

# Orchard Surgery



**Lower Tanbridge Way, Horsham,  
RH12 1PJ**

Telephone (01403) 253966/246860

Fax (01403) 266237

**DR JOHN CHRISTOPHER DAWE**

MBBS DRCOG MRCP

(Registered London 1973)

**DR NIGEL DAVID HILLS**

MBBS DRCOG

(Registered London 1986)

**DR JOANNA MERRILL CLEMENT**

MB BS

(Registered London 1987)

**DR RICHARD LEWIS**

MBBS MRCP

(Registered London 1989)

**DR SADHANA BRYDIE**

MBBS MD DFFP MRCP

(Registered London 1990)

**GENERAL INFORMATION**

Orchard Surgery is open from 8am to 6pm Monday to Friday - Telephone hours – 08.00 – 18.30

The Surgery is part of the West Sussex Primary Care Trust (North East Area Office), whose address is 3<sup>rd</sup> Floor, Crawley Hospital, Crawley, RH11 7DN - Telephone 01293 600300.

When you register with the Practice you will be allocated to a specific doctor but you can make an appointment with any of the doctors. If you have any preference when booking your appointment please let the receptionist know. However if you request a specific doctor you may have to wait longer to see him/her. Telephone messages can also be left for our doctors or nurses, who will, in turn, return the call as soon as possible. Alternatively they may ask another member of the team to speak to you once your message has been reviewed.

All new patients are entitled to attend a New Registration Check with our Practice Nurses.

**DISABLED PATIENTS**

There is a disabled toilet on the ground floor and access to the first floor waiting room is by stairs or by a 'wheelchair friendly' patient lift.

**VIOLENT PATIENTS**

The practice supports the Government's NHS Zero Tolerance Zone campaign. Violent or threatening patients will be reported to the Police and removed from the GP's list. GP's and staff have the right to care for others without fear of being threatened, attacked or abused.

**EMERGENCY/OUT OF HOURS CONTACT**

The Surgery will not be open between 18.00 and 08.00 on weekdays and will be closed at weekends

and on Bank Holidays. If you require urgent medical care you should ring the Surgery on 01403 253966/246860 and follow the instructions given. If you need immediate emergency assistance please dial 999.

If you require general medical advice please call NHS Direct on 0845 4647 or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

**HOME VISITS**

Housebound patients requiring a home visit should ring before 10.30am, giving details of their symptoms so that the Doctor can assess each request and organise visits accordingly

**PATIENT APPOINTMENTS**

Surgeries are by appointment only and can be booked by telephone during surgery hours or by calling at the Surgery in person.

We will endeavour to offer all patients wishing to see a doctor an appointment, or telephone consultation if applicable, on the same day if they call before 10.30am. The appointments system is flexible although the emphasis is on seeing patients 'today' rather than offering substantial 'advanced' booking which, if required, can be booked up to 4 weeks ahead.

Please remember if you require immediate attention for an urgent condition, an appointment will **always** be made for you.

**CANCELLING APPOINTMENTS**

Patients are requested to give as much notice as possible when cancelling appointments in order that they can be offered to other patients.

This leaflet has been designed to give you an insight into the services available at Orchard Surgery, which has 3 male doctors and 2 female doctors.

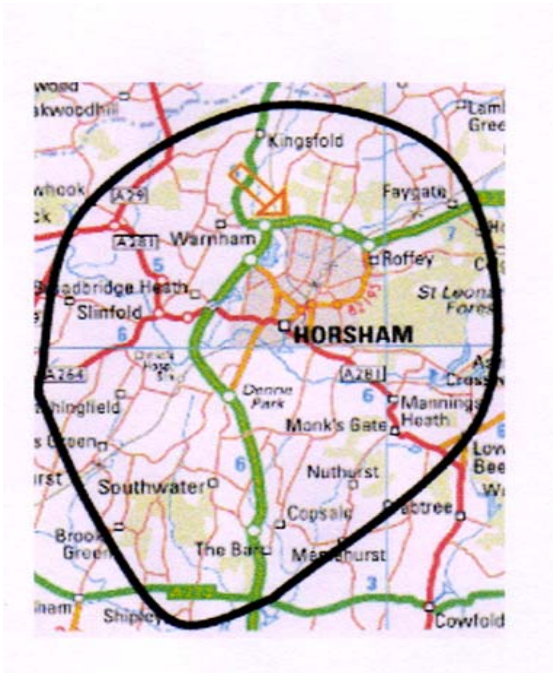
### **SURGERY WEBSITE**

Our website can be found at the following address – [www.orchardsurgery.com](http://www.orchardsurgery.com)

### **REPEAT PRESCRIPTIONS**

Full details of our Repeat Prescribing Service can be found in our ‘sister’ leaflet entitled ‘Orchard Surgery Repeat Prescribing Scheme’. Please ask our reception team for a copy.

### **CATCHMENT AREA MAP**



### **THE PRACTICE NURSES**

Our Practice Nurses are Jakki Tidey, Carroll Cleeve, & Alyson Hulbert.

Their clinics are held every weekday commencing at 08.00 am and 14.00 pm

### **COMMENTS AND COMPLAINTS**

If you have a complaint or comment to make about the service provided please contact our Practice Manager, Mr. Clive Farrington.

We operate a practice complaints procedure as part of the NHS Complaints Procedure. You could also contact Customer Services Unit NHS West Sussex on 0300 100 1821 who offer an advice, information and support service for patients, carers and relatives.

### **DATA PROTECTION**

As part of our Administration duties we need to send details, by computer link, to the West Sussex Shared Services Consortium.

Please rest assured that NO medical information is sent with these details and ONLY personal details such as name, address and NHS numbers are sent - information which can be found on your medical card. The Data Protection Act requires you to be aware of this.

### **PATIENT PARTICIPATION GROUP**

Orchard Surgery has its own Patient Participation Group under the astute Chairmanship of Sam Rustom.

The Group has been in force since our move from Black Horse Way The Group needs more support and any patients wishing to join should contact Sam on 01403 265825.

### **OTHER SERVICES AVAILABLE**

Ante-Natal	Diabetic Care
Asthma Clinic	Suture Removal
District Nurses	Smears
Private Medicals	Vaccinations
Health Visitors	Midwife Clinic
Post-Natal	Counselling
Children’s Health Clinics	Contraceptive Advice
Carer Info & Advice	Private Vasectomies
Travel Clinics	Minor Surgery
Coronary Heart Disease Clinic	Children’s Immunisations
Smoking Cessation Clinics	Patient Participation Group (PPG)

The following are included in the list above and can be contacted through the Surgery.

District Nurse Team – Gill Clarke, Lisa Gibson, Carol Bell & Val Perkins

Midwife – Jackie Ward

Community Matron – Beverley Bulmer-Salter

Counsellor – Jane Sharpe

### **USEFUL CONTACT NUMBERS**

Beech Clinic	01403 227010
Boots Chemist	01403 253053
Day Lewis Chemist	01403 253943
Denne Pharmacy	01403 253943
Norrie’s Chemist	01403 263395
Roffey Chemist	01403 259417
Sainsbury’s Pharmacy	01403 254430
Superdrug Chemist	01403 253567
Tesco’s Pharmacy	01403 355449