

Billingshurst Surgery

Roman Way, Billingshurst, West Sussex RH14 9QZ



Opening Times

Mon: 08.00 – 6.30

Tues: 08.00 – 6.30

Wed: 08.00 – 6.30

Thu: 08.00 – 6.30

Fri: 08.00 – 6.30

We do not close during the lunchtime period. We offer extended opening hours to 8.00 pm for pre-booked appointments and collection of prescriptions, Monday to Thursday

Telephone Numbers:

Appointments/Visits 01403 782931

**Outside Surgery Hours – Medical Attention:
IC24 – Call 111**

Surgery Fax: 01403 785505

**HealthVisitor based at Pulborough, Clinics at the family
Centre Billingshurst: 01798 877672 or 01403 213594/5**

District Nurses via One Call: 01903 254789

WWW.billingshurstsurgery.co.uk

Freedom of Information Policy

The Freedom of Information Act requires every public authority to adopt and maintain a publication scheme which has been approved by the Information Commissioner, and to publish information in accordance with the scheme. Documents relating to this Act can be found on our website.

Medical Services

We offer all core General Medical Services plus the following enhanced medical services:-

Phlebotomy, Health promotion, Palliative care, Medicines monitoring, Minor surgery, Childhood Immunisations, IUCD fitting, 24hr blood pressure monitor, Influenza vaccination, Neonatal checks, Pneumonia vaccination

Appointment System

All consultations at the surgery are by appointment only. Morning appointments are bookable 24 hours in advance, subject to availability. Afternoon & evening appointments can be booked up to 6 weeks in advance which is sometimes the best option if you wish to see a specific doctor. Appointments can be made by telephoning the surgery or calling in at reception in person or using Patient Access. We do not accept appointment requests made via contact forms or email.

Please remember that our Telephone and Reception teams have demanding roles dealing with every aspect of medical practice duties. Occasionally, due to patient demand, they work under difficult circumstances, so please be patient and help them to help you.

Cancelling & rescheduling appointments

If you cannot attend your given appointment please call us on 01403 782931 to cancel or reschedule, or cancel via Patient Access or reply to text message with CANCEL

Registering as a New Patient

If you are new to the area and wish to register with our Practice please ask at reception or download a New Patient Registration Form from our website. You will need to be in our catchment area.

Living in a rural area we are able to offer a prescription dispensing service to all our patients who live more than a mile from a chemist.

Dispensary opening times: Monday to Friday 8.00am to 6.30 pm for collection of pre-ordered prescriptions. To obtain a repeat prescription of regular medication either:

Take or send your request to the surgery, or for non dispensing patients Arun Valley or Lloyds Pharmacies

Order online using Patient Access (Register via Patient Access portal or call the surgery to arrange for the relevant letter to be printed and collected, bringing photo ID with you)

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Out of Hours

If you have an urgent problem when the surgery is closed, please ring 111 who cover the out of hours. Please note that when contacting them, your telephone conversation will be recorded.

Surgery Access for Disabled Patients

The surgery is fully accessible for disabled people with suitable toilet facilities. A wheelchair is available and staff are happy to help with access. Please advise the receptionist if you will require the wheelchair or help when you book the appointment.

Home Visits

Home visits should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. These should be requested before 10.00 am if possible, as rounds have to be planned. You will be asked for a reason for the Home Visit so we can judge the urgency of the call. The doctor may phone before visiting to assess the urgency of the visit.

Practice Complaints Procedure

If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in this Practice, please let us know. We operate a Practice Complaints Procedure as part of an NHS system.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:-

Within 12 months of the incident or of becoming aware of the matter complained about. Complaints can be made directly to the Practice Manager Mr Mike Sandford-West or to Coastal West Sussex Commissioning Care Group, The Causeway, Goring-by-Sea. BN12 6BT

Non NHS Examinations

Some medical examinations, for example, fitness to travel, pre-employment medicals, are not covered by NHS agreements. These examinations are done by special arrangement and a fee is payable on the day. A price list is available on request.

Carers

Carers Support Service 03000 288888. Please ask at the front reception for information on carers or see our carers noticeboard.

Data Protection Act

The practice is computerised and patients' details are held on computer. We are therefore registered under the Data Protection Act 1988. We give highest priority to confidentiality. Medical records are not disclosed to anyone outside of the Practice without your written consent. All members of the team are bound by strict rules of confidentiality.