

Patient  
Information  
Booklet  
**2016**

  
**Seaside**  
MEDICAL CENTRE

# Seaside Surgery



Telephone: 01323 725667

[www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk)

18 Sheen Road  
Eastbourne  
BN22 8DR  
Fax: 01323 417169

Family Health Practice



Please keep this booklet by your telephone for quick and easy reference...



# Forward

Welcome to Seaside Medical Centre. We hope that you find our Practice booklet interesting and informative. The Practice also issues a quarterly newsletter; you can pick up a copy in the Practice or sign up to receive a copy by email. Visit our website for this and lots more up-to-date health information and practice news at [seasidemedicalcentre.co.uk](http://seasidemedicalcentre.co.uk)

## Practice Background

The Practice dates from 1904 when Dr Howie opened a single handed Practice at 41 Seaside. The Practice has grown steadily ever since and now serves around 12,000 patients.

The Practice has moved three times since the beginning and has recently undergone extensive building work with a two storey extension enabling the Practice to benefit from more consultation rooms to serve our patients and community.

The Practice is a Partnership which provides the services of seven doctors, a registrar doctor, nurses, community clinicians and a full range of ancillary staff. The Practice is a training centre for newly qualified doctors, who work with the Partners for up to one year to gain experience and further education in general practice. The past few years have seen many changes within the NHS. We believe in continuing the traditional system of making decisions on clinical need and not on financial expenditure. We aim to offer a long term commitment to our patients and their families.

## The Doctors

Dr Robert M Wicks – MB BS  
Dr Stephen R Mathias – MB BS DCH  
Dr Stephen Lytton – MB BS DRCOG FRCGP  
Dr Carolyn Shepherd – MB BS  
Dr Lisa Sansom – MB BS MRCGP  
Dr Varuna Paranehewa – MB BS MRCGP  
Dr Evgenia Katsoni – BM MRCGP

All our Partners are approved by the EHS CCG in providing the following services: Minor Surgery/Maternity Medical Services/Contraception/Child Health Surveillance.

## Practice Management

Lisa Herridge, Practice Manager, is available to deal with all issues related to the running and development of the Practice. Lisa also deals with patient feedback and complaints.

# **Practice Nurses/Phlebotomist**

All our nurses are trained professionals and highly qualified. They provide advice and provide many services. Sarah Peat our phlebotomist carries out routine blood tests as well as running INR clinics to help monitor warfarin levels. You can make appointments with the Practice Nurse without seeing a doctor first, but you may be asked by the receptionist what service you are requiring as this will ensure that the correct nurse and appointment time is booked.

# **Maternity Care/Antenatal**

Antenatal clinics are held weekly with our community midwife on Tuesday and Thursday. Post natal checks are by appointment, please enquire at reception.

# **Receptionists, Administrators and Secretaries**

The Practice Office is an extremely busy place with a constant stream of telephone calls and enquiries. Our team will always do their best to try and help you as they work to systems and procedures set out by the Practice and the NHS. There may be times when they may need to ask you a few questions requested by the doctors and your understanding would be greatly appreciated.

# **The Premises**

The Practice is situated over 3 floors. There is good disabled access to all consultation rooms and there is a lift to all floors. There is a ramp and wide automatic doors to allow for wheelchair access and suitable rest room facilities. Please let the team know if you need any further assistance.

# **Community Staff**

## District Nurses

The District Nurses provide skilled nursing care and advice where it is requested, together with equipment and dressings for patients unable to visit the Practice. Where necessary the doctor will refer patients for their services. They can be contacted directly on 01323 514870 ext 6017, a message can be left on the answer phone if all the nurses are out visiting patients.

## Health Visitors

Health visitors are closely involved in the health care of patients at the Practice, particularly children, expectant mothers, the elderly and the disabled. They can be contacted directly on 01323 444101.

## Community Midwife

If you are in need of a midwife outside the hours where the midwife is in attendance at the surgery then please telephone the District General Hospital on 01323 417400 and ask for the community midwifery department.

# Surgery Hours

Monday – Friday

8.30am – 5.30pm

Please be advised that all doctors run morning and afternoon appointment sessions 4 days per week. These sessions may vary from time to time.

# Appointments

Appointments can be obtained via:

- Our automated telephone system available 24 hrs, seven days per week
- Speaking to a Practice receptionist during normal opening hours
- In person at the Practice
- On-line. If you wish to register for online bookings please come in person to the Practice and speak to a receptionist for your personal ID.

50% of our appointments can be booked on the day by telephoning or coming to the Practice at 8.30am for both the morning and afternoon. These appointments are on a first come first served basis. 50% are pre-bookable in advance, subject to availability.

# Booking via the Telephone 24 hours a Day

You can now beat the early morning rush and book routine appointments with doctors on the telephone. Patient Partner is a new system that enables you to telephone the Practice on our normal telephone number at any time of the day and night and book, check or cancel an appointment. You will need to press 1 to operate the system. In order to use the system we must have your up to date details on our records. Please listen carefully to which buttons to press. Alternatively hold and speak to a receptionist and make your booking accordingly.

# **Early Morning Telephone Advice**

You may feel that your problem could be solved by talking to a doctor on the telephone. We offer a telephone triage service from 8am-9am Monday - Friday. This is on a rota system basis and may not necessarily be your own doctor. You may be asked to leave your name and telephone number if the doctor is on the phone to another patient. The doctor will endeavour to ring you back as soon as possible within the hour.

We also offer telephone advice throughout the day with your doctor. There is a limit to the number of calls the doctors can take per session. If the limit has been met for the day then you will be asked to telephone again the next day. Leave your name and telephone number with the receptionist. Please remember that due to the doctor's workload it may not always be possible to call you back until later that day. If your doctor is not in Practice that day or on holiday, then another doctor will deal with the telephone call on your behalf.

# **Results/Prescription Queries**

We ask patients to telephone the Practice after 10am as the telephone lines and reception team are very busy prior to that time.

# **Home Visits**

Like most Practices these days, we are under increasing time pressure. One of the regrettable consequences is that we are restricted as to the time available for home visits. On average we can see three to four patients in the surgery in the time it takes to see one patient at home. Minor ailments will not worsen by coming to the surgery, and you will be able to start treatment more promptly than would be possible had a home visit been requested.

Children in particular, even if they have a temperature, can always come to the surgery. We appreciate that there are some conditions that require a home visit; the decision will always be made by the doctor on health grounds.

# Repeat Prescriptions

Patients on regular medication will require repeat prescriptions. You may request repeat prescriptions by completing and returning your itemised computer slip attached to your prescription, in writing or on-line. Your doctor will have a list of your medications and will personally check your prescription before signing it. Requests for repeat prescriptions are not taken over the telephone. This is for medico-legal reasons as errors can occur in verbal communication.

Repeat prescriptions should be placed in the box provided on the ground floor or posted to the surgery. If you provide a stamped addressed envelope, we will be happy to forward your prescription to you. Please ensure two working days for your prescription to be processed if you have placed it in the box in the surgery reception area. If you are sending your request through the post, please allow additional postage time before you require your medication. Local chemists also offer services regarding ordering and collecting prescriptions, please enquire with the chemist or we are pleased to offer advice. Repeat prescriptions can also be requested on-line. See our website [seasidemedicalcentre.co.uk](http://seasidemedicalcentre.co.uk) for registration details.

Seaside Medical Centre have introduced a new electronic prescribing service. This means your GP will send your prescription electronically to the place you choose, saving you time. Your prescription can then be collected from a nominated pharmacy near to where you live, work or shop; your repeat prescriptions may even be ready before you arrive. A request for medication must still be put in by hand or on-line in order for it to be processed. If you think this would benefit you please 'nominate' your place for collection today at the Practice Reception Desk, by phone on 01323 725667 or at the Pharmacy of your choice.

## Where to go? What to do? When the Practice is Closed

Patients often think that when the Practice is closed the only option is to go to A&E, but there are a lot of places that you can seek medical help and advice.

- **Eastbourne Station Walk in Centre** – 01323 726650. Open 8am to 8pm, 7 days a week, including bank holidays. This is a walk in centre available to all patients from any surgery in the area. You do not have to be registered to use this service. However, as a patient at Seaside Medical Centre, if open, please make contact with us first
- **NHS 111 / Out of Hours Doctors** – Available 24 hours a day, 7 days a week. The out of hour's service has been replaced by a new helpline NHS 111. NHS 111 is a simple to call; easy to remember three digit number that is available 365 days a year
- **NHS Choices** – [www.nhschoices.co.uk](http://www.nhschoices.co.uk) – for answers to ailments and also the A-Z health encyclopaedia is available on this site

- **Pharmacies** – can help with advice for problems such as coughs, sore throats, wound dressings, skin rashes, diarrhoea/vomiting, constipation, headache, minor eye conditions, hay fever, head lice, insect bites and worms. They can also help with inhaler or insulin pen problems
- **Daytime Dental Helpline** – 0300 1000899. Advice and help for patients who do not have a dentist
- **Emergency Dental Treatment** – 01323 449170. For when your dentist is closed (evenings and weekends)
- **Sussex Mental Health Helpline** – 0300 5000 101. Open 5pm-9am Mon-Fri, weekends and Bank Holidays 24 hours a day
- **A&E Department at Eastbourne DGH** – This service is designed for dealing with health matters that cannot be dealt with by the services above. For example: broken bones, severe cuts requiring sutures and life threatening illnesses/accidents. 999 – IS FOR CHEST PAIN, A SUSPECTED STROKE, SERIOUS ACCIDENT AND INJURY
- **Early Morning Phone Triage** – 01323 725667. If your need is non-urgent and you are able to wait until the Practice is next open, an early morning triage is available. The telephone lines are open at 8am to speak to a Doctor who will be available for advice. Please note that if you need an appointment you can phone to make an appointment from 8.30am.

## How to Register

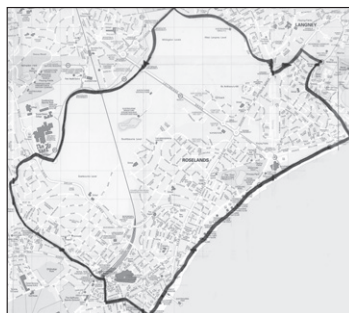
The Practice welcomes new patients who live within our practice area, shown on the map below.

For your new registration we would like you to bring to the surgery proof of identification, which should be in the form of a passport or driving licence and a current utility bill or a tenancy agreement. Your old medical card with your NHS number on would also be a great help.

On arrival at the surgery you will be asked to fill out a registration form with as much detail as possible, this will enable us to request your medical records from your previous surgery. You are also able to print a registration form from our website.

On completion of your registration form the receptionist will make you a registration appointment to meet your new doctor. If you have a particular preference please let us know and we will do our best to meet this request. If you need to see a doctor before your registration appointment this can be arranged.

The surgery permits patients to see the doctor of their choice where possible except in the case of on the day emergency appointments.



# List of Services

<b>Service</b>	<b>Arranged by</b>
Pain Clinic/Acupuncture	Dr Wicks
Joint Manipulation	Dr Wicks
Solar Keratosis	Dr Wicks
Ear Microsuction	Dr Wicks/Dr Sansom
Diabetes	Dr Varuna/Practice Nurse
Health In Mind	Clinton Attwater
Counsellors	Gemma Bogle/Mark Potter
Drugs Clinic	Lift House
Ante Natal	Community Midwife
Post Natsal	Patients Own Gp
Health Trainer	Community Health Trainer
NHS Health Check	Sarah Peat
Spirometry	Practice Nurse
COPD	Practice Nurse
Asthma	Practice Nurse
Smoking Cessation	Practice Nurse
Insulin Initiation/Management	Practice Nurse
Leg Ulcers	Practice Nurse
Coil Fitting	Practice Nurse/ Dr Shepherd
Coil Removals/Checks	Practice Nurse/Dr Shepherd
Contraceptive Clinic	Practice Nurse
Flu Clinic	Practice Nurse
Immunisations	Practice Nurse
Travel Clinic	Practice Nurse
Blood Pressure/24Hr	Practice Nurse
Cervical Smears	Practice Nurse
Ear Syringing	Practice Nurse
ECG/24Hr Tapes	Practice Nurse
Dressings	Practice Nurse
Stitch Removal	Practice Nurse
Swabs	Practice Nurse
Blood/INR Tests	Sarah Peat
Chiropdy (Private)	Sarah Barnes
Special Patient Scheme	Dr Lytton/Dr Shepherd
Care For Carers Drop In Clinic	Counsellor

Further information on these services can be found in this booklet or on our website [www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk)



# **Holidaymakers and Temporary Residents**

Non-UK residents may be charged a fee to be seen at the Practice; this is governed by NHS policy. Please check with our reception team when booking an appointment. If a charge is applicable the patient will be expected to pay when they arrive for the appointment before they see the doctor. The Practice will provide a receipt.

## **Walk-in Centre**

If we have appointments available we will always try and accommodate holidaymakers and temporary residents. However, there is now a Walk-in Centre situated at Eastbourne Station. The Walk-in Centre is open 7 days a week from 8am – 8pm.

## **Prescription Charges**

People in the following categories are automatically exempt from prescription charges: Children under 16, under 19 who are in full-time education, people over 60 years of age, pregnant women and women who have had a baby in the last 12 months, people getting DHSS benefits and people with specific medical conditions.

## **Prescription Pre Payment Certificate**

If you have regular medication it may be worthwhile to buy a pre-payment prescription charge certificate. Please see your local chemist for more details.

## **Sickness Certificates**

You do not require a doctor's certificate for any illness lasting 7 days or less. Your employer may however require you to complete a self certificate form (SC1) which is available from your employer or from our reception. For any illness lasting more than 7 days you will need to see the doctor for him/her to issue a sickness certificate (F.med3) and for any subsequent renewal of the certificate.

## **Change of Name/Address/ Telephone Number**

In order for us to provide you with the best possible care we do ask that you keep us updated with any changes to your contact details. Please let us know in writing. If you

are undergoing treatment at any hospital or clinic we would also advise you to contact them regarding these changes in the case of any forwarding correspondence.

## **Non-NHS Medical Examinations**

Insurance medicals, employment medicals, fitness to drive medical reports, private sickness certificates, completion of private health insurance forms, passport forms and certain other similar services are not covered by the NHS. We therefore, usually charge a fee for these services. Details and enquires can be made at the reception desk. Appointments for these services are carried out outside normal surgery hours on arrangement. We apologise but we do not accept credit cards but cash and cheques only.

## **Vaccinations and Immunisations**

### Child Immunisations

Child immunisations begin at the age of two months and appointments are sent by the Child Health Department. Please check the following points before bringing your child to the Practice.

- Is your child suffering from any feverish illness? Don't worry about a runny nose without a fever
- Does either of the child's parents, brothers or sisters suffer from epilepsy? Epilepsy in more distant relatives is not considered a problem
- Is your child taking steroid treatment?
- Does your child suffer from any disease affecting his/her immune system?
- Does your child suffer a severe reaction to eggs?
- Has your child suffered from a reaction to any previous immunisation injection?

If the answer to any of the questions above is yes, then tell the doctor and/or your nurse. Please remember to bring your child's red book with you each time.

## **Your Named GP**

All patients registered at Seaside Medical Centre are allocated a named GP when they register with the Practice; patients are informed at the time of registration and a registration appointment is made with that GP within a 3 week period. The practice makes reasonable efforts to accommodate a request for a particular GP if there is a preference. The named GP is responsible for the patients' overall care at the Practice. Should you not be aware who your named GP is, please contact the Practice by phone or in person and our reception team will be happy to help you.

# Adult Immunisations

Adult immunisations may be booked with the Practice Nurse.

## Travel Immunisations

Travel immunisations are available at the Practice and we are a Yellow Fever Clinic. Dr Lytton carries out Yellow Fever injections at the surgery. It is important that you take responsibility for your vaccinations. In order to give you a comprehensive service and protect you adequately for your journey, we request that you follow the procedure below:

- Patient to request a travel form from the reception or download from our website, allowing adequate time prior to travel
- Complete travel form and hand to reception giving exact locations being visited
- It is your responsibility to telephone the surgery in order to see what vaccinations are required
- It is your responsibility to make an appointment with the nurse
- Not all vaccines are available on the NHS, you will be advised at the time of booking
- All payments must be made before the vaccines are administered and failure to do so will result in the nurses being unable to carry out procedures for you
- The Practice cannot guarantee vaccinations for last minute and late holiday bookings. We suggest that if you make last minute bookings that you keep your travel vaccinations up to date on a continual basis.

## Clinics

### Flu Clinic

Flu Vaccinations – a vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, thyroid disorders, residents of nursing and rest homes and patients over 65. Please contact the reception team in September for details of the flu clinics and to make an appointment. If you are housebound please contact the surgery for a visit to be arranged.

### Over 75 Checks/Well Woman/Man Clinics

These appointments are bookable with the Practice Nurses. Please make the receptionist aware at the time of booking, in order for adequate time to be allocated for the appointment.

## Diabetic Clinic

Doctor Varuna is the specialist doctor for diabetic patients registered at the Practice. All diabetic patients will be invited to have at least two checks per year; one with the nurses and one with the specialist doctor. All diabetic patients will be offered an annual check with Dr Varuna irrespective of who their usual GP is. We would strongly encourage you to attend all appointments we give you so that we can offer you the best possible monitoring and treatment.

## Leg Ulcers

Our Nurses offer treatment for leg ulcers and wounds. Appointments can be booked during surgery hours. If more specialist treatment is necessary patients can be referred to Healogics, the Wound Healing Centre on Gildredge Road.

## Asthma Checks/COPD Checks

If you are a patient that suffers from any of the above conditions you will be invited annually to attend a check up with the Lead Nurse. We do recommend that you ensure that you always have adequate medication and keep your inhaler with you if you are in danger at any time of suffering from an attack. We would strongly encourage any sufferer to attend all appointments we give you so that we can offer you the best possible monitoring and treatment.

## NHS Health Checks

NHS Health Checks are being offered to people aged between 40 and 74 once every five years who do not already have a history of heart problems, diabetes, stroke or high blood pressure.

The check is to assess the risk of developing heart disease, stroke, kidney disease or diabetes. By taking early action, patients can improve their health and prevent the onset of these conditions. There is good evidence for this. Following the check, you will receive free personalised advice about what you can do to stay healthy.

## Cervical Screening

In line with NHS guidelines all female patients between the ages of 24.5-64 are invited for cervical screening. Between the ages of 24.5 - 49, patients will be invited every 3 years under routine recall and from 50-64 every 5 years. Cervical screening cannot be carried out during a women's cycle or during pregnancy. Appointments can be made with the Practice Nurse. Screening letters are sent by the Health Authority and the Practice. We do ask that patients keep up to date with cervical screening as it is a major preventative in fighting cervical cancer.

## 24 Hour Blood Pressure Monitoring

Our Practice Nurse organises 24 hour blood pressure monitoring on referral by your GP.

## Contraception

We are able to advise and provide full contraception care. Any patient taking the contraceptive pill will routinely be asked to attend an appointment with the Lead Nurse for blood pressure monitoring. Repeat medication may not be prescribed unless an appointment has been attended recently.

## Acupuncture/Manipulation Clinic

These clinics are held one afternoon each fortnight with Dr Wicks. Please make the receptionist aware on booking an appointment of the type of appointment you require.

## Ear Microsuction Community Service

This service is run by Dr Wicks and Dr Sansom. Ear microsuction may be required when ear syringing has not been successful; referrals will need to be made by your GP.

## Solar Keratosis/Wart Clinic

This clinic is held once a month and run by Dr Wicks for the treatment of skin conditions called solar keratoses resulting from skin damaged by the sun over many years and for the treatment of warts. Referral is by your GP.

## Chiropody Clinic

Sarah Barnes offers **PRIVATE** chiropody appointments on Wednesday and Friday afternoons, as well as home visits on arrangement. Please contact the Practice on 01323 725667 to arrange either an appointment in the Practice or a home visit. Fees for both appointments are available on booking.

The following Community Teams run free services at our Practice:

- Drugs Misuse
- Health in Mind & Cognitive Behavioural Therapy
- Health Trainer
- Counsellor / Psychotherapist
- Care for Carers

## The Patient's Group

We are proud to say that we have an active Patient Group. They are an independent body who give their feedback and assistance in the development of services and facilities offered by the Practice.

In the past year the Patient Group have assisted in our Flu Vaccine Campaign; our Patient Survey; Waiting Room Improvements; Patient Newsletters; Patient Information Folders for the Waiting Rooms and our Quarterly Patient Talks.

This friendly Group always welcomes new members and should you wish to become part of the group, attending meetings bi-monthly on Monday mornings or by keeping up to date on-line please enquire at the Practice reception desk.

Please note that the group does not deal with medical complaints, these are dealt with by the surgery only in compliance with our complaints procedure.

You can find out more information at the Patient Group Desk in the reception foyer on the ground floor or on-line at [seasidemedicalcentre.co.uk](http://seasidemedicalcentre.co.uk).

## **Support for Carers**

If you are a carer for a partner, friend or family member then please let the Practice know. Care for the Carers can offer support to carers in East Sussex. The specialist Carer Support Workers are there to help carers navigate the health and social care system. They can provide a listening ear and assist carers in improving their quality of life. They are also there to support young people under 18 who provide substantial physical or emotional care for a member of their family. The service also offers one-to-one sessions with a support worker where young carers have the opportunity to talk about their caring situation. There are also clubs for young people across East Sussex where they can have fun and make friends. For help and advice telephone 01323 738390 or go to their website page [www.cftc.org.uk](http://www.cftc.org.uk).

## **NHS 111**

When the Practice is closed patients need to ring 111 for medical help and advice. All calls made from landlines and mobile phones are free. NHS 111 is a simple, easy to remember three digit number that is available 24 hours a day, 365 days a year. If you ring the Practice when we are closed an answer-phone message will advise you of this service. NHS 111 is handled by a team of highly trained call advisers, supported by experienced clinicians.

NHS 111 is also an advice line that can also be telephoned when the Practice is open. NHS 111 can help patients who require health information or re-assurance regarding any health matter. NHS 111 can also direct patients to the service that is best able to meet their needs taking into account their location, time of day and the availability of local services. The aim of NHS 111 is to make it easier for patients to access healthcare services when they need medical help fast, but when the need is not a life threatening situation.

# Your Medical Records

Your main health record is kept by your GP who uses it to record every consultation, medical/social information received from you and others involved in your care and any medication prescribed for you. Your GP record moves with you whenever you change your GP. Everyone working for the NHS has a legal duty to keep patient and staff information confidential unless there are exceptional circumstances e.g. when the health and safety of others are at risk, we will not disclose your information to third parties without your consent. If you receive care from other agencies such as Social Services we may need to share some information with them so we can all work together for your benefit. Anyone who receives such information is also under a legal duty of confidentiality. Under the Data Protection Act 1998, you have the right to formally request to see your full record. You should apply at the reception desk by filling out the medical records access request form, your request will be considered and you will be advised of the decision within 21 days. Where copy records are required a fee will be payable in which will not exceed £50. For more details please see our information leaflet which is available in reception titled 'Access to Medical Records and Data Protection'.

For more information on services, advice and support contact your CCG's Patient Advice and Liaison Service (PALS) on 01323 435886 or by email at [palse@esht.nhs.uk](mailto:palse@esht.nhs.uk)

## Summary Care Record

There is a new Central NHS Computer System called the Summary Care Record (SCR). The Summary Care Record is meant to help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies. Your information will be extracted from Practices such as ours and held on central NHS databases. As with all new systems there are pros and cons to think about. If you choose to opt out of the scheme, then you will need to complete a form which can be requested at the reception desk or downloaded from our website. For further information visit the Health and Social Care Information Centre website at [www.hscic.gov.uk](http://www.hscic.gov.uk).

## Medical Research Data Collection

We are involved in research studies which require access to anonymous information from patients' notes. You cannot be identified from these notes as all personal details (name, address, post code, full date of birth) are removed. Individual patients' records are added into a much larger anonymous database from many patients across the UK which is used by researchers outside this practice. This data may be anonymously linked to other data, such as hospital data. If you would like to opt out of this data collection scheme, please let your doctor know and your records will not be collected for use in the anonymous research database.

Please see our website or waiting room notice boards for further information.

# Responsibilities

At Seaside Medical Centre we try our best to deliver a professional service to our patients at all times and we take our responsibilities to you seriously.

## Practice Responsibilities

We believe it is our responsibility to:

- Treat you with courtesy and respect at all times
- Treat you as a partner and discuss the treatment we can provide
- Give you full information about the services we offer
- Provide you with emergency care when you need it
- Refer you for a further opinion when it is necessary
- Offer you a choice of provider for your referral
- Give you access to your health records subject to legal limitations
- Keep your records confidential ● Keep your records up to date
- Give you a full and prompt reply to any complaints you make.

## Patient Responsibilities

As a patient at this Practice we expect you to take on certain responsibilities. These are listed in individual sections of this booklet but include the following:

- Let us know immediately if you cannot attend your appointment
- Arrive on time for your appointment
- Check in at the reception desk or use the self check-in screen as soon as you arrive at the Practice
- Only request a home visit when absolutely necessary
- Use out-of-hours emergency service only in a genuine emergency
- Follow Practice procedures for repeat prescriptions and calling for test results
- Follow our guidelines on travel forms
- Inform us if you change address, telephone number or details
- Respect our guidelines on Practice boundaries
- Respect and be polite to our staff
- Take responsibility for your own health in terms of diet, smoking, alcohol etc
- Tell us if you are uncertain about your treatment
- Tell us about complaints and misunderstandings as soon as possible.

# Teaching

Seaside Medical Centre is an approved training practice. Fully qualified doctors appointed to the scheme work with the Partners for up to one year to gain experience and further education in general practice. We undergo periodic assessment when the quality of notes may be assessed by a doctor from another training practice. Confidentiality is maintained. If you do not want your notes reviewed please inform your doctor. Consultations are sometimes recorded on video for training purposes. Your permission will always be requested before the camera is used.



# Comments, Complaints and Compliments

All comments, suggestions, feedback and complaints are taken very seriously. There are a number of ways you can give us feedback or make a complaint -

- By filling out our Survey on line or at the reception desk letting us know if you would recommend our services to friends and family
- Rank us on NHS Choices at [www.nhs.uk](http://www.nhs.uk)
- By filling out the feedback form on our website [seasidemedicalcentre.co.uk](http://seasidemedicalcentre.co.uk)
- In writing to the practice manager Lisa Herridge
- By dropping a comments and suggestions slip into the box at reception for your Patient Group members

## GP Earnings

All GP practices are required to declare the mean earnings (average pay) for GPs working to deliver the NHS services to patients at each practice. The average pay for GPs working in Seaside Medical Centre in the last financial year was £73,640 before tax and National Insurance. This is for 5 full-time GPs and 2 part-time GPs. No locum GPs worked in the practice for more than 6 months.

## Eastbourne, Hailsham, Seaford Clinical Commissioning Group

Information about primary care medical services can be obtained from: Eastbourne, Hailsham, Seaford Clinical Commissioning Group, 36-38 Friars' Walk, Lewes, East Sussex BN7 2PB. [EHSCCG.enquiries@nhs.net](mailto:EHSCCG.enquiries@nhs.net) or on 01273 485300.

## Freedom of Information Act

The Freedom of Information Act became law on the 30 November 2000. Seaside Medical Centre conforms to the requirements of the Act and has produced a publication scheme in accordance with the Act. A copy of the Act is available on the Freedom of Information website: [www.foi.nhs.uk](http://www.foi.nhs.uk)

## Data Protection Act

The Practice is computerised and patients' details are held on computer. We are therefore, registered under the Data Protection Act 1998.

## Care Quality Commission

The Care Quality Commission are there to ensure that a wide range of health and social care services in England are meeting national standards of quality and safety. All GP

Practices will be regulated by the Care Quality Commission from April 2013. You can contact the CQC on 03000 616161 or at [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk) if you would like to share an experience or concern.

## Statement of Purpose

Under the Health and Social Care Act 2008 Seaside Medical Centre is required to provide a statement of purpose to the Care Quality Commission:

## Confidentiality

All our staff are bound by the same rules of confidentiality as the Doctors and Nurses.

## Our Vision

To provide the highest standard of medical care to our patients; to seek continuous improvement in the health of our Practice population; to deliver healthcare in an accessible, flexible and innovative way meeting our patients needs, and to reflect advances in Primary Healthcare and changing political and economic circumstances. To provide our team with a supportive and rewarding place to work.

## Our Aims and Objectives

- Provide a high standard of medical care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and communication
- To maintain and develop our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

# **Emergencies – Perhaps your GP can help?**

Attending Accident and Emergency is not always the best answer when you are feeling unwell, or when you need to help someone else get medical help. If you need to see, or contact a medical professional quickly it often makes sense to try your Practice first because:

- They specialise in treating many health problems
- Your Practice has your medical history to hand, which helps them make the best treatment decisions for you

- They can also often treat minor injuries
- You may not need to wait as long as you would at A&E.

## Accident and Emergency – Is the right place to go for?

- Choking
- Chest pain
- Heavy blood loss
- Serious injury/trauma
- Stroke
- Fits or unconsciousness
- Emergency care when a delay would cause further harm.

# Planning for the Future

Based on supporting evidence and recommendations from NICE standards and guidance for End of Life Care we aim to support patients to remain in, and die in, their preferred place of care. If patients would like help and advice regarding planning for the future and end of life care you can ask for advice from your GP or access the website [www.endoflifecareforadults.nhs.uk](http://www.endoflifecareforadults.nhs.uk). Other useful websites - [www.patient.co.uk](http://www.patient.co.uk)



## End of Life Care Patient Charter

**A charter for the care of people who are nearing the end of their life**

*"You matter because you are you, you matter to the last moment of your life and we will do all we can, not only to let you die peacefully, but to help you live until you die" Dame Cicely Saunders*

We want to offer people who are nearing the end of their life the highest quality of care and support. We wish to help you live as well as you can, for as long as you can. Therefore, if and when you want us to, we will:

- Listen to your wishes about the remainder of your life, including your final days and hours, answer as best we can any questions that you have and provide you with the information that you feel you need.
- Help you think ahead so as to identify the choices that you may face, assist you to record your decisions and do our best to ensure that your wishes are fulfilled, wherever possible, by all those who offer you care and support.
- Talk with you and the people who are important to you about your future needs. We will do this as often as you feel the need, so that you can all understand and prepare for everything that is likely to happen.
- Endeavour to ensure clear written communication of your needs and wishes to those who offer you care and support both within and outside of our surgery hours.
- Do our utmost to ensure that your remaining days and nights are as comfortable as possible, and that you receive all the particular specialist care and emotional and spiritual support that you need.
- Do all we can to help you preserve your independence, dignity and sense of personal control throughout the course of your illness.
- Support the people who are important to you, both as you approach the end of your life and during their bereavement.

We also invite your ideas and suggestions as to how we can improve the care and support that we deliver to you, the people who are important to you and others in similar situations.

Leading the Way: High-Quality End of Life Care Through General Practice

Developed by RCGP English End of Life Working Group, Patient Partnership Group and Royal College of Nursing (2011)

# Patient Charter Useful Information

## Visit our Website

The Practice website is an effective way of giving our patients access to the latest information 24 hours a day, 7 days a week. It contains complete information about all the services we offer along with up to date health advice. Our website address is [www.seasidemedicalcentre.co.uk](http://www.seasidemedicalcentre.co.uk)

## Interpreting/Translation

If communication is difficult and you need help with interpreting and translation, please arrange for a friend or relative to accompany you to your appointment. This will ensure that your visit to the doctor is beneficial and will enable you to be treated appropriately. Interpreting and Translation services are available and can be arranged in advance of the appointment with prior notice.

## Intimate Examinations/Chaperones

You will be asked by the doctor if you would like a chaperone if an intimate examination proves appropriate during a consultation. This is an entitlement for all patients where an examination is necessary to carry out medical care.

## Breastfeeding Facility

The Practice offers the facility for mothers to breastfeed in private. If you would like to use this facility, then please ask at the reception desk.

## Violent and Abusive Patients

The use of aggressive or bad language, or violent behaviour towards any member of staff will not be tolerated in our Practice. As a Practice, we have a duty to protect our staff from such behaviour and if necessary the police will be notified. Any verbal or physical abuse will be reported to the Manager and the patient's doctor who may remove the patient from their patient list. This may also result in the incident being reported to the CCG and the police.

## Smoking, Eating, Drinking and the use of Mobile Phones

Smoking, eating, drinking is not permitted anywhere within Seaside Medical Centre. Mobile telephones and electronic devices need to be on silent and children need to be supervised at all times.

## Infection Control

The practice asks patients to please use the hand gel provided throughout the building to help reduce the spread of infection.