

Practice Information Leaflet

# PRESTON PARK SURGERY

2A Florence Road, Brighton, BN1 6DP  
Tel: 01273 559601



## A Welcome to all Patients

### OPENING TIMES

Monday - Friday      8.30am to 6.00pm

**The team at Preston Park Surgery believe in the traditional values of general practice - the continuity of care and the development of high quality services delivered close to home.**

This leaflet tells you how to contact us, who we are, what we do and the services we offer.

The information is also available on our website  
[www.prestonparksurgery.co.uk](http://www.prestonparksurgery.co.uk)

# PRACTICE TEAM

## *DOCTORS*

**Dr Julian Greaves**

MBChB DRCOG

**Dr Maria Slattery**

MBBS DRCOG MRCGP

**Dr Craig Milne**

MBChB MRCGP

**Dr Andrew Hodson**

MBBS BSc MRCGP MRCP

**Dr Lucy Hodson**

MBBS MRCGP DCH DRCOG

**Dr Ben Whitt**

MBChb MRCGP DRCOG

**Dr Melissa Constable**

MBChb MRCGP

**Dr Satyajeet Phadnis**

MBChb MRCGP DRCOG

**Dr Hannah Tremewan**

MBChb BMedSci MRCGP DRCOG

**Dr Rosie Nolloth**

BMBS MRCGP

**Dr Andy Hird**

MBBS MRCGP

## *Nurses*

Ally Kipping, Advanced Nurse Practitioner, is our Nurse Lead supported by Practice Nurses Ruth Stone and Vanessa Herrero-Twelvetrees.

Ally is a qualified prescriber and is trained to manage patients with the following:

- Viral & Bacterial Infections
- Chronic respiratory illness
- Cardiovascular disease
- Dementia
- Management of Diabetes
- Minor Ailments
- Sexual health
- Cervical smears

Our nurses are available for immunisations, vaccinations, ear syringing, chronic disease management, contraception, cervical smears, wound dressings and removal of sutures.

## *Health Care Assistants*

Our Health Care Team also includes our experienced HCA Bex Foster, and Phlebotomist Shaymaa Jawad. They provide a range of diagnostic procedures, including 24hr blood pressure monitoring, blood tests, ECGs, Health Checks and Smoking Cessation clinics.

## *Administrative staff*

Our Practice Manager, Janak Chauhan, is responsible for the overall running of the practice. Operations Manager Angus Brown, IT Administrator Kim Webb, HR Administrator Sudevi Geary and Reception Team Leader Madi Crowhurst support him. In addition, the admin team includes four Medical Secretaries and four Administrators.

## *Reception*

We have a caring, dedicated and hardworking team of receptionists who staff the reception desks and deal with telephone queries.

Their job is very demanding and busy, so please understand they are there to help.

## **How do I... Make an appointment?**

### **BOOKING YOUR APPOINTMENT**

To book your appointment, please call the surgery on 01273 559601.

In order to direct you to the most appropriate healthcare professional, our reception team will ask you for a brief reason for your appointment when you call. We offer pre-bookable, same day and telephone appointments.

#### **PRE-BOOKABLE APPOINTMENTS**

Call us any time from 8.30am to 12.30pm and 2.00 to 6.00pm to book your appointment. We offer pre-bookable face to face and telephone appointments up to six weeks in advance.

#### **SAME DAY APPOINTMENTS**

Call us from 8.30am to book a same day face to face and telephone appointments.

#### **TELEPHONE APPOINTMENTS**

If you book a telephone consultation, the clinician will phone you and if they need to see you, they will make arrangements for you to come in at a mutually convenient time.

Please note: all appointments will be confirmed by a text message to your mobile phone.

If you need to rearrange or cancel your appointment, please call us as early as possible so we can re-schedule the appointment.

We also offer:

#### ***Extended Access Appointments:***

As part of the Brighton & Hove Federation, Preston Park Surgery patients have access to evening and weekend appointments. These include GP appointments as well as Nurse & Healthcare Assistant appointments.

#### ***The E-Consult Service:***

The E-Consult form can be found on our website. By clicking on the E-Consult logo and answering a few questions, the form will be sent to a clinician who will reply to you with the most appropriate course of action within 2 working days.

## GP availability

<b>Day</b>	<b>AM</b>	<b>PM</b>
<b>Monday</b>	Dr Julian Greaves Dr Craig Milne Dr Maria Slattery Dr Ben Whitt Dr Melissa Constable Dr Lucy Hodson	Dr Julian Greaves Dr Craig Milne Dr Ben Whitt Dr Melissa Constable Dr Lucy Hodson Dr Andy Hird
<b>Tuesday</b>	Dr Julian Greaves Dr Ben Whitt Dr Satyajeet Phadnis Dr Hannah Tremewan Dr Rosie Nolloth	Dr Julian Greaves Dr Ben Whitt Dr Satyajeet Phadnis Dr Hannah Tremewan Dr Rosie Nolloth
<b>Wednesday</b>	Dr Maria Slattery Dr Melissa Constable Dr Lucy Hodson Dr Hannah Tremewan Dr Andy Hird	Dr Maria Slattery Dr Melissa Constable Dr Lucy Hodson Dr Hannah Tremewan Dr Andy Hird
<b>Thursday</b>	Dr Craig Milne Dr Maria Slattery Dr Andy Hodson Dr Satyajeet Phadnis Dr Rosie Nolloth Dr Andy Hird	Dr Craig Milne Dr Andy Hodson Dr Satyajeet Phadnis Dr Rosie Nolloth Dr Andy Hird
<b>Friday</b>	Dr Julian Greaves Dr Ben Whitt Dr Andy Hodson Dr Satyajeet Phadnis Dr Rosie Nolloth	Dr Julian Greaves Dr Ben Whitt Dr Andy Hodson Dr Satyajeet Phadnis

## Nursing team availability

<b>Day</b>	<b>AM</b>	<b>PM</b>
<b>Monday</b>	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees
<b>Tuesday</b>	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees HCA Bex Foster	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees HCA Bex Foster
<b>Wednesday</b>	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees HCA Bex Foster	ANP Ally Kipping PN Vanessa Herrero- Twelvetrees HCA Bex Foster
<b>Thursday</b>	PN Ruth Stone PN Vanessa Herrero- Twelvetrees HCA Bex Foster	PN Ruth Stone PN Vanessa Herrero- Twelvetrees HCA Bex Foster
<b>Friday</b>	PN Ruth Stone PN Vanessa Herrero- Twelvetrees	PN Ruth Stone PN Vanessa Herrero- Twelvetrees

## **Attached Staff**

We also have the following staff that work with and form part of our Surgery's Clinical Team:

### ***Pharmacists***

Our team supports those with their medication regarding long-term conditions like asthma, diabetes, COPD and high blood pressure. They are also available to complete medication reviews and offer prescription advice. Please contact reception if you would like to book an appointment.

### ***First Contact Practitioner (FCP)***

FCPs have advanced skills to assess, diagnose, treat and manage musculoskeletal (MSK) problems. This involves seeing patients, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan. Please contact reception if you would like to book an appointment.

### ***Social Prescribing Link Worker***

We have the services of a Social Prescribing link worker at the practice every Friday. The main aim of their role is to help people to improve their health and wellbeing by connecting them to activities in the community. Link workers connect those feeling lonely, overwhelmed or in need of help, to a range of local support, from community and activity groups to work, debt or housing advice. Please ask reception to refer you.

## **REPEAT PRESCRIPTIONS**

Repeat Prescriptions can be requested in the following ways:

- **Website**  
[www.prestonparksurgery.co.uk](http://www.prestonparksurgery.co.uk)  
Under the prescription and medicine section.
- **Via online services**  
To register for S1 online access, please visit the surgery with 2 forms of ID – photographic and address. Our receptionist will be able to set you up with access.
- **Via Email**  
You can email your request to [sxicb-bh.receptionprestonpark@nhs.net](mailto:sxicb-bh.receptionprestonpark@nhs.net)
- **On Paper**  
You can submit your request in writing at reception and/or post them through the letter box at the main entrance.

We use the Electronic Prescription Service (EPS) at the surgery, which means that all prescriptions are sent to the pharmacy of your choice. Please ask at reception or your local pharmacy for more information.

Repeat prescriptions take 72 hours to be issued. Any requests received after 12pm will be processed the next working day.

<b>Prescriptions received at surgery by 9.00am on:</b>	<b>Will be ready to collect on the following:</b>
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

Please note the above is subject to change to take into account bank holidays. You can request a prescription within 2 weeks of the issue date to ensure you allow us and the pharmacy to prepare your request safely and efficiently.

Unless stated otherwise, your prescription will be sent to your nominated pharmacy. If you require this to be sent somewhere else, please let us know when requesting your prescription.

If you would like to change your nominated pharmacy, please call the surgery on 01273 559601 and the reception team will be able to assist you.

### ***Test Results***

To obtain your test results, please telephone after 10am. The doctor assesses all results; a receptionist will only be able to inform you that either the results are normal or ask you to speak to the doctor.

### ***Change of Personal Details***

Please inform reception if you change your name, status, address, home or mobile phone number so that we can update our records.

### ***Text messages***

You can register to receive information by text message on your mobile phone regarding appointments and health care. If you wish to register for this free service, please let reception know.

### ***Chaperone***

Please ask at reception or inform the doctor or nurse if you require a chaperone.

### ***Hearing Loop***

A hearing loop is available in reception.

### ***Visually Impaired Patients***

If any assistance is required, please make the receptionist aware. Guide dogs are welcome at the surgery.

## **OTHER SERVICES AVAILABLE**

### ***Baby & Child Immunisations***

Preston Park Surgery strongly believes in the benefits of baby & child immunisation. Immunisation is a way of protecting against serious diseases. Immunisation is one of the biggest health successes of the last century. Some diseases that are caused by viruses can't be cured by antibiotics. The only way to control them is by immunisation. The World Health Organisation (WHO) states: "The 2 public health interventions that have had the greatest impact on the world's health are clean water and vaccines."

As children develop, they are exposed to many risks, one of these risks being infections. The benefit of immunisation is that your child has the best possible protection against dangerous diseases.

Please see the link below for NHS Vaccinations and when to have them:

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

### ***Ante-natal Care***

Generally, antenatal care is shared by the hospital and the GP. Ante-natal patients are normally managed by the Community Midwife team. You can self-refer online. A member of the midwifery team will then contact the patient to arrange a booking appointment.

### ***Post-natal Care***

All new mums will be invited to have a 6-week post-natal check. Babies will have a developmental check at the same time. Please contact the surgery for a triple appointment for you and your baby.

### ***Cervical Smears***

Cervical smears are provided by appointment with one of our nurses. These are routinely done between the ages of 25 and 65. Cervical smears are carried out every 3 years up until the age of 50 and thereafter, every 5 years. Abnormal smears will be followed up more frequently.

### ***Chronic disease management***

The nurse carries out regular reviews of patients with chronic diseases such as asthma, diabetes, heart disease, COPD or cancer. You will be monitored regularly and be invited for a full review once a year.



## ***Flu Vaccinations***

Influenza immunisation protects effectively against 'true' influenza. This vaccination is offered to all patients aged 65 and over and those less than 65 years with any long-term condition such as asthma, diabetes, heart disease and COPD, as well as pregnant women and those on long term steroids or immunosuppressants. This service is available from the beginning of September each year. Any patient fulfilling any of these criteria should contact the practice nurse to discuss having a routine vaccination each winter.

## ***Pneumococcal Vaccination***

Pneumococcal vaccination is offered to all children as part of the routine immunisation programme; however, it is also offered to all patients aged 65 years and over and those less than 65 years with a long-term condition. For most patients it is a single injection, but certain groups of patients may require a booster after 5 years.

## ***Shingles Vaccination***

A Shingles vaccine is offered to adults aged 70 to 79 years old.

## ***Travel Vaccinations***

These are available by appointment with the nurse. You will be required to complete a health questionnaire before your appointment in order to provide the nurse with as much information as possible. Please contact reception for further information at least 6 weeks before you intend to travel.

There are a number of travel vaccinations provided by the NHS; however, vaccines such as Rabies, Meningitis ACWY, Japanese encephalitis and tick borne encephalitis are not provided under the NHS and therefore will incur a fee for the vaccine and administration. Please discuss your requirements with the practice nurse or contact reception for a price list.

## ***Smoking Cessation***

We offer smoking cessation appointments with our Healthcare Assistant. Please contact reception to book an appointment.

## ***Private Medicals and Forms***

All non-NHS work such as holiday cancellation forms, To Whom It May Concern letters, private medical examinations/certificates etc, will incur a fee. If you require any of these services, please contact reception to book an appointment.

## ***Fit Notes***

Self-certification forms for the first week of your illness are available from your employer. If you remain unfit to work after this time, a doctor's note may be required by your employer. Please telephone the surgery for further information.

# HOW TO BENEFIT MOST FROM THE SERVICES WE OFFER

## ***Patient Participation Group***

Be Part of Our Patient Group...Have your say ...

At Preston Park Surgery our Patient Participation Group consists of volunteer patients who are involved in making sure that the surgery provides the services its patients need. The role of the PPG includes:

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- carrying out research into the views of those who use the practice;
- organising health promotion events and improving health literacy;
- regular communication with the patient population.

## ***What are the benefits?***

- Patients have a forum to suggest positive ideas and voice concerns.
- Patients will have better understanding and knowledge of the practice staff.
- Patients will benefit from improved communications with staff.

Our Patient Participation Group is evolving to meet local needs. Most commonly, we work with the practice staff and GPs to offer a patient perspective on the services that are provided. PPGs also help to improve communication; to encourage patients to take more responsibility for their health, and provide practical support. The group meets on a regular basis, so why don't you come along and have your say. Your opinions count and will be greatly appreciated. We are looking for more volunteers from all age groups, so why don't you join and give it a go!

We also have our own website, so why don't you visit [www.prestonparkppg.com](http://www.prestonparkppg.com) where you will find a host of information and activities that the PPG are involved with.

**Virtual Patient Group Membership** is also now available. Joining the virtual group will enable you to engage with the work of the PPG by participating in on-line discussions, responding to on-line questionnaires, as well as viewing minutes of PPG meetings.

## ***Suggestions***

We are keen to hear your views about our services and welcome any suggestions you might have on how we can improve.

From time to time we distribute questionnaires to learn your views about the services offered by the practice. Please help by returning your completed questionnaires to reception promptly.

Please also complete the national survey if you receive one.

## ***Access to Patient Records***

All our current records are held on computer. Patients can be assured of complete confidentiality. Your rights are also protected under the Data Protection Act and General Data Protection Regulations. Patients may request access to their medical records under this Act and all requests must be in writing. Please contact reception for further information.

## **PRACTICE CHARTER**

### ***What we will do for you***

- always treat you with courtesy and respect; we value your tolerance and patience when we're working under pressure;
- discuss your care and treatment with you;
- refer you to a specialist acceptable to you (within the limits of the services available in this area) when your GP thinks that it's necessary;
- respect your right to confidentiality;
- provide our patients with an environment which is comfortable, relaxing and friendly;
- ensure that all staff have the competency to deliver the required standards of care;
- respond to feedback from our service users, their families, other health professionals and our staff;
- continuously seek ways in which our services can be improved.

### ***What you can do for us***

- treat us with respect and courtesy at all times. We know that sometimes if you are worried, this is not easy; however, we do have a policy of zero tolerance against violence and abusive or threatening behaviour;
- tell us if you are unsure about the treatment we are offering you;
- keep your appointments at the surgery and let us know as early as possible if you are unable to do so – there are always other patients waiting for cancellations;
- only order repeat prescriptions for those medications that you need – many medicines are wasted;
- allow at least 72 hours for us to process your repeat prescriptions;
- inform us of any changes to your address and/or phone number so that we can keep your records up to date;
- tell us about complaints or misunderstandings as soon as possible, to allow us to deal with them.

### ***Confidentiality***

As part of our commitment to patient care, we have to record personal information. This is to ensure that we have accurate historical and current information, so that you receive the proper care and treatment.

Everyone working at the practice has a legal duty to keep information about you confidential.

## ***Zero Tolerance against violence***

For the safety of staff and patients, this practice has a Zero Tolerance Policy in respect of violent, aggressive or threatening behaviour by patients or their relatives to practice personnel or other patients. In extreme cases we may summon the police to remove offenders from the practice premises. Any patient who abuses this policy may be removed from the practice list.

## **SELF MANAGEMENT OF COMMON AILMENTS**

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines that you can buy over the counter.

The community pharmacist is an excellent source of advice for many common ailments such as:

- Low Back Pain
- Heartburn & Indigestion
- Eczema
- Constipation
- Coughs in Adults
- Common Cold
- Sinusitis
- Sprains
- Fever in Children
- Headaches
- Sore Throat
- Earache
- Acne

### ***Backache and Strains***

Many acute strains and backache will settle without medical intervention over a few days or weeks. Staying mobile improves recovery and using simple pain-relieving measures such as ice, heat and over the counter pain relief medication. If the symptoms persist or get worse, please contact the doctor.

### ***Colds and Flu-like symptoms***

Colds usually start with a sore throat, temperature and aches, coughs and runny nose. They are caused by viruses, and antibiotics are of no use in treating them. Treatment consists of drinking plenty of fluids and taking recommended doses of Paracetamol for temperatures and aches. If symptoms are associated with shortness of breath, then further advice should be sought.

## ***Diarrhoea & Vomiting***

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. If the diarrhoea contains blood or there is a severe pain or high fever, you should discuss it with your doctor. Diarrhoea and vomiting in small babies and young children should be treated with caution, and the doctor will be happy to advise you about this over the telephone and arrange to see you if necessary.

## ***Insect Bites and Stings***

Most of these need no treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

## ***Nose Bleeds***

Sit on a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about ten minutes, by which time the bleeding usually stops. If the bleeding continues, consult your doctor.

## ***Sprains***

First apply a cold compress containing ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until the discomfort has subsided.

## ***Sunburn***

With sunburn, prevention is better than cure. Use 'High Factor' sun creams before exposure, especially on children. Short-term over exposure to sun can cause burning. The skin becomes hot, red and painful. After a few days, the burnt skin may peel. A cool shower or bath will help. Soothing creams such as aqueous cream will help and Paracetamol will help with the pain.

If vomiting, fever and headaches occur, this may be due to sun stroke. If this occurs please make sure you have plenty to drink to prevent dehydration.

Paracetamol or Ibuprofen will help to ease headaches and fever. Please see your doctor if your symptoms are not settling.

## USEFUL TELEPHONE NUMBERS

<b>Royal Sussex County Hospital</b>	01273 696955
Outpatient bookings	0300 3038360
Orthopaedic, Physiotherapy, Rheumatology	0300 3038063
Diabetes	0300 3038066
Imaging	01273 664575
Pain management	0300 3038363
Colposcopy	01273 664453
<b>Royal Alexandra Children's Hospital</b>	01273 696955
<b>The Princess Royal Hospital</b>	01444 441881
<b>Worthing Hospital</b>	01903 205111
<b>Sussex Eye Hospital</b>	01273 696955
<b>Walk-in Clinic</b>	0333 3210946
<b>Hove Polyclinic</b>	01273 242024
Blood tests	01273 265580
<b>WellBN (for multiple therapies)</b>	01273 772020
<b>Brighton and Hove Wellbeing Service (for mental health)</b>	0300 002 0060
<b>Midwives</b>	01273 295623
<b>Sexual Health Clinic</b>	01273 523388
<b>MSI Reproductive Choices</b>	0345 3008090
<b>Breast Care Clinic</b>	01273 664773
<b>Requesting a Yellow Sharps Box</b>	01273 292929
<b>Sussex Travel Clinic</b>	01903 254774
<b>St Peter's Travel Clinic</b>	01273 606636
<b>Travel Clinic Brighton</b>	01273 559905
<b>Covid Queries</b>	0800 4334545
<b>Community Pharmacies</b>	
Kamsons – Beaconsfield Road	01273 522815
Kamsons – Preston Drove	01273 552808
Kamsons – Elm Grove	01273 606031
Harper's – Hollingbury Place	01273 505817
Field's – Westdene	01273 502447
Matlock – Matlock Road	01273 552060
Patcham – Ladies' Mile Road	01273 553628
O'Flinn – Islingword Road	01273 681630
Ashton's – Dyke Road	01273 325020
Pharmacy2U	0113 2650222