

WELCOME TO

**SEAFORD
MEDICAL PRACTICE**

**Patient Information
Booklet**



Tel: 01323 490022

www.seafordmedicalpractice.nhs.uk

Seaford Health Centre, Dane Road, Seaford BN25 1DH

This booklet is designed to help you make the best of the services offered by Seaford Medical Practice.

We hope you find this leaflet helpful. Any feedback is welcome.

**We are open Monday to Friday
8am to 6.30pm**

WELCOME TO OUR PRACTICE

MEET THE PRACTICE TEAM

Practice Partners

Dr Shavetha Vasdev	Dr Ian Cockburn
Dr Heather Tidbury	Dr Serena De Clermont
Dr Gordon Le Roux	Dr Paul Aron

Salaried GPs:

Dr Nick Pope	Dr Ope Imoukhuede
Dr Rupert Hutchinson	Dr Sarah Richards
Dr Rebecca Smith	

Acute Team

Vicky Donno – Advanced Clinical Practitioner	Anna Cave – Advanced Clinical Practitioner
Grant Barzdo – Advanced Clinical Practitioner	
Emma Richards – Paramedic	Kat Westlake – Paramedic

Treatment Room Team

Chrissy Thomsett – Nurse Manager	Karen Comelio – Healthcare Assistant
Alison Jones – Practice Sister	Debbie Verrell – Healthcare Assistant
Vivienne Zeitlin – Practice Sister	Anita Jevans – Healthcare Assistant
Sarah Hoggarth – Practice Nurse	Diane Langley – Healthcare Assistant

Danielle Willetts – Practice Nurse	Leanne Crisp – Nurse Associate
Beth Young – Practice Nurse	Lydia Edwards – Healthcare Assistant
Yasmine Louati – Practice Nurse	Marisa Tavares – Phlebotomist and Healthcare Assistant
Nic Gardner – Practice Nurse	Jaiden Pryor - Phlebotomist
Bella Simpson – Practice Nurse	Carrie-Anne Spence – Phlebotomist
	Pam Pulford – Phlebotomist

RECEPTION TEAM LEADS

Paul Colburn – Reception Manager
Kelly – Assistant Reception Manager

PRESCRIPTION TEAM

Bev Swain	Debby Cody
Heather Browning	Julia Nobakhsh
Claire O’Niell	

CARE CO-ORDINATORS

Mandy Aylett	Ka Wai Tang
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SOCIAL PRESCRIBER

Grainne O’Kill

MEDICAL SECRETARIES

Louise Silver	Nicky Cunningham
Carol Winser	Sara Moran
Tracy Springall	Sue Louati
Debs Wells	

MANAGEMENT TEAM

Angela Paice – Business Manager	Lorraine Downey – Practice Operations Manager
Paul Colburn – Reception Manager	Sue Curtis – Workflow Transformation Manager
Teirney Fraser – Systems and Governance Manager	Ian Carter – IT, Estates and Health and Safety Manager
Christine Scott – Finance Manager	Grant Turner – Practice Clinical Pharmacist Manager
Chrissy Thomsett – Nurse Manager	

HOW TO REGISTER WITH THE PRACTICE



Please collect a **Registration Pack** from the Receptionist.

You will be asked to supply some additional information: a mobile telephone number, work number, e-mail address and indicate your ethnic category.

Please bring some form of photo identification (passport or driving licence) with you and proof of address (original utility bill, bank statement or council tax statement) when you return the registration forms.

We will also ask you if you would like use our on-line services (www.patientaccess.com or the **NHS app**) for ordering repeat medication and making appointments.

Alternatively, you can register with a GP surgery at <https://www.nhs.uk/service-search/find-a-gp>

This is a simple process, but you will be required to provide the following details: name, address, previous GP, NHS number, emergency contact, brief medical history, allergies, medication proof and preferred contact method.

The reception team will ask you to take your blood pressure readings using our machine in the waiting room.

Once you are registered with the practice, don't forget to tell us if you change your name, address, telephone number or mobile number.

HOW TO GET AN APPOINTMENT



You can contact the practice via our online triage function, which can be found on our website.

[Contact us about your request \(accurx.nhs.uk\)](https://accurx.nhs.uk)



You can also contact us via telephone on **01323 490022** or in person at our front reception desks at the surgery, where the Receptionist will complete a patient triage form for you.

There are different types of appointment available: telephone and face to face. Dependent upon your specific need, you will be triaged to the most appropriate appointment. Reception will contact you via telephone or text to book in the appointment and we aim to respond to all queries within one - two working days. Please note: Our triage service is open daily, until we reach clinical capacity for the day.

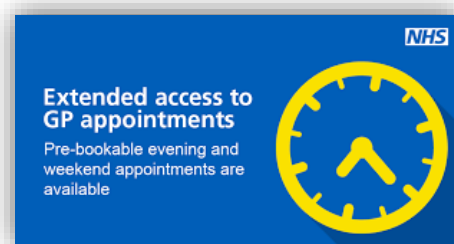
HOME VISITS



A home visit will be arranged, if the GP feels it is clinically appropriate, following clinical assessment.

Any such requests should be made via our on-line triage service, as described on page 5, or via telephone 01323 490022.

EXTENDED ACCESS HOURS



The Practice is able to offer appointments during some evenings and weekend via the Extended Access service. Please see below.

A teal rectangular graphic with the NHS logo in the top right corner. The main text reads: "Need to see a GP or nurse in the evening or at the weekend?" in white, with "evening" and "weekend" in yellow. Below this is a white box containing the text: "Appointments are now available - ask our reception team for more details." To the right of this box is a yellow stethoscope icon. Below the white box is a dashed-line box containing the following text: "+ SAME DAY AND NEXT DAY APPOINTMENTS", "+ EVENING AND WEEKEND APPOINTMENTS", "+ YOU MAY BE SEEN AT A DIFFERENT SURGERY AND NOT BY YOUR OWN GP", and "+ FULL ACCESS TO YOUR GP MEDICAL RECORDS". To the right of this dashed box is a white box with the text "APPOINTMENT INFORMATION". At the bottom left of the graphic is the hashtag "#IMPROVINGCAREFORYOU".

If you need to see a doctor when the Practice is closed please call NHS 111. If it is a life-threatening emergency please dial 999.

TREATMENT ROOM SERVICES



Our Practice Treatment Room team offer a wide range of services, including:

Anti-Coagulation (INR) Monitoring	Childrens' Immunisations	Travel Immunisations
Cervical Smear Tests	Spirometry (referral only)	Wound Dressings
Asthma Clinics	Diabetic Clinics	B12 vaccinations
NHS Health Checks	Blood Tests	Minor Surgery
Seasonal Vaccinations	Coils and Implants	Chronic Disease/Long Term Conditions Management
Ear Irrigation	Shingles Vaccination	Contraceptive Pill checks

VIOLENT OR ABUSIVE BEHAVIOUR



Please note, the Practice will not tolerate any violent or abusive behaviour towards any of the Practice staff. If there is any such occurrence, the patient will be removed from the Practice list immediately and no further treatment will be given. In certain circumstances, the Practice will call the Police for assistance.

ANTE-NATAL CLINICS



The Community Midwifery service sees patient for ante-natal care. Please contact the Midwife on **0300 1314 621**.

Post-natal checks on mother and baby are undertaken at 8 weeks. And the baby will be given their first immunisations.

GP CONSULTATION TIMES

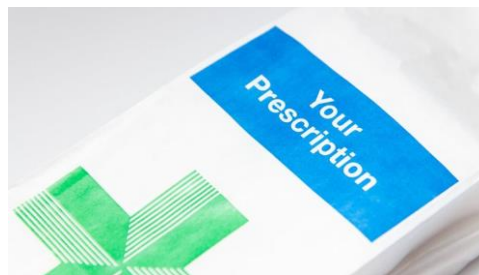
		MORNINGS	AFTERNOONS/EVENINGS
Dr Shavetha Vasdev	Monday	0830-1145	
	Tuesday	0830-1145	1500-1745
	Wednesday		
	Thursday	0830-1145	1500-1745
	Friday		1500-1745
Dr Ian Cockburn	Monday	0830-1145	1500-1745
	Tuesday		
	Wednesday	0830-1145	1500-1745
	Thursday	0830-1145	
	Friday		1500-1745

Dr Serena De Clermont	Monday	0900-1200	1500-1745
	Tuesday	0900-1200	1500-1745
	Wednesday		
	Thursday	0900-1200	1500-1745
	Friday	0900-1200	1500-1745
Dr Gordon Le Roux	Monday	0900-1200	1500-1745
	Tuesday	0900-1200	1500-1745
	Wednesday		
	Thursday		
	Friday	0900-1200	1500-1745
Dr Paul Aron	Monday		
	Tuesday	0900-1200	
	Wednesday	0900-1200	1500-1745
	Thursday		
	Friday	0900-1200	1500-1745
Dr Heather Tidbury	Monday	0900-1200	1500-1745
	Tuesday		
	Wednesday	0900-1200	1500-1745
	Thursday		
	Friday		

Dr Nick Pope	Monday	0830-1145	1500-1745
	Tuesday		
	Wednesday	0830-1145	1500-1745
	Thursday	0830-1145	1500-1745
	Friday	0830-1145	1500-1745
Dr Ope Imoukhuede	Monday	0900-1200	
	Tuesday	0900-1200	1500-1745
	Wednesday	0900-1200	1500-1745
	Thursday		
	Friday	0900-1200	1500-1745
Dr Rupert Hutchinson	Monday	0830-1145	1500-1745
	Tuesday		1500-1745
	Wednesday	0830-1145	
	Thursday	0830-1145	1500-1745
	Friday		1500-1745
Dr Sarah Richards	Monday		
	Tuesday		
	Wednesday	0900-1200	1500-1745
	Thursday	0900-1200	1500-1745
	Friday	0900-1200	1500-1745

Dr Rebecca Smith	Monday		
	Tuesday	0830-11.45	15.00-17.45
	Wednesday		
	Thursday	0830-11.45	15.00-17.45
	Friday	0830-11.45	15.00-17.45

REPEAT PRESCRIPTIONS



You can make a **request for a repeat prescription** by either:

- **Posting** your request to Seaford Medical Practice, Dane Road, Seaford BN25 1DH
- **Hand deliver** your request to the Prescription Box at the front door of the Health Centre
- Leave your written request with the **local pharmacy** of your choice
- Via the Practice's website – using **Patient Access** – see box opposite on this page
- Via email using the following address:
- sxicb-esx.prescriptionrequests-seafordmedicalpract@nhs.net

PLEASE NOTE: We cannot take requests for prescriptions over the telephone.

When ordering your repeat medication from the pre-printed pro-forma, please indicate the items you require by marking them clearly with a **tick**. If the item you require is not on the list, please add, but allow an extra day for these items to be processed.

The Practice participates in the **ELECTRONIC PRESCRIPTION** service. We encourage patients to collect their medication and new prescription directly from a local chemist of their choice, rather than the Health Centre. This provides a quicker prescription service to the patient and means less waiting time at Reception for patients for other queries. Once you have advised our Reception team which pharmacy you would like to collect your prescriptions from, all future repeat prescriptions will be sent electronically to that pharmacy.

Processing times for routine prescriptions are **3-4 working days** but please note this can be affected by busy periods, such as bank holidays, etc.

Please order all the medication you require at the same time.

Repeat prescriptions are not processed at the weekends, so prescriptions left at the Health Centre on Friday may not be ready until the following Wednesday or Thursday.

Please do not order your medication earlier than two weeks before you need it, without a written reason why, i.e, you are going on holiday.

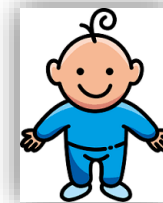
Our Prescription Team has a 'phone-in time every day from 10.30am-11.30am and 3.15pm-4.15pm, via the Prescription Team's direct number is 01323 493106. This line is strictly to deal with queries regarding prescriptions only – we are unable to take requests for repeat prescriptions.

CHAPERONES



All patients are entitled to have a chaperone present during a consultation or examination. Please let Reception know if you would like to have someone with you and this will be arranged.

BABY AND TODDLER



The Practice is pleased to provide facilities for baby and toddler changing and feeding, please ask at Reception.

INTERPRETERS



We are able to provide an interpreter service for non-English speaking patients, or those with a hearing impairment to help with your consultation. Please add this information to your triage form, or please let Reception know if this is required.

CARERS



Are you a Carer? Please let the Practice know if you are looking after someone, or if you have a Carer. We have information available from Care for the Carers who are able to offer free information, advice and support.

LOCAL PHARMACIES



There are a number of pharmacies in Seaford and the surrounding area. All are a great source of general healthcare advice.

EMERGENCY DENTAL SERVICE 01323 449170



The East Sussex Emergency NHS Dental Service can only treat patients who have an urgent care need that meets the strict triage criteria around clinical symptoms.

If you need urgent dental help and advice during normal surgery hours please contact your own dentist.

The service offers out of hours urgent treatment to patients who reside in East Sussex. Patients contacting the service will be triaged and an appointment will be offered to those that meet the criteria.

Please note this is not a drop in service – an appointment must be made prior to attendance.

EMERGENCY CONTRACEPTIVE SERVICES



For all enquiries regarding emergency contraceptive services, please visit the following website:

www.eastsussexsexualhealth.co.uk

HEALTH VISITORS



The Health Visitor is available, please call **01323 432300**.

DISTRICT NURSES



The District Nursing team provide home nursing care for house-bound patients and work closely with the doctors. Access to the service is via GP referral.

SELF-CARE



A well-stocked medicine cabinet can help you deal with minor injuries at home:

- Plasters, triangular bandage and sterile eye dressing
- Sterile gauze dressings – various sizes
- Safety pins
- Disposable sterile gloves
- Tweezers, scissors and stick tape
- Alcohol free cleansing wipes
- Thermometer (digital)
- Cream or spray to relieve insect bites and stings and antiseptic cream
- Painkillers such as Paracetamol (or infant Paracetamol for children); Aspirin (not for children under 16) or Ibuprofen
- Distilled water, for cleaning wounds and an eye bath

Be careful with any medicines you have at home and make sure they are safely stored according to their labels and are within their use-by date.

Always consult a Pharmacist at your local Pharmacy (Chemist) if you are in any doubt.

FURTHER INFORMATION

Surgery Staff

Our highest priority is to deliver patient care in a relaxed, friendly and clinically effective way. We look for ways of improving our current standards and attend regular training courses; we regularly survey patients to obtain feedback on the service and listen to all comments and suggestions.

GP Training

The practice is a training practice for General Practitioners who may see you on occasions, with your consent, instead of your own doctor. The practice also helps to train Medical Students on occasion and they will see you in conjunction with your own GP

Patient Participation Group

The group has been in existence since 1987 and welcomes new ideas and members. The PPG acts as a patient conduit for ideas and developments in the practice and also provides finance for much needed equipment for the surgery. Donations to the PPG are always welcome. Full details can be found on the Practice website:

[Patient Participation Group \(PPG\) - Seaford Medical Practice](#)

Information is also available on the PPG noticeboard in the surgery.

Comments or Complaints

We are happy to receive suggestions, compliments or complaints on the services that we offer in the Practice. We always try to give the best service possible. There may be, however, an occasion when you feel that this has not happened to you. If you wish to make a complaint, we would be grateful as a first step, for you to contact your Doctor who will take full details of your complaint and help you decide how best to deal with the matter.

Feel free to contact our Complaints Manager by email:

sxicb-esx.smp-complaints@nhs.net

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

PALS

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

How can PALS help?

PALS provides help in many ways. For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS

PALS also helps to improve the NHS by listening to your concerns and suggestions.

Patient advice and liaison services (PALS): Eastbourne District General Hospital

Contact Telephone Number: 01323 435886

www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us, contact details below:

You can complain or give feedback:

- By post to: NHS England, PO Box 16738, Redditch, B97 9PT
- By email to: england.contactus@nhs.net, stating 'For the attention of the complaints team' in the subject line.
- By telephone: **0300 311 22 33**

Taking it Further

If you are not satisfied with my response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. The service is confidential and free. There are time limits for taking a complaint to the Ombudsman, although the Ombudsman can waive them if they think there is a good reason to do so.

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their

helpline on 0345 015 4033, email phso.enquiries@ombudsman.org.uk or fax 0300 061 4000.

You can write to the Ombudsman at:

The Parliamentary and Health Service Ombudsman
Millbank Tower, Millbank, London
SW1P 4QP

Access to Patient Information

Patients have the right to access their own medical records, but we would ask you to make an appointment with your doctor if you wish to do so and he/she will then be able to answer any queries you may have. You also have the right to object to the use and disclosure of information that identifies you.

You must give your written consent for access to your medical records by any third party, e.g. an insurance company or solicitor, as we are unable to disclose any information without this consent.

Confidentiality

The practice operates a strict code of confidentiality and all patient information and sensitive data is held securely in compliance with regulation. A summary and detailed policies are available at reception.

USEFUL TELEPHONE NUMBERS



Community services

Health Visitor	01323 432300
District Nurses	0300 1314636
Emergency Dental treatment	01323 449170

Hospitals/Hospice

Conquest Hospital, Hastings	0300 131 4500
Eastbourne District General	0300 131 4500
St Wilfrid's Hospice	01323 434200

Associations

Action for Change (previously Community Alcohol Team)	01323 721000
Alcoholics Anonymous	0800 9177 650
Age UK East Sussex	01273 476704
Alzheimer's Society	0300 111 5555
Care for the Carers	01323 738390
Citizens Advice Bureau – Seaford	0808 278 7892
East Sussex Association for the Blind and Partially Sighted	01323 832252
East Sussex Disability Association	01323 514531
Sussex Association for the Deaf	02073594442

Epilepsy Action Helpline	0808 800 5050
Multiple Sclerosis Society	0808 800 8000
Parkinson's Disease Society (South East)	0808 800 0303
Red Cross	01273 227 899
Samaritans	0330 094 5717