

St Lawrence Surgery

We wish to thank you for registering with our Practice. The Partners and staff of this long-established practice are committed to providing the highest level of patient care.

You have the flexibility of consulting with any of the Clinicians here at the surgery. We offer a choice of mixed age, male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style.

You can also gain updated information about the Practice from our website: www.stlawrencesurgery.com

Our Patient Promise

We aim to give our patients the care that we ourselves would like to receive.

Practice Opening Times:

Monday	07.30	to	19.00
Tuesday	07.30	to	18.30
Wednesday	07.30	to	18.30
Thursday	07.30	to	18.30
Friday	07.30	to	18.30
Saturday	09.00	to	12.00

MIAMI (Minor injuries, assessment and minor illness) service is now also based at St Lawrence Surgery 7 days per week until 8.00 p.m Monday – Friday and Saturday and Sundays 9.00 – 2.00 p.m. Please call at surgery on 01903 222900 for an appointment.

THE DOCTORS:

Patients are free to consult whichever doctor they choose, irrespective of the doctor with whom they are registered.

Dr Marian English	Dr Purvisha Patel
Dr Katie Bird	Dr Alison Corney
Dr David Stokes	Dr Catherine Joslin
Dr Jaspal Mahil	Dr Jo Wade
Dr Joseph Evans	

Additionally, as a training practice, we are able to offer appointments with GP Trainees that are in various stages of their training.

PRACTICE STAFF:

Practice Manager	-	Josiane Wadey
Nurse Manager	-	Julie Clements
Deputy Practice Manager		Fran Kittle

APPOINTMENTS & ACCESS TO THE SURGERY

All our regular weekday surgeries are by appointment only. Appointments can be booked in person, by telephone or online, please ask one of our receptionists who will be happy to assist you in setting up your account.

Saturday morning surgeries are for working people or carers that are unable to come to the surgery during our usual opening hours and are made by appointment only.

Urgent Appointments

If you have an urgent medical problem that you feel needs attention on the same day, please explain this to our Reception Staff who will either book you an appointment if you feel you need to see a Clinician or offer our telephone service (triage) to deal with such urgent requests. A GP, Paramedic Practitioner or Nurse Prescriber will telephone you back on the same day.

If the clinician thinks you need to be seen, you will usually be offered an appointment that day.

Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else, either by telephone, online or in person.

Access to Services by people with Disabilities

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients.

A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff.

There are designated parking spaces in the car park.

An induction loop is available to help the hard of hearing have clearer conversations. This can also be provided for individual consulting rooms when necessary.

Surgery rooms located on the first floor are accessible by using the lift.

There are also toilet facilities for the disabled throughout the surgery.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Home Visits

As home visits are for those patients too ill to attend surgery, please only request a home visit if you (or the person you are calling on behalf of) is too ill or frail to attend the Practice. Please remember the doctor can see four patients in the time it takes to make one house call.

Out-of-Hours Appointments

Practice patients who have urgent medical problems that will not wait until normal working hours may ring the out of hour's service on telephone 111.

PRESCRIPTIONS

Pharmacy - We have an in-house pharmacy.

Telephone Number: 01903 227850

Repeat Prescriptions

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. If you have more than one repeat prescription, please try and order all your items together. The request can then be posted to us or left in the post box in the entrance to the Practice.

Alternatively patients may make an online request via the special page on our website at www.stlawrencesurgery.com. Please ask our receptionists for more details.

Your new prescription will be normally be ready for collection within two working days.

Services

Asthma Clinic
Child Vaccinations
Coils
Contraceptive Implants
COPD

Family Planning Clinics
Flu Vaccinations
Pneumonia Vaccinations
Minor Illness Clinics
Diabetic Clinic

Our three prescribing nurses hold regular minor illness clinics. Appointments for the minor illness clinics are often available on the day and the nurses are able to prescribe antibiotics.

Minor Surgery and Cryotherapy
Smoking Cessation
Travel Vaccinations
Additional Information

Additional Services

Physiotherapy
MIAMI

CARER'S REGISTER

The Practice has a Carer's Register for patients that are registered and who care for a relative/friend. Carer's Information Packs are available on registering and will be sent in the post.

The Practice's Link Worker is Imogen Buck who can be contacted on the practice telephone number to answer any queries.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend or a health care professional.

INTERPRETER

If required, an interpreter can be organised to accompany the patient during a consultation with the doctor.

At least 48 hours (more is preferred) prior notification will be needed for our Reception Staff to arrange this.

TEST RESULTS

Please allow 5 working days for test results to come back (Smear tests usually take about 6 weeks).

Feedback/Complaints

At St Lawrence Surgery we strive to offer you the best possible service we can. We welcome your comments/feedback through our comments box (located in reception), on our website, or by email to cwsccg.stlawrencesurgery@nhs.net. We also have a complaints procedure/form if required.

Your Personal Information

To comply with the new General Data Protection Regulation (GDPR), we have recently updated our Privacy Policy. All of our policies are available to view on our website, or in hard copy from reception.

As part of our service, we keep our patients updated with our quarterly newsletter and, occasionally, other relevant surgery news. Under GDPR, you have the right to withdraw your consent if you would prefer we didn't contact you for purposes that aren't directly related to your medical care. If, at any time, you would prefer to be removed from our mailing list you can let us know by emailing cwsccg.stlawrencesurgery@nhs.net with 'GDPR opt out' in the subject line.

PATIENT PARTICIPATION GROUP

The Practice has a very active PPG who regularly plan coffee mornings and events. Please check the PPG noticeboard in reception and the waiting rooms for details of current activities and how to volunteer your services.

If you would like a copy of this guide in larger print please ask our receptionist who will be happy to provide you with one.



QUICK GUIDE

**Full Practice Booklet
Available at Reception
Or On Our Website**

Welcome to St Lawrence Surgery

Telephone: 01903 222900
NHS 111 GP Out of Hours Service

St Lawrence Surgery
79 St Lawrence Avenue
Worthing, West Sussex
BN14 7JL

www.stlawrencesurgery.com