

# **BRIDGESIDE SURGERY PRACTICE LEAFLET**

**1 Western Road, Hailsham**

**East Sussex, BN27 3DG**

**Tel: 01323 441234**

**Fax: 01323 440970**

## **The Doctors**

**Dr S Savvas** (Male) MBBS DCH MRCP –Partner (Mon, Tues, Weds & Friday)

**Dr R Merritt** (Male) BM DRCOG MRCP – Partner (Mon, Weds & Thurs)

**Dr C McGregor** (Female) MRCP, DCH, DFFP – Partner (Mon, Tues, Weds & Fri am -  
All day Thursday)

**Dr C Brand** (Female) MBBS BS BSc MRCP DFFP – Assistant (All day Friday)

**Dr A Elhamalawy** (Male) MBBS Trainee GP (Mon, Tues, Weds & Friday)

**Mr Dan Rouncivell** (Male) BSC – Paramedic Practitioner (Monday to Friday)

**Medical Students** Dr Savvas and Dr Merritt are both GP trainers and regularly have medical students sitting in with them. You will be advised before your appointment but if you have any objection to their presence please inform the reception staff.

## **The Nurses**

**Chrissie Welch** - Practice Nurse (All day Tues & Fri plus Thurs pm)

**Lesley Saunders** – Practice Nurse (All day Mon, Weds, Thurs & Fri)

**Sally Smith** - Health Care Assistant (C Grade) (Weds pm)

**Paula Ricketts** – Health Care Assistant (Mon pm, All day Tues, Thurs, Fri am)

**Berni Smith**–Health Care Assistant/Phlebotomist (Wednesday)

**Jo Williamson** – Phlebotomist (Monday and Tuesday am)

All appointments with the nursing team need to be booked in advance and they will see patients for the following: Blood tests, dressings, removal of stitches, vaccinations, blood pressure checks, ear syringing, ECG, spirometry, cervical screening, dietary advice and weight checks, asthma/COPD/diabetes monitoring, CVD risk assessments, minor injuries and smoking cessation clinics.

**Practice Manager** Mrs Amanda Richardson has been working at the surgery for over 20 years. If you have any problems or suggestions for the practice she is the person to contact. Mrs Carole Goldsmith is the Deputy Practice Manager and will be able to help alongside Amanda.

## **Receptionists, Personal Assistants and Administrators**

We have a team of seven receptionists who have a very difficult job to do. They are a valuable link between yourself and the doctor so please try to treat them with consideration. Each GP has a Personal Assistant who will be helping with their caseload. We also have a Secretary.

## **SURGERY HOURS & INFORMATION**

Reception opening hours are from 8.30am to 6.30pm Mondays to Fridays.  
Urgent cases are seen on the day (please ring at 8.30am) but if your condition is not urgent you can book up to six weeks in advance with your choice of GP or a nurse subject to the availability of appointments, either by telephone or calling into the surgery.  
Please let us know if you are unable to keep an appointment so that another patient can be booked in.

### **Consulting Times**

**Dr Savvas - Mondays, Tuesdays, Wednesdays (Half day paperwork) & Fridays - 8.30am to 11.20am and 4pm to 5.20pm**

**Dr Merritt - Mondays, Wednesdays (Half day paperwork) & Thursdays – 8.30am to 11.20am and 4pm to 5.20pm**

**Dr McGregor - Monday to Friday – 8.30am to 11.20am and Thursday 2pm to 4.10pm**

**Dr Brand – Friday - 9am to 11.20am and 3pm to 4.50pm**

**Dan Paramedic – Monday, Wednesday and Friday – 8.30am to 4pm and Tuesday and Thursday 8.30am to 6.30pm**

### **Extended Hours**

We are now providing the Extended Hours service and the practice has appointments on a Monday evening from 6.30pm to 7.30pm with Dr Savvas, Dr Merritt or Dr McGregor and a Health Care Assistant or Practice Nurse. Also on a Wednesday morning Dr McGregor and the Practice Nurse have appointments from 7.30am. However, the practice is only open during these times for patients attending appointments.

### **Home Visits**

If you are too ill to come to the surgery then you may be seen at home but please telephone before 10 am.

### **Out of Hours**

Our telephones are manned from 8.30 am until 6.30pm when they are transferred to the Out of Hours Service. Just dial **111** for this service.

### **Patient Online Services**

Book appointments and order prescriptions online at:-  
<https://patient.emisaccess.co.uk/account/login>

**Our Website Address**      [www.bridgesidesurgery.co.uk](http://www.bridgesidesurgery.co.uk)

**Our Email Address**      [EHSCCG.bridgesidesurgery@nhs.net](mailto:EHSCCG.bridgesidesurgery@nhs.net)

## **We Offer the Following Services**

**Dr McGregor** has a Ladies Clinic dealing with Contraception, including Implants, Injections, Coil Fittings and the Morning after Pill. She also does Smears, Insertion of Pessary Rings and can help with other **Sexual Health** problems.

**Nursing Clinics** including Chronic Disease Management, Dressings, Ear Syringing, BP checks including 24 hour BP monitoring, Child Immunisations, Travel Immunisations, Blood tests, Cervical Screening, Flu and Pneumonia Clinics.

**Minor Injuries** – Cuts, Bruises, Sprains, Suspected Fracture, Minor Head Injury.

**Warfarin Monitoring Clinics**

**Joint Injections** – Knees, Shoulders, Wrists, Fingers, Carpal Tunnel

**Specialist Diabetic Clinics** with both GP and Nurse

**NHS Health checks**

**Smoking Cessation Clinics**

**Minor Surgery and Cryotherapy**

**Asthma / COPD Clinics**

**Heart Disease Clinics**

## **Access for the Disabled**

Bridgeside Surgery provides access for the disabled and has a toilet that offers easy access for the less able/disabled. Please enquire at reception for the key.

## **HOW TO REGISTER AT THIS PRACTICE**

Patients wishing to register with Bridgeside Surgery must be living within our catchment area (see map in surgery for details) need to call in and collect the registration forms. Once they are completed, they must be returned together with proof of identity – photo-id and proof of address. The receptionist will take the forms for processing and offer an appointment for a New Patient Health Check with one of our HCA's. Patients can express a preference to see whichever GP they wish but if they want to be seen urgently they will have to accept whichever GP is available. If patients move out of our catchment area they will need to register with a GP local to where they move to.

All patients have a **Summary Care Record** which can be used in emergency care. The record will contain information about any medication you take, allergies you suffer from and bad reactions to medicines you have had to insure those caring for you have enough information to treat you safely. You are automatically entered into the scheme unless you choose to opt out. Only authorised staff can assess the scheme and must ask your permission first. Please speak to reception staff if you require further information. In the Spring of 2014 the **Care.data Programme** started. Data can be extracted to provide a picture of care being delivered to NHS patients. Patients can opt out to stop any data about themselves being used for this purpose.

### **Patients aged 75 and over**

If you are aged 75 and over and have not been seen for twelve months you may request a consultation. We will provide such a consultation and examinations that appear to be appropriate at the time.

### **Patients not seen within 3 years**

If you are aged between 16 and 74 and have not been seen for three years you may request a consultation. We will provide such a consultation and examinations that appear to be appropriate at the time.

## **PRESCRIPTIONS AND CERTIFICATES**

### **Repeat Prescriptions**

Patients on regular medication will require repeat prescriptions. For medico-legal reasons we are unable to take prescription requests over the telephone. Therefore please ensure requests are made in writing or we can accept them by fax (01323 440970). Medication can also be ordered once registered with our online service.

Allow at least two working days for your prescription to be processed if you are collecting it yourself. However, if you are using the services of a local chemist you will need to allow three working days. Please indicate clearly which chemist you would like your prescription to go to.

If you are taking more than one type of medication please try and order these at the same time. If the numbers have got out of sync please speak to the receptionists who will try and prescribe matching amounts.

### **Reducing Medicines Waste**

Check your stock before ordering.

Only tick items that you need.

Talk to your pharmacist or GP if you have any questions about medication.

### **Prescription charges**

The following categories are exempt from prescription charges:

Children under the age of 16.

Adults under 19 in full-time education.

The over 60s.

Pregnant women.

Women with a baby under 12 months old.

Patients with specific medical conditions or that are on certain benefits.

### **Prescription Season Tickets**

It is sometimes worthwhile buying a season ticket for pre-payment of prescription charges. They are available for either 3 months or 12 months and are available from your local chemist.

## **IMPORTANT INFORMATION**

### **How the Practice uses personal health information**

In line with Department of Health Guidelines, the Caldicott Report and the Data Protection Act we wish to advise you of how we handle information we hold about our patients. We ask for information so that you can receive proper care and treatment. We keep this information, together with details of your care because it may be needed if we see you again.

We may use this information for other reasons: for example to help us protect the health of the public generally and to see that the NHS runs efficiently; to plan for the future, to train staff and account for actions taken. Sometimes the law requires us to pass on information – for example to notify birth.

The NHS central register for England and Wales contains basic personal information of all patients who are registered with a General Practitioner. The register does not contain clinical information.

Our Practice Confidentiality Policy is strictly adhered to as laid down in the Data Protection Act 1998. Patients have a right to access their medical records on application in writing to the practice manager (or by completing an access form available from the receptionists) according to procedures set down in the Act. There will be a charge for this.

Patients will be asked for written consent before their personal information is used in ways that do not directly contribute to, or support the delivery of their medical care. Patient's decisions to restrict the disclosure of their personal information will be respected.

### **EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Whenever we can we shall remove details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

### **Violent / Abusive Patients**

This practice has a zero tolerance policy with regards to violent or abusive patients. If an incident occurs the practice will call the police and the patient will be removed from our list.

### **Our responsibility to you**

All patients will be treated with respect kindness and dignity irrespective of ethnic origin, religion, cultural beliefs, sex or age.

### **Your responsibility to us**

We ask you to treat the practice staff with the same courtesy and respect.

### **Patient Participation Group**

Our Patient Participation Group holds meetings every six to eight weeks to discuss practice issues. If you would like to join the group please contact Carole Goldsmith, Deputy Practice Manager on 01323 441234.

### **Compliments, Complaints and Suggestions**

If you have a minor niggle, any comments or suggestions please ask the receptionist for the a complaints leaflet. If you have something major to bring to our attention please write to the Practice Manager. We will acknowledge its receipt in two working days. We shall then investigate and let you have a full reply as soon as possible. Should you remain dissatisfied we will arrange a face to face meeting to reach a mutually satisfactory conclusion.

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

Please let us know if you have any change in address, telephone contact numbers or email address as we may need to contact you urgently on occasions. Patients moving out of our catchment area will be required to register elsewhere.

### **Carers**

Please let us know if you are a carer or have a carer. Leaflets are available in reception.

### **Interpreting and Translation**

These services can be provided but we would require notice to set the facility up. Please speak to one of the receptionists in order that arrangements can be made.

## **USEFUL TELEPHONE NUMBERS**

### **Patient Advice and Liaison Service (PALS)**

The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. Amber Lodge, Hellingly. Tel 01323 446042 or EDGH Tel 01323 435886

## **Clinical Commissioning Group**

Our CCG is Eastbourne, Hailsham and Seaford	01273 485300
EASTBOURNE DISTRICT GENERAL HOSPITAL	01323 417400
UCKFIELD HOSPITAL (For Minor Injuries)	01825 769999
NHS Walk in Centre, Eastbourne Station	01323 726650
EMERGENCY DENTIST (Out of Hours)	0844 772545
SOCIAL SERVICES	0845 6080191
DISTRICT NURSES	01323 446987
MIDWIVES	01323 840851
CHILD PROTECTION	01323 747373

## **GET THE RIGHT TREATMENT FROM THE RIGHT NHS SERVICE**

It's important to us that you get the right care, in the right place, when you need NHS help or treatment.

As you may be unaware of the all services available to you locally, we have listed the key ones below. By choosing the right service, you will get the right advice and treatment - and help the NHS manage its resources. For instance, did you know that one out of every four people who go to A&E could have been treated elsewhere or could have self-treated?

**Every time someone goes to A&E and is discharged without needing further treatment, the cost to the NHS is £124 whether or not they wait to be seen.**

- **NHS Choices [www.nhs.uk](http://www.nhs.uk)** is a dedicated website where you can find up-to-date and expert advice on a range of illnesses and complaints, as well as NHS services.
- **A pharmacist (chemist)** can give you confidential, expert advice and treatment for a range of common illnesses and ailments – and you don't need an appointment. A poster in the window of any local pharmacy will tell you which are open in the evening and on Sundays / bank holidays.
- **Your GP practice** can be contacted on **01323 441234 from 8.30am until 6.30pm** Monday to Friday, for appointments or advice, including urgent advice. Appointments can also be pre-booked by patients up to at least six weeks in advance. If in doubt, call us first and we will be able to advise you where you can get the treatment you need.
- If you need a GP or urgent advice when the practice is closed, dial **111**. Our "out of hours" service (weekday nights, weekends and bank holidays) is run by local GPs. When it is necessary to be seen by a GP, this will be arranged.
- There's also a **walk in GP surgery at Eastbourne Railway Station Health Centre**, open 8am-8pm, seven days a week, including bank holidays. Ideally you should be seen at your own surgery but when the surgery is closed or at weekends the walk in surgery is available for all patients of local practices, and visitors. You don't have to register - just walk in or telephone **01323 726650** for an appointment.
- There is a **Minor Injuries Unit at Uckfield Hospital** situated in Framfield Road, Uckfield, TN22 5AW where you can be seen fairly quickly for cuts, sprains and less serious injuries such as eye infections and simple bone fractures. They are open from 8am-8pm and you can just turn up or call **01825 769999** for advice.
- **A&E and the 999 ambulance service should only be used in a critical or life threatening situation, such as a serious accident, severe chest pain, loss of blood and loss of consciousness.**

*We want to make sure the highly skilled teams at our A&E department are available for those who need them. Your support to help us do that is really appreciated.*

See below details of some other local services, including the emergency dental service, and helplines.

- Ring the **NHS Dental Helpline 0300 1000 899** if you want to register with a dentist for NHS dental services or have a dental emergency in the daytime on a weekday.
- **The NHS Emergency Dental Service** is for urgent dental treatment out of hours when your own dentist is closed (or if you do not have a dentist). NHS dental charges apply.
  - **Hailsham** 01323 449170: Lines open weekdays from 6.30pm, and weekends and bank holidays from 1pm
  - **Lewes** 01273 486444: Lines open weekdays from 6.30pm, and weekends and bank holidays from 9am
  - **Hastings** 01424 850792: Lines open weekdays from 6.30pm, and weekends and bank holidays from 9am.
- **Sexual health services** – the diagnosis and treatment of sexually transmitted infections and contraceptive / family planning – are provided at Avenue House Clinic, 1A The Avenue, Eastbourne, telephone 01323 416100. The clinic is open Monday to Friday:
  - Monday 9.30am-11.45am and 3pm-5pm (under 18s walk-in)
  - Tuesday 9.30am-11.45am
  - Wednesday 2pm-4.30pm (walk-in), and 4.30pm-7.15pm
  - Thursday 2pm-4.30pm (walk-in) and 4.30pm-7.15pm
  - Friday 9am-11.30am (walk-in).

In addition there are three sessions a week for HIV patients and a gay man clinic on Tuesday afternoons.

- **The NHS Stop Smoking Service** helps people quit smoking. Specialist stop smoking advisers offer inspiring help and motivational support to both groups and individuals. Advisers run a free, friendly, flexible service, offering daytime and evening group or individual appointments and drop-ins. For further information telephone 0800 917 8896 or visit: [www.stopsmokingineastsussex.co.uk](http://www.stopsmokingineastsussex.co.uk)
- **The Sussex Mental Healthline 0300 5000 101** is a service available to anyone concerned about their own mental health or that of relatives or friends. It provides telephone support and information, Monday to Friday 5pm – 9am, and 24 hours at weekends and bank holidays.
- **Action for Change** provides advice, information and treatment for anyone experiencing difficulties with alcohol or anyone affected by someone else's drinking. Telephone **01323 721000** or email [reception.sr@action-for-change.org](mailto:reception.sr@action-for-change.org) for more information.
- **CRI** is the gateway service for drug treatment in Eastbourne and the surrounding area. People can refer themselves by phone – **01323 410092** – or go to Lift House, 6 St Leonard's Road, Eastbourne, weekdays 9am-5pm (Tuesdays until 6.30pm). There's more information at [www.crinet.co.uk](http://www.crinet.co.uk)

### Useful helplines and websites

- **Alcoholics Anonymous**, East Sussex 24-hour helpline 01622 751842; [www.alcoholicsanonymous.org.uk](http://www.alcoholicsanonymous.org.uk)
- **Al-Anon Family Groups**, 24-hour helpline 020 7403 0888, [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)
- **Drinkline**, 24-hour helpline 0800 917 82 82, [www.knowyourlimits.co.uk](http://www.knowyourlimits.co.uk)
- **Samaritans**, 24-hour helpline 08457 90 90 90
- **Saneline**, 0845 767 8000, 12pm - 2am, practical information, crisis care and emotional support to anybody affected by mental health problems
- **Think Drink Drugs**, [www.thinkdrinkdrugs.co.uk](http://www.thinkdrinkdrugs.co.uk), Sussex site with local referral information
- **FRANK**, 24-hour helpline 0800 77 66 00, [www.talktofrank](http://www.talktofrank), information service for substance users, families and friends.