

Patient
Information
Booklet
2019/20



Seaside
MEDICAL CENTRE

Seaside Surgery



Telephone: 01323 725667

18 Sheen Road
Eastbourne
BN22 8DR

Fax: 01323 417169

<http://www.seasidemedicalcentre.co.uk>



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

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 nine doctors, a registrar doctor, advanced practitioners, paramedics, nursing team, 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 Sonia Alg MB BS MRCP DFFP DRCOG
Dr Caterina Capurro MB BS RCGP DRCOG
Dr Anneliese Keightley MB BS MRCP DFSRH
Dr Stephen Lytton MB BS DRCOG FRCGP
Dr Varuna Paranehewa MB BS MRCP
Dr Omar Khan Pathan MB BS MSc (BPRS) MRCP
Dr Clare Reynolds MBBS MRCP DRCOG BSC
Dr Robert M Wicks MB BS
Dr Nick Woodall MA MB BS DCH DRCOG

All our Doctors 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.

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. It is the policy of the Practice to respect the privacy and dignity of our patients. We have an area available if you need to speak privately to a receptionist. Please make your request at reception on arrival or when making a booking. Please let the team know if you need any further assistance.

How to Register

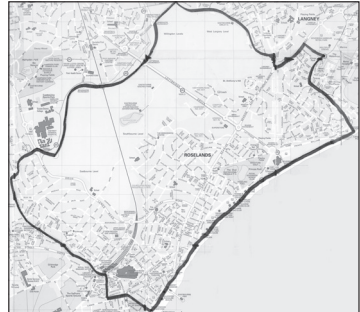
The Practice welcomes new patients who live within our practice area, shown on the map below.

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, a current utility bill or a tenancy agreement and your NHS number.

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 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.



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. Seaside Medical Centre has a policy in place that restricts patients moving from their allocated GP to another GP within the Practice. This policy does not restrict patients from requesting to see any practitioner for their appointment but the allocated GP remains responsible for all telephone calls and all correspondence concerning their patient.

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 .

Surgery Hours

Monday – Friday	8.30am – 5.30pm
Tuesday	6.30pm – 8.00pm

Please be advised that all doctors run morning and afternoon appointment sessions 3-4 days per week. These sessions may vary from time to time.

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 run by the duty doctor of the day 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 duty 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 their behalf.

Appointments

Appointments can be obtained via:

- By telephone 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 1-2 months in advance, subject to availability.

Evening, Weekend and Bank Holiday Appointments

Evening, weekend and bank holiday GP appointments are now available. Seaside Medical Centre patients have access to an Extended Access Service. This service is for patients that need more flexibility to see a GP or nurse in the evening, weekend and bank holiday.

Appointments can be booked as normal through Seaside Medical Centre, although you will be seen at a different surgery and not by your own GP. When booking with this service you will be asked by the receptionist if you consent to the GP having access to your full medical record. Unfortunately if you do not consent to this, the service would not be available to you. We hope our patients will find this additional service beneficial to them as we appreciate it may not always be convenient to access a GP during the day.

See a GP by Video - LIVI

Patients at Seaside Medical Centre can now see a NHS GP by video, with this new service you are able to get medical advice, prescriptions and referrals 7 days a week.

The service is provided free on the NHS. To use this service you need to download the LMI app to your mobile phone or tablet, the App Store or with Google Play. LMI GP's are all GMC registered NHS GP's (not your registered doctor from Seaside Medical Centre). The GP from LMI will be able to access your medical record with your consent and give you a considered, in-depth diagnosis based on your medical history. For more information visit www.livi.co.uk or to get the LMI app go to <https://bit.ly/2ZGrYVO>.

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 three 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 for registration details.

At Seaside Medical Centre we are striving to practice up to date evidence based medicine following the guidelines and advice that we receive. You are a very important part of this as we fully appreciate that we need to share and discuss options with you and fully inform you in joint decision making.

It is known that lifestyle changes including some forms of exercise are often more important than other treatments and that the use of drugs in the long term may be of limited benefit or cause harm; this is particularly the case for sleeping tablets, pain killers and some anti-anxiety drugs. Therefore, if drugs are only licensed for short term (examples include diazepam, temazepam, zopiclone and zolpidem), we will need to agree with you a reduction programme when you join the surgery.

We provide free access to NHS Health Trainers, Community Connectors (Wellbeing Service), Counsellors and other visiting agencies such as Care for the Carers to support you in making life changes.

Seaside Medical Centre has 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.

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.

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.

Care Navigation

To improve efficiency at Seaside Medical Centre, receptionists and admin staff have been given specialist training as Care Navigators and possess additional skills to provide a crucial role in improving access to primary care. Care navigation has been introduced to ensure patients have the best care that

is available to them. When booking appointments it will be necessary for the reception team to ask patients the reason for their booking to ensure that the appropriate clinician is booked and the appropriate amount of time is allocated.

List of Services

Service	Arranged by
Pain Clinic/Acupuncture	Dr Wicks
Joint Manipulation	Dr Wicks
Solar Keratosis	Dr Wicks
Ear Microsuction	Dr Wicks
Diabetes	Dr Varuna/Practice Nurse/ACP
Health In Mind	Health In Mind Counsellor
Health Counsellor	One You
Wellbeing Service	Community Connectors
Drugs Clinic	Lift House
Ante Natal	Community Midwife
Post Nats	Patients Own GP
Men's Health	Jane Strong
NHS Health Check	Sarah Peat/HCA
Spirometry	ACP/HCA
COPD	ACP
Asthma	Practice Nurse
Smoking Cessation	Referral to One You
Insulin Initiation/Management	Practice Nurse
Leg Ulcers	Practice Nurse
Coil Fitting	Dr Keightley/ACP
Coil Removals/Checks	Practice Nurse/Dr Keightley/ACP
Contraceptive Clinic	Practice Nurse/ACP
Flu Clinic	Practice Nurse/HCA
Immunisations	Practice Nurse
Travel Clinic	Practice Nurse/ACP
Blood Pressure/24Hr	Practice Nurse/HCA
Cervical Smears	Practice Nurse/ACP
Ear Syringing	HCA
ECG	Practice Nurse/HCA
Dressings	Practice Nurse/HCA
Stitch Removal	Practice Nurse/HCA
Swabs	Practice Nurse
Blood/INR Tests	Sarah Peat/HCA
Chiropdy (Private)	Sarah Barnes
Care For Carers Clinic	Arranged by Counsellor
Self Monitoring Weight and Blood Pressure	Machine in Reception Area

Further information on these services can be found in this booklet or on our website <http://www.seasidemedicalcentre.co.uk>

The following Community Teams run free services at our Practice:

Drugs Misuse, Health in Mind & Cognitive Behavioural Therapy, One You Health Trainer and Life Coach, Community Connectors (Wellbeing Service), Care for Carers and Scrivens Hearing.

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 and Jane Strong. 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.

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 Nurse/ACP. 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 wishing to take the contraceptive pill should make an appointment with the nurse for advice. Patients needing regular repeat medication of the pill are asked to attend the practice to complete a form after taking their own blood pressure and weight on the machine in the reception area. Patients with irregular results will be asked to make an appointment with their GP.

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 Micro-Suction Community Service

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

Solar Keratosis

This clinic is held once a month and run by Dr Wicks for the treatment of skin conditions called solar keratosis resulting from skin damaged by the sun over many years. 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 an appointment in the Practice.

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.

Adult Immunisations

Adult immunisations may be booked with the Practice Nurse.

Travel Immunisations

Travel immunisations are available at the Practice. 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 four weeks minimum 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. Patients will be asked to attend a travel clinic if the appropriate time has not been given. We suggest that if you make last minute bookings that you keep your travel vaccinations up to date on a continual basis.

Practice Nurses/Phlebotomist/ Health Care Assistant

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.

Advanced Care Practitioner

An Advanced Care Practitioner is qualified to treat medical conditions without the direct supervision of a doctor. Advanced Care Practitioners are able to prescribe as well as manage patient treatments, request tests and investigations. The role of the Advanced Care Practitioner has been in existence for some years now and is a response to the National GP shortage; it was devised to allow the GP's time to deal with complex healthcare needs whilst not compromising patient care. This role is not to replace that of a GP only to enhance it.

Maternity Care/Antenatal

Antenatal clinics are held weekly with our community midwife. 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 NHS England. You will be asked the nature of your call so that we can book you an appointment appropriately or direct you to the right service. This is called 'Care Navigation' and has been adopted by most practices throughout the country.

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 432520, 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 432300.

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. Patients that find out they are pregnant can now self refer themselves to the community midwife. Please go to <http://www.esht.nhs.uk/maternity/referral> fill in your details and click submit. Your community midwife will be in contact with you to book your first appointment.

Social Prescriber (Wellbeing)

Community Connectors can offer support to help you find practical solutions to everyday issues and refer you to specialist agencies for: Health/Well-being, Social Networks, Education/Training, Leisure Activities, Finance/Debt, Housing, Employment and Volunteering. If you think they could help, come and speak to your Community Navigator at Seaside Medical Centre. Your GP can refer you, or you can refer yourself.

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.

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.

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 including any changes to your telephone numbers as we contact our patients by text regarding appointments and health campaigns. 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.

The Patient 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 quarterly on Tuesday afternoons 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 practice or on-line at seasidemedicalcentre.co.uk.

Support for Carers

If you are a carer for a partner, friend or family member please let the practice know so that more flexible healthcare can be provided.

Anyone can be an unpaid carer and caring can take a large number of forms. Caring, however can have a big impact on a person's physical and mental wellbeing, as well as affecting them financially. Its vital that all unpaid carers should feel supported in their caring role. **Care for the Carers** can offer support to unpaid carers in East Sussex. They can provide free practical and emotional advice - face to face, by telephone or online. They can also put you in touch with other carers, and help you navigate the range of services available locally.

For help & advice from Care for the Carers

Tel: 01323 738390 or go to their website page www.cftc.org.uk

For further information please ask for the Carer's lead at Seaside Medical Centre.

Macmillan Information Point

Seaside Medical Centre holds a Macmillan Information stand in the reception area. This is available to all residents in the area.

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 medical record moves with you whenever you change your GP and is the property of NHS England. 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 general data protection regulations GDPR, 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 £10 deposit will be required on application which will be returnable on collection of the copy notes. 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

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. This will then follow with the Advanced Summary Care Record where full coded medical records will be available. Your information will be extracted from Practices such as ours and held on central NHS databases. 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.

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.

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.

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 £54,014 before tax and National Insurance. This is for 4 full-time GPs, 1 part-time GP, 2 part-time locums, 1 full-time salaried GP and 1 part-time salaried GP who worked in the practice for more than 6 months.

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
- By filling out the feedback form on our website seasidemedicalcentre.co.uk
- Complaints can be put in writing to the Practice Manager Lisa Herridge. Forms are available at the desk along with a leaflet on our complaints policy
- By dropping a comments and suggestions slip into the box at reception for your Patient Group members

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. NHS111 is a simple to call; easy to remember three digit number that is available 365 days a year
- **NHS Choices** – 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 Duty 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.

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.

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.

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.

Patient Charter 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
- 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, exercise, alcohol etc
- Tell us if you are uncertain about your treatment
- Tell us about complaints and concerns as soon as possible.

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 patient's 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

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

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 <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. This service can be arranged free of charge.

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 rude or abusive behaviour towards any member of staff will not be tolerated over the telephone or in person 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.

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.

Confidentiality

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

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 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

GDPR

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

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 have been regulated by the Care Quality Commission since April 2013. You can contact the CQC on 03000 616161 or at enquires@cqcc.org.uk if you would like to share an experience or concern.

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. Other useful websites – 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)