

# THE BARN SURGERY

## Patients' Rights & Responsibilities:

Patients have a right to:

- To be seen by a GP of your choosing, although this may not be the earliest available appointment with any doctor
- Be offered a health check questionnaire on joining the Practice
- Receive emergency care at any time. We operate an Out of Hours Service. The relevant telephone number is given on our answering machine message when we are closed.
- Receive appropriate drugs and medicines
- Be referred for specialist second opinion if the GP agrees
- View their medical records, subject to the Acts, and to know that those working for the NHS are under legal obligation to keep the contents confidential
- To be seen by a GP within 48 hours and a healthcare professional within 24 hours (Monday - Friday) This may not be with a GP of your choosing.

Patients' Responsibilities:

- Be courteous to our staff at all times. Violent or abusive behaviour will not be tolerated and may result in the patient's removal from the Practice List
- Everyone should have respect for race, gender and disability
- To attend appointments on time or give adequate notice to cancel; someone else could use the appointment
- Give at least 2 working days' notice for repeat prescriptions, to allow for accurate prescribing and 4 working days if the prescription is to be sent direct to a pharmacy
- Request out-of-hours calls (evening, nights and weekends) only if they are felt to be truly necessary

## Use of Patients' Personal Health Information:

The Practice will take all reasonable care to protect both the physical security of information technology and the data contained within it. Please tell the doctor if you would prefer us not to transfer data electronically and we will send a letter instead. Information is accessed on a 'need to know' basis in order to provide medical services. Other access is only permitted with the patient's written consent.

## Our Local Area Team:

Surrey and Sussex Local Area Team, Lanchester House, Trafalgar Place Brighton, BN1 4FU

Dr Claire Farrer MB BS (1993) MRCGP  
 Dr Ian Pidgeon BM (2006) MRCP MRCGP  
 Dr Simon Brown MB BS (2008) MRCGP(S)

22 Ferring Street  
 Ferring  
 Worthing  
 BN12 5HJ

Telephone: 01903 242638

[www.barnsurgery-ferring.nhs.uk](http://www.barnsurgery-ferring.nhs.uk)

GP Clinic Times from 05 Sept 2016			Reception Hours
	Mornings	Afternoons	
Mon	8.00-11.30	14:00-16:30	8.00-17:00
Tues	8:00-11:00	14:00-16:00	8.00-18:30
Wed	8:00-11:00	14:00-16:30	8:00-17:00
Thurs	8:00-11:00	Out of hours service	8:00-12:00
Fri	8:00-11:30	14:00-16:30	8:00-17:00
Saturday & Sunday: Out of hours service Please ring 111 if you need a doctor urgently			

### Appointments can be booked

- By telephone from 8.00am on Tel: 242638
- On line from 8.00am, please ask at reception for your secure log in details
- In person at reception from 8.30am

Each GP provides appointments which can be booked in advance.

You may also be offered an appointment at GP Access Hub based at various locations in the area.

**Visits:** The doctor can visit you at home if you are too ill to come to the surgery. Please telephone before 9:30 am if possible.

**The Partnership:** The Barn Surgery is a partnership. Dr Pidgeon has a medical degree from Southampton and Dr Farrer has a medical degree from St Mary's, London.

**Doctor:** Dr Brown has a medical degree from St George's, London. All are members of the Royal College of General Practitioners.

**Practice Nurse:** Appointments are available to see our Practice Nurses for diabetes, asthma, cervical smears, breast screening, vaccinations, dressings etc.

**Our Team:**

Practice Manager	Hazel
Assistant Practice Manager	Gemma
Practice Nurses	Claire M, Sarane
Receptionists/Administrators	Pamela, Diane, Vicky, Kathy, Michelle, Katie
Phlebotomists/Health Care Assistants	Carolyn, Sue
District Nurse via One Call	Tel: 01903 254789
Health Visitor	Tel: 01903 843809

**Emergencies and Out-of-Hours:**

Please telephone 01903 242638. We share an early evening 'on call' rota with Cornerways Practice in Worthing. Other Out-of-Hours emergency care is supplied via Tel: 111. This service is commissioned by NHS England

**Facilities:**

Modern equipment and computerisation help the surgery run efficiently and effectively. The surgery has a wheelchair ramp and WC for the disabled. We are also equipped for Minor Surgery.

**Patient Participation Group:**

You are invited to participate in improving our standards and to give us new aims through our Patient Participation Group. The Chairman is David Forder, 14 Chalet Road, Ferring, BN12 5NY.

**Repeat Prescriptions:** Please leave your request slip in the dedicated box in the surgery porch and do not telephone with your requests unless housebound. You can also order on line. You will need to allow at least 2 working days before collecting your prescription or 4 working days if the prescription is to be sent direct to a pharmacy.

**Telephone Advice:** If you need advice but not an appointment with a doctor, please telephone after 8:30am and a doctor will return your call after surgery.

**New Patients:**

We accept all new patients wishing to register with the practice if they live within the Ferring Parish Boundary. Please see our Receptionists to register with the Practice.

**GP Training:**

The Practice is involved in the teaching of medical students and occasionally you may be asked if you mind if a medical student sits in on your consultation.

**Your Health:**

We recommend certain wise measures such as:

- If you are diabetic, asthmatic, epileptic, have hypothyroidism or chronic heart disease, or have a history of stroke, you should see the GP or Practice Nurse at least once a year. Patients with high blood pressure should make an appointment to see the GP or Practice Nurse once every 6 months. We can advise on home monitoring of blood pressure.
- Women having a cervical smear test every 3 - 5 years to prevent cervical cancer. You will be called when you are due.
- Women examining their breasts regularly to detect for breast cancer (the Practice Nurse will show you how) - routine mammography is available.
- Keeping up to date with immunisations.
- If you have a relative with glaucoma, you should have your eye pressure measured periodically by an optician.
- It is unwise to smoke - our smoking cessation advisor can help you to give up.

**Test Results:**

If you would like to know the result of a recent test, please telephone the surgery **after 2:30pm**. Please leave at least 7 days from the date of the test.

**Health Checks:**

Patients over the age of 75, who have not been seen in the past year, may request a health check. Younger patients, who have not been seen for 3 years, may also request a health check. We recommend a free NHS Healthcheck for anyone aged 40-74 not routinely seen.

**Complaints:** We hope that you are pleased with our service, but if you wish to make a comment or complaint, please contact the Practice Manager or the Chairman of the Patient Participation Group. You may request a copy of our complaints procedure.

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