

NEWTONS PRACTICE

**The Health Centre, Heath Road,
Haywards Heath, West Sussex,
RH16 3BB**

OPENING TIMES

Mon - Fri: from 08:00 to 18:30

Sat and Sun: Closed*

*Some evening and weekend appointments may be available via our enhanced access appointments – please ask the Reception team for more info.

TELEPHONE NUMBER

01444 412280

8am – 6.30pm

Please note, our telephone line is closed from 1pm to 2pm for administration duties but please listen to the message for the emergency number during this hour. Our phone lines are busy so please ring after 10am for routine appointments and enquiries

NHS App and Patient Access App

Please use either of these apps for access to your medical record, results, prescription ordering, health advice etc.

E-mail:

Sxicb-wsx.newtons.reception@nhs.net

Emails are not constantly monitored and should not be used for medical emergencies or as a replacement for medical consultations.

Complaints / Feedback

Please ring to discuss your complaint with a member of the management team or email in your comments/concerns. We welcome feedback, suggestions, views and comments from all out patients.

Website: **www.newtonsppractice.co.uk**

Please refer to our website for all the latest information about Newtons Practice and its services.

PRACTICE STAFF

Julia Storr – Practice Manager, MIGPM, Dip PCM
Karen Ray - Assistant Practice Manager

Nicola Serdiuk – Reception Manager
Denise Ward – Reception Supervisor

Susan Read – Care Co-ordinator
Penny Jenkins – Social Prescriber

Receptionists/Administrators

We have a large team of dedicated receptionists, secretaries and administrators

Health Care Assistants

Jackie Osborne, Nikki Gainsbury, Frances Harris

Nurses

Emma Peck, Adv. Nurse Practitioner, Lead Nurse
Debbie Collen, Practice Nurse
Sophie Stephenson, Practice Nurse

Urgent Care Clinic

Nick Deane – Lead Adv. Paramedic Practitioner
Paramedic Practitioners: Lisa Thomas,
Gemma Morrison, Andy Collen, Louise Eldridge,
Jason Zubiena

Pharmacists

Gosia Grant, Senior Clinical Pharmacist
Gary White, Pharmacist

Pharmacy Technicians

Caroline Birch, Tracey Lea

PRACTICE LEAFLET

NEWTONS



PRACTICE

Information for Patients



GP PARTNERS

Dr K Nagendra, Dr C Jones, Dr E Murchison, Dr R Gwynne-Hellier, Dr W Kwong

GP ASSOCIATES

Dr E Morrison, Dr S Gurung, Dr K Heseltine, Dr M Bacon, Dr A Chan, Dr C Akosim

GP REGISTRARS:

This practice is an appointed general practitioner training practice and often benefits from the services of GP registrars. These are fully qualified doctors with extensive hospital experience who hope to enter general practice.

URGENT CARE CLINIC

NEWTONS' "Urgent Care Clinic" gives improved access for urgent care, Monday to Friday, 8 to 4pm. This clinic is for patients who have developed a problem over the last 24 to 48 hours and need to be assessed and treated promptly. When a patient phones the surgery, for an urgent appointment, our reception team will ask for an indication of the problem or symptoms to ensure that the patient is reviewed by the most appropriate practitioner for their needs.

The Urgent Care Clinic is staffed by experienced paramedic practitioners. They consult with patients and will prescribe medication if necessary. The team works alongside a duty doctor and are able to consult and refer on if needed. They also carry out home visits.

It will have been assumed that the patient would have already consulted with the pharmacist. If it is a common self-limiting condition such as a sore throat, cold, cough or thrush etc., many remedies can be purchased over the counter, which can be quicker and more convenient for the patient.

The practitioners of the practice will **NOT** prescribe antibiotics unless the patient has a bacterial infection.

E-Consults

Fill out an online form via our website and get advice and treatment by the end of the next working day. Open via the website Mon – Fri 7.30am – 2pm

Minor injury/ Urgent Treatment Centres

Crawley Hosp. 7 days a week, 7.30am – 10pm
Lewes Hospital. 7 days a week, 8am – 8pm

PRACTICE NURSES

Our practice nurses are available to advise you on many aspects of health care and are fully qualified in the following (and more):-

Blood Tests	Wound Dressings
Travel Vaccinations	Suture Removal
Ear Syringing	ECGs (heart rate checks)
Urine Testing	Baby Immunisations
Blood Pressure Checks	Dietary Advice
HRT Checks	Oral Contraception Checks
Cervical Smear Tests	
Diabetic/Asthma/COPD/IHD reviews	

PRESCRIPTIONS

Repeat prescriptions may be requested:-
By logging on to the Patient Apps (NHS App or Patient Access)
By post, but you must supply a SAE
Personally at the reception desk
By putting your request in the box outside the health centre after the surgery is closed

In order to avoid mistakes we do NOT take requests over the telephone, unless you are housebound.

Please allow three working days for your prescription to be prepared

Newton's is part of the NHS electronic prescriptions service (EPS), where you choose which chemist receives your prescription electronically. This method is proving to be far more convenient to our patients. Ask at reception or see our website for more details.

Patient Apps allow you to order only your **current** medication and track its progress. Please note one-off medications you have had in the past cannot be ordered via the app.

PATIENT APPS

are available 24/7!

Register for the NHS App or Patient Access to:

- Book (and cancel) appointments.
- Order your repeat medications and have this sent to your nominated chemist.
- Track your medication requests
- View your medical record including results and clinic documents
- Seek medical information

Ask at reception or see our website for more details.

APPOINTMENTS

Consultations are by appointment only; we are not a walk in clinic. Most routine appointments can be booked as far as six weeks in advance. We offer both telephone consultations which are popular with patients not wanting the inconvenience of coming into the practice, and face to face consultations. The telephone lines are very busy between 8 and 10am. Your call will be referred to the Urgent Care Clinic if you need to be seen on the day. All patients have an accountable GP who is responsible for your care however; you can see any doctor who is available.

REMEMBER TO CANCEL ASAP ANY APPOINTMENT YOU CANNOT KEEP – IT CAN THEN BE GIVEN TO OTHER PATIENTS

HOME VISITS

Home visits are for the housebound or the very elderly **ONLY**, please call before 10.30am to request one.