

NORTHAM AND BROAD OAK SURGERY

Patient information Booklet

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WELCOME TO OUR PRACTICE

This booklet is designed to help you to make the best use of the services offered by this practice. The partners are:

Dr Sally Parnell BM BCh MA MRCGP DRCOG DFRSH

Dr Alex Dale, MBBS MRCGP

Dr Richard Albardiaz MB BChir DRCOG FRCGP

DR Anna James BSM, MBCHB, DRCOG, MRCGP

Dr Nicky Cudlipp MB BS – Salaried GP

Practice Manager:

Sarah Clements

Practice Nurses:

Gay Mason RGN

Sam Parsler RGN

Healthcare Assistants:

Anita Fowler

Julie Wakeford

The main surgery address is:

The Surgery, Main Street, Northiam, Rye, TN31 6ND

Tel: 01797 252140

Opening times:

Monday to Thursday 8.30 – 18.30

Friday 8.30 – 17.00

Dispensary closed 13.00-14.00 each day

The **branch** surgery address is:

6 Reedswood Road, Broad Oak, Rye, TN31 6DH

Tel: 01424 882394

Opening times:

Monday, Tuesday, Thursday 8.30 – 13.00

Friday 8.30 – 11.00

Wednesday 8.30 – 12.00 and 13.30 – 18.30

Website: www.northiamandbroad Oaksurgery.co.uk

Email: sxicb-esx.northiamsurgery@nhs.net

Please check our website for areas we provide services for. Select register with our practice and enter your postcode into the check box.

Both surgery premises have adequate access and toilet facilities for the disabled, and good car parking facilities

HOW TO REGISTER WITH THE PRACTICE

Collect a Registration Form from the Receptionist which contains a copy of the Practice Booklet and a welcoming letter from your GP. You will also be asked to supply some additional information: a mobile telephone number, work number, e-mail address and indicate your ethnic category. Please bring some form of photo identification (passport or driving licence) with you when you return the registration forms. We will also ask you if you would like use our on-line services (www.patientaccess.com/ or [the NHS app](#)) for ordering repeat medication and making appointments.

You will be offered a new patient consultation with the Doctor or Practice Nurse so that we can obtain basic medical information and details of any medication you are on before your medical record reaches us.

Please note that each GP covers a different geographical area within the practice boundaries in order to provide the best possible care for all our patients.

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 SEE YOUR DOCTOR/ PRACTICE NURSE/ HEALTHCARE ASSISTANT

You may make an appointment for your consultation in person at the surgery, by telephone or by using the Patient Access service.

The Receptionist is available during surgery opening hours for you to speak to face-to-face or on the telephone. Please tell the Receptionist if you wish to have a conversation away from the desk about a confidential matter. We also have a touch-screen check-in console for your convenience; this can be used whenever you come to the Surgery and is particularly helpful when the Reception staff are busy answering telephone calls.

The practice operates a 10 minute appointment system for the doctors, nurses and healthcare assistants. Please tell the Receptionist if you need a longer appointment. We have a certain number of appointments available for the doctors that can be booked in advance and the remainder are available for patients to book on the day that they need to be seen. If you are unwell and need to be seen on the same day, the doctor will see you.

We aim to answer the telephone within 8 rings but there may be times when it might ring a little longer. We would ask for your patience on those occasions.

You can also book GP appointments on line through the Patient Access service. Application forms for this service are available from Reception or please visit our website <https://www.northiamandbroadoaksurgery.co.uk/>. The application form is on page 7 of the Patient Registration Pack, this is found by clicking on 'Register with our Practice' on the homepage.

As Nurse and Healthcare Assistant appointments can vary in length depending on what you require, we ask that these are made by telephoning or calling in to the surgery so we can best meet your needs.

CHAPERONES

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

HOME VISITS

If you are unable to attend the surgery please try to telephone your request for a visit before 10.30 a.m. **If it is an emergency please telephone immediately, or dial 999.**

BABY AND TODDLER

The practice is pleased to provide facilities for baby and toddler changing and feeding.

VIOLENT OR ABUSIVE BEHAVIOUR

The practice will not tolerate any violent or abusive behaviour towards any of the doctors, nurses or other 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.

CONSULTATION TIMES AT NORTHAM

Appointment time is precious and we ask you to keep your appointment with the doctor or nurse and to inform the Receptionist in good time if you are unable to attend.

Dr Sally Parnell

Monday	8.30 – 11.30	14.30 – 16.30*
Tuesday	8.30 – 11.30	15.30 – 17.50
Wednesday		
Thursday	8.30 – 11.30	15.30 – 17.50
Friday	8.30 – 11.30	14.00 – 16.00 *

Dr Alex Dale

Monday	8.30 – 11.30	15.30 – 17.50
Tuesday	8.30 – 11.30	14.30 – 16.30 *
Wednesday	8.30 – 11.30	15.30 – 17.50
Thursday		
Friday	8.30 – 11.30	14.00 – 16.00 *

* Patients will be contacted for appointments for Clinics held at these times

Dr Anna James

Monday	9:00 – 11.30	
Tuesday	8.30 – 11.30	15.30 – 17.50
Wednesday		
Thursday		
Friday	8.30 – 11.30	

Dr Nicky Cudlipp

Wednesday	9.30 – 12.30	
Thursday	9.30 – 12.30	15.00 – 17.50

Practice Nurse

Monday	8.30 – 12.40	15.00 – 17.50
Tuesday	8.30 – 12.40	15.00 – 17.50
Wednesday	8.30 – 12.20	14.00 – 16.10
Thursday	8.30 – 12.20	15.00 – 17.30
Friday	8.30 – 12.40	

Phlebotomists/Healthcare Assistants

Monday	8.30 – 12.30	13.30 – 15.00
Tuesday	8.30 – 12.30	13.30 – 17.00
Wednesday	8.30 – 12.50	13.30 – 16.30
Thursday	8.30 – 12.30	14.00 – 17.00
Friday	8.30 – 12.30	13.30 – 15.00

Please note that appointments for **blood tests** are only available between 8.30 and 14.40 to fit in with the Hospital Courier service.

CONSULTATION TIMES AT BROAD OAK

Dr Richard Albardiaz

Monday	8.30 – 11.30	
Tuesday	8.30 – 11.30	
Wednesday	8.30 – 11.30	15.00 – 17.50
Thursday	8.30 – 11.30	
Friday		

Patients registered with Dr Albardiaz at Broad Oak may make appointments with GPs at Northiam when that surgery is not open.

Practice Nurse

Monday	10.30 – 12.40
Wednesday	
Thursday	08.30 – 12.40

Phlebotomist

Tuesday	8.30 - 12.00
Wednesday	8.30 – 12.00
Thursday	8.30 - 12.00

EXTENDED SURGERY HOURS

The practice can also offer appointments from **18.30-20.00** in the evening on alternate Tuesday, Wednesday and Thursday at Northiam. These appointments are clinician led and must be pre-booked by your GP; after 18.30 p.m. all telephone calls will be routed to NHS 111 who will deal with any request for visits.

INTERPRETERS

We are able to provide the services of an interpreter for non-English speakers or those with hearing impairment to help with your consultation with the doctor or nurse. Please let the Receptionist know if this is required when you book your appointment.

APPOINTMENTS WITH THE PRACTICE NURSES

ANTI-COAGULATION

Patients who need a blood test for INR monitoring should make an appointment with the Healthcare Assistants wherever possible. The Practice Nurses will also see patients for this service.

CHILDREN'S IMMUNISATIONS

The practice is keen for all children to be fully immunised and parents should make an appointment with the Practice Nurse.

CERVICAL SMEAR TESTS

The practice works in liaison with the Health Authority on a three or five-yearly recall system. Patients will receive reminder letters directly from the Health Authority.

SMOKING CESSATION

If you want to stop smoking, the Healthcare Assistant would be pleased to see you for an appointment to assist you to do this.

TRAVEL IMMUNISATIONS

All travel immunisations can be done by the Practice Nurse by appointment. Please collect a Travel Pack, or download a form from our website, and drop this into the surgery prior to making your appointment to enable the nurse to ascertain what immunisations or medication you might need. There is a charge for some travel immunisations and all costs are shown in the Travel Pack. Please bring your passport with you; this is a requirement for Yellow Fever vaccinations and recommended for other travel immunisations

WELL-MAN and WELL-WOMAN

The Practice Nurses offer these appointments at both the Northiam and Broad Oak surgeries. Their positive approach to health may include encouraging life-style changes in relation to diet, obesity, smoking and alcohol problems in all age groups.

ASTHMA

In order to provide a comprehensive standard of asthma care, we would be grateful if patients with asthma could make alternate appointments at six monthly intervals with the Practice Nurse and the doctor.

FURTHER SERVICES

BLOOD TESTS

Appointments can be made every day at Northiam until 2.40pm with the Healthcare Assistant and at Broad Oak on Tuesday, Wednesday and Thursday mornings until 10.40.

The Healthcare Assistants will also carry out ECG tests, hearing tests, blood pressure checks and spirometry if recommended by your doctor. They will also see patients invited to attend for NHS Health checks.

MINOR SURGERY

This is carried out in our well-equipped Treatment Room at Northiam by special arrangement, normally on a Friday afternoon. The doctors will carry out removal of superficial skin lesions, biopsies, cryotherapy, joint injections and suturing for injuries as appropriate.

MEDICAL EXAMINATIONS/REPORTS

These examinations, together with consultations for reports such as Holiday Cancellation forms, Fitness to Travel, PSV and HGV medicals, Elderly Drivers, etc. are not covered by the NHS and a fee will be charged according to our recommended rates. Appointments may be arranged with the Receptionist.

FLU VACCINATIONS

Flu vaccination sessions are held in the autumn every year and advertised at both the Northiam and Broad Oak Surgery, the Parish Magazines and in the local Post Office. No appointments are necessary for these sessions. They are particularly beneficial for patients over 65 and those with chronic diseases such as asthma, COPD, heart disease, kidney disease, diabetes, patients who have had a stroke, pregnant women and anyone who is a Carer.

CARERS

Please let the practice know if you are looking after someone, or if you have a Carer. We have information on our Notice Board on the services available from Care for the Carers who are able to offer free information, advice and support

ADDITIONAL SUPPORT ROLES

We work closely with our neighbouring practices in a group called a PCN – Primary Care Network. There are a number of additional roles in place who support all patients across the PCN, providing, amongst others, Cancer Care information, Physio appointments and assistance with social care. There is also a triaging hub for additional assistance. More information can be found on our website.

CLINICS

ANTENATAL CLINIC

The Community Midwife sees patients for antenatal care at the Rye Clinic. Please contact the Midwife or the Rye Clinic for further information.

The doctors and the Practice Nurse will carry out checks on both mother and baby at 8 weeks post-natal and give the baby their first immunisations at Northiam and Broad Oak surgeries

DIABETES

The doctors have specialist skills in diabetic management and run Diabetic Clinics for their patients, working in co-operation with the local diabetic specialist at the Hospital and nursing colleagues at the Surgery. Patients will be contacted by the Clinical Manager with the date and time to attend these Clinics.

FAMILY PLANNING

All the GPs will see patients for Family Planning. Dr Parnell & Dr James offer comprehensive advice on the pill and other methods of contraception during normal surgery hours. Dr Parnell can also fit subdermal contraceptive implants.

Emergency post-coital contraception is available by pill up to 72 hours after unprotected sexual intercourse or by IUCD (coil) up to 5 days afterwards. Please consult in sufficient time if you need this service.

DISPENSING ARRANGEMENTS

We provide all drugs, medicines and most appliances for the majority of our patients. Our trained dispensers provide a comprehensive, personal and efficient service in our computerised dispensaries.

REPEAT PRESCRIPTIONS

Repeat prescriptions for long-term medication may be obtained if you and your doctor decide that this is appropriate for you. This will be subject to regular review.

Please request any medicines by sending your repeat medication slip by post, fax, via the internet using **Patient Access**, or leave it at the relevant surgery; you need to allow **3 days** before collection. A prescription can be made available **within 24 hours** (excluding weekends and Bank Holidays) if required in exceptional circumstances if the medication is not available immediately.

Remember to submit your request in good time before any Bank or Public Holiday. This will enable the Dispensary to have your medication available to you when you come to collect.

We do not accept requests for repeat medication over the telephone as this could lead to errors. We can also now provide a home delivery service for patients on repeat medication who are house-bound and unable to get to the surgery. **PLEASE ASK FIRST.**

Other Local Pharmacies

There are lots of pharmacies in Rye, Hawkhurst or Tenterden.

Pharmacists (Chemists) are a great source of general healthcare products for headaches, insect bites, hay fever and other minor ailments.

OUT OF HOURS CALLS/EMERGENCIES

Out of hours cover is provided on a Friday evening between 17.00 and 18.30 p.m. The service will contact the doctor on call between these hours.

If you need to contact a doctor at the weekend or after 6.30 p.m. during the week, please dial your main Surgery number (01797 252140 for Northiam patients, or 01424 882394 for Broad Oak patients) and you will hear a message asking you to re-dial NHS 111 which is a free call from both landlines and mobile phones. You can also call NHS 111 direct yourself. You may be asked to attend the nearest walk-in centre which is situated at Station Plaza in Hastings and is open from 8.00 a.m. to 8.00 p.m.; alternatively, a doctor or other health care professional may telephone with advice or visit you in your home.

To contact NHS 111, just dial 1-1-1. This is a free call from landlines and mobiles

EMERGENCY CONTRACEPTION

If you have had unprotected sex you can contact your GP surgery from Monday to Friday between 08.30 and 18.00 or the Hastings-based service on 01424 464750 between 08.15 and 19.15 from Monday to Friday

ACCIDENT & EMERGENCY DEPARTMENT

If emergency care is required, a trip to the A&E Department or a 999 call for an ambulance is the right course of action to take. An emergency is a critical or life-threatening situation and could include conditions such as:

- Suspected stroke
- Heavy bleeding
- Suspected heart attack
- Difficulty in breathing
- Severe burn
- Obvious fracture

Emergency departments are open 24 hours, 7 days a week. Your local emergency department: Conquest Hospital 0300 131 4500

EMERGENCY DENTAL SERVICE

For urgent out-of-hours emergency dental treatment when your dentist is closed, please telephone 01424 850792

ACCIDENTS

The doctors and nurses at your surgery are available to see patients with minor injuries and give advice on whether you need to go to the Hospital. Please try to avoid visiting the Accident & Emergency department for minor complaints. The doctors are available between the hours of 0830 to 1830; you can always speak to your doctor first if you are concerned about a problem. They have access to your medical record and are the most appropriate first port of call.

The nearest casualty Hospital is the Conquest Hospital, Hastings. Obvious fractures and serious injuries should go direct, and dial 999 if necessary.

PRIMARY HEALTH CARE TEAM

Health Visitor

District Nurses

The District Nursing team provide home nursing care for house-bound patients and work closely with the doctors. If you need to contact the District Nurses, please telephone your surgery who will liaise with the team on your behalf.

Social Services

Please telephone 0345 608 0190 for help with Adult Social Care; for children aged 0-16, the telephone number is 01424 724120

PRACTICE WEBSITE – <http://www.northiamandbroadoaksurgery.co.uk>

Current information about the surgery is available on the practice website and gives up-to-date health information on services such as current NHS screening services available to you and guidance on Access to Medical Records. Any changes to timetables, or any other services listed in this publication will be posted on the website.

SELF CARE

A well-stocked medical cabinet can help you deal with minor accidents and injuries at home:

- Plasters, triangular bandage and two sterile eye dressings
- Small, medium and large sterile gauze dressings
- 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 to be given to children under 16) or Ibuprofen
- Distilled water, for cleaning wounds and as an eye bath

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

FURTHER INFORMATION

Surgery Staff

The doctors, nurses and other staff work closely together and meet regularly on a formal basis. 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.

Please contact any member of the Group if you would like to be involved with the PPG. Details are available on the Noticeboards in both surgeries

Comments or Complaints

Practice policy is developed by the whole team. If you wish to comment on any aspect of the service, or if you wish to make a complaint, you may address these comments to the PPG, write more formally to the Practice Manager, or simply let the Reception staff know. Our complaints policy is available on the practice website.

Our policy is one of openness and co-operation. Please remember that we have to provide for all our patients and occasionally some individual compromise may be necessary.

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.

Patient Transport

There is a service called Flexibus available for people who do not live on a main bus route who need to attend appointments at the surgery or the Conquest Hospital, further details are available on their website <https://www.eastsussex.gov.uk/roads-transport/public/flexibus>

The booking phone number is 01273 078203, bookings can be made between 6.30am and 7.30pm Monday to Saturday. The service operates 7am to 7pm Monday to Saturday.

Useful Telephone Numbers

Health Visitor	01797 222640
District Nurses	Please telephone your surgery
Emergency dental treatment	01424 850792

Hospitals

Conquest Hospital, Hastings	0300 131 4500
Eastbourne District General	01323 417400
Tunbridge Wells Hospital	01892 823535
Maidstone Hospital	01622 729000
St Michael's Hospice	01424 445177

Associations

Addaction – Trinity Project	01424 426375
Alcoholics Anonymous	0800 917 7650
Age UK East Sussex	01273 476704
Alzheimer's Society	0333 150 3456

Care for the Carers www.cftc.org.uk	01323 738390
Citizens Advice Bureau, Hastings	01424 869352/0800 144 8848
Community Information	www.escis.org.uk
Crossroads	01424 444964 0845 450 0350
Counselling Plus	01424 428300
East Sussex Association for the Blind	01323 832252
East Sussex Disability Association	01323 514500
Sussex Association for the Deaf	01273 671899
STAR (Drugs and Alcohol Service)	0300 303 8160
Epilepsy Action Helpline www.epilepsy.org.uk	0808 800 5050
i-Rock drop-in for young people	www.sussexpartnership.nhs.uk
Multiple Sclerosis Society	0808 800 8000
Parkinsons Disease Society (South East)	0808 800 0303
Red Cross (Hastings)	0844 028 0831/ 0800 587 8929
Samaritans	116 123

It is advisable to check with the website of each organisation for current telephone numbers.