

**WELCOME TO**

**Seaford  
Medical Practice**

**Patient Information Booklet**

Tel: 01323 490022

[www.seafordmedicalpractice.nhs.uk](http://www.seafordmedicalpractice.nhs.uk)



**Seaford Health Centre, Dane Road, Seaford BN25 1DH**

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

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

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

# Welcome To Our Practice

## Meet the Practice Team

### Practice Partners

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

### Salaried GPs

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

### Management Team

Angela Paice – Business Manager Lorraine Downey – Practice Operations Manager Ian Carter – IT Manager Christine Scott – Finance Manager Teirney Fraser – Systems and Governance Manager Sue Curtis – Workflow Transformation Manager
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## **Acute Team**

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

## **Treatment Room Team Sisters**

Chrissy Thomsett – Nurse Manager/Sister Alison Jones – Practice Sister Vivienne Zeitlin – Practice Sister
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## **Nurses**

Beth Young – Practice Nurse Danielle Willetts – Practice Nurse Sarah Hoggarth – Practice Nurse Yasmine Louati – Practice Nurse Nic Gardner – Practice Nurse Leanne Crisp – Nurse Associate
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## **Healthcare Assistants**

Debbie Verrell – Healthcare Assistant Karen Comelio – Healthcare Assistant Diane Langley – Healthcare Assistant Anita Jevans – Healthcare Assistant Wayne Farrington – Healthcare Assistant Lydia Edwards – Healthcare Assistant
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## **Phlebotomist**

Marisa Tavares - Phlebotomist
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## Reception Team Leads

Paul Colburn – Reception Manager	
Louise – Assistant Reception Manager	Kelly – Assistant Reception Manager

## Prescription Team

Grant Turner - Practice Clinical Pharmacist Manager/ Prescription Manager
Debby Chadwick – Pharmacy Technician
Bev Swain - Prescription Clerk Julia Nobakhsh - Prescription Clerk Debby Cody - Prescription Clerk Heather Browning - Prescription Clerk Claire O’Niell - Prescription Clerk

## Care Co-ordinators

Mandy Aylett Ka Wai Tang
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## Social Prescriber

Grainne O’Kill
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## Medical Secretaries

Louise Silver Nicky Cunningham Carol Winsor Charlotte Irtelli Tracy Springall Sue Louati Debs Wells
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# How To Register With The Practice



Please collect a Registration Pack from the Receptionist.

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

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

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

Please provide proof of any current medication, this can be either the old prescription or the medication boxes. The reception team will also ask you to take your blood pressure readings using our machine in the waiting room.

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

# How To Get An Appointment



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

[www.seafordmedicalpractice.nhs.uk](http://www.seafordmedicalpractice.nhs.uk)



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

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

## Home Visits

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



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

# Extended Access Hours

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



The poster features a blue background with the NHS logo in the top right corner. The main heading is 'Need to see a GP or nurse in the evening or at the weekend?' in white and yellow text. Below this, a white box contains the text 'Appointments are now available - ask our reception team for more details.' To the right of this box is a yellow stethoscope graphic. A small white box labeled 'APPOINTMENT INFORMATION' is positioned to the right of a list of bullet points. The list includes: '+ SAME DAY AND NEXT DAY APPOINTMENTS', '+ EVENING AND WEEKEND APPOINTMENTS', '+ YOU MAY BE SEEN AT A DIFFERENT SURGERY AND NOT BY YOUR OWN GP', and '+ FULL ACCESS TO YOUR GP MEDICAL RECORDS'. At the bottom left, the hashtag '#IMPROVINGCAREFORYOU' is displayed. The background also features several faint clock icons.

**Need to see a GP or nurse in the evening or at the weekend?**

Appointments are now available - ask our reception team for more details.

**APPOINTMENT INFORMATION**

- + SAME DAY AND NEXT DAY APPOINTMENTS
- + EVENING AND WEEKEND APPOINTMENTS
- + YOU MAY BE SEEN AT A DIFFERENT SURGERY AND NOT BY YOUR OWN GP
- + FULL ACCESS TO YOUR GP MEDICAL RECORDS

#IMPROVINGCAREFORYOU

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

# Treatment Room Services



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

<b>Anti-Coagulation (INR) Monitoring</b>	<b>Childrens' Immunisations</b>	<b>Travel Immunisations</b>
<b>Cervical Smear Tests</b>	<b>Spirometry</b>	<b>Wound Dressings</b>
<b>Asthma Clinics</b>	<b>Diabetic Clinics</b>	<b>New Patient Health Checks</b>
<b>NHS Health Checks</b>	<b>Blood Tests</b>	<b>Minor Surgery</b>
<b>Flu Vaccinations</b>	<b>Coils and Implants</b>	<b>Chronic Disease/Long Term Conditions Management</b>
<b>Ear Irrigation</b>	<b>Shingles Vaccination</b>	

# Violent Or Abusive Behaviour



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



## Ante-Natal Clinics



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

Post-natal checks on mother and baby are undertaken at 6 weeks. And baby first immunisations are 8 weeks.

## GP Consultation Times

		<b>Mornings</b>	<b>Afternoons</b>
<b>Dr Shavetha Vasdev</b>	Monday	0830-1145	
	Tuesday	0830-1145	1500-1745
	Wednesday		
	Thursday	0830-1145	1500-1745
	Friday		1500-1745
<b>Dr Ian Cockburn</b>	Monday	0830-1145	1500-1745
	Tuesday		
	Wednesday	0830-1145	1500-1745
	Thursday	0830-1145	
	Friday		1500-1745
<b>Dr Matt Jackson</b>	Monday	0830-1145	1500-1745
	Tuesday	0830-1145	
	Wednesday		
	Thursday		
	Friday		
<b>Dr Serena De Clermont</b>	Monday	0900-1200	1500-1745
	Tuesday	0900-1200	1500-1745
	Wednesday		
	Thursday	0900-1200	1500-1745
	Friday	0900-1200	1500-1745

<b>Dr Gordon Le Roux</b>	Monday	0900-1200	1500-1745
	Tuesday	0900-1200	1500-1745
	Wednesday		
	Thursday		
	Friday	0900-1200	1500-1745
<b>Dr Paul Aron</b>	Monday		
	Tuesday	0900-1200	
	Wednesday	0900-1200	1500-1745
	Thursday	0900-1200	
	Friday	0900-1200	1500-1745
<b>Dr Heather Tidbury</b>	Monday	0900-1200	1500-1745
	Tuesday		
	Wednesday	0900-1200	1500-1745
	Thursday		
	Friday		
<b>Dr Nick Pope</b>	Monday	0830-1145	1500-1745
	Tuesday		
	Wednesday	0830-1145	1500-1745
	Thursday	0830-1145	1500-1745
	Friday	0830-1145	1500-1745
<b>Dr Ope Imoukhuede</b>	Monday	0900-1200	
	Tuesday	0900-1200	1500-1745
	Wednesday	0900-1200	1500-1745
	Thursday		
	Friday	0900-1200	1500-1745
<b>Dr Rupert Hutchinson</b>	Monday	0830-1145	1500-1745
	Tuesday		1500-1745
	Wednesday	0830-1145	
	Thursday	0830-1145	1500-1745
	Friday		1500-1745
<b>Dr Sarah Richards</b>	Monday		
	Tuesday		
	Wednesday	0900-1200	1500-1745
	Thursday	0900-1200	1500-1745
	Friday	0900-1200	1500-1745

# Repeat Prescriptions



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

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

[sxicb-esx.prescriptionrequests-seafordmedicalpract@nhs.net](mailto:sxicb-esx.prescriptionrequests-seafordmedicalpract@nhs.net)

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

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

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

Processing times for routine prescriptions are **3-4 working days**, this **does not** include weekends, but please note this can be affected by busy periods, such as bank holidays, etc.

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

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

## Chaperones



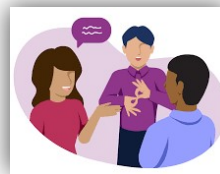
All patients are entitled to have a chaperone present during a consultation or examination. Please let Reception know if you would like to have someone with you and this will be arranged.

## Baby and toddler



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

## Interpreters



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

## Carers



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

## Local Pharmacies



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

## Emergency Dental Service 01323 449170



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

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

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

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

## Emergency Contraceptive Services



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

[www.eastsussexsexualhealth.co.uk](http://www.eastsussexsexualhealth.co.uk)

## Health Visitors



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

## District Nurses



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

# Self-Care



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

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

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

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

## Further Information

### **Surgery Staff**

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

## **GP Training**

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

## **Patient Participation Group**

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

Full details can be found on the Practice website:

[www.seafordmedicalpractice.nhs.uk/patient-group/about-our-ppg/](http://www.seafordmedicalpractice.nhs.uk/patient-group/about-our-ppg/)

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

## **Comments or Complaints**

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

Feel free to contact our Complaints Manager by email:

[sxicb-esx.smp-complaints@nhs.net](mailto:sxicb-esx.smp-complaints@nhs.net)

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



## **PALS**

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

### **How can PALS help?**

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

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

PALS can give you information about:

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

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

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

**Contact Telephone Number: 01323 435886**

[www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service](http://www.nhs.uk/nhs-services/hospitals/what-is-pals-patient-advice-and-liaison-service)

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

You can complain or give feedback:

- By post to: NHS England, PO Box 16738, Redditch, B97 9PT
- By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net), stating 'For the attention of the complaints team' in the subject line.

- By telephone: **0300 311 22 33**

### **Taking it Further**

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

If you have any questions about whether the Ombudsman will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or fax 0300 061 4000.

You can write to the Ombudsman at:

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

### **Access to Patient Information**

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

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

### **Confidentiality**

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

## Useful Telephone Numbers

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

## Hospitals/Hospice

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

## Associations

Action for Change (previously Community Alcohol Team)	01323 721000
Alcoholics Anonymous	0800 9177 650
Age UK East Sussex	01273 476704
Alzheimer's Society	0300 111 5555
Care for the Carers	01323 738390
Citizens Advice Bureau - Seaford	0808 278 7892
East Sussex Association for the Blind and Partially Sighted	01323 832252
East Sussex Disability Association	01323 514531
Sussex Association for the Deaf	02073594442
Epilepsy Action Helpline	0808 800 5050
Multiple Sclerosis Society	0808 800 8000
Parkinson's Disease Society (South East)	0808 800 0303
Red Cross	01273 227 899
Samaritans	0330 094 5717