

# Welcome to The Haven Practice

100 Beaconsfield Villas  
Brighton  
East Sussex  
BN1 6HE



## Practice Booklet

## 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 HCT Sessions

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

### Practice Opening Times

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

### Improved Access Service

Monday to Friday – 18:30 and 20:30  
Saturdays – 08:00 and 14:00 Sundays – 10:00 and 13:00

Reception and Surgery Is Closed on Thursday from 12.30PM Onwards  
& Saturday & 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**

**EMAIL: [BHCCG.TheHaven@nhs.net](mailto:BHCCG.TheHaven@nhs.net)**

**WEBSITE: [www.thehavenPractice.co.uk](http://www.thehavenPractice.co.uk)**

**TWITTER: [@haven\\_Practice](https://twitter.com/haven_Practice)**

**FACEBOOK: [The Haven Practice](https://www.facebook.com/TheHavenPractice)**

## The Practice Team

### Doctors

**Dr Larissa Tate**  
MB BS (London) DRCOG, MRCGP



**Dr Alexandra Tate**  
MB BS, DFRSH, MRCGP



### Nursing Team

**Alison Paton - RGN**



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



### Healthcare Assistant

**Yvonne Raynsford**



### Phlebotomist

**Tanisha Duffy**



## Administrative & Reception Team

**Practice Manager:**  
**Sue Doyle**

**Business Manager:**  
**Helen Duffy**

**Reception Team: Johanna Byrne, Charis Howell, Tanisha Duffy, Sofia Blázquez, Suzy Dunigan**

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. 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.

If your native language is not English and you need an Interpreter to accompany you to your consultation, please ask the Reception Team to book this service for you when you make an appointment. This can be organised either as a face to face appointment or via a telephone or video consultation. If you have difficulties hearing then we can also arrange assistance on your behalf via Sign Live.

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

## Mission Statement

Our Mission Statement: the reason we are here, we see as:

*"To deliver a quality health care service and to work with our Patients to improve health and well being and to meet new challenges for the future"*

## Vision

To work together with our Patients and staff to provide the best primary care services possible, working within location and national governance, guidance, and regulations.

Our core values that are shared among the partners and staff are:

**Openness Fairness Respect Accountability**

## CCG

We are part of the NHS Brighton and Hove Clinical Commissioning Group which is led by local Doctors and Health Professionals and is responsible for the health and wellbeing of the people. The CCG is a membership organisation and is made up of the 35 GP Practices in our area. Every local GP practice is a member of their local Clinical Commissioning Group and has a say in how healthcare services are provided for their local patients and community. Our GP members know their patients inside out and are best placed to make decisions about what healthcare services our local communities need

## PCN

Our Primary Care Network is: Preston Park PCN which is a group of five surgeries - Beaconsfield Medical Practice, The Haven Practice, Preston Park Surgery, Stanford Medical Centre and Warmdene Surgery. We serve approximately 57,000 patients and aim to support and connect with our local community.

Primary Care Networks (PCNs) bring GP practices together with other local services – such as community, mental health, social care and the voluntary sector to look after local populations. PCNs will help to join up services at a local level, focusing on the specific needs of these local populations, with patients still accessing routine GP appointments as they do now.

## Doctor Appointments

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

**Afternoons: Monday, Tuesday, Wednesday, Friday**

### Dr Larissa Tate

Monday AM & PM  
Tuesday AM & PM  
Thursday AM

### Dr Alexandra Tate

Wednesday AM & PM  
Friday AM & PM

## Nurses & Healthcare Team Appointments

### Mornings

Monday 09.00 – 12.00  
Tuesday 09.30 – 17.30  
Wednesday 09.00-12.00  
Thursday 09.00-12.00  
Friday 09.00-12.00

### Please Note:

Blood tests are available to book between 09.00 and 11.30 during the week at the Practice. We also offer appointments at the weekend through the Improved Access Service. You can make appointments to have your bloods taken at Hove Polyclinic if it has been requested by your GP.

## Double Appointments

The services below require a double appointment with the Nurse. Please ensure that when you book these appointments online that you book two slots totalling 20 minutes appointment time. Our trained Nurses offer:

- ❖ Asthma Annual Review
- ❖ 24hr Blood Pressure Monitoring (To be booked in the morning & returned in the afternoon)
- ❖ Cervical Smear
- ❖ COPD Annual Review
- ❖ Child and Baby Immunisations
- ❖ Diabetes Annual Review
- ❖ Ear Irrigation
- ❖ IUCD Removals
- ❖ Leg Ulcer Dressings
- ❖ NHS Health Check
- ❖ Pre IUD fitting screening
- ❖ Sexual Health screening swabs
- ❖ Stop Smoking First Appointment
- ❖ Spirometry
- ❖ Travel Immunisations (make 6 weeks in advance of date of travel and complete Risk Assessment)
- ❖ Wound or Post-operative Dressing

## Triple Appointments

If you are having a Contraception Implant for the first time, you will need to book a telephone appointment with the Nurse to discuss this.

- ❖ Contraceptive Implant (30-minute appointment)
- ❖ Removal of Contraception Implant (30-minute appointment)
- ❖ Wound or Post-operative Dressing First Appointment

When booking this appointment, if you wish to have a removal then an insertion; this is a 60-minute appointment. Our Healthcare Assistant can offer the following services:

- ❖ Blood Pressure Check
- ❖ Blood Tests
- ❖ B12 Injection
- ❖ Ear Irrigation
- ❖ NHS Health Check
- ❖ Pneumococcal
- ❖ Influenza Vaccines
- ❖ Shingles
- ❖ Smoking Cessation
- ❖ Wound Dressings
- ❖ Diabetes Prevention

## Making an Appointment

Please call the Reception team on our mainline number to make an appointment. Babies, children and the elderly/vulnerable are always seen as a priority so ensure you let the Team know when you call.

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:

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

We have a Text Appointment Reminder System which confirms appointment date, time and clinician via your mobile phone. Consent is required before this service can be activated.

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.

## Improved Access Service

This service is dedicated to improving access to routine primary healthcare services outside of the usual 'core' GP opening times

We offer routine, pre-bookable appointments with a GP or nurse which help you to be seen sooner – often on the same day. The appointment may be at another Surgery nearby. You can book an appointment via your own GP Surgery during daytime working hours.

We are offering Extended Hours at the Practice to all our Patients on a Saturday Morning Clinic. Please check our Website or call Reception for the next Clinic date.

These are not bookable online you will need to call Reception.

## e-Consult

If you find it hard to attend the Practice or you do not feel that you need to see a GP, you can now access our new tool called eConsult via our Practice website. All the details are on our Home Page, this tool will ask you questions that will triage your medical condition and the GP will respond either, telephoning/ emailing you or asking you to book a face- to -face appointment. This is quick, easy method for medical advice.

## Telephone Advice

If you feel an appointment is unnecessary but would like some advice, please ring and ask to speak to the Doctor or Nurse and we will book an appointment slot for you. 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 they will contact you first to decide if a visit is necessary.

It may not be your registered GP that visits you, as we have the services of a Roving GP but we will let you know who will be visiting you once we have determined that a Home 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. For IAS Appointments, if this is during Surgery times please contact us. If we are closed please refer to the Home Page of our Website for the contact number.

You can either telephone the Surgery or cancel your appointment via your Patient Access account. You can also email us if the telephone lines are switched over to our Out of Hours service.

Please do not leave a message on our answer machine as this will not be received.

## 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: Integrated Care 24 who will assist you with your medical needs.

### 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](http://www.nhs.uk/111)

NHS Health and Symptoms Checker – Advice can be accessed via the interactive NHS Website . This site also <http://www.nhs.uk/NHSdirect/pages/symptoms.aspx> provides information on health care issues and common illness, self-help groups, local health care services.

## NHS Brighton & 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

Practice Plus Brighton Station Health Centre has Walk-in facilities available to registered and unregistered Patients. The Walk-in service is available to see Patients without an appointment for the treatment of minor injuries and illnesses. To reduce wait times and limit numbers of Patients in our waiting room, the walk-in service now offers appointments. We advise Patients to call the service in advance to arrange an appointment where possible, but please be assured that we still remain open to deliver all services at Brighton Station Health Centre.

The Walk-in service offers Patients health care advice and treatment for general health problems and immediately necessary treatment. There may be a wait time depending on the demand of the service at the time of your visit.



## Practice Plus Brighton Station Health Centre

Aspect House  
84-87 Queens Road  
Brighton BN1 3XE

**Telephone:** 0333 321 0946

**Opening Times:** Monday – Sunday 08.00 - 20.00 including Bank Holidays

### Online Access

We have a fast and secure on-line account system provided by Patient Access which works in conjunction with our clinical system. Once you have set up your individual account you may book an appointment, request repeat prescriptions, update your personal details and view your medical record. To register for your individual account please contact Reception. We encourage all of our Patients to use this service.

A new app has been launched by the NHS and we would advise you to download this App from Google Play or the App store and to register as this will be the future of online access. It enables you to Book and manage appointments, view your medical record, order a repeat prescription and to check your symptoms and get instant medical advice. Your Covid passport is also shown on the App.

### New Patients

We welcome new Patients from within our catchment area and are happy to register you. **It's free to register.** Please refer to the map in our booklet or go online to our Website and use the catchment tool under 'New Registrations'.

If you would like to register with us, you can either come into Reception to collect a Registration form and GMS1 form or you can download these documents from our Website.

When downloading, ensure you are completing the correct Registration Form as this is according to age Groups. All new Patients must complete the GMS1 form which is included in each Registration Pack.

We would ask all new Patients to come in or email us your completed Registration forms.. We will register you with the Practice as soon as we can. If you need help registering or filling in forms, please call us and we will be able to assist you.

You do not need proof of address or immigration status, ID or an NHS Number but it might help if you have one or more the following:

#### Photo Identification:

- ❖ Passport
- ❖ Birth Certificate
- ❖ HC2 Certificate
- ❖ ID card for European Countries
- ❖ Rough Sleepers' Identity Badge
- ❖ Hostel or Accommodation Registration or mail forwarding letter

If you are homeless, you can give a temporary address, such as a friend's address, a day centre or the GP Surgery address.

All Patients are registered with a named GP: Dr Larissa Tate. You will be able to make an appointment with any Doctor of your choice.

Once 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 Packs and are Patient Access forms.



## Communication Needs: Accessible Information Services

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand, and any communication support they might need.

Should you have any requirements or know of a Patient who needs support please let the Practice know and we will help provide support whether that is by providing information in large print or putting a Patient in touch with British Sign Language (BSL), an interpreter, email or braille.

We can also offer services for the Video Relay Service (VRS) through SignLive.

Further information can be obtained on the NHS website [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo).

Charities including Action on Hearing Loss, CHANGE, Sense, and the Royal National Institute of Blind People (RNIB) will also be able to provide further support.

## Interpreting Services

We use a local charity, Sussex Interpreting Services to help every Patient communicate what is important for their medical care. For those Patients who struggle to use new technology and speak a different language and it can become very difficult to ensure the right care is delivered.

As well as face to face interpreting SIS are now offering telephone and video interpreting options. Details of each service can be found below.

- **FACE TO FACE INTERPRETING:** We are still offering high quality face to face interpreting where the situation requires a linguist to be physically present.
- **TELEPHONE INTERPRETING \*** For when the practitioner and service user are in the same room and the linguist is remotely located.
- **TELEPHONE INTERPRETING \*** For when the practitioner, service user and linguist are all in separate locations.
- **TELEPHONE Group Call** This option is our most popular and allows all three parties to dial in to a group call using a room number and PIN code. When the booking is confirmed SIS will supply you with a local call rate telephone number, room number and PIN code. With this option SIS can help instruct the service user on how SIS Group Call works and for those with limited funds we can supply a Freephone (0800) number.
- **VIDEO INTERPRETING**

If you require any of these Services please contact the Practice who will arrange the service on your behalf.

## Test 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 a few weeks.

If you need to bring a specimen to the Surgery for testing, please ensure that it arrives before 11.45am as this is our collection time by our Courier service to the Hospital. For all test results, please telephone us, preferably between 1.00-3.00pm each day.

If your blood test has been requested by your Consultant, we will be unable to give you these results. You will need to contact your Consultant's Secretary or await correspondence from the Hospital with the results or an appointment to review your treatment.

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 us know.

## 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 working hours** to process.

To obtain a Repeat Prescription you may:

- ❖ Leave Prescription form with Reception with items ticked that you require
- ❖ Send a stamped addressed envelope with your slip or a letter to the Practice
- ❖ Email us on [BHCCG.TheHaven@nhs.net](mailto:BHCCG.TheHaven@nhs.net)
- ❖ Order Online once you have registered for this service via Patient Access or the NHS App
- ❖ Contact your Pharmacy and ask them to send a Prescription request on your behalf

We do not take prescription requests over the telephone unless you have special circumstances known to us. This is to ensure that the correct medication is ordered for you.

## Electronic Prescription Service (EPS)

We would encourage you to use this service. We will ask you for a nominated Pharmacy when you register or you can. 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, please let the Reception team know the Pharmacy of your choice, either verbally, via email or by completing the form at your Pharmacy. You can change your nominated Pharmacy if you need to using the NHS App.

## Medication Queries

Your local Pharmacist will be happy to help you with any Medication queries, as well as any of the Practitioners here at the Practice. We Have a Clinical Pharmacist at the Practice who can deal with medication queries and you can book an appointment should you require advice.

## Pre-Pay Prescription Charges

PPC lets you get as many NHS prescriptions as you need for a set price. If you regularly pay prescription charges, a PPC could save you money.

The prescription charge in England is £9.35 per item. A PPC costs:

- ❖ £30.25 for 3 months
- ❖ £108.10 for 12 months

The quickest way to buy a PPC is to buy it online or collect a form from your Pharmacy. Visit: [nhsba.nhs.uk](https://nhs.uk)

## Private Prescriptions

Private Prescriptions are funded by the Patient, rather than the NHS. We charge a fee of £15.00 for each individual item requested on a Private Prescription.

## Non-NHS Services

We also provide Services which are not funded by the NHS and are paid for by the Patient or requesting Organisation or Company these include:

- ❖ Medical Insurance Reports
- ❖ Medicals: HGV/PSV
- ❖ Fitness/Firearms Certificates
- ❖ Insurance claim forms
- ❖ Letters
- ❖ Vaccinations (not available as an NHS Service)

Any Service for which there is a charge is available to view on our Website detailing the Service and the cost.

## Statement of Fitness to Work

Under current legislation a Patient 'Self-Certificate' is used for the first seven days. The Self-Certificate (form SC2) is available from your employer's office or you can use the HMRC Services to complete online.

After seven days, a Fit Note 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. If a Fit Note is issued we can email this to you directly or you can collect this from the Practice.

For more information, please go to: <https://www.gov.uk/government/publications/the-fit-note-a-guide-for-Patients-and-employees>

## Our Services:

### Blood Pressure

We have a Blood Pressure machine in our waiting room for your use. We will be happy to assist you with recording your BP and this will be logged on your medical record. If the reading is high then the Reception team will inform the GP, who will review your record and the GP may advise that you repeat the check or book an appointment to discuss. 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. This will be fitted by our Nurse and needs to be monitored for six hours and then we ask that you return to the Practice the same day or the morning after so that we can download the results. These will be added to your Medical Record.

### Blood Tests

We are able to take Blood Tests every morning Monday-Friday before 11.45 am. We also offer local weekend appointments via our Improved Access Service

### Cervical Smear

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. If your 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.

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 to 50 and from the age of 50 to 64 it is five yearly; this is as long as the result is normal. HPV testing is included in all cytology samples and the result of this will be able to inform us whether you are negative, or positive and need further action.

Many women are very anxious about this procedure so if you have any questions or concerns regarding your cervical screening then you can book a telephone appointment with the **Nurse and** they will be able to help you with your concerns and inform you on what to expect.

The Nurses will be happy to make suitable adjustments to make you more comfortable and at ease before the procedure. If you would like someone to accompany you, or would like a longer appointment to discuss any concerns with the Nurse, then please let the Reception team know when booking.

If you do not wish to be invited for Cervical Screening, this may be for many reasons, then you will need to complete a disclaimer form.

### Child Development

If you have your baby in hospital, before you are discharged, a Paediatrician will carry out a newborn baby check. If you have a home birth, you will be asked to attend the hospital for an Out Patient 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 eight 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 (20 minutes) 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

We work closely with Community Child Health Information Service for any routine Immunisations that are due for any Children. We will invite Parents/Guardians to book an appointment with our Practice Nurse. We do not have specific Immunisation Clinics for children but you can make an appointment for your child with any of our Practice Nurses.

Please come a few minutes before your appointment time as you will need to go through a consent form with the Nurse and have a short discussion before she administers the Immunisation. The Nurse will ensure the consent form is completed fully and it's been noted what Immunisations your child will be receiving.

We understand that many parents have concerns about Immunisations. The Nurses are happy to discuss these with you before you make any decision about immunising your child. We also have leaflets and resources to help you to make a decision.

## 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 /Guardians 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.

## Community Midwives

Before you contact the Community Midwives that are linked to our Practice, you will need to Register online. Please follow this link to do so: <https://www.bsuh.nhs.uk/maternity/your-pregnancy/>. Once you have registered you can call and make your first appointment on : 01273 295623.

The Midwives are based at Hollingdean Children's Centre, 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, please 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. Your first antenatal appointment is usually at 8 weeks gestation.

Clinics are held at the Hollingdean Children's Centre, Brighton.  
Telephone: (01273) 295623 Email: [hollingdeancc@brighton-hove.gov.uk](mailto:hollingdeancc@brighton-hove.gov.uk)

## Community Services

### Wellbeing Services

The aim of the team is to help you decide if a referral to the community mental health team would be appropriate.

Brighton & Hove Wellbeing for over 18 years of age self-referral:  
<https://www.smartsurvey.co.uk/s/WBAdultSelfReferral/>

Brighton & Hove Wellbeing for Children and young adults aged 4-17 self-referral form:  
<https://www.smartsurvey.co.uk/s/WBCYPSelfReferral/>

Health in Mind is a free NHS service for anyone in East Sussex experiencing emotional or psychological difficulties.

You can now refer yourself just visit the dedicated website - <https://www.healthinmind.org.uk/contact> for more information  
Telephone: 0300 00 30 130 Email: [spnt.healthinmind@nhs.net](mailto:spnt.healthinmind@nhs.net)

## Dressing & Post-Operative Care

The Nurses and Health Care Assistant can offer wound dressing appointments. We can also see you after an operation to remove your dressings, stitches, staples and provide you with follow up care during the post-operative period. For Patients requiring daily dressings we can offer you appointments with our Improved Access Clinic if we are unable to see you at the Practice or over a weekend.

## Chlamydia Self-Test

We offer self-test kits for any Patients under the age of 25. You can pick up a kit from the Practice and complete the test at home. Please be assured, all results are confidential. Patients over the age of 25 can also have a Chlamydia test with the Nurse.

## Ear Irrigation

Ear irrigation is 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 (or olive oil is sufficient) at least five days minimum before your appointment. This makes the wax easier to remove and reduces the likelihood of damage to the eardrum.

If you have not seen the Doctor regarding your ear within one month of the appointment, you will need to see or speak to the Doctor before you can have your ear irrigated. This is to check your eardrum and until this has been done, we

are not able to perform this service. Please also come a few minutes before your appointment time, as you will need to complete a Consent form.

## 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, Practice Plus Brighton Station Health Care Centre and the Sexual Health and Advice Service.

The Emergency Contraceptive pill is available free of charge without a prescription. You can get it from most Pharmacies, from your GP, or from the Sexual Health Clinic. This does vary as some Pharmacies do charge a fee for Emergency Contraception.

## 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.

Should you have any general concerns about sexually transmitted infections you can contact SHAC. They offer both pre-bookable appointments and 'drop in' clinics and a Young Persons Clinic. SHAC: Visit the website at: [www.brightonsexualhealth.com](http://www.brightonsexualhealth.com)

## Family Planning

We offer 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 or Clinical Pharmacist.

Our Nurse can fit Contraceptive implants and remove Coils. If you are having a Contraception Implant for the first time, you will need to book a telephone appointment with the Nurse to discuss this.

- ❖ Contraceptive Implant (30-minute appointment)
- ❖ Removal of Contraception Implant (30-minute appointment)

Fittings and 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 01273 523388.

## IUD

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](http://www.fpa.org.uk). These can be done with your chosen provider either a local Practice or Morley Street Family Planning.

## 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 Health Check when you register.

### Routine Health Check

All Adult 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. For Patients with BAME backgrounds, this is available from the age of 25 and onwards. 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. Please book an appointment with our GP to discuss.

## Influenza, Pneumococcal & Shingles Immunisations

For Patients:

- ❖ Aged 65 years and over
- ❖ Children aged 2 years to 4 years
- ❖ Patients who are at risk example: chronic disease
- ❖ Pregnant Patients

The Practice runs Flu clinics annually, we will contact you by text, phone or letter if you fit into any of the above categories

If you are not classed in the 'at risk' group, you can have your Influenza vaccination at any community Pharmacy for a fee.

For children of school age, the Practice is no longer able to offer the Influenza vaccination; this is to be administered in the school setting. If your child is absent from school during this time, catch-up clinics are held and you will need to contact your child's school directly.

## Travel Advice & Immunisations

Travel Vaccinations that are available on the NHS are provided free of charge to all our Patients but we cannot provide these services to any Patients that are registered as '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 Vaccinations.

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.

## Pregnancy Test

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

## Stop Smoking

If you smoke, our specially trained Health Care Assistant or Nurse 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.

## Termination of Pregnancy

MSI are the provider of this service in Brighton and Hove You do **not need a GP referral to access the TOP service** To self-refer, patients can call us 24/7 on **0345 300 8090 and they can offer** same-day appointments and treatment We have a **free webchat service** which patients can use to speak to one of our team quickly and confidentially. Our website has lots of useful information for patients, including video explainers and articles: [www.msichoice.org.uk](http://www.msichoice.org.uk)



## Enhanced Services

We offer the following Enhanced Services:

- ❖ Alcohol Screening
- ❖ Ambulatory BP monitoring
- ❖ BAME
- ❖ Cancer Screening and Review
- ❖ COPD – monitoring and screening
- ❖ Contraceptive Implant - Insertion and Removal
- ❖ Diabetes Care Plan
- ❖ Drug Monitoring
- ❖ Ear Irrigation
- ❖ End of Life Care
- ❖ Extended Hours
- ❖ Immunisations – MMR/Men ACWY/Men B/HPV/Men C PCV HB
- ❖ Immunisations – Whooping Cough for pregnant ladies
- ❖ Influenza Immunisations: including Children and Pregnant Ladies
- ❖ HPV Immunisations
- ❖ HEP B for at risk Babies
- ❖ Injectables
- ❖ Learning Disabilities Assessments/ Care plans
- ❖ NHS Health Check for 40-74 Year Olds
- ❖ Phlebotomy
- ❖ Pneumococcal Immunisations
- ❖ PSA Monitoring
- ❖ Rabies
- ❖ Serious Mental Illness
- ❖ Shingles Vaccination
- ❖ Stop Smoking Advice
- ❖ Wound Care

## 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, download from our website and send to us, or you can respond to our SMS text service once you have had an appointment with us. Our Friends and Family Test is available on our Website or through the SMS Services which we undertake each month. Results of these are published on our Website.

Alternatively, you can post a comment on the NHS Choices Website at [www.nhs.uk](http://www.nhs.uk). We also have a Blog book on Reception should you wish to make any comments to any of our Team.

## 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 FAO Sue Doyle Practice Manager to [BHCCG.TheHaven@nhs.net](mailto:BHCCG.TheHaven@nhs.net) . Your complaint will be treated with complete confidentiality.

A Patient Information Leaflet is available for your reference at the Practice or on our Website to download to assist you.

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, 113 Queens Road, Brighton, BN1 3XG  
Tel: 01273 234040. Email: [info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk)

## Practice Policies

### Discrimination

The Practice and all Clinicians are committed to provide all of our Services to all Patients, regardless of their personal beliefs, nationality, ethnic origin, gender, sexuality, 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 equally and all patient data confidentially.

### Freedom of Information Publication Scheme

The Freedom of Information Act 2000 aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. The main purpose behind this is to show how public money is being used.

The Practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme.

The Practice's publication scheme follows the model scheme for GP Practices approved by the Information Commissioners Office.

### Patient Information & Confidentiality – GDPR and Privacy Notices

We have a legal duty to explain how we use any personal information we collect about you, as a registered Patient, at the Practice. Staff at this Practice maintain records about your health and the treatment you receive in electronic and paper format.

#### **What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

#### **How we will use your information**

Your data is collected for the purpose of providing direct Patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

In order to comply with its legal obligations, this Practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this Practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

#### **Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected. These rights are set out under Data Protection Act 2018. If you want to see your records, you should ask Reception for a Subject Access Request Form and allow up to 28 days for it to be completed.

If the record is requested by a company on your behalf and the record is deemed excessive in time and size, then there may be a fee in which price can vary.

If the Patient is requesting the subject access request, then you will not be charged

## **Violence and Aggression**

The Practice in line with NHS Guidelines operates a Zero tolerance Policy with regard to violence and abuse and the Practice has the right to remove violent Patients from the list with immediate effect in order to safeguard Practice staff, Patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the Patient in writing of their removal from the list and record in the Patient's medical records the fact of the removal and the circumstances leading to it.

<b>USEFUL CONTACT NUMBERS: Out of Hours</b>	
NHS 111 (Out of Hours Service)	111
Emergency Dentist	03000 242548
Pharmacy (Westons Chemist)	01273 605354

<b>Hospitals and Clinics</b>	
Brighton General Hospital	01273 605354
Hove Poly Clinic (including Blood Tests)	01273 242024
Lewes Victoria Hospital – Minor Injuries	01273 666472
Royal Sussex County Hospital	01273 696955
Royal Alexandra Children’s Hospital	01273 696955
Sussex Eye Hospital	01273 696955
Sexual Health and Contraception (SHAC)	01273 523388
The Park Centre for Breast Care	01273 664773
Walk in - Practice Plus Brighton Station	0333 321 0946
<b>Community Services</b>	
Community Health Visitors	01273 666474
Community Midwives	01273 295623
Community Central Nursing Team	01273 242117 Option 2 Option 2

<b>Services</b>	
Brighton & Hove Wellbeing	0300 002 0060
Carer’s Hub (Young Carers)	01273 746222
Carer’s Hub (Adult Carers)	01273 977000 info@carershub.co.uk
Community Roots	0808 196 1768
Child Health Bureau	01243 793643
Child Line 24 hour	0800 1111
Chlamydia Screening Programme Brighton & Hove	01273 523222
Domestic Abuse and Violence Helpline	0808 200247
Drinkline National Helpline	0300 123 1110
Front Door for Families	01273 290400 FrontDoorForFamilies@brighton-hove.gov.uk
Family Information Service	01273 293545
Integrated Primary Care Team	01273 6969011 ext. 1377

National Debtline	0800 808 4000
Non-Emergency Patient Transport Service	0300 123 9841
Mental Health Rapid Response Service	0300 304 0078
MSI Termination of Pregnancy	0345 300 8090
Pavilion Drug and Alcohol Services	01273 731900
Samaritans	116 123 jo@samaritans.org
Sexual Health Helpline	0300 123 7123
Rape and Sexual Abuse Centre	0808 8029999
R u ok?	01273 293966
Samaritans	116 123 jo@samaritans.org
Sexual Health Helpline	0300 123 7123
Social Services – Adult Social Care	01273 295555 / 0345 608 0191
Social Services – Children Social Care	01273 295920
Substance Misuse Service	01273 731900
Sussex Mental Healthline 24/7	0300 5000 101
Sussex Police (24hr non-emergencies)	101
Terrence Higgins South Downs	01273 764200
Youth Advice Centre	01273 624432

<b>Other Useful Numbers</b>	
Age Concern	01273 720603 info@ageuk-bh.org.uk
Blue Badge	01273 296 622 bluebadgeparking@brighton-hove.gov.uk
Brighton & Hove City Council	01273 290000
CCG	01273 238700 <a href="https://www.brightonandhoveccg.nhs.uk/">https://www.brightonandhoveccg.nhs.uk/</a>
Finding NHS Dentists	0300 311 2233 england.contactus@nhs.net
Health Watch Brighton & Hove	01273 234 041 office@healthwatchbrightonandhove.co.uk
Health Watch Enquiries	01273 234 040 info@healthwatchbrightonandhove.co.uk
NHS England	0300 311 2233 <a href="https://england.contactus@nhs.net">england.contactus@nhs.net</a>
Primary Care Support Services	0333 014 2884

## 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. Please visit our website and use this tool.



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.