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Useful Telephone Numbers

Age Concern
01323 638474
0845 6043719
01323 514870
ext 6007

Eastbourne Jobcentre Plus and Benefits Office
01323 410092
01323 514870
ext 6011

Drug Advisory Information Service (DAIS)
Eastbourne
01323 417400
01273 485300
01323 644422
0845 6070 999

Eastbourne DGH
01323 747374
01323 747333

Eastbourne Sussex Downs & Weald PCT
01323 726650
01323 444166

Eastbourne Lifeline
01323 737121
01273 485300

Eastbourne Police Station
01323 444101
01323 440022

Eastbourne Social Services (Children)
01323 744651

Eastbourne Social Services (Adults)
01323 741740

Eastbourne Station Health Centre (Walk-In Centre)
01273 403560
or 0844 7780400

Family Planning Clinic
01323 638972

Sexual Health Clinic
01323 638972

Health Authority (Lewes)
01273 485300

Health Visitor (Centenary House)
01323 444101

Hellingly Hospital (Amberstone switchboard)
01323 440022

Midwife (Littleholt) (Littlington Ward)
01323 744651
01323 417400
ext 4109

NHS Direct
01273 403560
or 0844 7780400

NHS Direct (for hard of hearing)
01273 403560
or 0844 7780400

Patient Advisory Liaison Service (PALS)
Roborough Day Hospital
01323 638972

Samaritans
01323 735555

St Wilfrid's Hospice
01323 642006

Useful Websites

Department of Health
www.dh.gov.uk

Eastbourne Sussex Downs & Weald PCT
www.eastsussexdownswealdpct.nhs.uk

National Library for Health
www.library.nhs.uk

NHS Direct
www.nhsdirect.nhs.uk

Patient Clinical Leaflet Service
www.cks.library.nhs.uk
Welcome to Grove Road Surgery

The practice moved to Grove Road on the 22nd January 2001 after 70 years at the White House in South Street. We have 3 full-time male partners and 3 part-time female partners. Dr Verghese joined the White House Practice in 1982 and became the senior partner in March 2007. In 1989 Dr Ribbons joined the team followed by Dr Bruuns in 1997. Dr Al–Jawaheri, Dr Nayak and Dr Tran all joined the practice in April 2007. The doctors have a partnership contract but are not a limited partnership.

The doctors have a close working relationship with many members of the community health team and we provide primary health care to approximately 7500 patients.

We welcome new patients from within the practice area, a map of which is provided on the back cover of this booklet. If you live in our practice area and would like to register with us, please ask at reception. You will be registering with the practice rather than an individual GP, although you will be able to say which practitioner you would prefer to see. We invite all new patients to attend for a health check with one of our practice nurses and if you are on any regular medication you may also need to see a doctor. Please bring any evidence of medication you are on with you.

Grove Road Surgery became a training practice in August 2010 meaning that we have a GP Registrar in the practice for a set period of time (currently 4 months) as part of their specialist training in General Practice. If you are given an appointment with our current registrar you will be notified that this is the case.

The practice is also a medical student training practice, accepting 5th year medical students from both Brighton Medical School and Kings College Medical School in London. When medical students are in the surgery, shadowing one of our doctors or nurses, you will be notified by the receptionists when making the appointment and reminded when you come to the surgery for your appointment. Medical students require your consent for them to be in the consulting room. If you do not wish the student to be present, you can request that they be asked to leave. On some occasions the medical student will actually conduct the consultation, but the GP tutor will oversee it. Your consent is again required for the student to undertake the consultation, but bear in mind that your GP will also be involved and because you are partaking in the student’s training the appointment will be slightly longer to allow for the tutorial aspects.

Our surgery is accessible to patients using a wheelchair. East Sussex Council has also provided disabled parking spaces at intervals along Grove Road, some of which are close to the surgery.

Patient Participation Group (PPG)

The practice has a volunteer group of 6 patients, who meet regularly with a doctor and the practice manager, and they are your representative to the practice. The PPG helps to influence the way local health care is organised and delivered. The members of the PPG are male and female, of mixed ages and from different backgrounds, bringing a whole range of skills and experience to help shape the practice and the services provided. The PPG has a notice board on the stairway between the ground and first floor. The PPG is not a complaints forum nor is it for delivering personal or government agendas. Indeed, the independence of the PPG is one of its major strengths. If you feel you have any comments or feedback, the PPG would like to hear from you. Please write to:

Patient Participation Group, c/o Grove Road Surgery, 59–63 Grove Road, Eastbourne. BN21 4TX.

Patients with Special Needs

For patients with hearing problems, we have a hearing loop facility. Please ask at reception.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.
Practice Staff

Dr Luke Verghese (Male)
Qualified through ConJoint Board, London, 1974

Dr Richard Ribbons (Male)
Qualified Guy’s Hospital, London, 1984

Dr Joerg Bruuns (Male)
Qualified Hanover Medical School, Germany, 1991

Dr Mridula Nayak (Female)
Qualified Mysore Medical School, India, 1990

Dr Raya Al–Jawaheri (Female)
Qualified Baghdad Hospital, Iraq, 1995

Dr Dinh (Sue) Tran (Female)
Qualified St Georges Hospital, London, 2000

PGDip (Diabetes)  PGDip (Respiratory)

Practice Nurses (PNs)

Michele Malet, RGN  Kim Field, RGN  Caroline Gates, RGN

Our nurses deal with a range of conditions and health concerns. They examine patients, make decisions and institute care plans. They are experienced in many areas of disease management such as diabetes, asthma, general coronary heart disease health information and advice. Nurses are available by appointment only.

Health Care Assistant (HCA)

Mrs Lisa Andrews, HCA Level 3

Our HCA is an important member of the practice team who works under the supervision of the nursing team. She can take blood, check blood pressure, test urine, administer injections, carry out ECGs, hold smoking cessation clinics and assist in the baby clinic. The HCA is available for these services by appointment only.

Practice Administration

Practice administration is the responsibility of the Practice Manager, Mr Stephen Fowler, who is ably supported by a complement of secretarial and administrative staff.

Our friendly reception staff have full knowledge of the services offered by the practice and will be pleased to answer any queries and assist you in any way they can. Mrs Pauline Carter, who has been with the practice for more than 20 years, is our Reception Manager and is available to help you with any enquiries, comments, suggestions or minor complaints that you may have. Please ask to speak to her.

Your Local Primary Care Trust (PCT)
The area served by Grove Road Surgery is in the district covered by East Sussex Downs and Weald Primary Care Trust (ESD & WPCT). The contact details for ESD & WPCT are below.

Primary Care Trusts are responsible for ensuring that you receive all the services you need including commissioning the out-of-hours service.

For details of all primary care and other local health services in the area, go to their website (details below) which contains a wealth of helpful information and advice. There are also useful links to other health-related websites.

The PCT also produces Your Guide to Local Health Services.

Within the PCT offices is the Patients Advisory Liaison Service (PALS). Their contact details are also below. PALS was introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible.

You can also contact the PCT by telephone / facsimile or by writing to them (details below).

Primary Care Trust Contact Details

East Sussex Downs and Weald Primary Care Trust
36-38 Friars Walk
Lewes
BN7 2PB

Tel: 01273 485300
Fax: 01273 485400
Website: www.eastsussexdownswealdpct.nhs.uk
E-mail: edpct@eastbournedownspct.nhs.uk

Patients Advisory Liaison Service (PALS)

East Sussex Downs and Weald Primary Care Trust
36-38 Friars Walk
Lewes
BN7 2PB

Tel: 01273 403560 or 0844 7780 400
E-mail: pals@esdwptc.nhs.uk
Violence, Aggression and Abusive Patients

Violence, whether it be physical or verbal, to practice staff and/or patients, as well as damage to the practice premises or any equipment therein, will not be tolerated and will result in your being removed from the practice register.

Legally, we have a duty of care to look after our staff, as well as ourselves. Therefore we operate a zero tolerance policy.

Disclosure of Patient Information

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date knowledge about you. It may also be needed if we or a colleague need to see you again. The practice is computerised and therefore we are registered under the Data Protection Act.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information.

There are times when we have to pass on information about you to other people such as hospitals, Health Authority, PCT and Social Services. This is always done confidentially or by removing your identifying details when they are not essential. Details may also need to be given to third parties, such as insurance companies and solicitors but this is never done without your explicit and written consent.

You have a right to access your health records. Please ask at reception if you wish to have sight of your records, which can include a follow up photocopy service of specific records. There is a very small administrative charge for both these services.

Mobile Telephones

These must not be used in the surgery as they can interfere with or damage our sensitive medical equipment. They can even distort test results. There are signs in the surgery asking for mobiles to be switched off and we insist on your co-operation.

Food and Drink

These are not permitted on the premises. There are signs in the surgery asking you to observe this request. Should you need a drink of water, please ask a receptionist.

Parking

The parking bay marked ‘DOCTOR’ in front of the surgery is specifically for doctor parking. It is NOT an extension of the adjacent disabled double-parking bay.

Attached Staff

District Nurses (DNs)

Based at Eastbourne Park Primary Care Centre (EPPCC), Cross Levels Way, Hampden Park and can be contacted on 01323 514870 ext. 6011. Patients are seen at home at dates and times as arranged by the DNs following GP or hospital referral.

Midwife

Ante-natal clinics are held at the surgery every Tuesday afternoon from 1-4pm. These are by appointment only, booked through the surgery appointments system. On all other matters, the midwifery team can be contacted at Littlington Ward on 01323 417400 ext 4109. If you become pregnant, you will be referred to the midwifery team. The midwife on the first appointment will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy.

Community Psychiatric Nurses (CPNs)

CPNs can see patients in the surgery or at home, but only as and when agreed by the CPN, and following a GP/hospital referral.

Health Visitor (HV)

Based at Centenary House, The Avenue, Eastbourne, BN22 3XY and can be contacted on 01323 444101. The HV sees all the newborn babies from 10 days up to 5 years of age.

Community Physiotherapist

Sees patients at home as arranged, following GP/hospital referral.

Hospital discharged patients may also have home treatments as arranged on discharge.

Community Matron

The Community Matron liaises with GPs, other health care professionals, social services and voluntary agencies. The Community Matron supports patients who have multiple long-term medical conditions and complex care needs. This is a proactive service aimed at the over 65 age group. Patients are referred to the Community Matron via their GP or hospital departments. The Community Matron is based at Eastbourne Park Primary Care Centre (EPPCC), Cross Levels Way, Hampden Park, and can be contacted on 01323 514870 ext. 6007.

Macmillan Nurses

The Palliative Care team can be contacted on 01323 744651.
Appointments and Telephone System

Doctor
To book an appointment, telephone our main number on 01323 720606 and select the appointment line Option 1. For a morning appointment, phone at 8am on the morning you wish to be seen; for an afternoon appointment, phone at 2:15pm. Should you come to the surgery at the 2pm opening, please note that we do not start taking bookings until 2:15pm, the same time we start accepting telephone bookings. Most doctors begin their afternoon surgeries at 3pm, so you may be asked to come back at your appointment time.

Helpful Appointment Guidelines
Tell us if you are in a telephone box. We can ring you back. Say immediately if your call is an emergency. Let us know if more than one person in the family needs to be seen as each patient needs a separate appointment. Our standard appointment time is 10 minutes but we can offer additional letters. Should you miss further appointments, you could be removed from the waiting list or placed at the end of it. Since we also normally have a waiting list, non-attendance can cause longer delays and staff are scrubbed up, dressed in masks and gowns, resulting in a wasted cost to the NHS in the event of non-attendance. Since we also normally have a waiting list, non-attendance can cause longer delays for other patients. Non-attenders will either be removed from the waiting list or placed at the end of it.

Nurse/HCA
Our nurses treat patients for a wide range of common conditions. You can book up to 4 weeks in advance if this is more convenient for you.

Health Check Appointments
Registered patients aged between 16 and 74 years are welcome to make an appointment for a general health check if they have not been seen at the surgery for the past 3 years or more. Patients aged 75 years and over are welcome to make an annual appointment, either with the doctor or practice nurse. This can either be at the surgery or, if that is not possible due to being bed-bound or because of a pre-existing medical condition, a home visit can be arranged.

Test Results
Results of tests can only be given to the patient. Please telephone for test results between 12pm-2pm or 5pm-6:15pm and we will be happy to help you.

Ear Syringing
The ear syringing clinic is held twice a month on a Monday afternoon between 2–4:30pm, by appointment. We normally have a 3-4 week waiting list for this procedure. However, if you wish to have ear syringing done privately, the Esperance Hospital offers this service for £42.50.

Family Planning & Emergency Contraception
A range of family planning services are available by appointment only. Should you require emergency contraception, when contacting the surgery please be sure to notify the receptionist of the urgency, who will follow an agreed practice protocol on this matter.

Joint Injections
Dr Bruuns is available for joint injections. He has over 10 years experience working in rheumatology at Eastbourne DGH and is able to offer injections for osteoarthritis. He can also provide injections for other joint and soft tissue conditions. Please make an appointment to see Dr Bruuns to discuss.

Minor Surgery (Lumps and Bumps) Clinic
Dr Verghese, assisted by a practice nurse and our HCA, carries out minor surgery in a monthly clinic, usually on a Thursday afternoon between 2–5pm. Late or non-attendance at these 30-minute slots is unacceptable. As with any operating theatre, sterile equipment is obtained specifically for the procedures and staff are scrubbed up, dressed in masks and gowns, resulting in a wasted cost to the NHS in the event of non-attendance. Since we also normally have a waiting list, non-attendance can cause longer delays for other patients. Non-attenders will either be removed from the waiting list or placed at the end of it.

Stopping Smoking / Diet & General Wellbeing
This is run by the nursing team on a one-to-one basis giving advice and support to patients trying to give up smoking. It includes prescribing smoking cessation medication.

Travel Advice including Travel Vaccines
This is run by one of our practice nurses, by appointment only, who gives advice and will arrange a course of vaccinations, including malaria prophylaxis. Ensure you book at least six weeks before travel departure.

Warfarin Patients (INR Clinic)
A practice nurse runs our INR Clinic each Monday and Wednesday morning, by appointment only. This is a one-stop clinic for all patients who are taking warfarin medication.

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Medicines to Keep at Home
Remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.
We suggest you keep the following:-
- Paracetamol
- Anti-diarrhoeal medicines
- Rehydration sachets
- Indigestion Remedies (such as antacids)
- Sunscreen SPF 15 or above
- Suave Non-Treatment (such as calamine lotion)
- Thermometer
- Selection of plasters, cotton or elastic bandage and an assortment of dressings.

Keep medicines locked in a secure cabinet and always out of the reach of small children.
Always follow the instructions and use the advised dosage.
Do not use medicines after their expiry date.
Take all unwanted or out-of-date medicines back to the pharmacy.
Prescriptions
Eastbourne has several chemists which operate a prescription collection service from the surgery. You can then have your prescription dispensed and ready to collect from one of these chemists. Many also offer a home delivery service and some will take your repeat request over the phone and liaise with the surgery to process it for you. Please ask your chemist if they offer these services.

Repeat Prescriptions
If you take any medications on a long-term basis, the doctor will place these onto a repeat system for you. You can come to reception to order your repeat, post it into the surgery a week before due, email it to repeats.groveroad@nhs.net (only to be used for repeat requests) or fax it to the surgery on 01323 744369. We do not take repeats over the phone as this prevents urgent telephone calls getting through to reception and can result in errors being made. Please also speak to your chemist about their repeat prescribing services (see above).

Your prescription will be available for you to collect from the surgery within 48 hours, allowing us time to process your request (please note we are closed at weekends, on Bank and Public Holidays). If you enclose a stamp addressed envelope with your request we will return the prescription to you.

Services & Clinics Provided by the Practice
We run a range of clinics. For an appointment or further details, please call our appointments line 01323 720606.

Asthma
Patients with asthma should see one of our asthma nurses at least once a year for a review of their asthma, including medication dose and strength, inhaler techniques and peak flow recordings.

Cardiovascular Risk Assessments
A cardiovascular risk assessment is available to all registered patients aged between 40–75 years of age, by invitation and appointment. This nurse/physician health check is designed to assess the risk of stroke and heart attack based on current health and various lifestyle factors that may affect future wellbeing (eg, family history, smoking, drinking, diet & exercise). It includes a blood test for cholesterol, a blood pressure check, and other tests (such as ECG, X-ray) that may be deemed appropriate.

Patients whose overall risk is found to be 20% or greater may be prescribed medication as well as receiving healthy lifestyle information and invitations for annual reviews. Those who are below 20% risk are reviewed on a 5-yearly basis pending other events in the interim years that may bring about any change.

Cervical Smears and Women’s Health
Performed by the practice nurses, by appointment only.

Cryotherapy (Wart Clinic)
Dr Verghese carries out a cryotherapy clinic by appointment. This clinic is held most Tuesday afternoons between 2–3pm.

Diabetes and Insulin Initiation Clinic
Our general diabetic clinic is run by our nurses with specialist training in diabetes. This involves an initial blood test taken by our HCA, with a follow-up appointment with one of our nurses two weeks later. The blood test results will then be available, enabling the appropriate treatment to be discussed and implemented. The Insulin Initiation Clinic is a joint doctor and nurse clinic and is by appointment only.

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Home Visits

Our doctors can typically see 3 or 4 patients in the practice in the time it takes to do a single home visit. For this reason, home visits will ONLY be accepted for those patients who are unable to attend the surgery due to being either bed- or house-bound as a result of their illness or medical condition. Social reasons are not considered acceptable for a home visit. If the doctor feels a home visit request is inappropriate, you will be offered a surgery consultation. All requests for home visits must be received by 10:30am unless urgent. Please explain the facts to the receptionist who will forward them to the visiting doctor. A doctor may telephone you in advance of visiting. Home visits are usually conducted from 11:30am onwards.

Saturday Morning Doctor Appointments

Pre-bookable Saturday morning doctor appointments are available at the practice. The duty doctor may not be your usual physician, but it will be one of the doctors from the surgery, working on a 1.5 rota basis (excluding Dr Ribbons). We cannot always guarantee which doctor will be on duty.

Please note that the attending physician will be available only for pre-booked appointments at the surgery and will not be undertaking home visits at this time unless by prior agreement on the Friday. The practice doors remain locked (you will be advised re access when booking an appointment) and telephones switched to the out-of-hours service: You will not be able to see a nurse, book appointments, receive test results or collect prescriptions on a Saturday morning.

Saturday appointments must be booked between Monday and Friday of that week. It is vital that you attend on time: If you are running late you will have no means of letting us know as your notifying call will be diverted to the out-of-hours service which in turn has no way of contacting us. Failure to attend will result in a warning letter and potential forfeit of the right to any future Saturday appointments.

Out-of-Hours Arrangements

When the practice is closed, our telephone system will automatically transfer your call to South East Health Limited which provides the out-of-hours emergency doctor service for the region. Alternatively, you can call the 24-hour nurse-led advice line at NHS Direct (see below).

NHS Direct

NHS Direct is a nurse-led advice line offering free expert health information and advice 24 hours a day on 0845 4647 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those who are hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

Eastbourne Station Health Centre (Walk-In Centre)

An NHS health centre located at Eastbourne train station offers a walk-in service 7 days a week from 8am–8pm. Anyone can see a GP or nurse here whether they are local residents or visitors to the town and regardless of whether they are registered with the health centre practice, another GP surgery or not registered with a practice at all. Appointments can be made in person at the centre or by calling 01323 726650 during opening hours.

Hospital Accident & Emergency (A&E) / 999

If you or someone else has a true emergency, ie, severe chest pain, loss of blood or suspected broken bones, etc, go to your nearest A&E department or call 999. A&E departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Speaking to a Doctor on the Telephone

Emergency telephone calls will be put straight through to an available doctor or your telephone number will be taken for an immediate call back.

The doctors and nurses will take telephone conversations of a non-urgent nature, but you will be allocated an appointment time to call back to the surgery. A doctor/nurse can telephone you if you wish, but please relay your message via the reception staff who will log your call.

Referrals for Further Care

At times, it may be appropriate for the doctor to refer you to a hospital consultant. This is normally done through the NHS “Choose and Book” system which allows you to choose from a selection of hospitals and subsequently book the date and time of the relevant appointment. The doctor will advise you of the choice of hospitals available at the time of your consultation. Further details of the “Choose and Book” system are available at the surgery. Please ask the receptionist for a “Choose and Book” leaflet.

There may be occasions when it is not appropriate to refer you through the “Choose and Book” system as the service is not available. In this case, a referral letter will be sent to the hospital who will subsequently contact you. If you do not receive an appointment or acknowledgement from the hospital within 4 weeks (or 2 if the referral is urgent) you should contact the relevant hospital appointment department directly. If you feel it is appropriate to inform the GP of the delay, please leave a message with our receptionists who will pass this on to the doctor in question. The GP may not ask the hospital to investigate the hold-up as well.

Urgent referrals may be faxed, telephoned to the hospital, or provided as a letter or handwritten note for you to take to the hospital.

Patient Suggestions and Complaints Procedure

Suggestions as to how we can improve our patient services are most welcome and should be directed to the practice manager. Complaints about our administrative or clinical services should be made in writing addressed to the practice manager and marked “Private and Confidential”. We take all suggestions and complaints very seriously and will always respond to them.

Patient Rights and Responsibilities

It is our aim that all patients can see a doctor or practice nurse within 2 working days. If you feel you have an urgent problem, please advise the receptionist that you require an emergency appointment. This means you will be seen that morning if contacting before 10:30am, and that afternoon if contacting after 2:15pm. Although we cannot guarantee that this urgent appointment will be with your normal or preferred doctor, we will endeavour to accommodate your request. Due to your indication of the urgency for an appointment, we can guarantee that you will be seen by a doctor. If you wish to see a specific doctor or nurse, you may have to wait a little longer for this appointment.