

Grove House Surgery
80 Pryors Lane,
Rose Green,
Bognor Regis,
West Sussex,
PO21 4JB

OPENING TIMES

Telephone lines open 08:00-17:30

Grove House Surgery:

Mon: from 08:30 to 18:00

Tue: from 08:30 to 18:00

Wed: from 08:30 to 18:00

Thu: from 08:30 to 18:00

Fri: from 08:30 to 17:30

Sat: **Closed**

Sun: **Closed**

EXTENDED OPENING HOURS

We offer the following early and late clinics:

Extended hours by pre booked apt only:

Tue: Currently not available

TELEPHONE NUMBER

01243 265 222

Email

grove.house@nhs.net

Website

www.grovehouse-surgery.co.uk

PRACTICE STAFF

GPs

Dr L Sullivan (Salaried)

Dr O Barton (Salaried)

Clinical Team

Paul Eyre, Paramedic Practitioner

Bevaley Payne, Nurse Practitioner

Rachel Booth, Nurse Practitioner

Sam Minto, Lead Nurse

Ros Derwin, Practice Nurse

Zana Bramall, Practise Nurse

Liz Parker, Assistant Practitioner

Sharon Wheeler, Healthcare Assistant

Paula Budd, Healthcare Assistant

Zoe Coker, Healthcare Assistant

Practice Manager

Nigel Pope

Finance Officer

Claire Prince

Administration Team Manager

Karen Lynch

Leadership Team Administrator

Yasmin Lock

Reception Supervisors

Jemma Billington

Louise Belsey



Providing NHS services



Grove House Surgery

PRACTICE LEAFLET

Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact the practice manager for more information. There may be a charge for access to this information.

PARTNERS

Dr J Bramall

Dr A Napier

Dr H Parkinson

Dr M Banna

Dr T Perkins

HOW TO REGISTER AS A PATIENT

If you are new to the area and wish to register with one of our GPs, please ask at our Reception. If you have your Medical Card, then please bring this along with you.

APPOINTMENTS

All surgeries are by appointment, and can be made in person, by telephone or online (www.patientaccess.com).

We try to offer a range of appointments in order to meet demand. It is possible to book appointments in advance for non-urgent matters (subject to availability). Appointments are generally 10 minutes long and are for one person and one problem only. If you feel you need longer please discuss with reception when booking your appointment.

The reception team will ask for some basic information regarding the reason for the appointment so they can arrange an appropriate appointment with an appropriate clinician, which could be a GP or nurse practitioner.

If you are unable to attend for your appointment, please let us know so that we can offer this to another patient.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the GPs and the Nurse Practitioners. Every day one Doctor is on duty for all urgent requests.

(Urgent appointments are not for repeat prescriptions, fitness for work certificates or signing forms).

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00am if at all possible.

Wherever possible, we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

TELEPHONE ADVICE

Doctors have telephone consultations available to discuss issues where a face-to-face appointment may not be required. These usually occur after a morning and afternoon surgery.

PRESCRIPTIONS

ROUTINE— requests for repeats prescriptions will be processed within **5 working days**. Requests can be logged online or by dropping a repeat prescription request into the surgery or a local pharmacy.

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 that cannot wait until we are next open, please ring NHS 111.

Useful Websites

'NHS Choices' — www.nhs.uk

'Patient' – www.patient.info

DISABLED ACCESS

Both our surgeries have Automatic Front Door Access suitable for wheelchairs. Disabled toilets are available in the waiting room.

TEACHING

The practice is a Training Practice through NHS England. We have qualified doctors training to become GPs on placement in the surgery. In addition, we can have medical, nursing and paramedic students on placements.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system.

OTHER LEAFLETS

We have a variety of Practice leaflets, which will inform you of all the services that we provide for our patients. These include a Patient Charter leaflet and Comments and Complaints leaflets.

Coastal West Sussex CCG

To obtain details of all primary medical services available within the **West Sussex CCG** please contact:

Website: <https://www.westsussexccg.nhs.uk/>

Telephone: 01903 708 400

Email: sxccg.contactus@nhs.net

SURGERY CLINICS

A separate leaflet is available in Reception which lists all of the clinics provided.

(Revised May 2021)