



THE BROW HEALTH CENTRE

**THE BROW, BURGESS HILL
WEST SUSSEX
01444 246123**

Email: sxicb-wsx.brow-burgesshill@nhs.net

www.browmedicalcentre.nhs.uk

**WEST SUSSEX CCG
CRAWLEY HOSPITAL
WEST GREEN DRIVE
CRAWLEY
WEST SUSSEX
RH11 7DH
TEL: 01293 600300
FAX: 01293 600362**

From whom details of primary medical services in the area may be obtained

WELCOME TO THE PRACTICE

This booklet contains the information you need to make the best use of the services that we provide. The aim of our friendly team here at the Brow is to meet the primary care needs of our patients.

REGISTRATIONS

To register with the practice, you will need to come into the surgery with your current identification (passport / driving licence) and your medical card / visa if you have one. Registration forms are available online or at reception for you to complete. These documents are not compulsory to register with any GP Practice. If you do not have these identification documents or if you're homeless, you can give a temporary address, such as a friend's address, a day centre or our GP surgery address. If you need help registering with our GP surgery please let our receptionists know

We do not hold personal lists. You will be registered with the practice, but you can then see the doctor of your choice. It can take up to 7 days to process registrations and it may take some time for us to receive your full medical records from your previous practice, please make sure you have enough medication from your previous practice to tide you over. We offer a telephone consultation with a doctor if you are new patient on medication to ensure we can continue to prescribe safely.

TRAINING

This practice has been accredited to train doctors and nurses intending to specialise in general practice. The practice needs to be regularly inspected for this purpose, and this involves inspection of the medical records. Only doctors approved for this purpose will do this, and they will respect completely the confidentiality of the information.

If you do not want your records to be available for inspection, please inform the practice manager of your wishes.

Sometimes the doctor may wish to video record a consultation, and in this case your permission will always be requested beforehand.

CONSULTATIONS/APPOINTMENTS

We are open from Monday to Friday, 8.30 am to 6.00 pm.

We are pleased to offer telephone consultations Monday to Friday with our doctors on the day you call. If this is not convenient then we can book ahead within the next week.

We have found that we can successfully address your medical concerns by way of a telephone consultation in approximately 70% of cases, saving you the trouble of having to come to the surgery. It may be the case however, that following the telephone consultation the doctor does need to see you at the surgery, they will offer you a mutually convenient time to attend and will arrange this with you during the call.

Continuity of care is very important to us so please do let reception know which doctor you wish to speak with.

Our receptionists will ask some questions, which the doctors have instructed them to do; this helps the doctors and nurses to deal with your issue appropriately. If you cannot receive a call during certain hours then please let the receptionist know and they will ask the doctor to make the call around those times.

The surgery is closed Saturdays, Sundays and Bank Holidays.

When the surgery is closed, please call **111** for any medical enquiries.

Evening and Weekend Access to GP Appointments

GP appointments are now available during the evening and at the weekend for people registered with a GP in Horsham and Mid Sussex.

This means that both routine and urgent appointments are available at a local hub during weekday evenings and on a Saturday and Sunday, to make sure local people get the health help and support they need.

NHS Horsham and Mid Sussex CCG, working in partnership with local patients and clinicians, designed the service. The appointment hubs are run by Alliance for Better Care Ltd, the local GP Federation.

How to book an evening or weekend appointment at a hub:

Appointments can be booked through your own GP practice in the normal way, during normal opening hours. Clinicians working at the hubs will be able to access your medical records with your agreement. You will be asked before any information is shared and can decline if you wish.

See a GP by video New Service – LIVI

See a GP by video with LIVI. This practice now offers a video GP service - LIVI - to all our patients. To access the service, simply download LIVI from the App store (iphone) or Google Play (Android) and sign up. You can get medical advice, prescriptions and referrals by video, with appointments available on the same day, even at weekends. Get the LIVI app here

ALTERNATIVES TO A CONSULTATION/APPOINTMENT WITH A DOCTOR

General practice is a team effort of healthcare professionals and here at the Brow we endeavour to use all our healthcare professionals appropriately.

Prescribing Pharmacist - The practice employs three clinical pharmacists, Christina Short, Claire Usher, Claire Slater. They deal with all medication reviews or queries around medication. You can book a telephone appointment with them up to a month in advance, or on the day if necessary.

Practice Nurses/Phlebotomists – Our practice nurses operate a pre-bookable appointment system from Monday to Friday for blood tests, blood pressure monitoring, asthma & COPD checks (not acute symptoms), cervical smears, contraceptive advice and checks, wound care, ear syringing, travel advice and vaccinations. Some of these appointments are available online.

Home visits – These are for those who genuinely cannot get to the surgery due to ill health. Please remember that we can see four patients in surgery in the time it takes to do one home visit. If a home visit is necessary, please try to ring before 10.00 am so that we can plan our day. Lack of transport is not a valid reason for requesting a home visit.

NHS Health Information Services – The NHS website provides free confidential information on a range of health related issues including information about common diseases. The service can be contacted on **111** or www.nhs.uk.

Repeat prescriptions – Patients who are on regular medication have their drugs on 'repeat'. The right hand side of your prescription contains a list of all the medication that you are taking

regularly, with boxes for you to tick to indicate which ones you require. You can post this form to us or put it in the red prescription box in the waiting room. You can order online (see under Patient Access, below). You can collect your repeat prescriptions from the surgery, or they can be sent directly to the pharmacy that you designate (you will need to complete a form for this). Some chemists also collect prescriptions from the practice. Please indicate on the request form the pharmacy that you wish to collect your prescriptions from. Allow at least 3 full working days for us to process your request. Please do not request routine repeat prescriptions from the doctor during a consultation. We do not take prescription requests over the telephone.

Results and fit (sick) notes – For test results and sick certificates, please phone after 10.00 am. Please note that you do not require a doctor's certificate for your first week off work.

Fees – Some of the services we provide are not covered by the NHS, so you will be asked to pay a fee for these. Please see the notice at the reception desk for a full list of fees. Services for which you will be charged a fee include:

- Medical report/examination for fitness to drive
- Insurance claim forms
- Pre-employment medicals
- Some travel vaccinations
- To Whom It May Concern letters

PATIENT ACCESS

You can make life easier by registering for patient access, which allows you to use the online services offered by The Brow, the form is available on our website or via reception. Once you have registered, you will be able to:

- Order your repeat prescriptions securely online
- Let us know if you need to cancel an appointment
- Tell us about any changes in your address or telephone numbers
- View results
- View parts of your GP record, including information about medication, allergies, vaccinations and test results
- Help us to keep your medical records up to date
- Subscribe to the e-mail edition of i-Brow, our practice newsletter.

CLINICAL COMMISSIONING GROUP

The practice is commissioned by NHS Sussex Integrated Care Board, they are the Government's chosen way to develop primary healthcare and commission secondary healthcare in line with the NHS Plan.

CHAPERONES

If you would prefer to have a chaperone present during an intimate examination please tell the doctor. You can either bring a friend or we will ask a member of staff (male or female as appropriate) to be present.

TRANSLATION SERVICE AND COMMUNICATION REQUIREMENTS

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

If English is not your first language and you need a translator, this can be arranged if you give us three days' notice, or sooner in an emergency.

AVAILABLE SERVICES

OUR RECEPTIONISTS WILL BE HAPPY TO ADVISE YOU ON ANY OF THE SERVICES THAT WE PROVIDE.

Accessibility - At The Brow we want to be sure that we meet the communication and information needs of all our patients and/or their carers. We appreciate that you may have diverse communication styles and needs. We have a wide range of facilities to accommodate this diversity, including a hearing aid T-loop, interpreter service, and a large print practice information booklet.

Please let us know if you have any particular requirements, such as: information in braille, large print, or easy read format. Or, if you need an advocate, or a British Sign Language interpreter, support for lip reading, using hearing aids, or communication tools, please let us know. These requirements can be recorded on your medical records and shared with other NHS and Adult Social Care providers when you have given consent or permission to do so.

To make sure that you get information in an accessible way and any communication support that you need, please let us know your requirements by telephoning us on 01444 246123, calling in at reception, or e-mailing our Care Coordinators:

Hazel Sharrad - Hazel.Sharrad@nhs.net
Charlie Mulvaney - Charlie.Mulvaney@nhs.net
Ali Gillam - Ali.Gillam@nhs.net
Hazel Lawson - hazellawson@nhs.net

Asthma Clinic – We encourage everyone with asthma to attend a check up once a year.

Baby Immunisations – You will be contacted when these are due. If you have any queries please ask your Health Visitor.

Blood Pressure – Our phlebotomist or any of the nurses can take your blood pressure or you can give us your home blood pressure readings.

Blood Tests – Our phlebotomist does most of these. The nurses can also take blood. If you are asked to do a 'fasting blood test' please do not have anything to eat or drink, except water, from 10.00 pm the night before. Please look online (if you re registered to do this) or telephone the Surgery for your blood results, allow at least a week for your test results.

Diabetic Clinic - This is run by Dr Wood and Caroline, Practice Nurse, on Tuesday afternoons. We will invite you every 6-12 months for a diabetic blood test and review.

ECGs – (tracing of the heart). These are done by any of the practice nurses or Health Care Assistants.

Family Planning – Routine pill checks, depot-injections and general contraceptive advice can be given by nurses. Coils and implants can be fitted by Dr Clarke.

Emergency Contraception – The sooner this is used, the lower the chances are of it failing. You need to see a pharmacist in the first instance. You can also speak with a doctor within 72 hours, ideally much earlier.

Flu Vaccinations – Special clinics are run on a yearly basis for those at risk (anyone over 65, people at higher risk, for example with heart problems, diabetes and asthma). We will invite you to make an appointment in early autumn.

Minor Operations – Dr Belle does a minor operations list. This has to be booked via a doctor.

Midwife – Antenatal clinics are run weekly by appointment.

Repeat Prescriptions – See above.

Fit for Work Notes (Sick Notes) - See above.

Skin Clinic – These are bookable in advance for the treatment of warts, verrucas and some other skin lesions.

Smears – We carry out smear tests for women between the ages of 25 and 65 and recommend women attend for regular smears.

Under age 35 – every 3 years

Between age 35 and 65 – every 5 years

You will be automatically recalled for your smear test.

In addition, every woman between the ages of 50 and 64 will automatically be recalled for breast screening every 3 years as part of the national screening programme.

Smoking Cessation – Any nurse or doctor can advise you about this. Our practice policy is to prescribe any necessary nicotine replacement therapy to help support you to quit. Please book with Hazel Lawson for support.

Travel Vaccinations – By appointment. Please allow plenty of time for vaccinations before you travel. Please complete the travel questionnaire which can be requested at reception or downloaded and printed from our website. Once complete, please bring this into the surgery and an appointment will be made with the nurse. Please note that most travel vaccinations and medications are not available on the NHS. If you are on regular medications, please ensure you take enough with you for the duration of your stay.

THE PRACTICE TEAM

Admin Team – Among many other things, our admin team is responsible for putting information on our computer system. The practice is registered under the Data Protection Act. The team is Cathy, Rachel, Liz, Jill, Becky, Linda and Julie.

Care Coordinators – If you are living with a medical condition or if you are looking after somebody and need some additional support, whatever it may be, our Care Coordinators are here to help you find it. If you would like a chat to find out more about what we can help you with, please just ask for or Hazel Sharrad, Charlie Mulvaney, Ali Gillam or Hazel Lawson at reception or call on 01444 246 123

Health Visitors – Your Health Visitors are based at Sidney West Primary Care Centre. They can be contacted by ringing 01273 696011 extn 6605.

Please ring if you have any concerns regarding your baby/child's development.

Useful websites:

www.westsussex.gov.uk/family (children and family centres)

www.nhs.uk (NHS choices)

The Health Visitors also run postnatal support groups and a child health drop-in clinic is held at the Gattons Family Centre on Mondays from 9.30 to 11.30 am and at the Sidney West Family Centre on Thursdays from 9.30 to 11.30 am.

Midwife – Our community midwife holds antenatal clinics at the Brow by appointment. She shares your antenatal care with your doctor and the hospital.

Nurses – They provide general nursing services. In addition they have their own areas of expertise such as diabetes, heart care and asthma. Along with the doctors, our nurses offer a wide range of treatments and health advice.

Phlebotomist – Hazel, Anna and Jessica assist our nurses by dealing with blood taking, ECGs, new patient checks, blood pressures and diabetic annual review checks.

Practice Manager – Jane Fairfax, our Practice Manager, has responsibility for managing the day to day running of the practice. Jane will be pleased to discuss any non-medical issue that you may have and is always happy to receive any suggestions that you may have for improving the services that we offer.

Receptionists – Our receptionists are all trained to deal with your needs and are happy to answer your questions and advise you as to which member of the team is most appropriate for you to see.

Secretaries – Our secretaries provide secretarial support for the whole practice team.

Pharmacist – The practice employs three clinical pharmacist, Christina Short, Claire Usher and Clare Slater. They deal with all medication reviews or queries around medication. You can book a telephone appointment with them up to a month in advance, or on the day if necessary.

OUR DOCTORS

Dr Karen Eastman

MB, BS, FRCGP, DRCOG, DFFP

Karen, our Senior Partner, qualified from the London Hospital Medical College in 1992 and has been at the Brow since 1998. She has a particular interest in women's health and pain management.

Dr Lara Belle

MBBS, BSC, MRCGP

Lara joined the Brow as a partner in 2003 having been a Registrar here for 18 months previously. She has a special interest in Dermatology and is a GP trainer. Lara lives in Surrey with her husband and young family.

Dr Laura Clarke

BSc (Hons), MBBS, MRCGP (2012), DRCOG, DFRH

Laura joined us in 2014 as a salaried GP having previously been a Registrar and locum here. She is now a partner in the practice. She has an interest in family planning and runs the coil and implant clinics.

Dr Jessie Gulsin

MBBS, BSc, MRCGP

Jessie qualified from University College London in 2009. She completed her GP training in the Mid Sussex scheme. After qualifying from her GP training, she spent a year working as a locum and also on a project for the Clinical Commissioning Group. She returned to The Brow as a salaried GP and also completed her qualification to become a GP trainer. She lives in Sussex with her young son.

Dr Harriet Wood

MBBS, BA (Hons), MRCGP

Harriet completed her GP training at The Brow and has stayed on as a salaried GP at the practice.

Dr Aimee Odedra

MBChB, BMedSc, MRCGP

Aimee graduated from the University of Birmingham medical school in 2013. She trained at The Brow before staying on as a salaried GP. She lives in her hometown of Brighton and enjoys hiking, travel and crafts.

Dr Josh Rubenstein

MA (Cantab), MBBS, MRCP, PGCert, MRCPGP (2019)

Josh qualified in 2000, having trained in Cambridge and Barts and the London medical schools. He moved to Sussex in 2014 and worked in the local hospitals before undertaking GP training. The pandemic has allowed him to discover his inner baker, as well as reconnecting with the beautiful Sussex countryside. He is a GP Trainer.

PRACTICE CHARTER STANDARDS

These are local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us if you are unsure of anything.

PATIENT RESPONSIBILITIES

- Please read our Practice Booklet. It will help you get the best out of the services we offer.
- Please keep your phone call brief and please try to call between 11.00 am and 6.00 pm for non-urgent requests.
- Please do everything you can to keep appointments. If you arrive later than your appointment time this may cause delays and inconvenience to other patients. If we are running late, please bear with us – on another occasion it may be you who needs the extra time.
- Please remember to tell us if you change your name, address or telephone number. It is very important that we have up to date information. In an emergency this could be vital.
- Please do not call out of hours except in the case of a real emergency. Wherever possible, please wait for the next surgery.
- This surgery operates a zero tolerance policy against violence or abuse. Violent or abusive behaviour will result in removal from our list.

PATIENT CONFIDENTIALITY

This practice complies with the Data Protection Legislation encompassing the General Data Protection Regulation (GDPR) 2016 and the Data Protection Act (DPA) 2018 which were adopted by the UK government in 2018 and operates a Patient Confidentiality policy for all services provided.

Under this legislation, you are entitled to access clinical records or any other personal information held about you.

Personal and medical details will only be released to the patient, legal guardian, or others with the patient's written request.

The ICB has access to medical records for quality monitoring. We are a fully computerized practice. All staff use computers and the doctors and nurses will use computers during consultations.

Please contact the practice manager for further information.

FREEDOM OF INFORMATION

The Freedom of Information Act 2000, recognises that members of the public have a right to know how public services are organised and run, how much they cost and how decisions are made.

This practice fully complies with this Act and if you require a copy, please contact the practice manager.



Your information and how we use it

- ➔ We keep information about you to give you the best possible care
- ➔ We keep your information on paper and on computer
- ➔ We keep your information secure and you can ask to see a copy

BY LAW

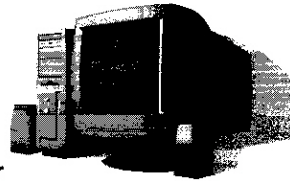
- everyone working with the NHS and social services must keep your information confidential
- everyone must keep your information secure and share it only when necessary

WE MAY USE INFORMATION ABOUT YOU TO

- make sure your care is of a high standard
- plan services
- check how well we are performing
- help train staff and support research
- fund your care

*For more detailed information,
please take a leaflet or ask us to explain*

Issued by NHS Trusts in Sussex

PATIENT POSTER**DATA PROTECTION ACT – 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, and your doctor is responsible for their accuracy and safe-keeping. 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. From time to time information may be shared with others involved in your care if it is necessary. 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.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax 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.

You have a right to see your records if you wish. Please ask at reception if you would like further details and our patient information leaflet. An appointment will be required. In some circumstances a fee may be payable.

[*] against an item denotes reference to another document in the Library

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COMPLAINTS

We offer a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints procedure meets national criteria.

If you wish to make a complaint, please telephone or write to the practice manager who will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

We want to continually improve our services and will therefore welcome any comments or suggestions you may have. Such comments should be made to the practice manager or any of the doctors.

If you feel you need advocacy support when considering making a complaint, you can contact - **Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)**.

Address: PO Box 1360, Crawley, West Sussex RH10 0QS

Tel: 0300 012 0122

Email: helpdesk@healthwatchwestsussex.co.uk

They can:

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

DOCTOR'S SURGERY TIMES

DAY	9.00 am – 1.00 pm	2.00 pm – 6.00 pm
MONDAY	Dr Belle (specialist dermatology clinic) Dr Wood Dr Rubenstein Dr Odedra	Dr Belle Dr Wood Dr Rubenstein Dr Odedra
TUESDAY	Dr Belle (minor ops) Dr Clarke Dr Wood Dr Rubenstein	Dr Wood – (diabetic clinic) Dr Belle Dr Clarke Dr Rubenstein
WEDNESDAY	Dr Eastman Dr Belle Dr Gulsin Dr Rubenstein	Dr Eastman Dr Belle Dr Gulsin Dr Rubenstein
THURSDAY	Dr Clarke Dr Gulsin Dr Odedra Dr Wood	Dr Clarke Dr Gulsin Dr Odedra
FRIDAY	Dr Clarke Dr Gulsin Dr Odedra	Dr Clarke Dr Gulsin Dr Odedra

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How to book an evening or weekend appointment at a hub:

Appointments can be booked through your own GP practice in the normal way, during normal opening hours. Clinicians working at the hubs will be able to access your medical records with your agreement. You will be asked before any information is shared and can decline if you wish.

ADVICE FOR COMMON ILLNESSES AND ACCIDENTS

Colds and 'flu – These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and so antibiotics are of no use in their treatment. Take plenty of fluids, and Paracetamol in recommended doses, rest in bed if necessary. Steam inhalations with or without Karvol/Vick/menthol crystals/Olbac, etc can help clear the passages. If symptoms persist for longer than a week you should ask the doctor for advice.

Cough – If dust or food enters the air passages, coughing acts as a protector. It also prevents mucus from causing infection on the chest. To suppress this action with cough mixtures can cause more harm than good. The best treatment is steam inhalations. Raise the foot of a child's cot or remove the patient's pillow to help prevent mucus running into the air passages. See the doctor if you are very unwell, if you are short of breath, have chest pain or cough up blood.

Sore throat – Most sore throats are caused by viruses which cannot be cured with antibiotics. Simple measures such as gargling with soluble painkillers and sucking throat sweets can ease the discomfort while the infection clears on its own. Consult the doctor if the sore throat is not improving after 4-5 days or if it is causing problems swallowing or breathing.

Earache – This is usually caused by a viral infection and should improve within a few days. Painkillers help, as does warmth (hot water bottle or old-fashioned sand bag). See the doctor if it's not improving after 2-3 days, if there is deafness or if a child is very unwell with it.

Feverish child – Children often develop feverish illnesses which settle on their own in 24-48 hours. Give Junior Paracetamol or Ibuprofen liquid regularly. Remove the child's clothing, offer sips of cool water and if necessary, sponge with tepid water. Consult the doctor if the temperature does not fall after Paracetamol, if the child becomes drowsy, or is obviously unwell. If in doubt, please ring and ask.

Childhood rashes – If your child is basically well but has a rash, this is usually due to a virus and will settle untreated in a couple of days. We would need to see the child if they are unwell with a rash. The rash of meningitis does not fade when pressure is applied (glass or tumbler test), but the rash is a late sign of the illness and the child is usually very unwell by then. If you need any information about infections such as chicken pox, measles, etc please contact your Health Visitor.

Vomiting – Vomiting may be caused by a virus infection of the stomach, food poisoning and by eating and drinking too much. It normally stops within 24 hours and may be followed by diarrhoea. Some children will vomit if they have a temperature. Drink sips of water as frequently as possible. As the stomach settles try bread, dry biscuits or clear soup; gradually return to a normal diet. Children and infants may need Dioralyte sachets made up with boiled water to replace body fluids. Consult the doctor if vomiting is accompanied by continuous stomach pains, if vomiting lasts for more than 48 hours or if a child repeatedly vomits all its drink.

Diarrhoea – Diarrhoea is unpleasant but rarely dangerous. It may be due to a change in diet, food poisoning or travel abroad. It is often accompanied by cramp-like (colicky) stomach pains and usually gets better in 48 hours. Treatment is the same for vomiting. Phone the doctor if it does not start to settle after 5 days, if you have recently been abroad or if there is continuous pain or vomiting.

Burns – Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15-20 minutes! If the skin is unbroken but blistered, apply a loose dry dressing to protect it. If the burn is larger than 4-5 inches in diameter or if the skin is broken, consult the doctor or practice nurse. Large burnt or scalded areas, particularly in children, should be dealt with in casualty.

Nose bleeds – Sit in a chair, leaning forward with your mouth open. Pinch your nose just below the bone for 15-20 minutes, and put an ice pack there, by which time the bleeding should have stopped. Try to breathe through your mouth for the next hour and avoid hot drinks and food for the next 24 hours. If possible, don't blow your nose for 3 days. If symptoms persist, consult your doctor.

Cystitis – If you are passing urine frequently which stings or burns, you may have cystitis, which is sometimes caused by an infection. Drink plenty of water; cranberry juice or cystitis remedies from the chemist will also help. If the symptoms do not settle in a couple of days, consult the doctor.

Head lice – These insects prefer clean hair and so are not a sign of poor personal hygiene. The hair should be washed and a good hair conditioner applied. While still wet, the hair should be combed with a special 'nit comb' available from chemists. The conditioner makes it difficult for the lice to cling to the hair so they are more easily removed. This should be repeated 2-3 times a week for a couple of weeks. If the lice remain after this treatment, it may be necessary to use a medicated lotion which can be obtained from the chemist without prescription.

Hayfever – Chemists can provide a wide range of antihistamine tablets, nose sprays and eye drops to relieve the symptoms of hayfever, many of which are cheaper to buy over the counter than on prescription. It is often better to take your medication regularly during the hayfever season to build up protection – not just on warm sunny days.

Painkillers – Paracetamol, Aspirin and Ibuprofen can be bought from any chemist or supermarket. Always follow the instructions given and do not exceed the recommended maximum. Do not take Aspirin or Ibuprofen if you are allergic to either of them, if you suffer with indigestion or stomach ulcers, or if you are asthmatic and either of them make your asthma worse. Children under 16 should not be given Aspirin. Aspirin and Ibuprofen cannot be given together as they are the same family of medicines, but for severe pain or fevers, either can be given in conjunction with Paracetamol. Some preparations also contain Codeine. This can make people feel a bit drowsy, and if in any doubt, do not drive. Regular use can also cause constipation.

Back pain – This is common and if, as is usual, it is caused by lifting too heavy a weight or by lifting awkwardly, it will usually settle within 5-6 days. Be sensible and take things easy, but try to keep mobile. Sit upright on a firm chair with support in the small of your back. Paracetamol or Ibuprofen will be helpful in relieving pain and gentle exercise as the pain improves will aid recovery. If symptoms persist for longer than a week, if the pain spreads to involve the legs or if they become weak, you should seek advice from the doctor.

Sprains and strains – Use the R.I.C.E. principle:

Rest the affected limb.

Ice to reduce swelling – for 10-15 minutes at a time, e.g. bags of frozen peas.

Compress the area by bandaging with a crepe bandage.

Elevate the hurt limb to lessen swelling and bruising.

Painkillers, particularly anti-inflammatories (Aspirin or Ibuprofen) also help.

Insect bites and stings – Cool water or ice packs can relieve an itch or sting and itching can be relieved by taking an antihistamine tablet, available without prescription from chemists. If you are stung in the mouth or throat, feel unwell, or know that you are dangerously ill after being stung, seek medical help immediately.

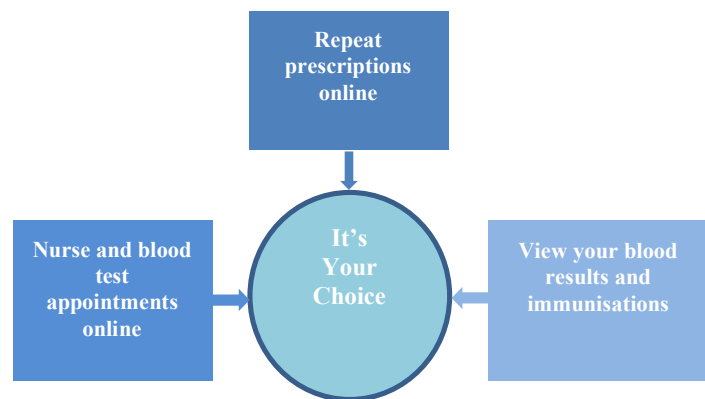
Patient Online Access

It's your choice

If you wish to, you can now use the internet to book appointments with a nurse or for a blood test, request repeat prescriptions for any medications you take regularly and look at the results of your blood tests or your immunisation records online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice. Being able to see your results online might help you to manage your medical conditions. It also means that you can even access them from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services for anyone that does not use them responsibly.



It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results

If you have been given access to test results, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information may be not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

USEFUL TELEPHONE NUMBERS

NHS Direct	111
Princess Royal Hospital	01444 441881
Emergency Dental Service	01444 440695
Citizens Advice Bureau	01444 459866
WSCC Social Services	01444 446100
WSCC Adult Care Point	01243 624121
Samaritans	08457 909090
Alcoholics Anonymous	08457 697555
Gay and Lesbian Switchboard	01273 204050
Mid Sussex Counselling Centre	01273 846835
Relate	0845 1304010
Age Concern	0800 009966
Police (Burgess Hill)	101
Horsham & Mid Sussex CCG	01293 600300
Healthwatch West Sussex	0300 012 0122

Please see the next page for other useful numbers

Your GP will usually be the first point of call if you are feeling unwell – and it is not an emergency - Or try your local pharmacist – not only are they trained experts in the use of medicines, they can also at times save you a trip to your GP as they offer several health services.



**The NHS
non-emergency
number**

**Prevention & Assessment Team
01403 229510**

They can help with advice and practical solutions to things like shopping and domestic assistance, financial advice, benefit checks, information on local support groups and advice around your health and wellbeing.

**Crossroads Emergency Respite
Service – 01903 790270**

You can pre-register with this service to access free emergency respite care.

**Mid Sussex Wellbeing Service
01444 477191**

Can support you to eat healthier, lose weight, give up smoking, cut down on drinking and manage stress.

**Care
01444 455955**

CARE in Haywards Heath, Cuckfield, and Lindfield is a voluntary group offering practical help to residents of Ansty, Cuckfield, Horsted Keynes, Lindfield, Scaynes Hill and Wivelsfield.

OneCall – 01293 228311

OneCall can give you access to a range of community services, including Community Nurses, Admissions Avoidance Teams and can signpost to other healthcare related services.

The Silver Line

24hr Helpline – 08004 70 80 90

Offer free and confidential support - information – friendship

**West Sussex County Council
Adult Care Point
01243 642121**

Is a central point of contact for any Social Care enquiries, including accessing care or equipment to help you stay safe at home.

Sussex Mental Healthline

0300 5000 101

Provide confidential telephone support and information. Available: **Monday to Friday 5pm-9am & available 24hrs at weekends and on bank holidays.**

**Meals on Wheels
01293 528223**

There are over 20 different hot meals to choose from, plus salads. Additionally, locally produced afternoon tea packs are available. The Service also gives customers the option to have a chilled meal cooked for them in their own home.

**Carer's Support Services
0300 028 8888**

Carer's support can help Carers from all communities across West Sussex by providing practical information and emotional support.

**The Samaritans
08457 90 90 90**

Talk to us anytime you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal.

**Age UK – Home from Hospital
Service – 01903 717130**

This service is available for vulnerable adults who do not have a carer upon discharge from hospital.

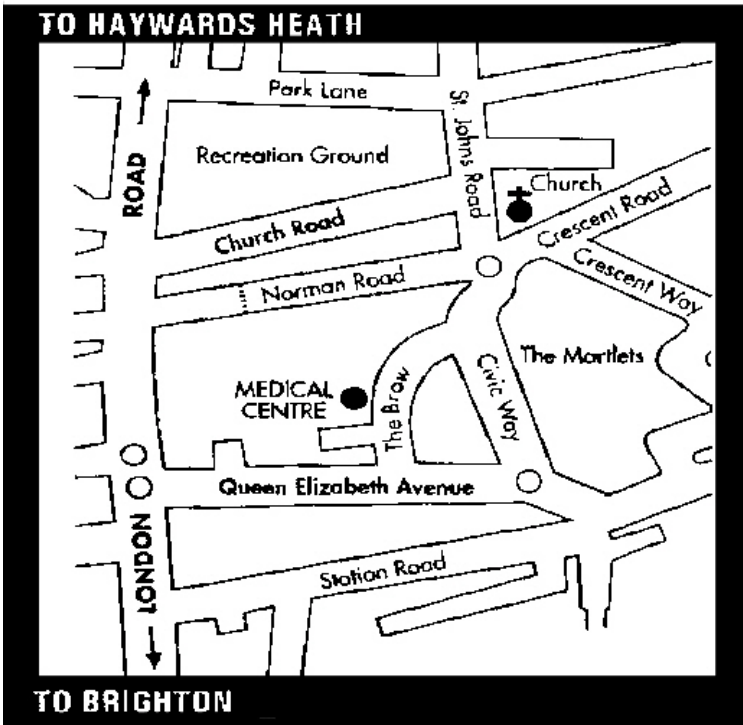
**Royal Voluntary Service – Good
Neighbour Scheme
01903 257019**

Offering practical help that can make all the difference to older people, whether its collecting a pension or a repeat prescription, walking the dog or changing a light bulb.

**Family Mosaic – West Sussex
01273 468100**

We provide good quality, affordable homes to rent and buy as well as care and support services to thousands of people who need extra support.

LOCATION



MAIN PRACTICE AREA

