

REGISTERING

In order to process your registration, we need you to bring in the following documents:

- Purple NHS Registration Form GMS1.
- Crawley Down Health Centre Patient Questionnaire.
- Photo identification such as a passport or driving licence.
- Proof of your address: This can be a letter such as a formal lease document, tax statement or utility bill. Bank statements will only be accepted as a last resort and will need to show a pattern of spending in the UK.
- If you have arrived from another country, we need to see your passport and valid visa or work permit if applicable.
- Complete the Vision Online Services form.

To complete your registration you will need to have a new patient check, at which time you will need to provide a fresh urine sample. You can collect a specimen bottle from Reception and hand in a fresh urine sample any day before 12 noon (or bring it with you at your new patient check appointment).

ONLINE SERVICES -VISION ONLINE

You can book and cancel appointments and order repeat prescriptions using the online services. If you wish to register for this service, please provide us with your email address, either via reception or by emailing enquiries@cdhc.co.uk. We will provide you with an activation code, which will allow you to create your login and password for this service

HOME VISITS / TELEPHONE ADVICE

If you need a home visit or some telephone advice please help the receptionist by giving a brief outline of your problem

RESULTS OF TESTS AND X-RAYS

Please call 01342 713031 between 2.00 – 4.00pm on for results. Routine blood tests, urine and swab results usually take about four days, X-ray results seven to ten working days.

APPOINTMENTS

Crawley Down Health Centre Opening Times

From 8.30am - 1.00pm and 2.00 - 6.30pm, Monday to Friday.

If you have an **urgent** problem please telephone on the day for a triage appointment between 8.30am - 12:00pm. Routine appointments can only be pre booked, up to six weeks in advance, although urgent cases will be seen on the same day, by whichever doctor is available

West Hoathly Branch Surgery Hours

Tuesday and Thursday - 9.00am

Turners Hill Branch Surgery Hours

Usually the first Wednesday of the month - 9.00am.

These are small surgeries for the residents of West Hoathly & Turners Hill who are unable to travel to Crawley Down. Please phone the surgery (01342 713031), to pre-book your appointment.

REPEAT PRESCRIPTIONS

Patients on regular medications may arrange to receive repeat prescriptions after discussion with their doctor.

Prescriptions can be requested by the following methods

- Online via Vision online
- Email - prescriptions@cdhc.co.uk
- In person / in writing - we also have post boxes at the following shops: Costcutters in Sharpthorne, Central stores in Turners Hill and Turners Hill Park Shop.

3 full working days, excluding weekends and bank holidays, are normally required between receipt of the request and the prescription being available.

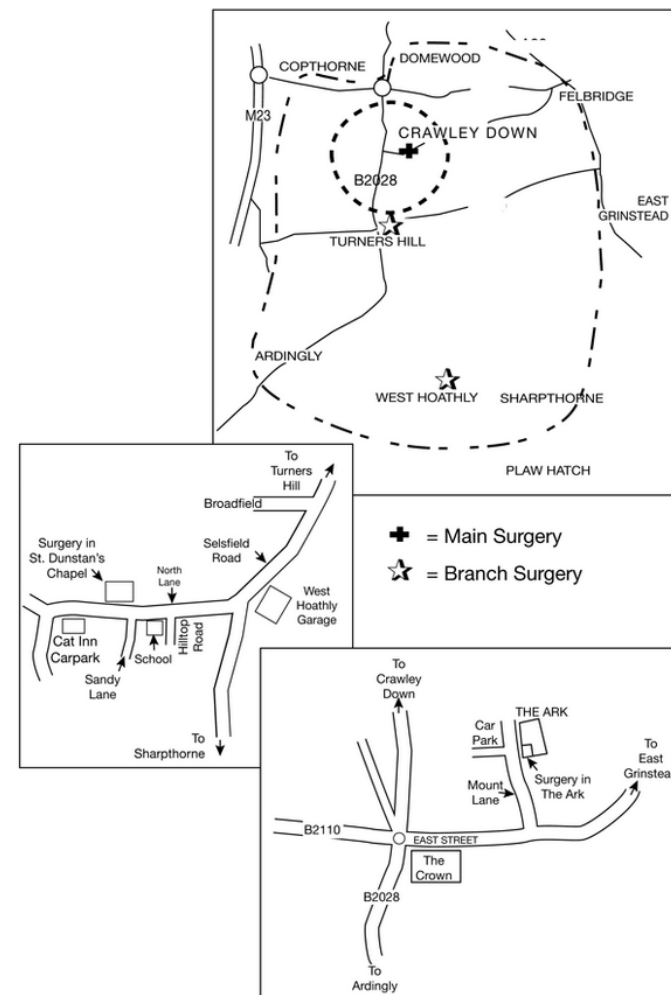
PATIENT PARTICIPATION GROUP

We have an very active patient participation group to get involved please visit

www.friendsofcdhc.co.uk

THE PRACTICE AREA

The Practice covers the area within the border marked by the dash-dot line. Please inform us if you move outside the area. We are not able to dispense for patients living within the radius in dictated by the dotted circle.



THE HEALTH CENTRE TEAM

Practice Manager Debra Surallie
Assistant Practice Manager
Dispensary Manager Janet Hayward

PRACTICE NURSES

Jayne Hulme RGN
Lisa Down RGN
Lucy Rayner RGN

HEALTH CARE ASSISTANTS

Janet Smith
Barbara Wright

COMMENTS, SUGGESTIONS AND COMPLAINTS

If you have a comment or complaint about the way things are run, or if you have a problem with any member of the team, please talk to the practice manager.

- We want to improve services and will welcome any comments you have which will help us to do that.
- Constructive suggestions from patients to improve any part of the practice will always be welcome.
- Our aim is to ensure that any complaint is taken seriously and it will be confidentially investigated. We will acknowledge any complaint in writing within three working day. Complaints will be discussed openly and taken seriously.

CLINICS AND OTHER SERVICES OFFERED BY THE PRACTICE

- Family Planning And Maternity Care
- Child Health
- Disease Prevention And Monitoring Clinics
- Travel Clinic And Yellow Fever Centre
- Minor Surgery And Joint Injections.
- Private Medicals And Reports

USEFUL TELEPHONE NUMBERS

NHS 111
111

NHS DIRECT ONLINE
www.nhsdirect.nhs.net

QUEEN VICTORIA HOSPITAL, EAST GRINSTEAD
01342 414000

PRINCESS ROYAL HOSPITAL, HAYWARDS HEATH
01444 441881

EAST SURREY HOSPITAL, REDHILL
01737 768511

CRAWLEY HOSPITAL
01293 600300

ST CATHERINE'S HOSPICE, CRAWLEY
01293 447333

SPIRE GATWICK PARK HOSPITAL, HORLEY (NON NHS)
01293 785 511

THE NUFFIELD HOSPITAL, HAYWARDS HEATH (NON NHS)
01444 456999

HEALTH VISITOR
01342 324713

ADULT SOCIAL SERVICES
01243 642121

SPRINGVALE COMMUNITY MENTAL HEALTH CENTRE
01342 326928

CRAWLEY DRUG ADVICE CENTRE
01293 657015

CITIZENS ADVICE BUREAU
0344 4771171

AGE CONCERN
0800 169 6565

ALCOHOLICS ANONYMOUS
0845 769 7555

CRUSE (BEREAVEMENT COUNSELLING)
0844 477 9400

RELATE (MARRIAGE GUIDANCE)
01293 657 055

SAMARITANS
08457 90 90 90

CRAWLEY DOWN HEALTH CENTRE

Caring for our community



*Bowers Place, Crawley Down
West Sussex, RH10 4HY
Tel: 01342 713031
Fax: 01342 718715*

*Email: enquiries@cdhc.co.uk
Website: www.cdhc.co.uk*

DR ALAN CLIFFORD

MBBS, DRCOG (FPA), MRCGP
Mon, Wed, Thurs & Fri (Mornings)

DR DANIEL JEFFERIES

MBBS, DRCOG (DFFP), MRCGP
Mon, Tues, Wed (Mornings) & Thurs

DR JACKIE KANGA

(currently on maternity leave)
MBBS, BSc, MRCGP, DRCOG

DR LAYO OSOBA

MBChB, MRCP, MRCGP, DSRFH
Mon, Tues, Thurs & Fri (Afternoons)

DR NEELUM SALEEMI

MB ChB (2006), MRCGP, DRCOG
Mon, Tues & Wed

DR RESHMA SHAH

(covering for Dr Kanga)
MBBS, DRCOG, MRCGP
Mon, Wed (Mornings), Thurs & Fri