

Useful Contact Information

Our Surgeries

River Lodge Surgery

Malling Street
Lewes
East Sussex
BN7 2RD

Telephone: 01273 472233

Fax: 01273 486879

Website: www.riverlodge-ringmersurgeries.co.uk

Anchor Field Surgery

Anchor Field
Ringmer
East Sussex
BN8 5QN

Telephone: 01273 812338

Fax: 01273 812384

Patient Participation Group

If you would like to contact our Patient Participation Group, please email the Chair, Sarah Phillips at: patientsvoice.you@gmail.com

Out of Hours (NHS 111)

Telephone: 111

Emergency Dental Care (Out of Hours)

Lewes: 01273 486444

Walk-In Centres

Eastbourne Station

Terminus Road
Eastbourne
East Sussex
BN21 3QJ

Telephone: 01323 875215

Opening Times: 8am – 8pm (7 days a week)

Brighton Station

Aspect House
84-87 Queens Road
Brighton
East Sussex, BN1 3XE

Telephone: 0333 321 0946

Clinical Commissioning Group

High Weald Lewes Havens CCG
36-38 Friars Walk
Lewes
East Sussex
BN7 2PB

Telephone: 01273 485300

Website: www.highwealdleweshavensccg.nhs.uk

River Lodge & Anchor Field Surgeries

www.riverlodge-ringmersurgeries.co.uk



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A Guide to our Services

The following leaflet is an introduction to our practice which includes information on:

- How to register
- Our team
- Our services
- Practice information and policies
- Useful contacts

This leaflet is also available in large print

This Practice is within the High Weald Lewes
Havens Clinical Commissioning Group area

**High Weald Lewes Havens
Clinical Commissioning Group**



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River Lodge & Anchor Field Surgeries



(Not a limited partnership)

Current Partners: Dr L Butti	Dr F Dingelstad	Dr S Richards
Dr S Sherman	Dr J Brickley	Dr A Grigore
Dr L Waring		

In 1988, the practice moved from its old home at Castle Lodge to the new purpose-built surgery at River Lodge. The practice also operates from the branch surgery in Ringmer (Anchor Field Surgery).

The partnership has existed since the 1930s, when Dr Joe Nicholl and Dr Sinclair joined together with Dr Hugh Rice in Ringmer. These three GPs were all active Christians, and this principle has continued. Today, all the doctors working long-term in the practice share an active Christian faith which they feel helps them to provide holistic care, regardless of a patient's religious beliefs.

Our team, across the two sites, includes eight GPs, five Practice Nurses, two Healthcare Assistants, one Phlebotomist, as well as our Practice Manager, Office Manager and Administration staff.

The practice offers a full General Medical Service (GMS).

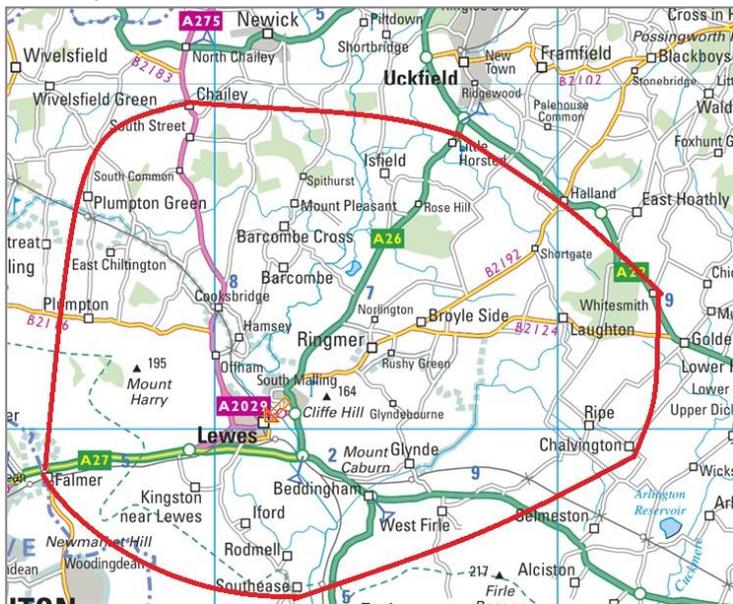
This leaflet is for both existing patients and those considering registering with us. The aim of the leaflet is to inform our patients about the services we provide, how to access them, and also includes information about our policies.

If you would like to register with us, please ask at Reception for the necessary Registration forms (see the section on 'How to Register' on the next page of this booklet for more information).

All registered patients will now have a nominated named GP, however, patients are free to see any GP at the Practice.

Practice Area and Registration

Our Practice area covers a six mile radius from River Lodge Surgery. The map below highlights our Practice area. If you are unsure if you are within our boundary, please contact Reception.



How to Register

We are pleased to welcome new patients who live within our Practice area. Please bring your medical card or, alternatively, registration forms are available on our website or at Reception.

To prevent fraud in the NHS, we now request that patients wishing to register with the practice provide two forms of identification; as examples, either passport, driving license, birth certificate, etc., plus a form of identification to prove your current address, for example, a utility bill.

New patients are encouraged to attend for a health check with one of the nursing team. If you have repeat prescriptions you will need to be seen by a doctor to discuss your medications.

All registered patients are allocated a named GP. However patients can be seen by any GP, at either surgery. If your allocated named GP is not your preferred GP, please let us know and we will amend your records accordingly.

Do you live outside our area?

There are certain circumstances where we would consider registering patients who live outside our practice area. Please ask at Reception for more details.

Our Team

General Practitioners

- ❖ **Dr Laith Butti (male):** Based at Anchor Field Surgery
MB ChB MRCGP DFFP
Dr Butti is the Executive Partner for the Practice. He has a special interest in ENT and also performs minor surgery procedures for patients at both surgeries.
- ❖ **Dr Frauke Dingelstad (female):** Based at River Lodge Surgery
DRCOG MRCGP DFFP Medical State Exam
Dr Dingelstad offers a full range of general practice care including family planning services such as coil fittings. She is also one of our GP Trainers for our GP Registrar placements.
- ❖ **Dr Sarah Richards (female):** Based at River Lodge & Anchor Field Surgeries
MBBS DGM DRCOG DFFP MRCGP
Dr Richards has a special interest in diabetes and runs the Anchor Field Surgery Diabetic Clinic. She also has a special interest in family planning services.
- ❖ **Dr Simon Sherman (male):** Based at Anchor Field Surgery
BMBS MRCPCH MRCGP
Dr Sherman has a special interest in paediatrics. He is an accredited GP Trainer for GP Registrars at Anchor Field Surgery.
- ❖ **Dr Jacqueline Brickley (female):** Based at River Lodge & Anchor Field Surgeries
BSc MB ChB MRCGP Dip SEM
Dr Brickley has a special interest in Musculoskeletal medicine and sports injuries. She is a Supervisor for our Foundation Year 2 Doctors.
- ❖ **Dr Adrian Grigore (male):** Based at River Lodge Surgery
MBBS MRCGP
Dr Grigore has an interest in mental health and diabetes. He runs the diabetic clinic at River Lodge Surgery.
- ❖ **Dr Louise Waring (female):** Based at River Lodge & Anchor Field Surgeries
MBChB Bsc hon DRCOG MRCGP DFRSH
Dr Waring has a special interest in family planning including coil fittings. She also performs some minor procedures, such as steroid injections for joint pain.
- ❖ **Dr Jackie Kanga (female):** Based at River Lodge Surgery
MBBS BSc MRCGP DRCOG DFRSH
Dr Kanga started at the Practice in August 2015. She has a special interest in Dermatology.

Practice Nurses

Our qualified Nursing team deal with a range of conditions and health concerns. As well as undertaking general nursing tasks, they are experts in many areas of disease management such as diabetes and asthma.

❖ Kate Williamson (RCN)

Lead Practice Nurse

Kate is our newest member to the Nursing Team, starting in February 2015. She is based across both sites and covers a range of services.

❖ Chrissie Pepper (RCN)

Practice Nurse

Chrissie has been with the Practice since 2005. She is the Diabetes Nurse for River Lodge, working alongside Dr Grigore. Chrissie is based at both sites.

❖ Celine Campbell (RCN)

Practice Nurse

Celine has been employed at the Practice since May 2011. She is the Diabetes Nurse alongside Dr Richards at Anchor Field Surgery.

❖ Elizabeth Ripley (RCN)

Practice Nurse

Elizabeth has been employed at the Practice since July 2011. She has a special interest in wound management. She is available at both sites.

❖ Sherree Walkden (RCN)

Practice Nurse

Sherree was previously a Healthcare Assistant at the Practice before completing the Back to Nursing Course in 2012. She is now working as a Practice Nurse and is based at River Lodge.

Healthcare Assistants (HCA)

Our HCAs are important members of the Nursing team who work under the supervision of a qualified Nurse. They can take blood, check blood pressure, do simple dressings, ECGs, and test urine samples.

❖ Michele Blaskett

Healthcare Assistant

Michele has worked at the Practice since 2013 and is based across both surgeries. She runs the warfarin monitoring clinic at Anchor Field Surgery.

❖ Marion Beal

Phlebotomist

Marion has been with the Practice since 2010 and is based across both sites.

Administration Team

❖ Tracey Burgoyne

Practice Manager

Tracey is involved in managing all of the business aspects of the practice including finance, patient safety, premises and equipment and information technology. She supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care.

❖ Receptionists and Secretaries

Our administration team provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide information on services and direct you to the right person depending on your health issue or query. The Receptionists and Secretaries make appointments with the GPs and Nurses, and other tasks such as issuing repeat prescriptions and dealing with prescription enquiries, registering new patients, scanning patient documents on their medical records, typing referral letters, carrying out practice audits and many other administration tasks.

Training Practice

The Practice is currently an accredited Training Practice and our GPs supervise placement medical students, Foundation Year 2 Doctors and GP Registrars.

❖ Medical Students

We host Year 4 and 5 medical students at both surgeries. The students shadow GPs in clinics and occasionally consult with patients under strict supervision from GPs. The students are supervised by Dr Butti and Dr Dingelstad.

❖ Foundation Year 2 (FY2) Doctors

FY2 doctors are qualified doctors and are based at the Practice for a four month period where they hold limited appointments for patients to book. During these sessions, they are primarily supervised by Dr Brickley and Dr Dingelstad.

❖ GP Registrars

GP Registrars are qualified doctors who are training to become GPs. Placements range from four months to a year and they will hold appointments for patients to book. Both Dr Sherman and Dr Dingelstad are accredited GP Trainers.

As part of their training, medical students, FY2 doctors and GP Registrars may be required to video consultations in order to assess their skills. You will always be asked permission to video a consultation and this recording will be used for educational purposes only.

Patient Services

Opening Hours

	River Lodge Surgery	Anchor Field Surgery
Mon	08:10* - 18:30	08:10* - 18:30 (Closed 1-2pm)
Tue	08:10* - 18:30	08:10* - 18:30 (Closed 1-2pm)
Wed	08:10* - 18:30	08:10* - 18:30 (Closed 1-2pm)
Thu	08:10* - 18:30 (Closed 12.30-2pm)	08:10* - 18:30 (Closed 1-2pm)
Fri	08:10* - 18:30	08:10* - 18:30 (Closed 1-2pm)
Sat	Closed (see Extended Hours)	Closed (see Extended Hours)

*Note: Telephone lines open at 8.30am. No appointments are made before 8.30am

The Practice does not open on Sundays or Bank Holidays.

Extended Hours

The Practice runs Extended Hours Clinics during the week and on Saturdays. Extended Hours clinics are specifically designed for patients who commute to work and/or work full-time and are therefore unable to get to the surgery during normal opening hours. Extended Hours Clinics are held on the following days:

- Monday & Fridays: 07:00 - 08:00
- Saturdays: 08:30 - 12:00

These sessions alternate on a weekly basis between the two surgeries.

Extended Hours appointments are pre-bookable only. We are unfortunately unable to book appointments during the Extended Hours times. If you are a commuter and/or work full time and would like to book a Saturday or early morning appointment, please contact the surgery Monday to Friday 8.30am to 6.30pm to book an appointment.

When we are closed

Out of Hour cover for when the surgery is closed is now organised by the NHS 111 service. This is a telephone service which aims to make it easier to access healthcare services when you need medical help fast, but when it is not a life-threatening situation.

To contact this service, please dial **111**.

The Practice also has marginal out of hours cover between **8am and 8.30am Mon-Fri** (excluding weekends and Bank Holidays).

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

Patients with Particular Needs

Both of our surgeries are accessible to patients using a wheelchair. We also have designated disabled parking spaces in the car parks at each surgery.

A Hearing Loop system is available at our branch surgery in Anchor Field Surgery with a portable loop device available at River Lodge.

An interpreter service is also available, on request, for patients with hearing difficulties or for patients who do not speak English. Patients wishing to use this service will need to give the Practice one week's notice in order to organise for an interpreter to be present at the time of the patient's appointment.

How to see a doctor

Consultations are by appointment only, which can be made either by calling at the reception desk, telephoning during opening hours or online.

We offer pre-bookable appointments up to four weeks in advance and also Book-on-the-Day appointments once the pre-bookable appointments have all been booked.

All routine appointments with the GPs are allocated to **10 minutes** and we would kindly ask patients to be sensitive to the needs of others and be realistic as to what can be covered adequately within this time. If the doctor is unable to cover all aspects of your consultation within 10 minutes, you may be asked to book a further appointment. If you feel you will need longer than 10 minutes for your consultation, please ask for a double appointment when booking.

Although our clinicians endeavour to run on time, however this is not always possible when dealing with patients who have more complex needs. Our Receptionists will endeavour to keep patients informed of any delays on the day.

Urgent Cases: If you have an urgent problem and all of the routine Book-on-the-Day appointments have been booked, you will be placed on the Triage list. This means that a GP will contact you by telephone in order to discuss your problem with you first. Many patients who have urgent complaints do not necessarily need to see the GP, but may, for example, need a prescription issued after a telephone consultation. Therefore, by having the Triage system in place, the practice hopes to save patients from coming to the surgery unnecessarily and to also enable easier access for patients to speak with a GP.

When using this service, the Receptionist may ask you for a brief reason for the call. This is to provide the GP with information in order to help them prioritise their lists.

Home Visits: If you are too ill to come to the surgery and you require a visit at home, please call the surgery before **10.30am**. You may be asked by the receptionist for a reason for the visit to assist the GPs in prioritising visit requests.

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, if you are mobile, please come to the surgery to be seen. Visits will only normally be undertaken for elderly bedbound patients and patients with conditions that make it impossible to attend surgery.

Transport difficulties are not a valid reason to request a home visit.

GP Availability

The following tables show the availability for each GP at the Practice.

		Mon	Tue	Wed	Thu	Fri
Lewes	Dr Dingelstad		AM PM	AM		AM PM
	Dr Brickley	AM PM		PM		
	Dr Grigore	AM PM	AM PM		AM PM	AM PM
	Dr Richards				AM PM	
	Dr Waring		AM PM	AM PM		
	Dr Kanga	AM PM		AM PM		

Ringmer	Dr Butti	AM PM	AM PM	AM PM	AM PM	
	Dr Richards		AM			AM PM
	Dr Sherman	AM PM	PM		AM PM	
	Dr Brickley			AM		
	Dr Waring	AM PM				AM PM

Nursing Team Appointments

Appointments with Nurses and HCAs are usually bookable up to 6-8 weeks in advance. When you book an appointment to see a Nurse/HCA, you will be asked for the reason for the appointment by the Receptionist. This is because our nursing team has various skills and this will ensure you are booked in with the appropriate member of staff.

Prescription Requests

Patients on regular medication will require repeat prescriptions. Your doctor will have entered what medication you are taking on the computer, and each time a new prescription is written by the computer a new request form is also generated for you to make your next request.

Prescription requests should be put in writing and can be handed over in person, by post or using our online request service.

For medico-legal reasons, prescription requests for repeat prescriptions are not taken over the telephone as errors can occur in verbal communication.

Prescriptions will be ready for collection **48 hours** (i.e. two **working days**) after being requested (this may be longer if you ask for the prescription to go to a specific chemist).

If you wish for us to post your prescription back to you, please enclose a stamped, addressed envelope with your request.

You may request for your prescription to be sent to a particular local pharmacy (either St Anne's, Boots, Baker's, or Wyborn's in Lewes or Lloyd's in Ringmer) please ensure you indicate this clearly on your request form.

If you are requesting medication which is not on your form, please add this clearly on the request slip and it will be added after verification with the doctor.

Online Patient Services

We now offer a range of online services for our patients. These have been developed to help patients take greater control of their health and wellbeing and can be more convenient for some patients to use. We offer the choice of:

- ✓ Booking appointments online
- ✓ Ordering repeat prescriptions for medications taken regularly
- ✓ Viewing summary information from medical records

For further information on our online services and on how to register, please ask at Reception or read our patient leaflet 'Patient Online Services', available in the waiting room and on our website, for further information.

Test Results

Tests results, such as blood tests, take up to five working days to be received by the Practice. X-ray and ultrasound scan results can take up to two weeks to be received.

Please call **after 2pm** for test results.

Clinics and Services

As well as general consultations, we run a range of clinics for patients. All of these clinics are by appointment only. For further details about these clinics, please contact reception.

❖ Antenatal Clinics

Tuesdays: 9:00am to 4:00pm at River Lodge Surgery
Thursdays 9:00am to 4:00pm at River Lodge Surgery

This clinic is run by a qualified Midwife. If you become pregnant, you will be asked to book an appointment to see the midwife. You will then be seen regularly throughout your pregnancy at the practice.

❖ Childhood Immunisation Clinics

Tuesday: 2:00pm to 4:00pm at River Lodge Surgery
Tuesday: 3:00pm to 4:00pm at Anchor Field Surgery

These clinics are run by our Practice Nurses. Parents should receive letters from the Child Health Department to make an appointment for their baby to have their immunisations when they are due.

❖ Diabetes Clinics

Thursday: 8:30am to 11:00am at River Lodge Surgery
Tuesday: 8:30am to 11:00am at Anchor Field Surgery

These clinics are run by both our Diabetes Lead GPs and Practice Nurses. These clinics offer advice and health check-ups for patients diagnosed with diabetes.

❖ Coil Fitting Clinics

Bi-monthly on Tue, Wed or Thu 9am-10.30am at River Lodge Surgery
(please contact Reception for specific dates of clinics)

These clinics are run on a rotational basis between three female GPs and a nurse. Patients wishing to have a coil fitted or replaced must make an initial appointment with a GP first in order to discuss the procedure prior to booking into the coil fitting clinic

❖ Warfarin Monitoring Service

Wednesdays: 8:30am to 12noon at Anchor Field Surgery
Thursdays: 9:30am to 1:00pm at River Lodge Surgery

These clinics are run by our trained Healthcare Assistant and Practice Nurse for patients who are being prescribed Warfarin medication and need regular dose monitoring.

❖ Minor Procedures

Some minor surgery procedures can be done at the practice, or at the local hospital, by our GPs. Please discuss this with your GP who will then arrange an appointment for the procedure.

❖ Travel Health

Our Practice Nurses are available to offer travel health advice and vaccinations to our patients. It is important to book an appointment with the Nurse as soon as possible and should at least be two weeks before you travel.

Some of the travel vaccinations are available on the NHS under certain criteria. However, some vaccinations are not provided by the NHS and therefore a charge will be in place. For the most up-to-date list of charges please ask Reception.

To assist the Nurses in providing appropriate advice and vaccinations, you will be asked to complete a Travel Health Questionnaire and to bring this to your appointment.

❖ NHS Health Checks

The Practice now provides NHS Health Checks to patients aged 40-74 years with no previous history of diabetes, heart disease, stroke or chronic kidney disease or treatment with a statin.

Eligible patients will be invited to attend a Health Check with one of our Healthcare Assistants where they will conduct an examination, including blood pressure, height, weight, BMI, cholesterol and glucose tests.

❖ Other Nursing Services

Other services are available with our Practice Nurses during their normal clinic times. These services include Well-Woman/Man checks, asthma and COPD reviews, cervical screening, wound care and much more. For more details on any of these services, please ask at Reception.

❖ Non-NHS Services

The GPs at the practice occasionally provide non-NHS services, such as medical examinations for employment, Life Insurance reports, travel cancellation forms and more. As these services are non-NHS, charges are made for providing these services.

A full list of fees for non-NHS services are available to view at Reception.

Practice Information

Patient Participation Group (PPG)



Our practice is committed to enhancing our services with patients' needs in mind. Therefore, the Practice has implemented a PPG, Patients' Voice, led by patients of the Practice with an interest in how the Practice works and services provided by the Practice and locally.

The group has a representative who attends the Patient Forum for the Clinical Commissioning Group for our area, helping to facilitate more patient involvement in the services provided in the community.

The Group hopes to continue to be able to expand projects and be a continual point of reference for the practice when making decisions on the services provided by the practice.

Complaints

River Lodge & Anchor Field Surgeries aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know to help us improve our services for patients.

Concerns should be raised in the first instance to the Practice Manager. However, if your complaint cannot be easily solved, or is more complex, you can make a formal complaint.

Your complaint will need to provide full written details of your concerns and your contact details (including contact telephone number) so that we can provide a response. Your written complaint should be sent to:

Practice Manager, River Lodge Surgery, Malling Street, Lewes, E Sussex, BN7 2RD
or via email to: tracey.burgoyne@nhs.net

Our Complaints Policy is in line with the National criteria. A full copy of our Complaint Policy, as well as a patient leaflet 'Let us know your views' is available on our website.

Equality Act

The Practice follows an Equal Opportunities policy to ensure no patient receives less favourable treatment on the grounds of age, sex, marital status, civil partnership, disability, race, colour, nationality, ethnic/national origins, religion/belief, gender reassignment or sexual orientation.

Zero Tolerance

The Practice operates a zero tolerance policy with regards to violence and abuse and we have 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 the decision.

Data Protection

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

For more information on how your medical information is used, please read the 'You and Your Medical Records' leaflet available at both surgeries and on our website. The practice is registered under the Data Protection Act.

Access to Medical Records

You have the right to know what information we hold about you. If you would like to see your records, please contact Reception for details on how to do this.

Please note there is a charge for accessing medical records.

Care Quality Commission (CQC)

The Practice is registered as a provider with the CQC.

The role of the CQC is to ensure health and social care services provide safe, effective, compassionate and high-quality care. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish findings, including performance ratings to help people choose care. More information about the CQC can be found at www.cqc.org.uk.

Clinical Commissioning Group (CCG)

Our Practice is part of the High Weald Lewes Havens CCG. The CCG is a GP-led body that plans and commissions a wide range of health services on behalf of people in the High Weald Lewes Havens area. For more information on our CCG, please visit www.highwealdleweshavensccg.nhs.uk.

Practice Charter

Your Responsibilities to Us

- Help us to help you. We have responsibilities to each other;
- We ask that you treat the doctors, all practice staff and their families with due courtesy and respect;
- We would ask you to try and follow any medical advice offered, and to take any medication as advised;
- Please read our Practice Booklet. This will help you to get the best out of the services we offer;
- Please let us know if you change your name and address and contact details;
- Please ask us questions if you are unsure of anything;
- Please ask for a home visit only when you are too ill to visit the surgery. Please ensure that your request for a home visit reaches the surgery before 10.30am;
- Please do everything you can to keep appointments; tell us as soon as possible if you cannot;
- GP appointments are 10 minutes. Please be sensitive to the needs of others and realistic in what you believe can be addressed adequately within this time;
- Please try and be punctual; if you arrive more than 15 minutes later than your appointment you may not be seen. If we are running late, please be patient, it might one day be you that needs the extra time. Please don't blame the Receptionist.
- Please make yourself familiar with the procedure for making comments and complaints as shown elsewhere in this booklet;
- Please keep your telephone calls brief and avoid calling during the peak morning times for non-urgent matters;
- Please do not ring for test results before the stated time. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice;
- Please do not arrange a specialist appointment without first discussing the matter fully with your own doctor;
- Remember that you are responsible for your own health and that of your children and should take appropriate action and advice.

Our Responsibilities to You

- We are committed to giving you the best possible service. This will be achieved by working together. You will be treated as an individual and will be given courtesy and respect at all times;
- Following discussion you will receive the most appropriate care, given by a suitably qualified people. No care or treatment will be given without your informed consent;
- You have the right to see your confidential health records, subject to any limitations in the law;
- It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information given;
- We will arrange a home visit as appropriate for those patients who are too ill or infirm to be brought to the surgery. Outside surgery hours, care is provided by the NHS 111 service.
- We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to see you. Genuine urgent cases will be seen on the same day with the duty doctors.
- We will try and ensure that you are seen on time, but some consultations take longer than others. If there is a patient with an emergency, we will give them priority. When there is a prolonged delay of more than 30 minutes, an explanation will be given.
- We will provide you with information about how to make suggestions or complaints. We want to improve services, and therefore welcome any comments you have.
- We will try to answer the telephone within 30 seconds and ensure there are sufficient staff to do this.
- If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment or advise you when and how to obtain the results.
- If we consider that you need a second opinion, or treatment not available in the practice, we will try to inform you of the best way of achieving this.
- The practice will offer patients advice and information on steps they can take to promote good health and avoid illness, and self-help, which you can undertake in the case of minor ailments.

Useful Information

Childhood Immunisation Schedule

Age	Immunisation / Check	How is it given
2 months	<ul style="list-style-type: none"> Diphtheria, Tetanus, Pertussis (whooping cough) Polio and HIB (DTaP/IPV/HIB) Pneumococcal conjugate (PCV) Rotavirus 	<ul style="list-style-type: none"> One injection One injection One oral application
3 months	<ul style="list-style-type: none"> Diphtheria, Tetanus, Pertussis (whooping cough) Polio and HIB (DTaP/IPV/HIB) Meningococcal C conjugate (MenC) Rotavirus 	<ul style="list-style-type: none"> One injection One injection One oral application
4 months	<ul style="list-style-type: none"> Diphtheria, Tetanus, Pertussis (whooping cough) Polio and HIB (DTaP/IPV/HIB) Pneumococcal conjugate (PCV) 	<ul style="list-style-type: none"> One injection One injection
Between 12-13 months	<ul style="list-style-type: none"> HIB/Meningitis C conjugate Pneumococcal conjugate (PCV) Measles/Mumps/Rubella (MMR) 	<ul style="list-style-type: none"> One injection One injection One injection
2-4 years	<ul style="list-style-type: none"> Influenza 	<ul style="list-style-type: none"> Nasal spray in each nostril
3-4 years	<ul style="list-style-type: none"> Diphtheria, Tetanus, Pertussis and Polio (DTaP/IPV or dTaP/IPV) Measles/Mumps/Rubella (MMR) 	<ul style="list-style-type: none"> One injection One injection
4-17 years	<ul style="list-style-type: none"> Influenza (for children in 'at-risk' categories, e.g. asthma) 	<ul style="list-style-type: none"> Nasal spray in each nostril
Girls aged 12-14 years	<ul style="list-style-type: none"> Human Papillomavirus (HPV) 	<ul style="list-style-type: none"> Course of two injections given six months apart
Around 14 years	<ul style="list-style-type: none"> Tetanus, Diphtheria and Polio (Td/IPV) Men C conjugate 	<ul style="list-style-type: none"> One injection One injection

Common Illnesses and Ailments

❖ **Coughs, Colds and Sore Throats:** The majority of these settle on their own in a few days. Take a lot of fluids and take Paracetamol regularly (maximum of 8 in a day) as needed. See the Doctor if you are not improving, but remember most are caused by viruses and do not respond to antibiotics.

❖ **Temperatures:** Keep cool; take extra fluids and Paracetamol if needed. Children may throw a fever quickly. It is a good idea to try using a fan to cool them. If the fever has not settled in two days or you are worried, then consult the Doctor for advice. Children under one year should be seen the same day. Children can be safely brought to the Surgery even if they do have a temperature. You will find that cool air makes them a lot better.

Remember: Do not give Aspirin to children under 16 years of age.

❖ **Diarrhoea and Vomiting:** Stop eating and take extra fluids – frequent small amounts are best. This can be water or even better you can get a special powder from the pharmacy to mix with water. This replaces salts and sugars that you need. Avoid medicines or tablets as these can reduce the body's natural defences. See the Doctor if diarrhoea has not stopped within four or five days. Babies under one year should be seen by a Doctor if the diarrhoea or vomiting is bad, or has not stopped within twelve hours.

❖ **Constipation:** Being constipated once in a while is common and usually harmless. In most cases it is short-lived and settles within a few days. Increase daily fibre intake (fruit, vegetables, seeds, pulses and cereals), increase fluid intake, exercise. See your doctor if symptoms persist for more than 6 weeks or you notice blood in your stools. Children under one year should be seen by the doctor after 5 days of symptoms.

❖ **Earache:** This is a common problem in young children. It is painful, so give the child some Paracetamol. If the pain has settled within twenty-four hours there is no need to consult the Doctor. Antibiotics are not always needed.

❖ **Headache:** Although headaches can severely affect your life, they're rarely serious or life-threatening and most get better by themselves within 24 hours. If you experience headaches regularly, keep a diary, ensure you get plenty of rest and sleep, drink at least 6-8 glasses of water a day, avoid alcohol, eat regularly. See your doctor if they get more and more regular, you have additional symptoms, headache after head injury.

❖ **Nose Bleeds:** Almost all of nose bleeds stop if you pinch the soft bit of the nose firmly for fifteen minutes. If it will not stop, ring the Doctor for advice.

❖ **Burns and scalds:** It is vital to take the heat away from the skin as soon as possible. Flood the burnt area with cold water for at least ten minutes. Remove any clothing as quickly as possible. If you are concerned about the burn, go to the Minor Injury Unit at Lewes Victoria Hospital where the nursing staff can advise you.

❖ **Sunburn:** Avoid exposure to strong sun and use a good sunscreen with a good protection factor, especially for children. Otherwise treat as burns and drink plenty of fluid.

❖ **Sprains, Strains and Backache:** Most of these get better with a few days rest taking Paracetamol or Ibuprofen as necessary. X-rays are rarely needed. If back pain is severe or does not start to improve within a few days, consult the Doctor.

❖ **Chickenpox:** The spots start as red itchy marks which develop into blisters and then crust over, Calamine lotion helps the itching and Paracetamol reduces the fever. You are infectious until three days after the last spots have appeared.

Pregnant women, and those taking Steroids by mouth, are at extra risk. If there is contact with chickenpox, they should contact the Surgery as soon as possible for advice unless they are sure they have had chickenpox previously.

❖ **Eczema:** Avoid trigger factors such as dust-mites, pollen, detergents, certain foods, pet dander, smoke, soap and bubble bath (use emollients as soap substitutes). Avoid scratching. Use emollients and moisturisers regularly. Seek advice from your Doctor if you experience cracking, weeping and painful skin as this may suggest infection, a blistering rash, or if the eczema spreads to larger areas of the skin, such as the back, chest or limbs.

More information about common illnesses and other health advice can be found on the NHS Choice website (www.nhs.uk) and Patient UK (www.patient.co.uk).

Minor Ailments

Remember that you can treat many minor ailments, such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol
- Antihistamines (for allergies / insect bites)
- Indigestion remedy (e.g., antacids)
- Travel sickness tablets
- Sunscreen (SPF 15 or higher) Sunburn treatment (e.g. after-sun, calamine)
- Tweezers and sharp scissors
- A thermometer
- Selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember:

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the instructions and use the suggested dose
- Watch expiry dates—do not keep, or use, medicines past their expiry date
- Take unwanted and out-of-date medicines back to the pharmacy to be destroyed.

Alternatives to Accident & Emergency (A&E)

Attending A&E is not always the best answer when you feel unwell, or when you need to help someone else get medical help. Alternatives to A&E can include:

GP Practice: If you need to see, or contact, a medical professional quickly, it often makes sense to try your GP first as they specialise in treating many health problems

Call 111: NHS 111 is a telephone service which aims to make it easier to access healthcare services when you need medical help fast.

Walk-In Centres: If the surgery where you are registered is not open, it is possible to see a GP at one of the walk-in centres in Brighton or Eastbourne (see back page for contact details).

Pharmacy: Your local pharmacy can help with advice on a number of different problems such as coughs, sore throats, wound dressings, skin rashes and more.

Minor Injuries (MIU): Open 8am to 8pm, 7 days a week. MIU treats sprains and strains, broken bones (not hips), wound infections, minor burns and scalds, minor head injuries, insect and animal bites, minor eye injuries. They have x-ray facilities for shoulder, upper arm, collar bone, elbow, wrist, hand, ankle, foot, toe and knee.

A&E or calling 999 should be used for life-threatening emergencies such as:

- ✓ Loss of consciousness
- ✓ Acute confused state / fits
- ✓ Persistent, severe chest pain
- ✓ Breathing difficulties
- ✓ Severe bleeding that isn't stopping

Helping you stay Healthy: Useful Contacts

❖ Stop Smoking Service (Quit 51)

Quit 51 is a stop smoking service developed by experts and delivered by specially trained and highly experienced professionals to give you the best chance to quit smoking.

If you want to quit smoking but don't feel you could do it on your own, Quit 51 will be able to help. You can access this free service either by asking your GP to refer you to the service, or contact Quit 51 directly in one of the following ways:

Tel: 0800 622 6968 **Text:** smokefree to 66777

Website: www.quit51.co.uk

❖ Drug & Alcohol Team (STAR)

STAR is a locally commissioned service delivering drug and alcohol services for patients aged 18+ in the East Sussex area. They offer group work programmes, drug and alcohol counselling, community detox, housing benefits and advice, and more. Patients can contact the service directly or via a referral from their GP.

For all enquiries about the service, STAR can be contacted in one of the following ways:

Tel: 0300 303 8160

Website: www.cri.org.uk/content/east-sussex-drug-and-alcohol-recovery-service-star

❖ Health Trainers

Health Trainers are local people who have been trained to have the skills to help you make a real difference to your health. They can help you overcome barriers to becoming healthier, give one-to-one or group support, help you find out more about health issues, go with you to a new service, new group or activity, help you become more physically active, stop smoking, drink more sensible and help with healthy eating and weight watching.

The service is free and confidential and can be contacted in the following ways:

Tel: 0800 917 8896 or 01323 723966

Website: www.mytimeactive.co.uk/health/health-services/east-sussex/health-trainers

❖ Health in Mind

Health in Mind is an NHS organisation providing courses and other types of therapies that help with stress, anxiety and low mood. Whatever the reasons are for feeling down: relationships, money or work, they offer ways forward that may help you feel positive again. Health in Mind services are free for the residents of East Sussex.

It is a professional service provided by qualified Therapists and Counsellors, Psychological Wellbeing Practitioners and Primary Care Mental Health Practitioners.

You can access Health in Mind either by asking your GP to refer you to the service, or contact Health in Mind directly in one of the following ways:

Tel: 0300 00 30 130 (Lines open Monday to Friday 9.00am to 5.00pm)

Email: spnt.healthinmind@nhs.net

Website: www.healthinmind.org.uk

❖ Re:Balance

The Re:Balance service offers 12 week group programmes for adults, children and families to help improve wellbeing, to provide healthy eating advice and to provide fun and friendly exercise in a supportive environment. To find out more about the service:

Tel: 08452 160 120

Email: enquiries@rebalanceeastsex.co.uk

Website: www.rebalanceeastsex.co.uk

❖ Live Well, Live Better Service (Pilot Project)

The Live Well, Live Better service is a pilot project in the Lewes area. Living with a health condition can be challenging. Together with our practice team the specially trained team of the Live Well and Feel Better project can provide you with support to manage them. Please ask your doctor or nurse for more information.

❖ NHS Choices and Patient UK

Both the NHS Choices and Patient UK websites are an excellent source of information regarding health. Both websites offer information leaflets on specific health conditions, as well as information and advice on how to remain healthy, including tips on healthy diets, exercise, stop smoking advice and more.

NHS Choices: www.nhs.uk

Patient UK: www.patient.co.uk