

Welcome to The Haven Practice

100 Beaconsfield Villas
Brighton
East Sussex
BN1 6HE



Dr Larissa Tate

MB BS (London), DRCOG, MRCGP

Surgeries

Monday Morning and Afternoon
Tuesday Morning and Afternoon
Wednesday Morning and Afternoon
Thursday Morning
Friday Morning and Afternoon

Practice Nurse and HCA Session

Monday, Tuesday, Wednesday, Thursday and Friday Mornings
Tuesday Afternoon

EXTENDED HOURS AVAILABLE ON WEDNESDAY EVENINGS AND SATURDAY MORNING

Practice Opening Times

Monday, Tuesday, Wednesday, Friday
8.30am to 6.30pm
Thursday 8.30am to 12.30pm
Reception is open during these times

Reception and Surgery Is Closed on Thursday From 12.30PM Onwards
and Saturday and Sunday All Day and All Public Holidays
Please Call The Out Of Hours Number For Assistance

24 HOUR TELEPHONE NUMBER: 01273 555999

OUT OF HOURS: 01273 555999 / NHS111

FAX: 01273 540990

EMAIL: BHCCG.TheHaven@nhs.net

WEBSITE: www.thehavenPractice.co.uk

FACEBOOK: [The Haven Practice](#)

The Practice Team

Doctor

Dr Larissa Tate

MB BS (London) DRCOG, , MRCGP

Locum Doctor

Dr Barnaby Tredgold

MB BS (London), BSc

Nursing Team

Alison Paton - RGN

**Yvonne Payne - Gynaecology and Fertility Nurse ENB40, Registered Nurse, Relate
Counsellor**

Healthcare Assistant

Yvonne Raynsford

Administrative & Reception Team

**Practice Manager:
Sue Doyle**

**Business Manager:
Helen Duffy**

**Assistant Practice Manager:
Lynsey Jenner**

Reception Team: Diana Nye, Jo Byrne, Jackie Hargreaves, Maureen Clayson

Our team of reception staff are here to help you, with appointments, repeat prescriptions and test results and will be pleased to answer any questions you may have regarding your Practice.

Your Practice

Our Premises are wheelchair accessible to all areas of the Practice. We have a Portable Induction Loop system available, should you require this facility please let Reception know before your visit the Practice. We have Baby Changing Facilities at the Practice located in the toilets.

If your native language is not English or you have hearing difficulties and you need an interpreter to accompany you to your consultation please ask the receptionist to book this service for you when you make an appointment.

Non-NHS Fees, for the majority of our services there are no charges. We only make a charge for Non-NHS Reports, Medical Certificates, some Travel Vaccinations and certain Private Prescriptions. Please look at our Website for a list of our charges or call into Reception. If you are in any doubt about any charge that may be incurred please contact us for clarification.

Freedom Of Information Publication Scheme

Following the Freedom of Information Act 2000, the Practice has a publication scheme. A publication scheme is a guide to the 'classes' of information the Practice intends to routinely make available. This scheme is available from Reception.

Doctors Appointments

**Surgeries: Mornings: Monday, Tuesday, Wednesday, Friday,
Thursday**

Afternoons: Each Day except Thursday

Dr Larissa Tate

Monday AM & PM
Tuesday AM & PM
Wednesday AM
Thursday AM

Locum Doctor

Wednesday PM
Friday AM & PM

Dr Barnaby Tredgold

Cover Sessions

Nurse & Healthcare Assistant Appointments

Mornings

Monday 09.00 – 12.00
Tuesday 09.00 – 17.30
Wednesday 09.00 - 12.00
Thursday 09.00 – 12.00
Friday 08.30 - 13.00

Evenings

Wednesday 18.00 - 20.00 – Twice a month
Saturday 09.00 – 11.00 – First week of each month

Please Note: For Blood tests: when you book an appointment you will need to come in between 08.30 and 10.30 am before our courier collection at 11.00 am to ensure prompt delivery to the path lab. Alternatively you can make an appointment throughout the day at Hove Polyclinic.

Double Appointments

The services below require a double appointment with the Nurse and cannot be booked using our online services. Our trained Nurses offer:

- ❖ Asthma Annual Review
- ❖ 24hr Blood Pressure Monitoring
- ❖ Cervical Smear
- ❖ COPD Annual Review
- ❖ Child and Baby Immunisations
- ❖ Diabetes Annual Review (Blood Test should be done first)
- ❖ Ear Irrigation
- ❖ Dressings
- ❖ IUCD Removals
- ❖ Insertion & Removal of Contraception Implant
- ❖ Leg Ulcer Dressings
- ❖ New Patient Health check
- ❖ NHS Health Check (Blood Test should be done first)
- ❖ Pre IUD fitting screening
- ❖ Sexual Health screening
- ❖ Smoking Cessation
- ❖ Spirometry

- ❖ Travel Immunisations (make 6 weeks in advance of date of travel and complete Risk Assessment)
- ❖ Vascular Health Check
- ❖ Wound or Post-operative Dressing

Our Healthcare Assistant can offer the following services:

- ❖ Blood Pressure Check
- ❖ Blood Tests
- ❖ B12 Injection
- ❖ New Patient Health Check
- ❖ NHS Health Check
- ❖ Pneumococcal/Influenza Vaccines/ Whooping Cough
- ❖ Smoking Cessation
- ❖ Shingles
- ❖ Wound Dressings

Making An Appointment

Please call into Reception or telephone (01273) 555999 to make an appointment. You will usually be seen on the day you request. Babies and children are always seen on the same day.

When you book an appointment please state if you have a preference of Practitioner that you would like to see. You can make an appointment with any one of the Doctors at the Practice by:

- ❖ Calling into Reception
- ❖ Contacting us by telephone
- ❖ Booking Online

You must register in person with the Practice before using Online Access for the first time. We offer our patients the facilities to book Doctors', Nurses' and Healthcare Assistant Appointments.

Our Practice has a 'Free Appointment Reminder System' which confirms appointment date, time and clinician via your mobile phone.

Our Practice philosophy is that we like to take time when seeing our patients. For this reason you may experience delays during some surgeries. We will advise you of any such extended waiting time.

Telephone Advice

If you feel an appointment unnecessary but would like some advice, please ring and ask to speak to the Doctor or Nurse who will call you back when they are free (usually at the end of the Surgery). Please ensure you leave your correct telephone or mobile number with the Receptionist.

Home Visits

If you feel you need the Doctor or Nurse to visit you at home and are unable to come to the Surgery, please contact Reception. Home visits made at the discretion of the practitioner and may telephone you first to decide if a visit is necessary.

Cancelling An Appointment

If you are unable to keep your appointment for any reason and need to cancel please let us know as soon as possible so that it can be offered to another Patient. You can either telephone the Surgery or if you have booked your appointment online you can unbook it using the same system. You can also email us if our telephone lines are switched over to out of hours service.

Internet Account

We have a fast and secure on-line account system provided by Patient Access. Once you have set up your individual account you may book an appointment with the Doctor and Nurse, request repeat prescriptions, update your personal details and view your medical record. To register for your individual account please contact reception.

Out Of Hours Service Emergencies

Please contact: **01273 555999** between the hours of:

08.00 - 08.30 Monday to Friday
18.00 - 18.30 Monday to Friday, excluding Thursday
Thursday between 12.00 - 18.30

During these times only you will be redirected to the Out of Hours Service, South East Health who will only cover for the above times.

At all other times, our Out of Hours is **NHS 111** to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. **NHS 111** is a fast and easy way to get the right help, whatever the time. This number should be called at weekends and public holidays.

Non Emergencies

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You may telephone this number for advice or information about your condition. For more information you can log onto: www.nhs.uk/111

NHS Health and Symptoms Checker – Advice can be accessed via the interactive NHS Website www.NHSsymptomschecker.co.uk. This site also provides information on health care issues and common illness, self-help groups, local health care services.

NHS Brighton and Hove (CCG)

NHS Brighton and Hove is the local clinical commissioning group, they have three responsibilities:

- ❖ To improve local services and promote healthy living.
- ❖ To plan services and give funding to GP's, pharmacy, dentist, hospitals, social and community care.
- ❖ To work with the city council to integrate health and social care services. They also run on independent advice and complaints services.

Walk In Clinic

Brighton Station Health Centre also has Walk-in facilities available to registered and unregistered patients. The Walk-in service is open every day from 08.00-20.00 and can see patients without an appointment for the treatment of minor injuries and illnesses.

The Centre has been designed to help people with busy lifestyles who would like access to flexible and convenient health services.

The Walk-in service offers patients health care advice and treatment for general health problems and immediately necessary treatments.

Brighton Station Health Centre

Aspect House
84-87 Queens Road
Brighton BN1 3XE

Tel: 0333 321 0946

Opening Times: Monday – Sunday 08.00 - 20.00

New Patients

We welcome new patients from within our catchment area. Please refer to the map in the booklet.

If you would like to register with us, you can either come into Reception or collect a Registration form and New Patient Questionnaire or you can download these documents from our Website www.thehavenPractice.co.uk and bring these along with you for your first appointment with the Practice. We would ask all new patients to come in before your first appointment, please bring your completed forms between 11.00am - 3.00pm Monday to Wednesday and Fridays so we can register you before your appointment.

We will require two types of proof of identity; one of the following is needed from each Group:

Photo Identification:

- ❖ Passport
- ❖ Driving Licence
- ❖ Birth Certificate
- ❖ ID card for European Countries
- ❖ Child's Immunisation red book

To verify your current address original documents (dated within the last 3 months):

- ❖ Utility Bill
- ❖ Visa, Rent Book
- ❖ Bank Statement
- ❖ Tenancy agreement bank or credit card statement
- ❖ Council tax bill

Documents not accepted as proof of identity:

- ❖ Library card
- ❖ Health club card
- ❖ Private rent book
- ❖ Video rental card

All patients are registered with a named GP, we will let you know at the point of registration who this is. You will be able to make an appointment with any one of Doctors of your choice.

When you have registered with the Practice, we will offer you a New Patient Health check with the Nurse or Healthcare Assistant.

We offer our new patients the facility to book all appointments online with our Doctors', Nurses' and Healthcare Assistant using our online services. You can register for this service when you join the Practice. These forms are included in our Registration Pack.

Tests And Results

Blood tests are taken routinely at the Surgery and results are available to us electronically directly from the Pathology Laboratory. Results from a routine blood test should be with us within 48 hours. All other results should be with us within one week.

If you need to bring a specimen to the Surgery for testing, please ensure that it arrives before 10.30 am as this is our collection time by our Courier service to the Hospital. For all results, please telephone us between 1.00-3.00 pm each day except Thursdays.

If you have any queries on what your Test Results mean please visit: [Lab Tests Online UK website](#)

Medical Students

As a Practice, we assist in the training of students from the Brighton and Sussex Medical School. If a Student is present during your consultation, you will be advised when you book in at Reception. If you would prefer the Student not to be present, then please let the Doctor know. You will be given a consent form to ensure that you are happy for the Student to be present on that occasion.

Repeat Prescriptions

Prescriptions for repeat items are computerised. When you collect your prescription you will receive a tear-off slip listing your medication. Please allow **48 hours** to process.

To obtain a Repeat Prescription you may:

- ❖ Leave the order form on RHS of prescription with Reception
- ❖ Send a stamped addressed envelope with your slip or a letter to the Practice
- ❖ Fax to 01273 540990
- ❖ Email us on BHCCG.TheHaven@nhs.net
- ❖ Order Online once you have registered for this service

We do not take prescription requests over the telephone unless you have special circumstances known to us.

EPS

You can use the Electronic Prescription Service. You can inform Reception, you would like to use this service and which Pharmacy you would like to nominate. Once you have requested your repeat prescription and the Doctor has approved the prescription it will go straight to the Pharmacy you have chosen. To register for this service let the Reception team know which Pharmacy either verbally or via email us or by completing the form at your Pharmacy.

Medication Queries

Your local Pharmacist will be happy to help you with any medication queries, as well as any of the Doctors here at the Practice.

Pre-Pay Prescription Charges

Do you have to pay prescription charges?

Do you need more than 3 prescription items in 3 months or 14 in 12 months?

You could save money by buying a Prescription Pre-payment Certificate (PPC) FP95. You can choose one of the following options:

Visit the website at: www.nhsbsa.nhssa.nhs.uk

Download and fill in application form

Ring the Order line: 0300 330 1341 or 0191 279 0563

If you previously had an exemption certificate, please have your certificate number ready.

Private Prescriptions

A private prescription is funded by the patient, rather than the NHS. At the Haven Practice we charge a fee of £15.00 for a private prescription for each individual item requested.

Statement Of Fitness To Work

Under current legislation a patient 'self-certificate' is used for the first seven days. The self-certificate (form SC1) is available from your employer's office. After the first week, a Statement of Fitness to Work may be issued after consultation with the Doctor. Some employers insist on this certificate for less than seven days. As this is not a statutory requirement a charge may be made for issuing a certificate under seven days.

Our Services:

Blood Pressure

We have a Blood Pressure unit in our waiting room, which you can use to test your own Blood Pressure. Our Receptionists will be happy to assist you in using this machine and will record your results on your medical record. Patients who have high Blood Pressure should have their pressure checked at least every 6 months. We also have a 24 hour Ambulatory Blood Pressure Monitor at the Practice for the use of our patients.

Blood Tests

We are able to take Blood Tests every morning before 10.30 am. Some Blood Tests can be taken during evening Surgeries but please check with Reception if you have a blood test booked during this time to ensure that the test you are having can be stored until the next day.

Cervical Smears

The ideal time is midway between periods but this is not essential as the technology for processing smear tests has advanced considerably over the years. So anytime during your cycle should be sufficient, unless you have started your menstrual cycle. The Primary Care Support Services will inform you when your next smear is due. The guidelines suggest every three years from the age of 25 and five yearly from the age of 50 to 64. If you're menstrual cycle is very erratic and you find it difficult to know when to book an appointment, please talk to the Nurse who will advise you when the best time would be. Many women are very anxious about this procedure, both the Doctors and Nurses will be happy to discuss the process before your appointment.

Child Development

If you have your baby in Hospital then before you are discharged a Paediatrician will carry out a new-born baby check. If you have a home birth you will be asked to attend the Hospital for an outpatient appointment for a baby check. Once your baby is born you will be under the care of the Midwife for ten days. After this time, you will be allocated a Health Visitor who will make contact with you directly.

Your baby will have a six week check with the Doctor at the Practice. This can be booked at the same time as your check-up. For both of your checks, a double appointment will be needed. At one, two and three years a questionnaire will be sent to you by the Health Visitor directly regarding your child.

Childhood Immunisations

Child Record Unit based at Brighton General Hospital will send an invitation to the child's parents to make an appointment for any immunisations that are due. We do not have specific Immunisation Clinics for children; you can make an appointment for your child with any of our Practice Nurses at any Clinic during the week including Wednesday evenings and Saturday morning.

We understand that many parents have concerns about Immunisations. Both the Doctors and Nurses are happy to discuss these with you before you make any decision about immunising your child.

Chlamydia Self Test

We offer the self-test kits for any patients under the age of 25. You can pick up a kit from the Nurse, Doctor or Reception and complete the test at home. Results are confidential. Patients over the age of 25 can also have a Chlamydia test with the Nurse.

Should you have any general concerns about sexually transmitted infections you can contact the Claude Nicole Centre. They offer both pre-bookable appointments and 'drop in' clinics and a Young Persons Clinic.

Community Services

IPCT

The following teams have been redesigned and established new Integrated Primary Care Teams are in place: District Nursing, Social workers, Care Home Support Team, Clinical Medication Review Pharmacist and Community Physiotherapy.

Teams will provide care to:

- People aged 16 and over
- Who are registered with a GP in Brighton & Hove
- Who have a long term condition or who are frail or elderly and housebound
- A long term condition is a health condition that cannot be cured but can be managed with therapy and/or medication.

Children's Health Visitors

We notify the health visitors of all children under the age of five who join our list so that they can contact parents to introduce the service. Their prime function is the promotion of good health, health education, advice and support and the prevention and detection of ill health. They advise on matters relating to family and child health and also assess children's development and undertake parent craft teaching and health education work.

Mental Health Worker

Their role involves treating and helping those suffering from a psychiatric condition or disorder. These problems can be longstanding. In other cases, for instance depression, they may be more temporary and possibly related to life events and circumstances. The aim of the team is to help you decide if a referral to the community mental health team would be appropriate.

Community Midwives

Community Midwives are based at the Royal Sussex County Hospital and they can be contacted on the number listed. Midwife Clinics are held at the Hollingdean Children's Centre, Brentwood Road Brighton. The clinic is held every Thursday.

Psychological Wellbeing Practitioner

You can now refer yourself just visit the dedicated website - www.sussexpartnership.nhs/service-health-mind for more information

Dressing And Post Operative Care

The Nurses are able to offer Dressing appointments. We can also see you after an operation to remove your dressings, stitches and provide you with follow up care during the post-operative period. For patients requiring daily dressings we can refer you to the Weekend Dressing Clinic at the Royal Sussex County Hospital.

Ear Irrigation

Ear irrigation is used to clear the ear canals of wax. If you are making an appointment for ear irrigation it is important to use softening drops in your ears (olive oil is sufficient) at least four days before your appointment. This makes the wax easier to remove and reduces the likelihood of damage to the ear drum. If you haven't seen the Doctor regarding your ear within one month of the appointment you will need to see the Doctor first before you can have your ear irrigated.

Emergency Contraception

If you require Emergency Contraception, please telephone us and ask to speak to the Doctor during Surgery opening hours. This is more effective the sooner you take it so do not delay. If the Surgery is closed, then please contact our Out of Hours Service. Alternatively, Emergency Contraception is available from Morley Street Family Planning Clinic, Brighton Station Health Care Centre and the Sexual health service times are: Walk in appointments from 9am-11:40am and 2:30pm-6:30pm. Pre-bookable appointments 8am-8:40am and 1:30pm-2:10pm. If you go to a Pharmacy they will charge you a fee.

Family Planning

Advice, counselling and a range of methods of Contraception including the pill, patches, ring, injection and implant which are provided by the Doctor or Nurse.

Our Nurse can fit Contraceptive implants and Coil fittings. Coil fittings and Contraceptive implants can be fitted also at Morley Street Family Planning Clinic. After you have seen the Doctor or Nurse at the Practice you can self-refer to Morley Street Clinic by calling on: 01273

242091. If your IUD is being removed you will need to abstain from sexual intercourse or use a barrier method for a week before removal.

If you are having an IUD/Coil fitted, you will need to have screening swabs done before these can be fitted. For information and advice on Contraception go to www.fpa.org.uk. These can be done with your chosen provider either a local Practice, Morley Street Family Planning or if you prefer with our Practice Nurse.

Health Checks

We like to see all our patients on a regular basis. We offer the following Health Checks:

New Patient Health Check

We like all adult patients registering with the Practice to fill in a Health Questionnaire and make an appointment with the Nurse for a basic Health Check when you register.

Routine Health Check

All adults patients who have not been seen within the last 3 years and patients over the age of 75 who have not been seen in the last year are welcome to make an appointment with the Practice Nurse.

NHS Health Check

This check is for all patients between ages of 40-74 with no history of heart disease. The purpose is to screen for any early warning signs of heart disease. This is particularly important if you have a strong family history of heart problems.

Long Term Disease Health Check

If you have a long term condition such as Asthma, Diabetes or COPD, we would like to see you on a regular basis. If your condition is stable then we would like to see you every twelve months, if your condition is unstable then we would prefer for you to be seen six monthly.

Infertility Advice

We are available to discuss and arrange appropriate tests and referrals for advice on Infertility and IVF treatment.

Influenza, Pneumococcal And Shingles Immunisations

For patients:

- ❖ Aged 65 and over
- ❖ Who are at risk, such as Asthmatics, Diabetics
- ❖ These are provided all year round

We run flu clinics each year. We will contact you if we feel you fit into any of the above categories or are at risk.

Midwives

The Midwives are based at Brentwood Road, Brighton. Maternity services are usually shared between your Doctor and the Community Midwife. You can do a home test or several of the local Pharmacies can do the test for you. If you are pregnant then make an appointment to see your Doctor. This early appointment gives you an opportunity to discuss your hopes and fears and to plan the care you would like to receive. The Community Midwives are happy to support most women who would like a home birth. Once you have found out that you are pregnant, please make an appointment with the Doctor who will arrange for you to be seen by the Midwives. Your first antenatal appointment is usually at 8 weeks gestation.

Pregnancy Test

We can only offer pregnancy test before you have a procedure or for investigative reasons.

Sexual Health

Sexual Health Advice is available to all of our patients. As with all our patients we respect the need for confidentiality, please feel free to consult the Doctor or Nurse, whatever your age or social situation.

Smoking Cessation

If you smoke our specially trained Nurse and Healthcare Assistant can help you find the best way for you to kick the habit. They can advise on how you can work through your own stop-smoking programme as well as how nicotine replacement therapy can be used appropriately to assist you.

Specialist Referrals

If you need to see a Specialist then please come and see the Doctor who will refer you as appropriate.

Termination Of Pregnancy

You can contact BPAS to book an appointment on 03457 30 40 30 or you can go to their website for self-referral to the British Pregnancy Advisory Service at www.bpas.org.uk

Travel Advice And Immunisations

Travel immunisations that are available on the NHS are provided free of charge to all our patients but we cannot provide travel immunisations to temporary residents. Please make an appointment six weeks before you are due to travel as you may need more than one visit for a course of immunisations. Preventative medication for Malaria and Hepatitis B are not provided by the NHS as a service. We have a Travel Vaccination Form which needs to be completed for each Patient who is travelling abroad. This will assist us with our assessment of what vaccines you may require. A copy of this is available on our Website to download or from the Practice and we would appreciate this form being completed before you attend your appointment with the Nurse.

Enhanced Services

We offer the following Enhanced Services:

- ❖ Children and Young People's Health
- ❖ Chronic Obstructive Pulmonary Disease (COPD)
- ❖ Diabetes
- ❖ End of Life Care
- ❖ LHRH for Prostate Cancer
- ❖ NHS Health Check
- ❖ Phlebotomy (Blood test)
- ❖ Wound Care
- ❖ Rabies
- ❖ Ambulatory Blood Pressure monitoring
- ❖ Drug Monitoring in Primary Care
- ❖ MenB
- ❖ MenACWY
- ❖ Childhood Seasonal Influenza
- ❖ Seasonal Influenza and Pneumococcal Polysaccharide

- ❖ Meningococcal – Fresher's
- ❖ Pertussis (For Pregnant Women)
- ❖ Shingles
- ❖ Learning Disabilities

Comments, Concerns & Suggestions

We are constantly seeking to improve our services and welcome all feedback both positive and negative. Please complete a feedback form and place in the suggestion box at the Practice or download from our website and send to us. Comments forms are part of our friends and family which can be found at reception or on our website. Alternatively, you can post a comment on the NHS Choices Website at www.nhs.uk.

How To Make A Complaint

Should you have any reason to make a complaint, about an administrative or a clinical issue, you can ask to speak to the Practice Manager, Sue Doyle who is available to meet and discuss any concerns patients may have regarding the care they received. You can contact her either on the phone or in person, or you can put your concern in writing via letter or email to BHCCG.TheHaven@nhs.net. Your complaint will be treated with complete confidentiality. A Patient Information Leaflet is available for your reference.

If you feel uncomfortable about speaking directly with the Practice Manager, you can contact Health watch. This is a new consumer champion for both health and social care. It exists in two distinct forms – local Health watch, at local level, and Health watch England, at national level. They can support and advise you and with your consent will investigate your complaint.

They work with charities community and voluntary organisations that support people who use health and care services. They can help patients and local residents with difficulties they may be facing with health services. Their contact details locally are:

Health watch Brighton and Hove, c/o Community and Voluntary Sector Forum, Healthwatch
Brighton and Hove Community Base, 113 Queens Road, Brighton, BN1 3XG
Tel: 01273 234041.

Discrimination

The Practice and all Clinicians are committed to provide the following services to all patients, regardless of their personal beliefs, colour, nationality, ethnic origin, gender, marital status, disability, socio-economic circumstances, these do not influence the treatment we arrange or provide. We will treat all patients equally and will respect their dignity and integrity. All patients will be treated confidentially.

Zero Tolerance

We operate zero tolerance towards patients who are abusive or violent to any member of this Practice or persons present in the Practice and patients will be asked to be removed from the list immediately. Please be advised that persistent and severe verbal abuse or any kind of violent behaviour may result in your being removed from this Practice list.

Patient Information And Confidentiality

Patient information is stored on computer and under the Data Protection Act 1998 we are obliged to inform you of this and that details are held confidentially and only divulged in connection with a medical necessity. Our guiding principle is that we are holding your records in strict confidence. Anyone who receives information from us is also under a legal duty to keep it confidential. **This means that we do not discuss your problems with a third party, even a close relative without your consent. Consent forms are available at the Practice for those patients who wish to nominate a person to whom we may share your medical information with.**

Your medical records contain important information about your health and any treatment or care you have received. They contain basic details such as your address and next of kin, contacts you have had with health professionals, results of investigations and relevant information from other health professionals or those who care for you.

Your records are used to make sure that any healthcare professional involved in your care has accurate, up-to-date information and that there is a good basis for assessing the type and quality of care you receive.

The principal partner organisations with which information may be shared are: Hospital, Community and Mental Health Trusts, Clinical Commissioning Groups, (CCGs), General Practitioners (GPs), Ambulance Services and Social Services (if involved in care). Your information is subject to strict agreements describing how it will be used and, only if necessary for your care, may also be shared with: Local Authorities, NHS Common Service Agencies, Voluntary Organisations and other care providers.

You have the right to see your own medical records. These rights are set out under the Data Protection Act 1998. If you want to see your records, you should ask reception for an Access to Records form. You will be asked for Photographic ID and a fee which will range from £10 to £50 depending on what you require either manual or computerised records or the size of these and whether you want copies made.

Please tell us if you move, go abroad for more than three months or change your name or any other details. This will help us to keep your medical records safe and up to date.

Our Contract

The Haven Practice provides essential services under the General Medical Services contract as follows:

- ❖ The management of Patients who are ill, or perceive themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practical.
- ❖ General management of patients who are terminally ill
- ❖ Management of chronic disease, in discussion with the patients.

Information Commissioners Office Promise

- ❖ On behalf of our patients we promise that we will:
- ❖ Value the personal information entrusted to us and make sure we respect that trust;
- ❖ Go further than just the letter of the law when it comes to handling personal information, and adopt good Practice standards;
- ❖ Consider and address the privacy risks first when we are planning to use or hold personal information in new ways, such as when introducing new systems;
- ❖ Be open with individuals about how we use their information and who we give it to;
- ❖ Make it easy for individuals to access and correct their personal information;
- ❖ Keep personal information to the minimum necessary and delete it when we no longer need it; have effective safeguards in place to make sure personal information is kept securely and does not fall into the wrong hands;
- ❖ Provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or don't look after personal information properly;
- ❖ Put appropriate financial and human resources into looking after personal information to make sure we can live up to our promises;
- ❖ Regularly check that we are living up to our promises and report on how we are doing.

We Promise To:

- ❖ Offer you an appointment the same day to speak to a Doctor if you have a problem that you feel is urgent.
- ❖ Make authorised repeat prescriptions available within two full working days if requested in writing by 10.00 am, Monday to Friday

We Will Endeavour To:

- ❖ See you as close as possible to your appointment time
- ❖ Answer your telephone call courteously
- ❖ Give you the highest possible standard of service

To Help Us To Help You We Ask That You:

- ❖ Inform us of any good or bad aspects of our service
- ❖ Come along to the surgery rather than request a home visit
- ❖ Cancel any unwanted appointments in plenty of time, allowing us to reallocate the Appointment to another patient. Please note that patients who continue to miss

- ❖ Appointments after receiving a warning from the Practice may be removed from our list
- ❖ Keep yourself as healthy as possible by taking advantage of the screening and preventative services that we have to

Useful Telephone Numbers

Out of Hours

NHS 111 (Out of Hours Service)	111
Children Services Out of Hours	01273 335905
Sussex Mental Health Line (5.00pm-9.00am)	0300 500 0101
Sussex Mental Helpline Out of Hours and Weekends	0300 5000 101
Emergency Dental Practice - St George's Dental Practice	01273 486444
Brighton Dental Clinic	01273 570700
Child Protection - Out of Office Hours	01273 335905 / 335906

Out Of Hours Pharmacy's

Ashtons Pharmacy (9.00am - 10.00pm)	01273 325020
Westons Pharmacy (9.00am - 10.00pm)	01273 605354
Boot's Chemist -North street (8.00 - 8.00pm)	01273 207461

Hospitals and Clinics

Brighton General Hospital	01273 696955
Royal Sussex County Hospital	01273 696955
Royal Alexandra Childrens Hospital	01273 696955
Sussex Eye Hospital	01273 606126
Brighton Station Health Centre - Walk-in	0333 321 0946
Claude Nicol Centre	01273 664721
Family Planning Clinic: Morley Street	01273 242091
Hove Poly Clinic	01273 696011
Hove Poly Clinic Blood Test	01273 265588
The Park Centre for Breast Care	01273 664773
Community Midwives	01273 295623
Health Visitors	01273 293311

Services

Social Services – Adult Social Care	01273 295555
Social Services – Children's Services	01273 296527
Carers Centre (FOR Brighton and Hove)	01273 746222
Child Record Unit	01273 696011 x5158
Integrated Primary Care Team	01273 696011
Primary Care Support Services	01903 756800
Sussex Police (24hr non emergencies)	101
Coperforma - Non-Emergency Patient Transport Service (PTS)	0300 777 2131
YAC Youth Advice Centre	01273 624432
Brighton & Hove Children & Family Services	01273 696011

Other Useful Numbers

Blue Badge	01273 296270
Age Concern	01273 720603
Brighton & Hove City Council	01273 290000

CCG	01273 295490
NHS Finding a Dentists	01273 238700
Health watch Brighton & Hove	01273 234040
Heath watch Enquiries	01273 234041
NHS Direct	0845 4647

Practice Area

Our Practice Catchment Area is shown below. If you have any questions on this, then please do not hesitate to contact us and ask for confirmation of our boundaries.



Enter your postcode here:

Transport

If you are travelling:

By Bus: We are located on the 5B and 5 bus routes. The 5B stops in Beaconsfield Villas. We are situated towards the top of the road on the right hand side heading towards Preston Drive. Bus 5 stops on the main London Road by the Preston Manor and is a short walk.

Car and Parking: Disabled bays are opposite the surgery and a further bay approximately 200 metres towards Preston Drive. Brighton and Hove City Council Operate a controlled parking scheme in Beaconsfield Villas.

Peddle bike Bays are located at Blakers Park and at the junction of Lucerne Road and Havelock Road.

Blue badge holders can park free of charge in any pay and display bay (Including shared bays) for an unlimited period.

New Patients

New patients must live within our Practice area. Please go to our website and put in your postcode if you are unsure as shown above.

Updated: 31st March 2017