

Little Common Surgery



Information for Patients

The purpose of this leaflet is to help you obtain the maximum benefit from our services. Please keep a copy handy for reference.

Doctors at Little Common ...

Dr Peter D Dewhurst

MBChB FPA (Cert) 1978 Leeds

Dr Philip M Stocks

MB BS MRCP 2000 London

Dr Hayder Al-Shamaa

MB ChB DCH MRCP 1995 Baghdad

Dr Binodh C Bhaskaran

MBBS MRCS MRCP 1997 Calicut

Dr Sophia Clarke (Salaried)

MBBS JCPTGP London 1989

Dr Nicola Hammond

MB ChB DFRH MRCP 1995 Bristol

Dr Sally Baxter (Salaried)

BM MRCP DRCOG DFFP 1998 Southampton

Mrs Judy Coates Practice Manager:

Useful telephone numbers...

Little Common Surgery	0844 477 8629
Old Town Surgery	0844 477 8638
Conquest/Bexhill Hospital	01424 755 255
Eastbourne District General Hospital	01323 417 400
Social Services Home Care	01424 218 131
Patient Advice and Liason Service (PALS)	01424 735 629
Primary Care Support Services	01273 485 300
St Michael's Hospice	01424 445 177
Relate	01323 410 001
Caring Community	01424 215 116
Special Clinic (Ore)	01424 448 410
Spire Hospital	01424 757 400
Woodlands	01424 755 255
Cruise (Bereavement Counselling)	01424 845 006

If it is necessary to contact the Little Common Surgery

whilst abroad the telephone number is 0044 870 429 9678

(calls to 0844 numbers from a landline are charged at 5p per minute inc vat. Cost accurate as at Aug 08)

Visit our website at www.littlecommonsurgery.org.uk

Email on hr-pct.littlecommonsurgery@nhs.net

General Surgery Times (by appointment)

Dr P Dewhurst

Monday	from 8.30am from 2.30pm
Tuesday	from 8.30am (no surgery)
Wednesday	from 8.30am from 4.00pm
Thursday	(no surgery)
Friday	from 8.30am (no surgery)

Dr S Clarke

Monday	from 9.00am from 3.30pm
Tuesday	from 9.00am from 2.30pm
Wednesday	(no surgery)
Thursday	from 9.00am from 2.30pm
Friday	(no surgery)

Dr H Al-Shamaa

Monday	from 8.30am from 2.00pm
Tuesday	(no surgery)
Wednesday	from 9.00am from 3.30pm
Thursday	from 8.30am from 3.00pm
Friday	from 8.30am from 3.00pm

Saturday pre booked
at Old Town Surgery
8.30 - 11.00 am

Opening hours

Surgery premises are open 8.30-1pm and 2.00 - 6.30 every weekday.

Dr S Baxter

Monday	from 9.00am from 2.30pm
Tuesday	from 2.30pm
Wednesday	(no surgery)
Thursday	from 9.00am from 2.30pm
Friday	(no surgery)

Dr P Stocks

Monday	from 8.30am from 3.00pm
Tuesday	from 8.30am from 3.00pm
Wednesday	(no surgery)
Thursday	(Cardiac Clinic) from 3.30pm
Friday	from 8.30am from 3.00pm

Dr B Bhaskaran

Monday	from 8.30am from 3.00pm
Tuesday	(Diabetic Clinic) from 3.00pm
Wednesday	from 9.00am from 3.30pm
Thursday	from 8.30am
Friday	from 8.30am from 3.00pm

Dr N Hammond

Tuesday	from 9.00am
Wednesday	from 9.00am

Welcome to the Little Common Surgery...

The purpose of this leaflet is to help you obtain the maximum benefit from our services. Please keep a printed copy for reference.

Registration

To register with the surgery please come in person ideally between 8.30am and 12.30pm with your medical card if possible or to fill out a registration form. All new patients aged 18 years and over are requested to bring along a recognisable form of photo-identification eg passport/driving licence and proof of residence eg utility bill/bank statement giving current address. Our reception staff will be pleased to book you a New Patient Check and answer any queries you may have.

Seeing the Doctor

All surgeries are run on an appointment basis. We strongly believe in continuity of care and the idea of a family doctor, so we ask you always to see your own doctor except:

- **in an emergency**
- **during doctor's holidays (when a partner will be happy to help with urgent problems)**
- **for specific clinics**
- **if you wish to see a same gender doctor for a particular problem**
- **on a Saturday morning**

To make an urgent or non-urgent appointment

Please call in from 8.30 am or phone the surgery from 8.00am-1pm, or 2-6.30pm. We also offer an on-line booking facility for non-urgent appointments with your GP, please contact reception for details.

Saturday morning surgeries

We offer pre-booked routine appointments at our Old Town Surgery with a GP between 8.30 and 11.00 am. No telephone access nor walk in access will be available.

Telephone consultations

It may not always be necessary to have a face-to-face consultation with the doctor, therefore we offer telephone consultations for which the doctor/nurse will telephone you within an agreed timescale. To make an appointment for a telephone consultation please telephone the surgery between 8.00am-1pm or 2pm-6.30pm.

Home visits

Please attend the surgery if at all possible, because all necessary facilities are available there. If a home visit is unavoidable, please ring between 8.30-10.30am, before doctors begin their visiting rounds.

Nights and weekends

We offer routine pre-booked Saturday morning appointments with a GP at our Old Town Surgery. The Reception team will be happy to book an appointment for you Monday - Friday. Please note there will be no telephone access nor walk in access on Saturday mornings.

The practice's emergency out-of-hours calls (including Saturday ams) are covered by South East Health. South East Health is a highly efficient and professional organisation administering a co-operative of local GPs.

If urgent medical attention is needed when the surgery is closed, please ring the surgery number 0844 477 8629 and you will hear a recorded message giving you the option to be put through to the Out of Hours emergency service. For patient safety all calls to the Out of Hours service are recorded. In the unlikely event that you have difficulty contacting the Out of Hours service, in a real emergency, you are advised to dial 999 for an ambulance.

NHS Direct

NHS Direct online is a website providing high quality health information and advice. It is unique in being supported by a 24 hour nurse advice and information helpline. If you use NHS Direct online and are in any doubt about what action you should take, you can call NHS Direct.

Website: nhsdirect.nhs.uk Tel: 0845 4647

Repeat Prescriptions

If you are taking long-term medication, your doctor may arrange for you to receive repeat prescriptions.

To request a further supply, please use the slip attached to your previous prescription: tick the items required and bring or post the slip to the surgery. Your new prescription will be ready two working days later. You may collect it in person, have it sent direct to a local chemist of your choice, or have it posted back to you if you supply a stamped addressed envelope.

You may also request repeat medication via email on:

hr-pct.littlecommonsurgery@nhs.net Your doctor will need to review your medication at regular intervals.

Please help us to be efficient and avoid frequent requests for separate items by requesting them all at once.

Other Requests

It is helpful if telephone calls concerning

- **results of tests or investigations undertaken at the surgery (not hospital tests)**
- **requests for hospital transport (car or ambulance)**

are made between 2-4pm only.

The other members of the team

The surgery has a first class team of directly employed staff including a Practice Manager, five Practice Nurses, four Health Care Assistants, a secretary, Receptionists, Computer clerk, and Nurses clerk. We have a team of District Nurses based at the surgery. A Chiropodist attends the Diabetic Clinic and a Community Psychiatric Nurse works closely within the surgery. The Finance secretary for the Practice is based at Little Common.

The Practice Nurses

Practice Nurses can offer a wide range of services including:

- **general advice on a wide range of health matters (many initial enquiries can best be answered by seeing a nurse rather than a doctor)**
- **health promotion advice, especially the assessment and management of risk factors for heart disease and stroke**
- **dressings, treatment of minor wounds, removal of stitches**
- **foreign travel advice and immunisation**
- **tetanus immunisation**

Health Care Assistants

Our trained Health Care Assistants offer a range of services to patients including blood tests, ECG monitoring, BP monitoring, urinalysis, spirometry, smoking cessation and assist in the minor surgery and diabetic and cardiac clinics.

The Health Visitor

The Health Visitor has special training in the care of young children, and expectant mothers. She can be easily contacted on Bexhill (01424) 810178 between 9-10.30am, and on answerphone at other times.

The Health Visiting Core Service Contacts offered are as follows:

- **Ante-natal Visit**
- **New Birth Visit**
- **3-6 Month Contact**
- **7-8 Month Hearing Test**
- **12 Month Contact**
- **2 Year Contact**
- **Pre school Contact**

and may be carried out by any member of the Health Visiting Team at home, by telephone, at clinic or other setting, according to the need.

A Well Baby Clinic which all mothers with young children are welcome to attend, is held 2pm-4pm at Bexhill Health Centre Thursday afternoons.

Our Receptionists

Receptionists have access to lots of useful information. They will be happy to give you further details of any of the services offered.

Your doctor can also arrange help from...

Community Nurses

Community Nurses provide general nursing services in the home for the housebound.

Macmillan Nurses

Macmillan Nurses caring for the terminally ill and supporting their families.

Stoma care nurses

Community Psychiatric nurses

Community Psychiatric nurses offer counselling to those with emotional difficulties as well as support for those affected by mental illness. One specialises in the problems of the elderly and is a source of help for those caring for a confused relative.

Community Midwife

Ante-natal and post-natal services are provided by your own doctor along with the midwife and the hospital clinic. The midwife holds clinics for our patients at Bexhill Health Centre (by appointment).

In an emergency please contact the Labour Ward at the Conquest Hospital 01424 755255.

Other services

Family planning

All the doctors are able to give family planning advice. A special appointment in the Sexual Health Clinic held at our Old Town Surgery is necessary for coil fitting and contraceptive implants. We recommend that all young women are screened for immunity to Rubella (German Measles) well before starting their family (the Health Care Assistant can take the necessary blood test). Women who are considering starting a family are also advised to take supplements of Folic Acid before conception. A leaflet is available from the receptionist or midwife.

Child Immunisation

We offer the whole of this vital programme within the practice. The Child Health Computer will inform you by post when to attend for routine immunisations. Sessions are held on the first and third Tuesdays of the month.

Specialised clinics

No referral from your doctor is needed to come to these clinics. Our receptionists will be happy to make you an appointment.

Cervical Cytology (Smear Clinic)

This provides cervical smears. The clinics are run by our Practice Nurses who also perform a general health check.

Well Woman Clinic

The Well Woman Clinic is run by Dr Nicola Hammond and offers an opportunity to see a woman doctor for a gynaecological problem.

Influenza Vaccination

Sessions are held between September and November each year. Times are advertised well in advance at the surgery. Places on the sessions are booked in advance.

We recommend 'flu vaccination if you are:

- **aged 65 or over**
- **suffer from heart or lung conditions**
- **have any chronic disease**

Health Education and Advice Leaflets.

These are available in the surgery. They cover a range of topics including diet, giving up smoking, the Menopause etc.

Screening

We are happy to offer those patients between 16 and 74 years who are well and rarely consult the doctor an opportunity to have a health assessment by the Health Care Assistant once in 3 years. If you are 75 years of age or over an annual assessment is available. Ask the Receptionist for a ' Well Person Check '

In line with current medical opinion we do not recommend routine measurement of cholesterol in those who have no other risk factor for heart disease.

Other services are available at your doctor's suggestion. We make a special feature of providing full care for a number of common conditions within the practice:

Diabetic Clinic

This service, provided by Dr C Binodh and Sister Tracy Croucher, covers all aspects of care for the majority of our diabetic patients. Full regular check-ups (including eye examinations) and detailed monitoring are offered. The clinic includes an on-the-spot dietician and chiroprapist, and the highest standard of care is ensured by regular audit and close liaison with the hospital department.

Respiratory Clinic

Sister Amanda Pragnell, who has been specially trained in the management of asthma and COPD, offers newly diagnosed adults and children, a detailed assessment, and those already on treatment regular reviews to ensure the best possible control of their condition.

Cardiac Assessment Clinic

Those with established heart disease, or who are at special risk of developing it, are offered a thorough assessment by Dr Stocks, who is experienced in this field. ECG's and all relevant blood tests are performed in-house, and we have direct access to many sophisticated tests which are normally only available after seeing a hospital Consultant.

Minor Surgery

Minor Surgery is carried out within the surgery every fortnight. Small operations can be performed under local anaesthetic, whilst warts and other skin lesions can be removed by freezing. See your doctor first.

Smoking Cessation Clinic

Our Health Care Assistants offer comprehensive advice and follow up for patients wishing to stop smoking, including nicotine replacement therapy.

Sexual Health Clinic

Dr Gonzalez and Dr Gilchrist together with one of our specially trained Practice Nurses offer advice, prescriptions and all contraceptive procedures. We also offer Hepatitis B and HIV testing. The clinic is held at our sister surgery in the Old Town of Bexhill on a Wednesday and a Friday between 12.30 am and 1.30 pm. You may ring to make an appointment.

Dermatology Clinic

Dr Martin runs dermatology clinics at the Old Town Surgery, please see your own GP for referral.

Unacceptable Behaviour

This practice operates a zero tolerance policy towards violent or seriously abusive patients and that patients behaving in this manner will be removed from our lists and the information added to their medical record.

Suggestions and Complaints

We welcome suggestions for ways in which the services we offer our patients can be improved. Should you be unfortunate enough to have any cause for complaint, please contact the Practice Manager, Mrs J. Coates, who will give you details of our Practice Complaints Procedure.

Often the problem is a failure of communications which can easily be resolved. If, however, in the unusual event that the doctor/patient relationship has broken down irretrievably it may be ended by either party. Our aim is to give you the highest possible standard of service, and we try to deal swiftly with any problems that may occur. In return we ask that you help us by following the guidelines in this leaflet and by being courteous to our staff.

Access to medical records

You are entitled to have access to your medical records (a charge will be made for copies) please apply in writing to the Practice Manager.

Research / Training

From time to time we are involved in Research Projects. These rely heavily on the co-operation of our patients, which is very much appreciated. The practice is committed to the further improvement and development of

Family Medicine. We are also involved in the training of post-graduate doctors in the special skills of General Practice. You may occasionally be offered an appointment with a visiting doctor. He or she is always fully qualified, but you are quite free to refuse these appointments if you wish.

As part of further training, consultations may occasionally be tape recorded or video-taped; your permission is always asked first. Again, you are quite free to refuse, but your co-operation is appreciated.

Confidentiality

The practice is registered under the Data Protection Act, and patients are assured that all possible precautions are taken to protect the confidentiality of the records.

Access for the Disabled

Access is provided at the surgery via a ramp. All clinical rooms are on a single level, and toilet facilities are suitable for the disabled.

Carers

If you have a carer or are a carer for a member of your family, friend or neighbour please let us know by informing reception.

Walk in centres

Walk in clinics are now available to all patients at the Station Plaza Health Centre, Hastings and the Eastbourne Station Health Centre.

The centres are open from 8.00am to 8.00pm 365 days a year.

Primary Care Trust

Further details of primary medical services in the area can be obtained from: Hastings & Rother Primary Care Trust
Bexhill Hospital, Holliers Hill, Bexhill on Sea, East Sussex TN40 2DZ
Tel: 01424 735 600 Fax: 01424 735 601

Practice Charter

Dr. P D Dewhurst & Partners

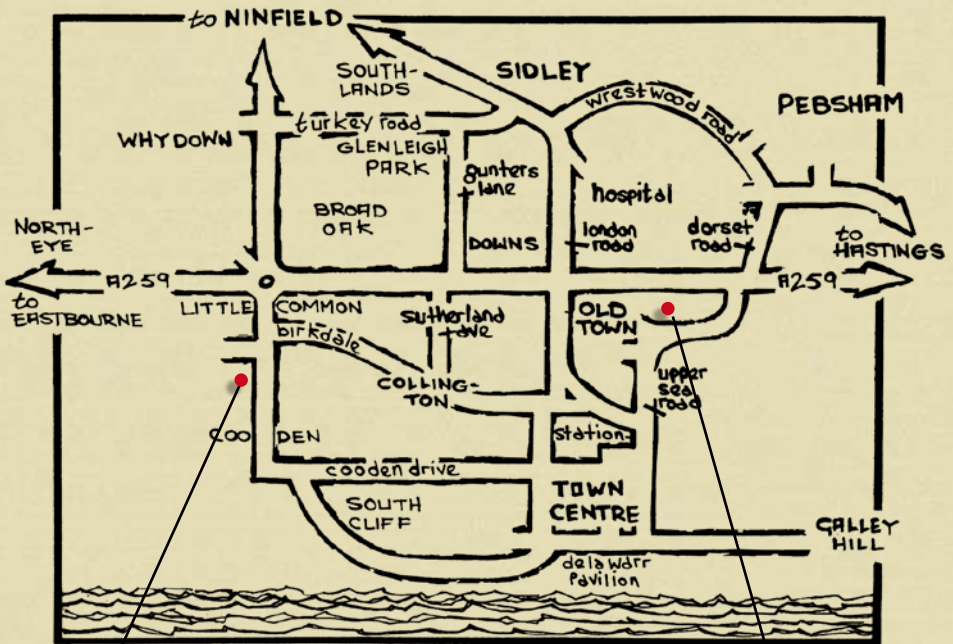
It is everybody's aim at this Practice to give you high quality Health Care and Service. We need you to help us as we firmly believe that the 'patient - doctor' relationship is a two way process.

We aim to offer you...

- **A friendly courteous welcome. You can expect confidentiality and respect for your dignity, religious and cultural beliefs. If you would like to speak privately to the receptionist, please ask.**
- **A routine consultation within two working days**
- **A same day appointment for urgent problems**
- **Punctual surgery appointments. If there is a delay of over 20 minutes you will be advised, we will endeavour to keep your wait to the barest minimum.**
- **Advice from the doctor over the telephone.**
- **Appropriate treatment, which may not always involve giving you a prescription. Treatment and advice will be fully discussed with you. Please ask questions if you are not sure about anything.**
- **Repeat prescriptions within two full working days of receiving the written request. Requests for medication not printed on your repeat slip may take a little longer.**
- **Complete confidentiality at all times. You also have the right to see your medical records, subject to legal limitations. Please ask your doctor. A charge will be made for copies.**
- **Referral to an appropriate consultant who is acceptable to you when it is thought necessary.**
- **Home visits if you are unable to leave your home through ill health.**
- **Out-of Hours Emergency cover for every day of the year.**
- **Information on the results of your tests ordered by the Practice.**

How you can help us...

- **By arriving on time for your appointment.**
- **By informing us as early as possible if you are unable to keep an appointment, so that we can see another patient.**
- **By remembering that appointments are for one person only. You should make another appointment if more than one person needs to be seen.**
- **By letting the receptionist know if you think you will need a longer than normal appointment if requested by the doctor.**
- **By trying to get to the surgery whenever possible. Home visits take up a lot of the doctor's time. If you do need a home visit please let us know by 10.30am. Most children can be safely brought to the surgery by car and can be seen promptly.**
- **By requesting an out-of-hours visit only in cases of genuine emergency which cannot wait until the morning.**
- **By informing us of any change of address or telephone number.**
- **By telephoning for test results only between 2pm and 3pm if possible.**
- **By taking responsibility for your own health and respecting the advice given to you on treatment and to prevent ill health. Please respect our 'No Smoking Policy' in the surgery.**
- **By not requesting repeat prescriptions over the telephone in order to leave the phone lines free for urgent calls. It is most helpful if requests are made in writing using the standard slip if available.**
- **By not letting your long term medicines run out. Please put in your repeat prescription slip several days before you need a supply.**
- **By keeping hospital appointments or letting the hospital know if you are unable to attend.**
- **By being polite to Practice Staff. We will remove from our list immediately patients who are violent or seriously abusive towards any Practice Staff.**



Little Common Surgery
 82 Cooden Sea Road
 Little Common, Bexhill-on-Sea
 East Sussex TN39 4SP

Tel: 0844 477 8629 (lo-call rate)
 Fax: 0870 890 2479
www.littlecommonsurgery.org.uk

Old Town Surgery
 13 De La Warr Road
 Bexhill-on-Sea
 East Sussex TN40 2HG

Tel: 0844 477 8638 (lo-call rate)
 Fax: 0870 890 2467
www.oldtownsurgery.org.uk

* charged at lo-call rate (calls may be recorded for training purposes)