

## Patient Information Leaflet



Silverdale Practice is a partnership providing NHS Services under an NHS England Medical Services Contract.

**Silverdale Surgery**  
4 Silverdale Road  
Burgess Hill  
RH15 0EF

**Avenue Surgery**  
283 London Road  
Burgess Hill  
RH15 9QU

Telephone No. 01444 233450

Email address:  
[admin.silverdaleavenue@nhs.net](mailto:admin.silverdaleavenue@nhs.net)

Website: [www.silverdalepractice.co.uk](http://www.silverdalepractice.co.uk)

Facebook: Silverdale Practice  
Burgess Hill

Further information can be  
sought from [www.nhs.uk](http://www.nhs.uk)

### Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP or other clinicians during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

### How to register at the practice

You can register via the practice website, or you can collect forms from the reception. You must live within the practice area – you can check the boundary on our website.

Once registered you can access all clinics and services.

If you need an appointment but do not live in the area permanently (students, respite care etc), you may be able to register as a temporary patient. Please ask the reception for information.

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

### Services we provide

Along with routine appointments, the practice offers the following services:

**Family planning** – We have nurse specialists who can discuss contraception and offer routine check-ups. You can also make a GP appointment if you wish to discuss fertility.

**Immunisations** – The nursing team administers vaccines for both adult and child immunisations. You will receive a reminder when it is time to book with one of our nurses.

**Minor surgery** – Your GP will advise on minor operations

**Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team. You will be contacted when due.

**Breast Screening** – Women aged 50-70 are eligible for screening and will be automatically invited to attend a mobile unit in the area every 3 years.

**Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, COPD, diabetes and heart disease.

**Foreign Travel** – We are able to offer most travel vaccinations in surgery. Please complete a travel questionnaire on our website. Some vaccines are chargeable but you will be informed of this before making an appointment.

**Sigmoidoscopy Clinics** – This is a specialist clinic with Dr Denney.

**Smoking Cessation Service** – If you are interested in stopping smoking, please book an appointment with one of our nurses.

**Non-NHS Services** – Certain services such as private sick certificates, To Whom It May Concern letters, insurance claims and medicals (i.e. DVLA medical) are not covered by the NHS and so incur a charge. An up-to-date list of fees can be found on our website.

Please allow up to 6 weeks for completion of non-NHS work. Work will not be commenced until payment has been received.

### Opening hours - Silverdale

Mon–Fri	08:15	18:00
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### Opening hours - Avenue

Mon–Fri	08:30	18:00
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### Improved access/Extended hours

If the surgery is closed but you need urgent medical advice, you can call 111 or visit the Urgent Care Centre at either Lewes hospital or Crawley hospital.

**If you are suffering chest pains and/or shortness of breath, slurred speech and/or drooping face, call 999**

**Hub:** Telephone or Face to Face appointments with NHS GPs (clinics usually operate from Hassocks, Hurstpierpoint or the Brow). These can be booked via reception

**eConsult** on our website. This is for medical or admin queries (such as requesting sick notes). It will go directly to a GP who will deal with your query, or contact you directly or arrange for an appointment to be made if you need to see one of our specialists.

## The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

### Partners

Dr Robert Denney

Dr Dominique Hogan

Dr Simon Plant

Dr Charlotte Walters

Dr Santosh Rajkumar

### Salaried GPs

Dr Vanessa Lynch

Dr Laurie Simpson

Dr Sandhya Santhoshkumar

Dr Frances Forester

Dr Victoria Vaughan

Dr Sangeetha Sornalingam

Dr Caterina Capurro

Dr Sam Levy

### Other clinical staff

We have a team of nurses, paramedics, physiotherapist and healthcare assistants. Our reception team will ensure you see the most suitable clinician when you call.

### Non clinical staff

We have a reception team who will usually be your first point of contact. We also have a team of Care Coordinators and a Social Prescriber who can help with arranging care at home, obtaining medical equipment, signposting to weight and debt management services and so on. Our Patient Services Manager is Dawn Ward.

### Practice manager

Jess Yaxley

## Appointments and accessing practice services

We currently run an on the day appointment book for GP's and Paramedics. There is a mixture of telephone and Face to Face appointments available each day which can be booked when the phone lines open at 08:30.

Nurse, phlebotomy and Health Care Assistant appointments can be booked in advance, as can sessions with our physiotherapist.

Please let the surgery know as soon as possible if you cannot make your appointment so we can offer it to another patient. If a person persistently fails to attend they may be asked to leave the practice.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

## NHS England Contact

Silverdale Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

This leaflet was produced from the Patient Information Leaflet Policy dated 01/01/23.

### Prescriptions/repeat prescriptions

You can request repeat prescriptions via our website, or by emailing [repeats.silverdaleavenue@nhs.net](mailto:repeats.silverdaleavenue@nhs.net).

Alternatively you can leave a written request at either surgery. Please ensure you specify the items you need and the chemist you would like the prescription sent to. Please allow 48 hours to process prescription requests. We cannot take prescription requests over the phone.

### Sickness Certificates

For the first 7 days of illness or inability to work you should complete a self certification form. These can be obtained from your employer or on the HMRC website. After this period a medical certificate, or 'Fit Note' from your GP will be required. You can request a medical certificate through the **eConsult** facility on our website (choose administrative help).

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues.

Please try to call as early as possible. A doctor will call back to determine if it is necessary for a GP to visit, or if it may be more appropriate to send a nurse, or arrange hospital attendance.

## Test Results

Please call after 3pm for test results. Blood tests usually comeback within 3 days. Urine analysis, stool samples, FIT tests and swabs can take 7-10 days. X-rays can take up to 3 weeks. Your GP may text you the results if appropriate.

If your test has been arranged by the hospital (i.e an MRI scan), you should contact the hospital for your results as your consultant will need to advise what (if any) follow up treatment is required. If you are having trouble getting through to the hospital, you can contact the patient liaison service PALS on 01273 664511 or 01444 448678

### Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

Where ever possible the NHS looks to resolve complaints at a practice level. The full complaints procedure can be found on our website, but in the first instance, please send complaints in writing (email or letter), for the attention of the Practice Manager:

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)