

Priory Road surgery

83 Priory Road,
Hastings, TN34 3JJ

Tel: 01424 430 800

Fax: 01424 465 555

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

MORNING SURGERY:

Monday – Friday is a Walk-In surgery 8:45 – 10:30am

EVENING SURGERY:

Evening Surgery is by appointment only on Monday, Tuesday, Thursday, Friday. From 4:00pm – 6:30pm.

LATE NIGHT SURGERY:

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

PRACTICE STAFF

Doctor

Dr Rajesh Pandey (Male)
(MBBS, MD, MRCP, MRCGP)

Advanced Nurse Practitioner

Sarah Birch

Practice Nurse

Carinna Page

Practice Manager

Nivedita Pandey

Reception/Admin Team

**Lisa Mitchell, Sharon Robertson, Jackie Tomlinson
& Shirma Richardson**

PRACTICE COMPLAINTS/COMPLIMENTS 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 Write to our 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, one Nurse, one Advanced Nurse Prescriber as well as our 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, if necessary from our list.

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 with the Practice Nurse.

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, Paid utility Bill, or Wage Slip (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. We do not take telephone calls for prescriptions.

URGENT – please complete a form at reception with details of 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 May 2019)