

VIOLENT PATIENTS

If any patient is violent or abusive to any member of staff, they will be removed from the list and will have to attend a special GP service at another location.

PATIENT CONFIDENTIALITY

All doctors and staff within the building have signed up to a code of confidentiality, which only allows them to access patient records when they have a legitimate reason for doing so.

DATA PROTECTION AND FREEDOM OF INFORMATION

We are mindful of our obligations in respect of 'Data Protection' and review annually our registration details. The Data Protection Register can be found at <https://ico.org.uk>.

COMPLAINTS/COMMENTS

We always aim to improve the service and welcome feedback. If you are unhappy with our care or would like to make any suggestions, please complete a Complaints/Comments Leaflet or contact the Manager at Beaconsfield Road Surgery.

CLINICAL COMMISSIONING GROUP (CCG)

Our local East Sussex CCG can be contacted for any query with regard to primary medical services in the area.

East Sussex CCG
Sackville House
Brooks Close
LEWES
BN7 2FZ
Tel: 01273 485300
Email: sxccg.contactus@nhs.net

Patient Participation Group

If you are interested in attending the Patient Participation Group meetings, then please request details from a member of staff or visit the surgery website.

SURGERY OPENING HOURS

Beaconsfield Road Surgery

Mon-Fri 8.30 am to 6.00 pm
Morning and afternoon surgery operate every day.

Contact the surgery for an appointment or book online via the website

<https://patient.emisaccess.co.uk/account/login>. You will need to register for this service to be able to use it.

Download the NHS App for online services, prescription orders, and much more: <https://www.nhs.uk/nhs-app/>

Beaconsfield Ore Surgery Site (Satellite Surgery)

Mon-Fri 8.30am – 6.00pm

Tue/Thu/Fri pre-bookable Late Night Extended Access appointments available from 6.30 p.m.

Saturday morning pre-bookable Extended Access appointments available alternate weeks

TEST RESULTS: Please ring between 11am and 1pm and select Option 1.

PRESCRIPTION QUERIES: Please ring between 10am and 11.30am select Option 2.

OUT OF HOURS

For medical advice out of hours, please telephone 111. In a medical emergency, please telephone 999.

NHS UK: WANT TO FIND OUT MORE ABOUT AN ILLNESS OR CONDITION. CONTACT NHS 111 OR ONLINE AT [WWW.NHS.UK](http://www.nhs.uk)

NON-NHS EXAMINATIONS

Medical examinations for special purposes e.g. driving medicals, insurance companies, pre-employment, fitness to undertake sports, fitness to travel etc. are not undertaken during normal surgery times. A special appointment must be made and a fee is payable. Payment before examination is required.

BEACONSFIELD ROAD SURGERY

PRACTICE LEAFLET

TEL: 01424 755355

Welcome to Beaconsfield Road Surgery

We hope this information leaflet will be helpful

DOCTORS

Dr Milan Radia BSc. MBBS MRCGP

Dr Linda Parker BA (Hons) MA (Cantab) MBChir, MRCGP, DCH, DRCOG, DFFP

Dr Chandni Radia BSc. MBBS MRCGP

Dr Hayley French MBBS MRCGP

We do use locum GP's.

Beaconsfield Road Surgery
21 Beaconsfield Road
Hastings, East Sussex
TN34 3TW

Beaconsfield Ore Surgery Site
(Satellite Surgery)
21 Fairlight Road
Hastings, East Sussex
TN35 5ED

You can also find us online at
www.beaconsfieldroadsurgery.co.uk

REVISED JANUARY 2022

HOW TO REGISTER AND SEE THE DOCTOR

If you wish to register with the doctor and live within our catchment area, please speak to the staff, who will provide you with the registration paperwork and offer you a new patient check telephone consultation with the in-house Pharmacist if appropriate.

We operate an advanced access system for booking appointments. There will be some pre-booked appointments available for each day the rest will be available to book if you ring the surgery after 8.30 a.m. on the day you wish to see the doctor. You can also book appointments online once you have registered for Patient Access. Please ask at reception for further details.

At the time of making your appointment you will be advised as to the availability of the doctors and your options will be discussed with you.

CHAPERONE POLICY

If you require a chaperone, you may bring a friend or a family member with you. If you require a formal chaperone, please discuss this at the time of making your appointment.

REPEAT PRESCRIPTIONS

How to order your prescription:

- contact your pharmacy to order on your behalf
- download the NHS App - <https://www.nhs.uk/nhs-app/>
- post a request through the letterbox at Beaconsfield Road or Fairlight Road

WE DO NOT ACCEPT REPEAT PRESCRIPTION REQUESTS VIA TELEPHONE, EMAIL OR ENGAGE CONSULT

Please allow 72 hours for prescriptions to be processed and note that this does not include the weekend or bank holidays. Check with your Pharmacy before contacting the surgery to check the progress of your request. Please ensure you request your medication in good time. Urgent requests will be dealt with as soon as possible. If

you wish your medicine to be delivered, please enquire with your Pharmacy. All prescriptions are now processed via the electronic prescribing service. This also allows us to track the progress of your prescription. **Please advise the staff of your preferred pharmacy.**

Repeat prescriptions may also be requested online via the Patient Access Web Portal.

HOME VISITS

Home visits are at the discretion of the doctor. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the Surgery. If the patient has a temperature or a rash, coming to the surgery may not be a problem, but please inform the receptionist when telephoning. If the condition of the patient does require a home visit, please try to ring **before 10.00 a.m.** on the day the visit is required.

When you request a visit, the receptionist will ask for full details of the patient's name, address, age and telephone number, and the reason for the visit. This information will help the doctors plan their calls and allow urgent visits to be dealt with promptly.

PATIENT'S RESPONSIBILITIES

You must let the surgery know if you are unable to attend an appointment so that it may be given to someone else.

You must also advise the surgery if you change your address or telephone number, as this is our only method of contacting you.

CARERS

If you are a carer and would like help or more information on the services available, please contact either the surgery or Care for the Carers on 01323 738390.

MATERNITY CARE

Care in pregnancy is provided by the Practice in conjunction with the local hospital and their midwives. In nearly all cases, the majority of your antenatal care will be carried out in the community.

MOTHER AND BABY CLINICS

We routinely invite mothers with their babies in for an 8-week check, immunisation and postnatal examination. We offer a full range of vaccinations and developmental assessments.

MINOR OPERATIONS AND OTHER CLINICS

For Asthma, Diabetes, COPD, Travel Vaccinations, Flu Vaccinations, Contraception, Well Woman/Man checks, over 75 checks, NHS Health Checks and all other clinics please contact the surgery.

THE PRACTICE TEAM – PLEASE SEE OUR WEBSITE FOR FULL DETAILS

PRACTICE MANAGER – Jackie Horton

OPERATIONAL MANAGER – Julie Holloway

THE DISTRICT NURSE TEAM can be contacted through the surgery.

THE COMMUNITY MIDWIFE provides antenatal care and visits mothers and their new babies at home.

THE HEALTH VISITOR Can be contacted via the West Hastings Health Visiting Team on 01424 726446