

Your Feedback

We aim to provide high quality professional care for all our patients and value any feedback or comments you have about our services. If you have a complaint, please address it directly to the member of staff involved if possible. If you feel unable to do so or wish to take the matter further, please write to the practice manager, similarly, if someone has been helpful. If you have a suggestion on how we can improve our service please write to the practice manager or post your suggestion in our suggestion boxes; there is a box on the GPs and nurses floor.

CQC

The Practice is now registered under CQC, further details on CQC can be found at www.cqc.org.uk

Clinical Information

All clinical data is kept within our secure clinical system. If you wish to access your medical records at any time please put your request in writing to the Practice. Please note that a charge may apply). Please note that your information is not shared with any third party without explicit written consent or legal authorisation this does not apply to sharing your records with other NHS bodies involved in your health care.

Practice Area

The primary health care team based here cares for over 10,000 patients from Preston Park, Hollingdean, Hollingbury, Withdean, Patcham and the parts of Brighton and Hove within the vicinity of the practice. The reception team will be able to check to see if you are within our area. If you move out of our practice area you will need to register with a new practice in your area.

Parking

Please be aware that parking at 175 Preston Road is very limited and a space cannot be guaranteed, please leave plenty of time to park. There is currently pay and display parking on Preston Park Avenue alternatively we are on several bus routes. Please check with the local bus company for up to date information and bus timings. There is a parking control system within the car park, you will need to enter your car registration number into the terminal within the reception area on the floor you are visiting to avoid receiving a parking fine; please note this covers **every** visitor to the car park including holders of Blue Badges .

(Please check with the local bus company for up to date information and bus timings)



For latest updates please view
www.beaconsfieldmedicalpractice.co.uk

BEACONSFIELD MEDICAL PRACTICE
175 PRESTON ROAD
BRIGHTON
BN1 6AG



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175 Preston Road
Brighton
BN1 6AG

Appointments	01273 555401
General Enquiries	01273 552212
Fax	01273 564626

Opening Hours

Monday—Friday

8am—6pm
(6.30pm for emergencies)

www.beaconsfieldmedicalpractice.co.uk

Partners

Dr Nigel Bird

MB BS MRCP DCH DRCOG DFFP
St Bartholomew's London, 1987

Dr Vanessa Lynch

MBBS BSc MRCGP
King's College, London, 1990

Dr Zoe Schaedel

MBBS MRCGP DRCOG BMedSci(Hons)
University of Nottingham, 2003

Dr Jonny Coxon

BM BCh MA MRCS MD DRCOG MRCGP
Oxford, 1997

Dr Nicola Myers

MBChB DRANZCOG MRCGP DFFP
Edinburgh University, 2000

Dr Jim Rehill

MBBS MRCGP BSc DRCOG
Guy's, King's and St Thomas', London, 2006

District Nurse

Telephone 01273 242117

The District Nurses care for patients in their own homes when they are too ill or frail to attend surgery. They also offer support to families and carers.

Useful Telephone Numbers

Age Concern	720603
HERE (previous know as BICS)	560200
Brighton General Hospital	696011
Brighton & Hove City Council Access Point	295555
Brighton & Hove City CCG	238700
Brighton & Hove NHS Textphone	296333
HIV/AIDS Clinic	664722
Hove Polyclinic	696011
Registrar (births, deaths, and marriages)	292016
Royal Alexandra Children's Hospital	696955
Royal Sussex County Hospital	696955
Samaritans	772277
Sussex Eye Hospital	606126
Patient Transport	0300 123 9841

Beaconsfield Medical Practice Team Members

As well as our Partners we have a full range of other staff including:

Associate GP

Dr Max Cooper BSc BM MRCGP MPC PhD DRCOG DTMH
Dr Oliver Maddison MRCGP, MBBS, BA(Hons)
Dr Annie Sturge BMBS, BSc, MRCGP

Practice Nurses

Jane Levine—Lead Practice Nurse
Jane Ebdell
Helen Palk
Claudine Smith

The practice nurses are an important part of our clinical team and are often the first port of call for patients with chronic illnesses that require regular monitoring. The nursing team is supported by our Healthcare Assistants Sonia Mulla and Emma Rudge.

Non Clinical Staff

Practice Manager

Sue Angell

The practice manager is available to help with any questions, suggestions or complaints you may have about the surgery.

Other Staff

Assistant Practice Manager Amy Barrett ; plus an experienced team of support staff including receptionists, secretaries, administrative and clerical staff.

What services do we provide?

We are well equipped to provide a full range of general medical services, including the following:

Women's Health

The clinicians offer a full well woman service to patients including cervical smear screening and advice on fertility, contraception and the menopause.

Contraception : We offer a comprehensive contraceptive service including coil / cap and implant fitting .

Maternity Care : The doctors see women for ante-natal and post-natal care in their normal surgeries, and usually alternate antenatal care with the in-house midwife, who holds weekly clinics.

Children's Health

The practice nurses run a child immunisation programme at the practice.

Well Man Clinic

Our experienced nursing team undertake routine health checks and provide healthcare advice.

Minor Operations and Joint Injections

We are well equipped for a wide range of minor operations, including surgical excisions and cryotherapy. In addition we are able to offer therapeutic joint and soft tissue injections and aspirations when necessary.

Asthma Clinics / Diabetic Clinics

The practice nurses have special training in the management of asthma, chronic obstructive airways disease and diabetes mellitus.

Advice for Travellers

The practice nurses are trained to give up to date advice for those travelling abroad, along with immunisations and prescriptions for tablets to protect against malaria when necessary. (Anti-malarial tablets are only available on private prescription and some travel immunisations are not available under the NHS and will therefore incur a charge). We ask that you book your appointment for travel advice at least two months before your date of travel to enable the practice to provide this service.

Other Immunisations

Influenza immunisations are given each autumn to all those over 65 and others who are at greatest risk of illness from the 'flu. We also give pneumococcal immunisations for those patients over 65.

Health Visitors

Telephone 01273 295803

The health visitors are specialist nurses who provide advice on healthcare, particularly expectant mothers, babies and young children, the elderly and those who are chronically ill or disabled.

Welcome to Beaconsfield Medical Practice

This leaflet is intended to provide an introduction to our primary health care team and to outline the services we provide.

The philosophy of the practice is to provide a high standard of patient care in an efficient and well-organised but friendly family oriented environment. Patients' interests are kept to the fore with a strong emphasis on continuity of care. All partners have a strong commitment to the NHS.

We are always keen to learn from anyone who visits the practice about how we can improve on what we do, or what we should continue to do. We have an active Patient Participation Group who help to give us some feedback together with an online forum for patients who would prefer to participate via the web. We are always reviewing how we provide care to make people's experience as positive as possible.

We treat everyone with respect and ask that you extend the same courtesy to all our staff. We always try to ensure your consultation will start punctually, but please be patient if there is a delay as we have to prioritise time according to our patient's medical need. **Please notify the surgery if you are unable to attend an appointment or if you change your name, telephone number or address.** We also encourage all patients to ensure we have an up to date mobile telephone number. There is disabled access to our building and we have disabled toilet facilities a wheelchair is also available upon request.

To register with the practice is very straightforward (please note we only take patients who live within our practice area). Please request registration forms from reception or download via our website. You will just need to come in with two forms of identification when you register including one proof of address. A named GP will be allocated to you upon registration; please note you will still be able to see any GP of choice subject to their availability. All the doctors work together as a team. .

General Information

Appointments and secure online booking

The doctors and nurses at this surgery work to an appointment system. You can make an appointment by telephoning 555401 or by calling into the practice during our opening hours. We are pleased to offer secure internet services to allow you to book and cancel your GP appointment online; please note this is available for all patients over the age of 16 (parental access is available for children up to age 11). Please visit our website for further information or ask at reception where you will be given a secure password to allow you to access this facility. Please note the online service gives you access to your past and future appointment history so you will be asked for photo identification to register for this service to maintain your security. Please be sure to keep your password safe.

Our aim is to offer you an appointment on the same day if appropriate and a significant number of appointments are allocated for this, however we are also able to book an appointment four weeks ahead subject to availability. We also offer a number of pre-booked appointments outside core hours for patients who have difficulty attending during normal working hours (eg carers, commuters). These are on:

Monday evenings 6.30-8.00pm
Saturday mornings 8.30 -10.30 am

The surgery doors are closed during the extended period and access for those with pre-booked appointments is via an entry phone. Access to the surgery during these times is for patients with appointments only, all other urgent requests to see a doctor should be referred to the out of hours GP service on 111 as usual. Emergencies should call 999.

We do our best to keep to time but due to unexpected emergencies we cannot guarantee to do so. Routine appointments are booked every 10 minutes. If you require a longer appointment (20min) please tell the receptionist when booking so that you can be allocated the time necessary.

EPiC: Beaconsfield are pleased to be involved in the extended hours project. We are able to offer pre-booked appointments up to 8pm Monday to Friday and 8am—2pm Saturday. The appointment will be with a GP covering the extended hours project, nurse appointments are also available on a Saturday. To find out more visit www.epic-pmchallengefund.uk.

Telephone Appointments

A doctor or practice nurse is available to talk to you on the telephone if you need advice on a health problem. You will be asked to leave your telephone number and the doctor or nurse will call you back.

Out of Hours

If you need to consult a doctor urgently outside normal surgery hours, please telephone 111.

Test Results

If you wish to phone for the results of a test you have had carried out, please call the surgery on 01273 552212 **after 10.30am. Please note we do not contact patients with normal results.**

Repeat Prescriptions

Patients on continuing courses of treatment are issued with computerised repeat prescription slips. When ordering further courses of treatment, you can use the repeat slips, ticking the items you require. Please note your request may be delayed if your medication request is not on your repeat list, your medication requires a review or you are requesting too early (please do not request more than two weeks in advance without a clear reason). **Please allow two full working days for us to process your request**, enclosing a self addressed envelope if you would like it posted back to you. **We are unable to accept requests for prescriptions over the telephone.** Once you have registered for internet access you can request your repeat medication via our secure website:

www.beaconsfieldmedicalpractice.co.uk

Many local pharmacies have a collection service with the practice; please enquire at your usual pharmacy. If you would like the pharmacy to collect your prescription please mark their name clearly on the top of the repeat request. We also offer an electronic prescription service, please check with your local pharmacy to see if they are registered for this, they can then organize this for you. You can also order via e-mail on BHCCG.beaconsfieldsurgery@nhs.net; please note that although our e-mail address is secure e-mails from a non NHS account are not. We will maintain the highest level of confidentiality, but if information goes astray or is intercepted before it reaches the practice, this is entirely at your own risk.

Teaching: GP Registrar, FY2s, Medical Students

We are a training practice, which means that we have been approved for undergraduate and post-graduate education. General Practice Registrars are fully qualified doctors preparing to enter general practice. We also train Foundation Year 2 doctors within the practice; these 'FY2' doctors are fully qualified junior doctors who are required to do a four month rotation within General Practice as part of their general medical training.

We also assist in the teaching of students from the Brighton and Sussex Medical School and on occasions you may be asked if a student may be present during your consultation. If you would prefer this did not happen please inform reception and they will pass on your wishes to the doctor involved.

If you have any feedback or comments on your consultations with our training doctors please let us know.

Violence

The practice will not tolerate threatening, violent or abusive conduct, verbal or physical, towards any of its personnel, patients or others present on the practice premises. Any such act could result in police involvement and removal from the list of registered patients.

Patient Participation Group

We have two types of group currently active within our Practice; an actual group that meets quarterly and a virtual group via our website. To register to join our website group just follow the instructions on www.beaconsfieldmedicalpractice.co.uk. If you wish to join the group that meets every quarter at the Practice please e-mail BHCCG.beaconsfieldsurgery@nhs.net or ask reception for details.