address and mobile telephone number.

**For security we may require proof of identity** and will need to see photographic ID (preferable passport or driving licence) plus a utility bill or bank statement from within the last 3 months with your current address.

Once we have seen your documents an account will be created for you and you will be given a username and password to access your details.


Once you have your password you will need to go to our website to log on [www.bridgemedicalcentre.co.uk](http://www.bridgemedicalcentre.co.uk)

#### You can access your account using a computer or smart phone in a few simple steps:



Visit our website at [www.bridgemedicalcentre.co.uk](http://www.bridgemedicalcentre.co.uk)  
Click on the 'Online services' located on top of the screen  
Click on the Systmonline banner, it will direct you to a different webpage  
Enter the account login details that you have been given by the surgery

#### You can access your account on your smart phone or tablet by using the NHS app. To do this, follow these steps:



To download the app, visit your phone or tablet's app store and search for 'NHS app'. You will then need to click download. Once the download has finished you can then launch the app.

# Community Pharmacist Consultation Service

Community Pharmacists have a minimum of 5 years medical training and are experts in medicines and managing minor illnesses. Patients suffering from a minor illness are able to be referred to a Pharmacy of their choice, to either speak to or see, to gain advice and/or prescription. By using this service, GP's can save time, free up appointments for patients with serious conditions, and improve access for patients with minor illnesses.

Reception staff will be able to refer you if suffering from a minor illness to the Pharmacist via this service. A trained member of staff would complete the onward referral from the surgery to the Pharmacy electronically. You will be contacted on the same day by the Pharmacist via a telephone call.

The below are some of the minor illnesses that reception staff can refer you to the Community Pharmacist Consultation service.

|                                   |                                             |                                          |
|-----------------------------------|---------------------------------------------|------------------------------------------|
| Acne, Spots and Pimples           | Eyelid Problems                             | Shoulder Pain                            |
| Allergic Reaction                 | Hair loss                                   | Skin, Rash                               |
| Ankle or Foot Pain or Swelling    | Headache                                    | Sleep Difficulties                       |
| Athlete's Foot                    | Hearing Problems or Blocked Ear             | Sore Throat                              |
| Bites or Stings, Insect or Spider | Hip, Thigh or Buttock Pain or Swelling Itch | Tiredness                                |
| Blisters                          | Knee or Lower Leg Pain                      | Toe Pain or Swelling                     |
| Constipation                      | Lower Back Pain                             | Vaginal Discharge                        |
| Cough Cold and 'Flu               | Lower Limb Pain or Swelling                 | Vaginal Itch or Soreness                 |
| Diarrhoea                         | Mouth Ulcers                                | Vomiting                                 |
| Ear Discharge or Ear Wax Earache  | Nasal Congestion                            | Wound Problems - management of dressings |
| Eye, Red or Irritable             | Rectal Pain                                 | Wrist, Hand or Finger Pain or Swelling   |
| Eye, Sticky or Watery             | Scabies                                     |                                          |

# Patient Participation Group (PPG)

The Patient Participation Group (PPG) exists to give patients a voice in their care and the opportunity to work in partnership with the Practice to create the best possible service.

## Who is on it?

Bridge Medical Centre patients who have volunteered to join.

## What does it do?

We meet on alternate months from 1-2pm and the agenda covers such items as:

- How to help new patients
- Looking at possible changes
- Helping at events e.g. Flu Vaccination clinics
- Responding to concerns raised

## Can I join?

Yes - if you can give the time and commitment

**Please ask at reception for details.**

# PCN Social Prescribers

Crawley Care Collaborative PCN's Social Prescribers offer a wide range of low-level community-based support to help patients improve their physical and mental health and wellbeing, their independence and resilience as well as their connections with the local community. After an initial assessment, patients will be supported to engage with appropriate local services and activities.

Bridge Medical Centre has two Social Prescribers

Tracy Olckers and Jenny Glen

Patients may be referred to a Social Prescriber if :

- Age 16+
- Presenting with one or more non-medical need ie:
  - Debt issues
  - Benefit issues
  - Housing issues
  - Isolation and loneliness
  - Low level mental health e.g. low mood, stress low to moderate anxiety / depression etc.
  - Relationship issues
  - Conflict issues
  - Bereavement
  - Physical inactivity
  - Other conditions where additional support would be beneficial, including early stages of dementia deafness, autism or Asperger's, low level mental health issues, and acquired brain injury
  - Other situations where additional support would be beneficial, including having a family member in prison, having carer responsibilities, wishing to volunteer or get support with employment

# Active Signposting

We would like to advise our patients that we are now a signposting Practice. Our staff have been trained to offer you the most appropriate options, this enables you to be seen as quickly as possible by the most relevant clinicians, this may include the Pharmacy, NHS111, the local hub, Community Pharmacy Referral Service, LIVI App or eConsult web service via the [bridgemedicalcentre.co.uk](http://bridgemedicalcentre.co.uk) website.

Your NHS now offers a large number of Community Services and self-care options that you can access without the need for you to see your GP.

If you request an appointment at your Practice, the receptionist may ask you the reason why you are asking for an appointment.



If you provide the reason for your call, there is a possibility that the receptionist may be able to give you information about a service or self-care source that you could access for your symptoms, without the need for you to see a GP.



This will help to make sure that you our Patient is given access to the most appropriate health professional with the least possible delay

## Are You A Carer?

If you care for someone with an illness, disability or as a result of frailty due to age and that person is unable to manage without your help, then you are a carer.

If this applies to you then please notify a member of our team so that we may be able to acknowledge you and your needs and keep a register of Carers.

We have a part-time Carer's Champion in Practice who will be able to give you advice and certainly connect you to the organisation that may help.

Once you register as a Carer, one of our PCN Care Coordinators will contact you to complete a Carers Assessment and to ensure you, and the person you care for, are getting everything you need.

We can also refer you to Carers Support West Sussex. A local charity team of staff and volunteers, working with and for family and friend carers.

**Carers support can also be contacted directly on 0300 028 8888**  
**Or visit their website**  
[www.carerssupport.org.uk](http://www.carerssupport.org.uk)



## PCN Care Coordinators

Crawley Care Collaborative PCN has Care Coordinators working across the different surgeries. Care Coordinators are there to make sure that patients are receiving the right support and care for their care needs. Please note that this is not an urgent service.

Bridge Medical Centre has two full-time Care Coordinators.

Sarah Callaghan and Jenny Velasco

Patients may be referred to a Care Coordinator if:

- They are over 18 (apart from Children's and Youth Counsellor referrals).
- They need additional support put in place at home (needing carers, a package of care, adaptations to the home etc.) eg walking frame, hospital bed, commode.
- They are a carer (formal or informal) and need some additional support with their caring role (where not already referred to a social prescriber).
- They are at risk of falling, or fall frequently.
- They would like support with maintaining a healthy lifestyle and weight.
- They need help with cancer screening.
- They need support after a cancer diagnoses.