*Priory Road surgery*

 83 Priory Road,

Hastings, TN34 3JJ

 Tel: 01424 430 800

**WEBSITE www.prioryroadsurgery.co.uk**

**ONLINE SERVICES**

Appointments can be booked and repeat prescriptions ordered online. You will need to register for this service to receive logon details and password. Ask at reception for more information. (Photo ID is required).

**OPENING TIMES**

**Mon:** 8:00 am to 6:30 pm

**Tue:** 8:00 am to 8:00 pm

**Wed:** 8:00 am to 6.30 pm – No Evening Clinic

**Thu:** 8:00 am to 6:30 pm

**Fri:** 8:00 am to 6:30 pm

**Sat:** Closed

**Sun:** Closed

**All appointments are made through the phone calls to surgery.**

**LATE NIGHT SURGERY:**

This is for patients who find it difficult to get to the surgery during normal surgery hours. Clinics are on Mondays from 6.30-8.00 pm by appointments.**PRACTICE STAFF**

**Doctor**

**Dr Rajesh Pandey (Male)**

**(MBBS, MD, MRCP, MRCGP)**

**Advanced Nurse Practitioner**

**Pamela Sabur**

**Practice Nurse**

**Dolly Mcnally**

**Carinna Page**

**Reception/Admin Team**

Nivedita Pandey, Shirma Richardson, Sharon Robertson, Rhema Richardson, Nicole Buttchereit

**PRACTICE COMPLAINTS PROCEDURE:**

Priory Road Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, Please help us to help you.

How to Complain:

Speak to the GP or to Practice Manager.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues raised you can write to the Complaints Manager at Hastings & Rother CCG.

We will endeavour to acknowledge your letter within two working days of receipt. If this is not possible (eg: if staff is on annual leave) we will write to let you know. Following investigation, you should receive a response within ten working days.

**PATIENT CONFIDENTIALITY:**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate up-to-date records about your health and treatment, so that those treating you can give the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your medical or healthcare treatment.

***Priory Road Surgery***

*PRACTICE*

*LEAFLET*

Information for

Patients

WELCOME to Priory Road Surgery. We are a single handed Practice. Our team includes one GP, two Nurses, one HCA, one Advanced Nurse Prescriber as well as Practice Manager and Reception Staff.

At Priory Road Surgery we aim to treat all our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us, and gives you general information about how our Practice operates.

We run numerous Clinics for Heart Disease Prevention, Asthma, NHS Healthchecks, Diabetes, COPD, Blood Pressure, Obesity, Smears, Baby Immunisations. These are all run by our Practice Nurse and specialist from NHS One You for stop smoking

**ZERO TOLERANCE:** We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We have zero tolerance for abusive and violent behaviour, if a patient is abusive or violent we may exercise our right to take action to have them removed, immediately, from our list if necessary.

**APPOINTMENTS – Telephone or Online**

Appointments can be made in person, online and by telephone. Please ask at reception for details about online appointments. We offer a range of appointments for pre-booking up to 4 weeks in advance, booking within 48 hours and same day booking. If you are unable to attend for your appointment please let us know as soon as possible so that we can offer this to another patient.

**URGENT APPOINTMENTS**

We will have some urgent appointments each day, available for ONLY emergencies.

*(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

**TELEPHONE ADVICE**

The Doctors have routine telephone appointments available each day that they work. If you are not available to take the call when the Doctor or Nurse calls, you will need to make a new appointment for a different day or time.

**HOME VISITS**

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity.

They should be requested before 10:00am to request a home visit and let us know if your condition is urgent.

Whenever possible we prefer to see you at the Surgery.

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP or Practice Nurse.

**DISABLED ACCESS**

Our Surgery is accessible to patients using a wheelchair. Disabled toilets by the entrance lobby.

**PREGNANT**

You can now Self-Refer to the Midwife. Website:

www.esht.nhs.uk/service/maternity/your-pregnancy/maternity-self-referral/

**INTERPRETERS/ Accessible Information Standards**

We can arrange Interpretation and translation service, if English is not your preferred language, you can choose to use a confidential translation service. All practices are required to record patients’ communication need. Please let us know if you have any specific needs for example, easy to read text, larger print, different language, British Sign Language, braille etc, when booking an appointment

**HOW TO REGISTER AS A PATIENT**

If you live in our Practice area or new to the area and are requiring to register with our Practice, please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered.

**IDENTITY** - You MUST provide photographic ID and proof of address (eg: passport, driving license, ID card, birth certificate or marriage certificate).

**ADDRESS EVIDENCE** – Tenancy Agreement, Council Tax Bill, utility Bill, or Wage Slip (issued within last 3 months)

**CARE NAVIGATION**

Our reception staff will ask you about your problem. This is because we can direct you to the right person for your needs. You do not have to tell them if you don’t want to. If you tell your problem in brief it will help us to help you.

**PRESCRIPTIONS**

**ROUTINE**— requests for repeat prescriptions will be dealt with within 48 hours. All prescription requests must be in writing or on the counterfoil provided with your previous prescription. Written requests are preferable to oral requests because they are more likely to be accurate, and there is a reduced opportunity for errors and misunderstandings.

**URGENT** –please complete a form at with detailsof why the request is urgent. Please call the surgery after 4:00pm to check that prescription will be ready to be collected the same day.

**EMERGENCIES – IC24, 999 or 111**

Call 111 – You should first call 111, If you have an urgent medical attention, but it’s not a life threatening situation.

(available 24-7)

Call 999 - For Life-Threatening emergencies. If you think your life is at risk. For Accidents, serious illnesses or injuries.

(IC24) On weekends or evenings patients can visit the Walk-in Centre For Urgent Medical Attention.

Station Plaza Health Centre, Station Approach, Hastings, TN34 1BA **Tel: 01424 884410**

**(A&E) 24 HOUR ACCIDENT AND EMERGENCY DEPARTMENT (**24 hours a day, 365 day a year)

Hastings – The Conquest Hospital **Tel: 01424 755 255**

Eastbourne –Eastbourne District General Hospital,

Kings Drive **Tel: 01323 417 400**

**(PALS) - Patient Advice & Liaison Services**

For advice, information & Support to patients and their families - **Freephone 0300 891 1000**

**NHS Hastings & Rother Clinical Commissioning Group (CCG)**

Bexhill Hospital

 Holliers Hill

 Bexhill-on-Sea

 TN40 2DZ

**Tel: 01424 735 600**

**ADULT SOCIAL CARE**

Care Service in East Sussex Social Care **Direct Tel: 0345 60 80 191**

**USEFUL NUMBERS:**

**Sexual Health Clinic 01424 464 750**

**Stop Smoking (One You) 01323 404 600**

***(Revised: July 2020)***