

Registered GP (please circle): **Dr Verghese Dr Nayak**

Dr Bandara Dr Grant

For continuity of care it is preferable to always try and see your registered doctor.

GROVE ROAD SURGERY PRACTICE LEAFLET

(Updated Oct 18)

Grove Road Surgery
59-63 Grove Road
Eastbourne
East Sussex
BN21 4TX

Tel: **01323 720606** Fax: **01323 744369**

www.groveroadsurgery.co.uk

Opening hours

Telephones: Monday-Friday 8.00am-6.30pm

Reception: Monday-Friday 8.00am-1.00pm &
2.00pm-6.00pm
(Closed 1.00pm-2.00pm)

Appointment
lines: Monday-Friday 8.00am-12.00pm &
2.15pm-6.30pm

WELCOME TO GROVE ROAD SURGERY

We are a well-established GP practice providing primary healthcare in Eastbourne to around 7100 patients. This document tells you about our practice team, the services that we offer and contains useful information about the surgery. We hope you find it helpful.

We issue a regular newsletter to keep patients up to date with practice news. This is available in reception, by email and on our website www.groveroadsurgery.co.uk.

The practice website gives patients access to a wide range of information about the surgery, together with news, copies of leaflets, links to other useful websites and much more. Patients can also order repeat prescriptions and make pre-bookable appointments. See 'How to see a doctor' for more information.

English: Please see our website: www.groveroadsurgery.co.uk for translation into another language.



Polish: Proszę zobaczyć nasz serwis internetowy: www.groveroadsurgery.co.uk przetłumaczenia na inny język.

Italian: Si prega di consultare il nostro website: www.groveroadsurgery.co.uk per la traduzione in un'altra lingua.

Arabic: أخرى لغة إلى ل ل ترجمة www.groveroadsurgery.co.uk ل دي نا website الاطلاع يرجى

Albanian: Ju lutem shikoni tonë website: www.groveroadsurgery.co.uk për përkthim në një gjuhë tjetër.

Bosnian: Molimo pogledajte naš website: www.groveroadsurgery.co.uk za prevođenje na drugi jezik.

Slovenian: Oglejte si našo website: www.groveroadsurgery.co.uk za prevod v drug jezik.

Spanish: Por favor, vea nuestra website: www.groveroadsurgery.co.uk para la traducción a otro idioma.

Romanian: Vă rugăm să consultați website nostru: www.groveroadsurgery.co.uk pentru traducere într-o altă limbă.

Punjabi: ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਲਈ www.groveroadsurgery.co.uk: ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ website ਵੇਖੋ.

HOW TO REGISTER WITH OUR PRACTICE

You can visit the surgery and collect a registration form from reception or you can access a copy on our website: www.groveroadsurgery.co.uk.

PRACTICE BOUNDARY - We can register patients from Eastbourne and the surrounding area (postcodes BN20-BN23). Please check with reception when you contact the surgery.

PREFERENCE OF PRACTITIONER

All patients are allocated a named accountable GP. This doctor is responsible for patients' overall care at the practice. Please contact the practice if you do not know who this GP is. Patients have a right to express a preference of practitioner and whilst the practice will endeavor to comply, it might not always be possible. If this were to be the case, an explanation would be offered.

SURGERY HOURS

Grove Road Surgery reception staff are available between 8.00am and 6.30pm to make your appointment. The doctors' and nurses' individual surgery hours do vary.

THE DOCTORS

Partners

Dr Luke Verghese (male). GMC no: 1710281. Date of full registration: 1974. Attended The Medical College Malaysia. Qualifications: LRCP, MRCS (London).

Dr Mirdula Nayak (female). GMC no: 4355113. Date of registration: 1990. Attended Mysore Medical School, India.
Qualifications: MB BS, DFFP, MRCPcH.

Dr Indika Bandara (male). GMC no: 5209460. Date of registration: 2002
Qualifications: MD, MRCP.

Salaried GP:

Dr David Grant (male). GMC no: 7045332 Date of registration: 2014. Attended University of Nottingham Medical School. Qualifications: BMBS, MRCP.

DOCTORS SURGERY TIMES

	<u>Times</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thur</u>	<u>Fri</u>	<u>Sat</u>
Dr Verghese							
AM	08.20-11.00	Yes	Yes	Yes	Yes	Yes	
PM	3.00- 5.10**	Yes	Yes		Yes	Yes	
Dr Nayak							
AM	08.20-11.00			Yes	Yes	*Yes	
PM	3.00- 5.10**			Yes	Yes	*Yes	
Dr Bandara							
AM	08.20-11.00		Yes	Yes	Yes	Yes	
PM	3.00- 5.10**		Yes	Yes	Yes	Yes	
Dr Grant							
AM	08,20-11.00	Yes	Yes				
PM	3.00- 5.10**	Yes	Yes				

* Dr Nayak works alternate Fridays.

** The duty doctor works until 5.40pm.

PARAMEDIC PRACTITIONER

Sarah Dumelow (female). Date of registration: 2012: fdBSC Paramedic Science, BSC Health Care Practice (First contact access & urgent care) St Georges: Emergency Care Practitioner.

EXTENDED SCOPE PARAMEDIC

Paul Spencer (male). Date of registration 2017. IHCD Paramedic.

PRACTICE EMPLOYED NURSING STAFF

PRACTICE NURSES

Our nurses are available Monday-Friday.

All Clinics are held by appointment and every effort is made to keep to time. However, you will appreciate that urgent matters have to take priority.

Michele Malet (female) RGN, **Kim Field** (female) RGN and **Caroline Gates** (female) RGN.

HEALTH CARE ASSISTANT

Lisa Andrews (female) NVQ 3 in Health and Social Care.

Their duties are listed under 'Services available'.

PRACTICE MANAGER AND RECEPTION MANAGER

They can help you with any administrative or non-medical aspects of the practice.

RECEPTIONISTS

Our receptionists are here to help you. They have a difficult job to do, with phone calls and enquiries from every direction. When telephoning for medical attention the receptionist may ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate and efficient way.

REGISTRARS / MEDICAL STUDENTS AND PARAMEDIC PLACEMENTS

We are an NHS training practice. This means that we have a GP Registrar working with the doctors for approximately 12 months as part of their specialist training. If you are given an appointment with our registrar you will be notified when you make your appointment.

We also host 4th and 5th year medical students and paramedics who are training to become advanced paramedic practitioners. You will be informed of their presence in advance. If you do not want them to be present when you see your doctor or nurse, your wishes will be respected.

HOW TO SEE A DOCTOR/NURSE OR OBTAIN MEDICAL ADVICE

TELEPHONE CONSULTATIONS

If you feel that your problem could be dealt with over the telephone please ask the receptionist to book you a telephone consultation with the Doctor or Nurse.

URGENT ON THE DAY APPOINTMENTS

If you need to see a doctor that day, you can telephone or come in to the surgery to make appointments from 8am for a morning appointment, or from 2.15pm for an afternoon appointment. If you come in for an appointment, the availability may on occasion mean that you need to come back at a later time that day for the consultation.

PRE-BOOKABLE APPOINTMENTS and ON-LINE APPOINTMENTS

We also offer some pre-bookable appointments every day and these can be booked up to 2 weeks in advance.

We also offer electronic appointment booking for patients aged 16 and over. Please complete a form from reception or visit www.groveroadsurgery.co.uk and download an application form. After registering, you will be able to view, amend, cancel and print appointments online.

FURTHER INFORMATION ABOUT APPOINTMENTS

Usual appointments times are 10 minutes. Please tell us at the time of booking if you feel that you will need a longer appointment.

If more than one family member needs to be seen, each patient must be allocated a separate appointment.

Please let us know if you would like a member of the practice team to accompany you during your consultation.

HOME VISITS

If you need a doctor to visit you at home then you should ring the receptionist before 10.30am unless urgent. **Home visits are for patients who are either too ill to come to the surgery or are housebound.** On receiving the request, the doctor may ring you to decide if a home visit is necessary. **Transport issues are not a reason for requesting a home visit.**

WALK-IN CENTRE

Regardless of where you are registered, you can see a doctor or nurse at the NHS Walk-in surgery at **Eastbourne Railway Station Health Centre**, open 8.00am-8.00pm, 7 days a week, including bank holidays. Ideally you should be seen at our surgery, but when we are closed or at weekends, the walk-in surgery is available for all patients of local practices, and visitors. You don't have to register - just walk in or telephone **01323 726650** for an appointment.

OUT OF HOURS (Telephone 111)

If we are closed you need to ring 111. This free NHS telephone service is available 24 hours a days 7 days a week for when you need access to healthcare but it is not a life-threatening situation. The staff will ask you questions to assess your symptoms and then give you the advice you need, or direct you straightaway to the local service that can help you.

EMERGENCIES – Hospital Accident & Emergency or dial 999

Available 24 hours a day. For genuine emergencies, such as choking, chest pain, heavy blood loss, stroke, serious injury, fits or unconsciousness or where delay would cause further harm, you should go to A&E or call an ambulance by dialling 999.

REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions. Prescriptions are computerised. Your doctor will have entered onto the computer what medication you are taking 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. **Requests for repeat prescriptions are not taken over the telephone.** This is for medico-legal reasons as errors can occur in verbal communication. You can go to the practice website on www.groveroadsurgery.co.uk and follow the links for our **online** repeat prescription service where you can order online, view and print a list of your repeat prescriptions for necessary drugs, medicines or appliances. You can email: repeats.groveroad@nhs.net or, you can fax it to us on **01323 744369**, post or bring your repeat prescription request into the surgery or, if you are housebound, you can telephone your regular chemist to request your medication.

1. Allow **two** working days (**48 hours, excluding weekends and bank holidays**) for your prescription to be processed.
2. If you have more than one repeat prescription, please try and order all your items together.
3. Tick which items on the request slip you require.
4. Clearly indicate **where** you would like the prescription form sent on the 'Repeat Prescription Form'.

We can send your prescription directly to a nominated chemist (a list is available from reception), or we can send the prescription directly to your home address. However, remember to enclose a stamped addressed envelope for this service. You can collect your prescription from the surgery.

Most chemists operate a delivery service for medication. Please talk to your preferred chemist about this.

PRESCRIPTION CHARGES

People in the following categories are automatically exempt from prescription charges: Children under 16 or under 19 and in full-time education, people over 60 years of age, pregnant women, women who have had a baby in the last 12 months, people receiving DHSS benefits and people with certain specific medical conditions.

PRESCRIPTION PRE-PAYMENT CERTIFICATE

It is sometimes worthwhile to buy a pre-payment of prescription charges. As of Feb 2015, a prescription charge is £8.60 per item, and a pre-payment prescription certificate is £29.10 for three months and £104.00 for one year. This means that when using a season ticket, once 13 items have been dispensed, the ticket has paid for itself. £104 may sound a lot, but it works out at £2 per week for all your prescriptions. Compared to the actual cost of medication this presents excellent value. The telephone number for more information is: 0300 330 1341.

SERVICES AVAILABLE

The practice provides the following services:

Health Care Assistant

- Blood Pressure checks
- Blood Tests
- ECGs
- B12 Injections
- Pneumonia Injections
- Pre-bookable appointments
- 24 Hour ECG/24H Blood pressure
- Influenza (flu) Vaccination Clinics (book in September for the October Clinics). We recommend, in line with Department of Health advice, influenza vaccinations for all patients over 65 and those with one of the following medical conditions: chronic heart or lung disease (including asthma), kidney disease, diabetes and patients with an immunosuppressant illness.

We also offer them to patients who are living in a nursing or rest home and to some carers.

Nurses

- Minor injury
- Diabetes (including insulin initiation)
- Cardiovascular Risk Assessment
- Travel advice and vaccinations
- Family planning/Emergency contraception
- Pre-bookable appointments
- Health and Wellbeing clinic (well man/woman check)
- Wound care
- Suture removal
- Sexual health
- Ear irrigation
- Heart disease
- Respiratory clinics (asthma, COPD and lung function testing)
- Baby immunisations
- Diet and Healthy living advice
- Cervical smears
- Ring pessaries

Doctors

- Post-natal clinics
- Out of Hours clinics (Saturday AM)
- Pre-bookable appointments during usual working hours (please note that there are a limited number of these available each day)
- Minor injury Service
- Minor surgery
- Joint injections

Information Services

- Suggestions and complaints procedure
- Test results by phone (see more information about test results below)
- Surgery newsletter
- Practice booklet
- Patient email communication group
- On-line services (for patients aged 16 or over) - Repeat prescriptions, Appointments and Summary Records (please ask at reception or see www.groveroadsurgery.co.uk).
- Smoking cessation.
- Patient participation group

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting 7 days or less. Your employer may, however, require you to complete a self-certification form (SC1) which is available from your employer. For any illness lasting longer than 7 days you may need to see a doctor to issue a sickness certificate (F.med3) *and* for any subsequent renewal of the certificate.

TEST RESULTS

It is YOUR responsibility to check your results.

Please call between 12.00pm-2.00pm and 5.00pm-6.15pm to enquire about your test results as our reception staff are unable to provide results at any other time.

The practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless; that person has given prior written permission for the release of this data; they are not capable of understanding the results; or the patient is under 16, in which case it is the parent's responsibility.

When you have your test you will be told how long it will be before the results are returned to the practice. For most standard urine and blood tests, the results are normally back in 3 working days. Stool tests take approximately 4-5 days and X-rays 14 days.

Fasting Blood Tests

If you have been asked to fast for your blood test, you need to follow the instructions below:

For Fasting Blood Sugar Tests do not eat or drink anything for 14 hours from the night before the blood test (you can drink water and take your usual medication).

For Fasting Cholesterol Test do not eat or drink anything for 14 hours from the night before the blood test (you can drink water and take your usual medication).

HEALTH CHECK

Patients who have not been seen for over three years or are aged 75 or over, please book an appointment for a blood pressure/pulse check with the Practice Nurse. Please ask at reception.

NURSING STAFF (not employed by the practice)

COMMUNITY NURSES

The team attached to our practice is responsible for nursing care in the community. For advice, please telephone 01323 514870 (extension 6029) between 8.30am-5.00pm Monday to Friday.

HEALTH VISITORS AND SCHOOL NURSES

The health visiting service is staffed by registered nurses who have further specialist training, particularly relating to expectant mothers and school-age children. Services include development assessments, child health clinics, counselling and health education. You can contact them on 01323 488531.

COMMUNITY MIDWIVES

Are available to provide health care, advice and support regarding pregnancy, birth and care of the mother and baby within the family home. They hold a weekly ante-natal clinic and can be contacted on 01323 417400.

MEDICAL EXAMINATIONS AND NON NHS CHARGES

NON-NHS CHARGES

The doctors carry out a range of medical examinations including HGV, PSV, fitness to drive, travel and insurance examinations. Full details and charges are available from reception.

OTHER NON-NHS CHARGES

Private health forms (BUPA, etc) and private certificates. See reception for charges.

IMPORTANT INFORMATION

CHANGE OF ADDRESS

If you change your name, address or telephone number, please notify the surgery in writing, via email: [groveroadsurgery2@nhs.net](mailto:groversurgery2@nhs.net), or by fax: 01323 744369 as soon as possible, so that we can ensure that our records are accurate. Please note that we will need to see evidence of a change of name in the form of a marriage certificate, etc.

CARERS

The surgery keeps a register of carers. If you are a carer, please ask us to add your information to the list. There is an organisation called Care for Carers who are able to offer support and advice. Telephone 01323 738390.

SMOKING

The surgery operates a No Smoking policy.

PARKING

The parking bay marked 'Doctor' at the front of the surgery is specifically for doctor parking which requires a parking permit. Without a doctor's permit you could be given a parking ticket by the council.

FOOD AND DRINK

Only water is permitted on the premises.

MOBILE TELEPHONES

Please be considerate to other patients and limit mobile phone calls.

PATIENTS WITH SPECIAL NEEDS

DISABLED ACCESS

Grove Road Surgery has good access to the ground floor and a lift to take patients to the first floor. Dr Verghese's room is only accessible via a small amount of steps.

Please feel free to telephone us on arrival the surgery if you require any assistance in accessing the building or our services. We also have a bell outside the surgery which you are welcome to ring, and a member of staff will come out to assist you.

There is designated parking for disabled patients at the front of the surgery.

INTERPRETING/TRANSLATION/SIGN LANGUAGE

Please visit our website www.groveroadsurgery.co.uk to access different language options for reading our website information.

If you need help with translating, interpreting or sign language when accessing our services please contact:

Vandu Language Services (local interpreters) – Tel: 01273 473 986, (out of hours call 0800 0087 650), Fax 01273 488701, Website: www.vlslanguages.com, Email: info@vlslanguages.com.

Sussex Interpreting Services (local interpreters) – Tel: 01273 234802, (out of hours call 07811 459 315), Fax, 01273 234787, Website www.sussexinterpreting.org.uk , Email: info@sussexinterpreting.org.uk.

Prime Productions (not advocacy) – Mahsum Khan, Tel: 0844 482 0471, Fax: 0844 482 0475, Website: www.primeproductions.org.uk, Email: mahsum@primeproductions.org.uk.

Language line (telephone interpreting only) – Tel: 0845 310 9900.

Action Deafness – Tel: 0844 593 8443, Fax: 0844 593 8444, Website: actionfordeafness.org.uk, Email: elainecarnie@actiondeafness.org.uk,

Remark! – Tel: 0207 269 2626, Fax: 0207 404 6435, Website: www.remark.uk.com, Email: Frankie@remark.uk.com or michelle.barclay@remark.uk.com

Action on Hearing Loss – Tel: 0845 685 8000, Fax 0845 685 8002, Website: www.actiononhearingloss.org.uk, Email @ communication.services@hearingloss.org.uk

HEARING LOOP

This equipment is available at our surgery on front reception.

INTIMATE EXAMINATION/CHAPERONES

We have a practice policy on chaperones available on our website (www.groveroadsurgery.co.uk). You are entitled to arrange or ask for a chaperone to be present during intimate examinations. Please ask at reception or during your consultation.

GENERAL INFORMATION

PATIENT PARTICIPATION GROUP (PPG)

The practice has a volunteer group which meet regularly with the Practice Manager. The members are your representatives and they help to influence the way local health care is organised and delivered. We aim to have a good mix of male/female, ages and from different backgrounds.

If you are interested in joining our group please contact the PPG via their online forum – *Virtual Patient Participation Forum* ppfgroverd@outlook.com. This forum is set up and accessed only by the Grove Road Surgery Patient Participation Group.

DATA PROTECTION ACT

Health care professionals, care for you and keep records about your health and treatment to ensure that you receive the best possible care. Your records are managed in accordance with the Data Protection Act 1998 and under this you have a right of access to your records. For further information regarding accessing your medical records please contact reception. If it is in relation to another organisation, please contact them direct, ie, Hospital, Community Team or Social Services.

CONFIDENTIALITY:

All records on file or on the computer are strictly confidential. They will not be disclosed to anyone, unless we have written permission to do so, except in exceptional circumstances. Please be aware that if you allow someone to accompany you into a consultation, your paper/computer medical records may be seen/disclosed. Everyone working with your information has a legal duty of confidentiality. Our guiding principle is that we are holding your records in strict confidence. Anyone who receives information from us is also under a legal duty of confidentiality.

CONSENT

We obtain your verbal or written consent for many procedures. Consent is required from the parents or person responsible for a child for vaccination of children.

EQUALITY AND DIVERSITY AND OUR RESPONSIBILITY TO YOU

No patient shall receive less favourable treatment or consideration on the ground of age, colour, culture, disability, ethnic or national origin, gender, lifestyle, marital or parental status, race, religion or beliefs, sex, sexual orientation, or social or economic status.

All patients will be treated with respect, kindness and dignity, irrespective of ethnic origin, religion, cultural beliefs, sex or age.

YOUR RESPONSIBILITY TO US

We ask you to treat the practice staff with the same courtesy and respect. We would also ask that you contact the surgery at the earliest opportunity should you need to cancel or change an appointment.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act became law on the 30th November 2000. Grove Road Surgery conforms to the requirements of the Act and has produced a publication scheme in accordance with the Act. A copy of the Act is available on the Freedom of Information website: www.foi.nhs.uk

CONTACTING YOU:

We may need to contact you by post, telephone, text or Email. By supplying these to us, you are agreeing to be contacted from time to time with Practice information, invitations to attend the practice and *text reminders if you book an appointment. We may also leave a message on your answer phone for you to contact us.

* Text appointment reminders – This is very popular service that we offer our patients who supply us with a mobile telephone number. It is important that you ensure that we hold your up to date mobile telephone number to avoid a breach of confidentiality.

If you have any objections to the above please put your request in writing.

ABUSIVE OR VIOLENT BEHAVIOUR

This Practice has a zero tolerance policy with regards to abusive or violent behaviour.

The definition of violence: “Any incident where a GP or their staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health”. If an incident occurs, the practice will telephone the Police and that patient may be removed from the practice list.

CLINICAL COMMISSIONING GROUP (CCG)

For details of primary medical services in the area, please contact:

Primary Care Trust, 36-38 Friars Walk, Lewes, East Sussex BN7 2PB. Telephone 01273 485300

LIVING WILL

Please advise us in advance if you have a living will so that we are aware of your wishes with regard to treatment.

COMPLAINTS AND SUGGESTIONS

Suggestions as to how we can improve our patient services are most welcome. You can see reception for a complaints procedure, post a suggestion in our wall-mounted red suggestion boxes located in both waiting rooms, fill in our ‘Friends and family’ questionnaire available on all reception counters, comment about our services on our website www.groveroadsurgery.co.uk, write a letter to the Practice Manager or ask for an appointment with the Practice Manager.

PALS (Patient Advice & Liaison)

PALS is a free, independent and confidential service for anyone who would like information and help, or who may have a concern about the care provided by the practice. Telephone 0300 1000 891.