



WOODLANDS & CLERKLANDS GP PARTNERSHIP



Woodlands Surgery

Tilgate Way
Crawley

RH10 5BW

01293 820833

sxicb-wsx.woodlandssurgery@nhs.net

Clerklands Surgery

Vicarage Lane

Horley

RH6 8AR

01293 820833

sxicb-wsx.clerklandssurgery@nhs.net



WELCOME MESSAGE



Woodlands & Clerklands Partnership is a practice of seven partners - one female and six male - working as a general partnership. We operate from two surgeries: Woodlands on Tilgate Way in Crawley and Clerklands on Vicarage Lane in Horley. The partnership cares for around 16,000 patients. We are also a training practice and regularly host medical students, junior doctors in training, as well as student nurses and trainee physician associates. They always work under the supervision of our GPs.

Our Values



We aim to place quality patient care at the centre of our decision-making and provide high quality, safe, innovative clinical care and treatment that meets the expectations of our patients and their carers.

We have worked to make our service as accessible as we can. We have ground-floor consultation rooms in both surgeries, a hearing loop available, and interpreters available for appointments. Please let us know on your registration form how we can help you access our services and we will do our best to support you.



YOUR RIGHTS AND RESPONSIBILITIES

We will:

- Provide you with fair, accessible primary care services.
- Treat you as an individual, with respect and dignity.
- Give you appropriate care by suitably qualified staff.
- Refer you on for further services when needed.
- Give you access to your health records, subject to any legal limitations.
- Give you absolute confidentiality and privacy, subject to any legal limitations.

Your medical records are used to provide you with the best possible care. It may be shared with other healthcare professionals who are treating you. You will always be asked for your consent before a healthcare professional accesses your electronic records, unless it is a medical emergency and you cannot be asked.

We ask you to:

- Tell us if you can't come to an appointment.
- Arrive on time for your appointments.
- Tell us if you change your address, telephone number or email address.
- Show consideration to other patients and staff at the surgery.
- Give your doctor, nurse or other clinician as much information as possible.
- Follow your prescribed and agreed treatment plans.

You can find our full privacy notice, including information on your rights, on our website or by request at front desk.

ZERO TOLERANCE

We always aim to provide a safe and pleasant environment for our patients and our staff. Violent behaviour will not be tolerated and will result in police prosecution and removal from the practice list.

MEET THE CLINICAL TEAM

PARTNERS:

Dr Jonathan Birch	MBBS DobstRCOG FPcert
Dr Omar Abdulle	Med State Exam DFFP
Dr Harminder Panesar	BSc MBBS DRCOG DCH MRCCGP
Dr Salim Salajee	MBBS MRCCGP DRCOG DCH
Dr Rubey Dullo	MBBS DGO DCP DFFP DRCOG nMRCCGP
Dr Manoo Gupta	MBBS BSc MRCCGP
Dr Taimoor Cheema	MBChB MRCCGP DGM

SALARIED DOCTORS:

Dr Chi Yan Ng	MBBS BSc MSc MRCCGP
Dr Tolulope Omokanwaye	MBBS MRCCGP
Dr Santhiya Sivanesakumar	Med State Exam MRCCGP

NURSE TEAM:

Rebecca Martin	Independent Nurse Prescriber RGN
Tracey Whittle	Advanced Nurse Practitioner RGN
Marie Jacques	Practice Nurse RGN
Kayleigh Andrade	Practice Nurse RGN
Nicky Raymond	Practice Nurse RGN
Caroline Cleaver	Healthcare Assistant
Gemma Doonan	Healthcare Assistant
Caz Pash	Healthcare Assistant
Kiera Thomas	Healthcare Assistant
Bianca Martin	Healthcare Assistant
Sally Humphrey	Phlebotomist

OTHER CLINICIANS:

Hangma Tumbapo	Physician Associate
Lucy Connor	Physician Associate
Aneela Aman	Clinical Pharmacist
Alex Kyriacou	First Contact Physio

When you book an appointment, you can ask to see a particular clinician in some cases. If they are not available, we will book you with the most appropriate clinician.

MEET THE ADMIN TEAM

PATIENT SERVICES TEAM:

Our Patient Services Team are your first point of contact. When you call or email the surgery, they are the first people you will speak to. They can help you with many queries and help direct you to the best place to get the healthcare you need.

When you book an appointment, the Patient Services Team will ask you for a brief explanation of your health problem. The doctors have asked them to do this, to help them direct you to the right healthcare professional.

Within our Patient Services Team, we have specially trained prescribers, who help the doctors and pharmacists with repeat prescriptions. If you have a query about your prescription, the Patient Services Team can help you.

GP ASSISTANT TEAM:

Our GP Assistant Team are the administrative link between the surgery and other healthcare providers, such as hospitals and community providers. They manage incoming and outgoing clinical correspondence, making sure it gets to the right healthcare professionals so your medications are up to date and your referrals go through to the right place in a timely manner. They also deal with requests for letters and forms, such as insurance reports or requests for medical records.

MANAGERS:

Vanessa Baker

Practice Business Manager

Denise Comper

Operations Manager

Kate Godfrey

Patient Services Supervisor

Tracey Yeomans

Patient Services Supervisor

Hilary Chow

GP Assistant Lead

Our admin teams
are here to help
you. Please treat
them with respect.



BOOKING AN APPOINTMENT



Appointments with a GP are bookable on the day. We run a telephone-first model, where the GP will first give you a call, and then if they need to see you in person, they will arrange a time for you to come to the surgery. This is usually on the same day as your telephone consultation.

To book a telephone appointment please call our Patient Services Team. If you cannot use the telephone, for example due to hearing loss, you can email us instead. You can also contact us online via our website on weekdays between 6:30pm and 8:30pm.

If you receive a letter asking you to book a GP appointment, for example for a follow-up appointment or to discuss blood results, these can be booked in advance.

HOME VISITS

If you are too ill to come to the surgery, please call us as early as you can, before 10:30am if possible. The doctor may call you before visiting.

TEST RESULTS

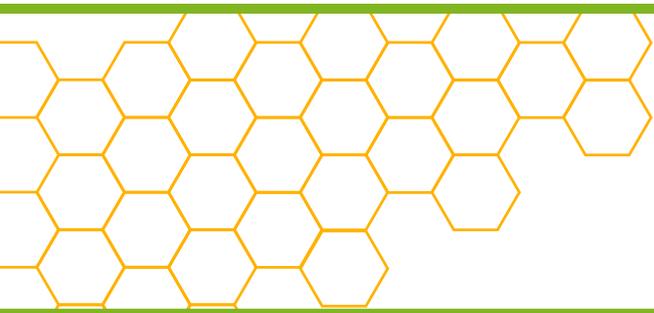
We encourage all patients to check your own test results online if you can. If you cannot use the internet, please call after 10am.

Nurse and physiotherapy appointments are pre-bookable. We may also text you invitations to book into appointments online., for example for long term condition reviews or screening appointments.

Most of our consultation rooms are on the ground floor, and we have a hearing loop and interpreting services available. Please let us know when you book an appointment if you need a ground floor room, the hearing loop, or an interpreter.

CANCELLATIONS

If you can't make your appointment, please tell us so we can offer it to someone else. You can cancel online, or call us.



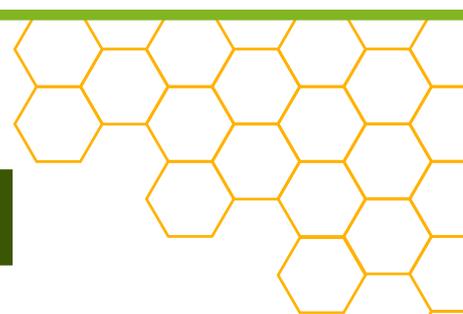
WHEN WE'RE CLOSED

If you require urgent medical attention or advice outside of normal surgery hours, please call 111. Calls are free from both landlines and mobile phones. You can also visit their website at www.111.nhs.uk. Out of hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery reopens.



There is also an Urgent Treatment Centre at Crawley Hospital which is open 24 hours per day, seven days a week. They can treat most injuries or illnesses that are not life-threatening, including chest infections, minor head and eye injuries, broken bones, sprains and strains, minor burns, bites and stings. For more serious conditions, an Accident & Emergency service is available at East Surrey Hospital in Redhill.

In a genuine emergency, you should call 999.



REQUESTING A PRESCRIPTION

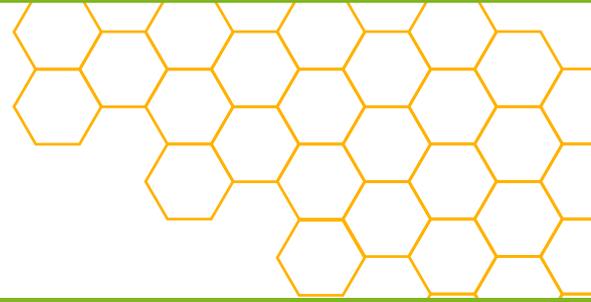


The easiest way to request a repeat prescription is using your online services account, the Airmid app or the NHS App. You can also submit them in writing to the practice. For safety reasons, we can only accept requests over the telephone for patients who are housebound.



You can request a prescription no more than five working days before your previous prescription runs out. Please allow three working days for your prescription to get to your pharmacy. If the request is for a medication that is not on your repeat list, it will need to be authorised by the doctor.

CLINICS AND SERVICES



In addition to our GP appointments, you can also access the following services via the surgery:

Health Checks				
Service	GP	Nurse	HCA	Contact PST
Blood tests			✓	
Blood pressure checks			✓	
Cervical smear tests		✓		
General health checks			✓	

Procedures				
Service	GP	Nurse	HCA	Contact PST
Coil fitting	✓			
Ear syringing	✓			
Minor surgery	✓			
Freeze clinic	✓			
Removing sutures				✓

Health reviews				
Service	GP	Nurse	HCA	Contact PST
Asthma		✓		
COPD		✓		
Coronary Heart Disease/High Blood Pressure			✓	
Diabetes	✓	✓		
Family planning	✓	✓		
Lifestyle advice			✓	

Immunisations				
Service	GP	Nurse	HCA	Contact PST
Child immunisations		✓		
Travel vaccinations		✓		
Seasonal flu and COVID vaccinations		✓	✓	
Other vaccinations		✓		

COMMUNITY SERVICES

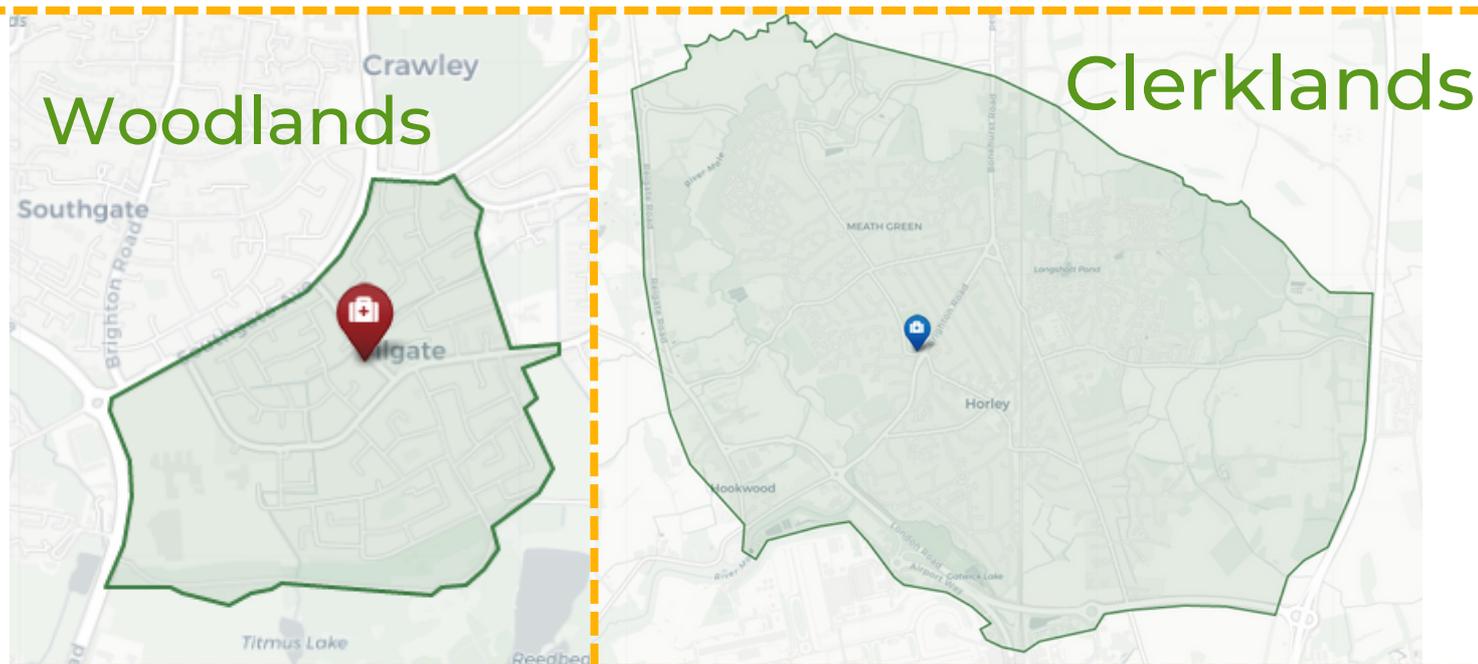
The surgery has links with local district nurses, health visitors and midwives. See the list of useful contacts on the back of this leaflet or contact our Patient Services Team for more information.

NON-NHS WORK

If you need the GP to write a letter or complete a form for you for reasons other than providing you direct access to healthcare, there will be a charge for this. Contact the Patient Services Team for more information.

JOINING THE PRACTICE

We accept patients from the Tilgate area in Crawley, and the whole of Horley, as shown on our boundary map here. You can also check your address using the postcode checker on our website.



To register at the surgery, you will need to fill out a registration form. You can download it from our website, or pick up a copy at the surgery. We will also ask to see some photo ID and a proof of address if you have them. This lets us sign you up for online services.

It takes about a week to process your registration. If you need urgent medical help during this time, please visit the Urgent Treatment Centre at Crawley Hospital.

Once you're registered, you will be allocated a named accountable GP. However, you can book appointments with any GP. You can also let us know if you wish to change your named GP.

If you are visiting another part of the country and need to access healthcare services, you can register as a temporary patient at a local GP surgery. This means that you stay registered with us, but the local surgery can provide treatment while you are staying there. You can only stay a temporary patient for up to three months. After this, you will need to join the local surgery as a normal, permanent patient.

COMPLIMENTS AND COMPLAINTS

If you have a complaint about the practice, you should ask to speak to the Patient Services Supervisor on duty in the first instance, as they may be able to help you with your issue. If they cannot fully solve your problem, you can write to our managers Vanessa Baker and Denise Comper via post to either surgery, or via email to sxicb-wsx.wcp.feedback@nhs.net.

We acknowledge complaints within three days, and aim to respond in full within 30 days, after we have investigated your complaint. If our investigation will take more than 30 days, we will let you know and keep you updated.

If you would like advocacy support when you are making a complaint, you can contact the **Healthwatch West Sussex Independent Health Complaints Advocacy Service (IHCAS)** which is a free and independent service available to patients. They can help even if you live in Surrey, as we are registered in West Sussex.

Telephone: 0300 012 0122

Website: <http://www.healthwatchwestsussex.co.uk/complaints-support/>

Email: helpdesk@healthwatchwestsussex.co.uk

If you wish to complain about a service provided by someone else, for example the Out of Hours team or a hospital service, you should contact that service directly. A list of services is available on the Sussex ICS website at <https://www.sussex.ics.nhs.uk/nhs-sussex/comments-and-complaints/>

We're always happy to hear from patients about our services. Our staff greatly appreciate hearing your compliments, and we thank everyone who is kind enough to share these with us.

After your appointment, you will receive a text asking you to fill out a survey about how you found our services. We really appreciate you filling these out, as it helps us improve our services.



WOODLANDS & CLERKLANDS

GP PARTNERSHIP

OPENING HOURS:

Monday-Friday

8:00am-6:30pm

USEFUL PHONE NUMBERS

Crawley Hospital	01293 600300
East Surrey Hospital	01737 768511
District Nurses via OneCall	01293 228311
Sussex Mental Healthline	0800 0309 500
Surrey Crisis Mental Health Helpline	0800 915 4644
Early Pregnancy Unit	01737 231824
Out of hours service	111
West Sussex Social Services	01243 642121
Surrey Social Services	0300 200 1005

Sussex Integrated Care Board

For details of all primary medical services in the Sussex area, please contact:

NHS Sussex ICB

Wicker House

High Street

Worthing

BN11 1DJ

Tel: 0800 433 4545

Email: sxicb.contactus@nhs.net