



ARLINGTON ROAD  
MEDICAL PRACTICE

## Patient Information Leaflet



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[www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk)

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Providing NHS services

# Contents

Communication Needs.....	Page 2
Mission Statement.....	Page 3
Partners & Salaried GP's.....	Page 4
Advanced Practitioners.....	Page 4
Nursing Team.....	Page 5
Practice Management.....	Page 5-6
Administrative Staff.....	Page 7
Training Practice.....	Page 7-9
Opening Hours & Access.....	Page 9-10
Out of Hours.....	Page 10
Consultations Types.....	Page 10-13
Clinics & Services.....	Page 13-18
Fits Notes (Sick Notes).....	Page 18-20
Repeat Prescriptions.....	Page 20-21
Patient Online Services.....	Page 21-22
Changing Contact Details.....	Page 22-23
How to Register.....	Page 23
Named Accountable GP.....	Page 24
Preference of Practitioner.....	Page 24
Test Results.....	Page 24-25
Feedback & Complaints.....	Page 25-27
Patient Participation Group.....	Page 27-28
Veteran Friendly Practice.....	Page 28-29

Chaperones.....	Page 29
Rights & Responsibilities as a Patient.....	Page 30-31
Zero Tolerance.....	Page 31-32
Your Data, Privacy and the Law.....	Page 32-33
Call Recording.....	Page 33-34
Sussex Health & Care and NHS Sussex.....	Page 34

## Communication Needs

Do you need help communicating with us? Good care, begins with good communication. We want to ensure we are good at communicating with our patients.

We want to make sure you can read and understand the information we send you.

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

If we understand your needs we can ensure we send you letters in large print, easy read, braille, your first language or contact you in a way that better meets your needs.

We can also provide an appropriate interpreter for your appointments.

Whatever your communication need, please let us know by talking to a member of staff who can help you complete our Communication Needs Form, the form is also available on our website.

**If you need this Practice Leaflet in another format, please ask.**

# Mission Statement & History

As a Practice we are constantly striving to do the best we can for our patients and this is summed up in our Mission Statement:

- We support people to live healthier lives
- We believe in what we do and the difference it makes
- We care

Living a healthy life is important for everyone, but it can be challenging to know where to start. We are dedicated to supporting people in their journey towards a healthier lifestyle. We believe that small changes can make a big difference and we are committed to helping people make those changes.

The Practice was established in the mid 1920's by Dr Ethel Downing, who was joined by Dr Hebe Coghill and Dr Bridget Gurney in the 1930's. A Practice of three female GP's would be fairly unusual today but must have been very rare, if not unique, in the 1930's!

## Senior Partners

In 1955 Dr Downing's Nephew, Dr Harry Clarke joined the Practice and later became the Senior Partner until his retirement in 1995.

Dr Iain Paterson, Partner 1966-1999, Senior Partner from 1995

Dr Michael Walter, Partner 1969-2002, Senior Partner from 1999

Dr Peter Williams, Partner 1979-2021, Senior Partner from 2002

Dr Paul Frisby, Partner 1995-current, Senior Partner from 2021

The Practice has grown and developed to meet the health needs of an ever-changing society over 100 years. Although how we deliver care has changed immensely over this time, the core values of patient-centred care continue to be at the heart of every development we make as a Practice.

# Our Team

## GP Partners & Salaried GP's

Dr Paul Frisby, MB, BS, DCH, DRCOG, GP Partner

Dr Mark Jones, MB, BS, B.Sc. nMRCGP, PGCert, GP Partner

Dr Laure Berthelot-Cabaret, MD, GP Partner

Dr Adam Zacks, MBBS, B.Sc. (hons), MRCGP, GP Partner

Dr Rose Moore-Moffatt, MBBS, DRCOG, DFRSH, GP Partner

Dr Grace Getty, BMBS, MRCGP, GP Partner

Dr Conor Fee, MBChB, MRCGP, GP Partner

Dr Emma Pickering, BMBS, BMedSc, MRCGP, GP Partner

Dr Alexandra Graham, MSc, MBBS, MRCGP, Salaried GP

## Advanced Practitioners

Our Advanced Practitioners work alongside our Doctors, providing appointments, visiting housebound patients, carrying out online consultations and triaging some of our urgent calls. They are an invaluable asset to the Practice Team

Lindsey Thorpe, Paramedic Practitioner

Tamsin Ayers, Advanced Care Practitioner

Berni Lipscomb, Advanced Nurse Practitioner & Diabetes Specialist Nurse

Martin Colbourne, Advanced Care Practitioner

Emma Rutland, Paramedic Practitioner

## Nursing Team

Our Practice Nurses are fully qualified and registered, offering a range of services to support your health needs. They provide assistance with family planning, lifestyle advice, blood pressure checks, wound care, and dressings. Additionally, they run specialised clinics for long-term conditions such as asthma and diabetes, manage minor ailments, and perform cervical screening.

Paul Lambirth, our Lead Nurse, oversees a dedicated team of Practice Nurses, Healthcare Assistants, a Phlebotomist and Student Nurses on placement who are gaining practical experience under supervision as part of their training.

Healthcare Assistants play a vital role in supporting the Practice Nurses by performing tasks such as phlebotomy, blood pressure monitoring, and health checks. They are also available to act as chaperones when requested by a patient or doctor.

## Practice Management

**Mike Leigh is our Business Manager** and is responsible for managing the business aspects of the Practice. Mike's role includes the financial management of the Practice as well as ensuring the Practice is kept up to date in terms of staff training/recruitment, we are aware and adhering to the latest guidance etc. and ensuring we reach standards set by outside governing bodies.

**Laura Woodgates is our Practice Manager** and is responsible for the overall management and administration of the practice. Her duties typically include:

## **1. Operations Management:**

- Overseeing the day-to-day running of the practice, ensuring it operates efficiently.
- Managing clinical and administrative staff, including recruitment, training, and performance management.
- Coordinating schedules, appointments, and ensuring adequate staff coverage.

## **2. Patient Services and Satisfaction:**

- Managing patient complaints and feedback, and ensuring patient satisfaction.
- Improving patient care services and the patient experience by reviewing and implementing new processes.

## **3. IT and Systems Management:**

- Managing the practice's information systems and ensuring smooth electronic health record management.
- Implementing new technology systems to improve efficiency and patient care.

**Shirley Moth is our Deputy Practice Manager** and assists the Practice Manager and steps in to manage the practice in their absence. Her role often involves supporting many of the same tasks but with a focus on more day-to-day operations.

## **1. Assisting in Daily Operations:**

- Helping manage the staff schedule, covering for the Practice Manager when needed.
- Handling more routine management tasks, such as minor HR issues or patient queries.

## **2. Patient Engagement and Experience:**

- Handling patient queries and complaints, ensuring quick and efficient resolution.
- Supporting initiatives aimed at improving patient satisfaction.

## Administrative Staff

Our admin staff provide an important link for patients with the Practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Admin staff make most of the patient appointments with GP's and Nurses. They also perform other important tasks such as issuing repeat prescriptions and dealing with prescription queries, dealing with financial claims, dealing with patient records and carrying out searches and practice audits.

We have a large team of friendly admin staff, they have a difficult job to do with phone calls and enquiries from every direction. Please treat them courteously. When telephoning for medical attention the administrator may ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way.

# Training Practice

## GP Speciality Trainees

We are an approved training practice and train doctors to be General Practitioners.

To become an independent General Practitioner in the UK, Doctors must successfully complete GP Specialty Training (GPST). This is usually 3 years but may include contributing time from other training or experience. GP training normally includes at least 18 months in an approved training practice with the remaining time in approved hospital or integrated training posts.

GP Speciality Trainees come to us at different stages of their training throughout the 3 years and the stage of their training is indicated by ST1, ST2 & ST3.



The whole practice is involved in training, although Dr Jones, Dr Adam Zacks, Dr Conor Fee and Dr Grace Getty are the trainers responsible for the GPST's. We all benefit greatly from having these young doctors in the practice. Learning and teaching is a two way process and the trainees help to keep us all up to date.

GPST's provide extra appointments in the practice which helps us to cope with our workload and hopefully makes it easier for you to see a doctor when you need to. They are supervised by a senior doctor for every surgery they hold, whom they can call on for advice when required.

Part of their training involves videoing some of their consultations. These videos are viewed afterwards by the GPST's themselves and often their trainer. Occasionally, they are viewed by other GPST's as part of the training process. These videos are an important and valuable tool to learn and develop their consultation skills which we rely heavily upon. We greatly appreciate patients' cooperation with allowing their consultation to be recorded and generally have a high degree of positivity towards this activity by patients. However, should you not feel comfortable in the process, it is the patients absolute right to decline consent pre, during or after consultation. We always ask you to sign your permission beforehand and then again afterwards. If you change your mind we won't view the video.

We feel that teaching helps to keep the practice up to the highest standards.

## **FY2 Doctors**

In addition to GPSTs we also provide training placements for Foundation Year Doctors, the first two years after qualifying as doctors are now known as Foundation Year 1 (FY1) and Foundation Year 2 (FY2). At this stage Doctors are required to experience a period of time in general practice regardless of their eventual chosen career in medicine. We, in General Practice,

support this wholeheartedly and are convinced that, regardless of the specialty they eventually choose, all doctors will benefit from an insight into the workings of general practice.

As with the GPST's the FY2 Doctors are allocated a supervisor for every surgery they hold, whom they can call on for advice when required.

The whole practice is involved in training, although Dr Conor Fee is the trainer responsible for the FY2 doctors.

## Opening Hours and Access

### Opening Hours

We are open Monday to Friday 08:30-18:00 excluding public holidays.

### Disabled Access

The Practice has a slope to the front door from the pavement. If, when you arrive, the front door is closed and you require assistance, please ring the door bell and a receptionist will be happy to help. We have consulting rooms on both the ground and 1st floor - there is access to the first floor via a lift.

### Parking and Transport

Parking around the Surgery can be difficult at times. Unfortunately the Surgery car park is very small and is therefore a private car park for staff only - please do not park here when visiting the Surgery as access is required at all times.

Arlington Road and the surrounding roads are a combination of free restricted parking and pay at machine/RingGo app spaces. Please read the parking restriction signs carefully, the Traffic Wardens patrol this area regularly.

The nearest bus stop is at the Train Station which is approximately a 6 minute walk to the Surgery.

## Out of Hours

**Between the hours of 08:00 - 08:30 & 18:00 - 18:30 Monday to Friday please call Integrated Care 24 on 0300 55 55 252**

**Between the hours of 18:30 - 08:00 and anytime at the weekend or during a public holiday please call NHS 111 by dialling 111.**

Calls to 111 are free from both landlines and mobiles.

If you require urgent medical attention outside normal surgery hours, for a problem that will not wait until the surgery is next open, please phone the out-of-hours GP service on one of the above numbers.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.**

## Consultation Types Available

### Face to Face and Telephone Consultations

We offer a mix of pre-bookable and book on the day appointments. These appointments can either be booked as face to face or telephone appointments.

Once all our routine appointments are gone for the day, our clinicians will telephone triage all requests for urgent treatment and advice. If your problem is not urgent but there are no pre-bookable appointments available in an acceptable timeframe, you will be asked to call again opportunistically for a routine book on the day appointment.

Our administrative staff are trained to ask you what you need to consult about, this ensures you see or speak to the most appropriate member of the healthcare team and also enables our clinicians to deal with telephone calls in order of clinical urgency.

In addition to our in-house clinicians we have other services at our disposal which you may be offered as an alternative to seeing or talking to an Arlington Road Clinician. Please see below for more information about the Extended Access Appointments and Pharmacy First.

## Online Consultations

We offer online consultations via the Engage Consult Platform on our website. Please only use this service if you feel your condition can be suitably assessed and discussed online and check the exclusion criteria before starting an online consultation.

## Home Visits

If you are unwell and think you may require a home visit, please call the surgery **before 10:30 if possible**. Home visits will only be made where the clinician considers that there is a medical need. A clinician will call you before coming to see you in order to obtain more details, as there may be a more appropriate way of dealing with the problem, such as a direct referral to hospital.

## Pets and Home Visits

If a clinician is coming out to visit you at home and you have a pet, please ensure your pet is shut in another room for the duration of the visit. You may not consider your pet to be

dangerous, but pets can be unpredictable particularly if they feel their owner is under threat. An examination by the doctor may be seen by your pet as a threat and they may attack, out of character, to protect. Our clinicians want to ensure that all patients receive the best care possible. Please help them to deliver the best care by ensuring their safety is not jeopardised whilst they carry out your home visit. Thank you for your co-operation.

## **Extended Access Appointments**

South Downs Health and Care GP Federation (SDHC) provides additional appointment capacity for all GP Practices in Eastbourne, Hailsham and Seaford as well as the Havens and High Weald.

The Extended Access Service (EAS) that they deliver is designed to help increase the capacity to talk to and see a healthcare professional. Appointments are available 7 days per week, 365 days per year.

The GP or Advanced Care Practitioner that you see or speak to will not be from Arlington Road but they will be a fully qualified Healthcare Professional, who will be able to access your notes and will be able to issue a prescription if needed.

These appointments are bookable via our admin team, you may be routinely offered one of these consultations and if not, you are welcome to ask to book one.

Face to face appointments tend to be located at the SDHC Primary Care Hub at Hampden Park Health Centre, Brodrick Close.

## **Pharmacy First**

Community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 – without the need for a GP appointment.

Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available. Community pharmacists will signpost patients to other local services where necessary.

By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse - think pharmacy first and get seen by your local pharmacy team. For more information, visit [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst)

## Clinics & Services

### First Contact Physio

Our in-house First Contact Physiotherapists, Nausheen & Victor, see patients at Arlington Road on Mondays, Wednesdays and Fridays. Both our admin team and clinicians can book appropriate conditions in with Nausheen or Victor without the need to do a referral.

Examples of suitable conditions for our in-house Physiotherapist to assess:-

- Soft tissue injuries, sprains, strains or sport injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg. tennis elbow, carpal tunnel syndrome and ankle sprains
- Spinal problems including lower, back mid-back and neck pain

- Spinal related pains in arms or legs, including nerve symptoms, eg. pins and needles and numbness
- Post-orthopaedic surgery

Nausheen and Victor can refer onto our local MSK Service if necessary.

## **Emotional Wellbeing Service**

The Emotional Wellbeing Service, provided by Southdown Mental Health, is for patients over the age of 18 who need support with their mental health but are not currently under the care of another mental health service.

Paul Vango is our Mental Health Support Coordinator (MHSC) and will be the initial contact patients have with the service. Paul holds a clinic at Arlington Road on Thursdays and offers a safe space to talk and set goals and work on managing your mental health to prevent crisis. He can offer up to 6 sessions (45 minutes each). These sessions are offered as face to face appointments, but if patients prefer the sessions can be carried out over the telephone or via Microsoft Teams.

Paul can also signpost and refer to other services within the area that he may feel you will benefit from engaging with. He also works closely with Jo Willson, Mental Health Practitioner who holds a clinic at Arlington Road on Monday mornings, you may be referred onto her services by Paul.

## **Contraception**

All the doctors offer contraceptive advice. In addition Dr Rose Moore-Moffatt fits contraceptive coils and implants and all of our nurses give the Depo Provera injection.

Patients needing emergency contraception need to be seen as soon as possible and we should have slots available on the day. However, if you need an appointment and only emergency appointments are left for that day, please say you need emergency

contraception and you will be fitted in. These appointments can be booked via our admin team.

## **Ante-Natal & Post-Natal Care**

Maternity care is shared between the Doctors and the Community Midwives.

The Midwife's and Health Team's role is dedicated to providing safe, flexible, quality care during pregnancy, childbirth and in the immediate post-natal period.

You can either make an appointment with your own doctor when you are first pregnant and he or she will refer you to the Hospital Consultant and to the Midwife. Alternatively, you can self-refer to Maternity Services at East Sussex Healthcare NHS Trust, by visiting <https://www.esht.nhs.uk/service/maternity/maternity-self-referral/>.

Once you have completed your referral your information will be processed and you will receive an ultrasound scan appointment through the post. The Community Midwife will aim to contact you prior to the ultrasound scan appointment, where they will liaise with you regarding a convenient date and time to perform your booking appointment.

After you have had your baby, the midwives will visit you at home until your baby is 10 days old and then one of our Health Visitors will be your point of contact for advice about your baby. Between six and twelve weeks after having your baby you will be contacted by the Surgery to arrange your baby's first immunisations and a Health Check with your family GP.

## **Child Immunisations**

Nurses Paul Lambirth and Anna Fry are our experts in this very important and increasingly complex area. They do all the baby and childhood injections and are available for advice if you have questions about your child's immunisations.



## Travel Vaccinations

Nurse Anna offers Travel Vaccination appointments. To arrange an appointment, please speak to our reception team who will arrange for Anna to send you a Travel Health Questionnaire. Once Anna has reviewed your returned questionnaire, she will call within two weeks of you returning your form to book an appointment if needed.

If you are travelling imminently, please consider attending a private travel health clinic or pharmacy as there is often a wait for travel appointments at the Surgery.

## Diabetes

Dr Frisby and Specialist Nurse Berni Lipscomb run our diabetes clinics. Regular follow up for diabetics is vitally important and we encourage all our diabetic patients to attend either our clinic or the hospital diabetic clinic, or both. **You will be contacted by the Practice when it is time to book your Diabetes Review.**

## Asthma & COPD

Nurse Paul Lambirth runs our asthma clinic for all ages. Regular review of asthma medication is important. We have spirometry equipment and Nurse Paul also reviews patients with COPD (Chronic Obstructive Pulmonary Disease) - the modern name for emphysema and chronic bronchitis. **You will be contacted by the Practice when it is time to book your Asthma or COPD Review.**

## Cervical Smears

Nurses Berni and Anna run smear clinics throughout the week. We encourage all women aged 25 to 49 to have regular 3 yearly smear tests and women aged 50 to 64 to have 5 yearly smear tests. **You can book your appointment with our Reception team or via Patient Access or the NHS App if you are registered for Patient Online Services.**

## Coronary Heart Disease (CHD)

This clinic is for patients who have had a heart attack, have angina or are known to have CHD. This clinic is run by our Nurses and Healthcare Assistants. Patients known to have a heart condition will receive an invitation from the practice to book an appointment when their review is due.

## Stroke

This clinic is for patients who have had a Stroke or Mini-Stroke (TIA). Again this Clinic is run by our Nurses and Healthcare Assistants. **Patients with a recorded history of a Stroke will receive an invitation from the practice to book an appointment when their review is due.**

## NHS Health Checks

NHS Health Checks are for people who are aged 40 to 74 who do not have a pre-existing health condition. Patients who are eligible will receive an invitation from the practice to book an appointment. The health check can tell you whether you're at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease or stroke and you will be given advice on how you can reduce your risk of these conditions.

## Routine Health Checks

Patients with long term health conditions will be invited regularly for Health Checks appropriate to their condition. Patients who have no long terms conditions and keep generally well without the need to consult the Practice are also entitled to a routine health check on the NHS and the following options are available:

Patients aged between 16-74 years who have not consulted any clinician at the Practice for three years, do not have a current health concern but would like a routine health check can book an appointment with one of our Healthcare Assistants who will

initiate any required tests and arrange follow up if needed. (For patients aged 40-74 this will take place as their NHS Health Check.)

Patients aged 75 years and over who have not consulted any clinician at the Practice for twelve months, do not have a current health concern but would like a routine health check can book an appointment with one of our Healthcare Assistants who will initiate any required tests and arrange follow up if needed.

## Community Dermatology

Dr Ben McFadden, MB BS MRCPG PG Dip Dermatology, one of our former GP Partners, now dedicates his time to running Community Dermatology Clinics. Dr Grace Getty, one of our GP Partners is also in the process of completing her Dermatology Diploma and holds clinics under Dr McFadden's supervision.

GP's from other practices can also refer to the Community Dermatology Clinic at Arlington Road. Access to the Dermatology Clinic is by referral from your GP only, regardless of whether you are registered at Arlington Road or another local practice.

## Fit Notes (Sick Notes)

If you are off work sick for seven days or less, your employer should not ask you for a doctor's certificate. You will need a medical certificate if you are off work sick for more than seven days. The seven days include days that you don't normally work. So when you work out how long you've been off sick, you should include weekends and bank holidays.

### Self Certification Forms

Your employer can ask you to confirm that you've been ill. You can do this by filling in a form yourself when you return to work. This is called self-certification.

Self-certification forms usually include details such as:

- information about your sickness or illness
- the date your sickness started
- the date your sickness ended

These dates may be days that you don't normally work. For example, your sickness could start or end on a Saturday, Sunday or bank holiday.

Many employers have their own self-certification forms. If your employer doesn't have their own form, instead they may use an SC2 form from HM Revenue & Customs Employee's Statement of Sickness.

### **Sickness of more than seven days**

If you are sick and off work for more than seven days, your employer will normally ask you to provide a medical certificate from your GP.

When you need a certificate will also depend on your employer's company policy on sick leave (or sickness absence). This policy should tell you how many days you can be off sick before you need a note.

To find out about your employer's policy:

- ask your team leader or supervisor, or
- speak to someone from your human resources (HR) or personnel department

### **When your Fit Note runs out**

If your Fit Note runs out, but you are still sick, you will need to consult the doctor again before you can get a further certificate, this consultation can take place via Engage Consult on our website or by visiting <https://engage.gp/sp/857/services>

Fit Notes can be back-dated so it is not necessary to make an emergency appointment to renew your certificate. If you attend an emergency appointment for the purpose of getting a medical certificate you will be asked to rebook.

## Repeat Prescriptions

### Ordering your Prescription Medication

If you are on regular medication your doctor will likely put these medications on 'repeat' to enable you to order them each month without the need to consult a clinician. There are a number of ways to order your repeat prescription.

- Via an App that is linked to your medical record, this could be the NHS App or Patient Access
- Via our website
- Some pharmacies offer a prescription ordering service
- By posting your request to us or by hand delivering your request to our external post box at the front entrance to the surgery.

### Collecting your Prescription Medication

Regardless of the method used to order your medication, your prescription will be sent via the Electronic Prescription Service to your nominated pharmacy. As soon as your doctor has electronically signed your prescription it automatically goes to your nominated pharmacy. However, please note you need to allow time for the pharmacy to prepare your prescription before going to collect it. You can nominate any pharmacy to dispense your medication and change your nomination at any time by completing the Pharmacy Nomination Form on the Prescription page of our website or by informing our prescription team over the phone.

## Prescription Medication Turnaround Time

Please **allow 48 hours**, excluding weekends and Bank Holidays, for your request to be processed by the surgery, you need to allow additional time for your chosen pharmacy to dispense your medication, it is therefore advisable **to order your prescription at least one week before you run out of your medication**. Please note this is for items that your doctor has authorised for repeat prescribing only. Items that are not on your repeat list may take longer.

## Patient Online Services

Patient Online Services allow you to request prescriptions, book some types of appointments, get medical and administrative help from the practice (via Engage Consult) and view your medical record.

The NHS wants to give people better ways to see their personal health information online and we know that people want to be able to access their health records.

You can have this level of access via the NHS App or via Patient Access, which is the app provided by our clinical system supplier.

As a Practice we went live with Prospective Record Access on 11<sup>th</sup> October 2023, this means that patients with an online services account can see notes from their appointments, as well as test results and any letters that are saved on their records.

Patients who were already registered with Arlington Road Medical Practice and already had an online services account on 11<sup>th</sup> October 2023 will be able to see their prospective record from that date onwards. Patients who have registered with the practice since 11.10.23 or have applied for an online services account since 11.10.23 will see their records from date of

activation of their online services account onwards. Please note Prospective Record Access does not give access to past medical records.

If you have an online services account but cannot see any of your medical records, please speak to reception.

## How to register for Patient Online Services

You can register for online services via the NHS App (downloaded from the App Store or Google Play) or via the web at NHS App Online.

Registering via the app or web link enables you to apply and have your ID verified without having to visit the Practice.

If you are unable to complete this process online or you are a new patient that had access to online services at your previous surgery, then please ask for a Prospective Record Access Form from reception, once completed, please bring this to the surgery with two forms of ID, for our reception staff to verify, we can then set up your account manually.

Please note that when you register at a new surgery you lose access to your medical records from your previous surgery and prospective access starts again from date of registration at your new surgery. If you wish to have access to your past records, you will need to complete a Retrospective Access Form.

## Changing your Contact Details

Please remember to inform the Practice if you move address or change your telephone number. Even if you are not currently receiving treatment from the Practice an occasion may arise when we need to contact you.

Please remember to inform us if you change your mobile telephone number as appointment reminders are sent via SMS message. There is a change of personal details form on our website for your ease of use.

It is also important to remember to inform the Hospital if you are waiting for an outpatient appointment or are currently under their care.

## How to Register

We are able to register new patients who live within our Practice Boundary. **Please check your address falls in our catchment area by checking the interactive map on our Practice website or by telephoning the Practice if you do not have access to the internet.**

**To register as a new patient your address will need to fall within the red, solid boundary. The grey, intermittent line denotes the boundary for existing patients whose registration we will honour if they move within that outer boundary.**

If your address falls within our inner practice boundary, you can either register online but visiting <https://gp-registration.nhs.uk/G81050/gpregistration/landing> or alternatively attend the Practice in person and request a registration pack from reception.

If your address does not fall within our Practice Boundary please visit the NHS Find a GP Service, where you can enter your postcode and find the GP Surgeries in your area. **If you are finding it difficult to register with a GP, please call the Primary Care Team on 0300 131 4425 or visit <https://www.sussex.ics.nhs.uk/your-care/local-nhs-services/list-capping/>**



# Named Accountable GP & Preference of Practitioner

All patients registered at the Practice have a named accountable GP who is responsible for the oversight of their care, all patients will be informed who their named accountable GP is when we process their registration.

We acknowledge that most people prefer to see their named accountable GP whenever they can. Unfortunately this will not always be possible and then we would ask you to consider which is most important to you, the urgency of your problem or preference of practitioner. Whilst we will do our best to accommodate your wishes our priority is always to ensure we have a practitioner available to see you. If you have a particular preference (for example a practitioner of a particular gender) please let the administrator know and we will do our best to arrange this for you.

## Test Results

In order to obtain test results, please telephone **between 14:00 and 17:00**. If you are registered for Patient Online Services you can also view your results on your NHS App or Patient Access account.

It is your responsibility to enquire after your own results and make any necessary follow-up appointment with the doctor.

Our admin staff are not qualified to discuss results if they have not yet been viewed and commented on by a Doctor.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only

give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

If you would like to give permission for a third party to obtain test results on your behalf, please complete our Consent to Share Form (this is available on our website or from reception) and submit this to the Practice.

## Feedback and Complaints

We value feedback about our services and your experience. It is important that we know when we are not meeting patient expectations and providing as good a service as we would wish but it is also encouraging and morale boosting at the end of a busy day to receive positive feedback when you are happy with your care and treatment.

There are a number of ways you can give us feedback. The Friends and Family Test and the NHS Website are ideal for giving feedback on our general services, such as appointments, prescriptions, reception, general attitude of clinical and non-clinical staff etc. However, if you have a grievance about your care or treatment, there may be other methods of feedback that are more suitable.

### The Friends and Family Test

This simple, anonymous survey asks patients 'Thinking about your GP Practice overall, how was your experience of our service?'

- Very Good
- Good
- Neither Good nor Poor
- Poor
- Very Poor
- Don't know

It then asks 'Can you tell us why you gave that response?'

The Friends and Family Test can be completed as often as you like. Some patients may like to complete a survey after every visit, others may only feel inclined to complete a survey if something particular has struck them about their care on that occasion.

You can complete the survey by responding to an SMS message sent to you following your appointment, online via our website or by posting a handwritten response in the box in our main reception waiting area.

## **NHS Website**

You can leave ratings and reviews on the NHS website by searching for Arlington Road Surgery.

## **Constructive Criticism**

We find anonymous grievances on the above methods of feedback very difficult to deal with. As we don't know who the patient or clinician is, nor the circumstances surrounding the grievance we are unable to look into what went wrong and are unable to learn from this to improve patient care in the future.

We realise that patients feeding back in this way, are doing so because they do not feel the grievance warrants a formal complaint, but we would like to be able to look into, deal with and learn from their grievance.

Giving feedback as constructive criticism would mean we would not deal with the feedback like a formal complaint, but it would aid us in improving patient care and is a far more constructive method than an anonymous negative review that we cannot begin to deal with.

You can give this feedback by either speaking or writing to the Practice Manager.

## Formal Complaints

If you wish to make a formal complaint, please contact the Complaints Manager – Laura Woodgates, Practice Manager. You can talk to Laura (or her deputy in her absence) either in person at the Practice or by calling the Practice on 727531. If you feel that your concerns remain unresolved you can put a complaint in writing to the Practice Manager. Our complaints procedure is available on our website and in paper format from reception. If you are complaining on behalf of a patient, we will need their written consent (consent form available on our website or from reception) confirming they wish the complaint to be investigated and they are happy for someone else to deal with it.

Please be assured that giving feedback about your care will not affect the way you are treated by the Practice. We aim to work together with our patients to achieve the best possible outcome at all times.

## Patient Participation Group

The Patient Participation Group (PPG) is a patient led representative group of patients, GPs and Practice staff who meet throughout the year to discuss Practice issues to support Arlington Road Medical Practice to improve the patient experience.

### The objectives:

- give patients a voice
- enable two way communication with the Practice, providing patient feedback and explaining changes to patients to improve understanding
- provide practical help through volunteering and fundraising
- promote health education
- influence local health care provision

We have regular meetings with a small representative committee of patients, a GP partner and the Business Manager.

All patients are eligible to join, with a maximum number of 16. We meet six times a year. If you are interested in getting involved, please complete the application form on our website or ask for a paper version at Reception.

### **Patient Reference Group**

Alternatively, you can sign up to be part of the Patient Reference Group receiving email questionnaires and providing valuable feedback from a representative section of patients, without committing to attending meetings.

Please complete the application form on our website, we will then add you to our email list. The PPG will not share your email address with any other third party.

Our Patient Participation Group is affiliated to the National Association for Patient Participation (NAPP) and is governed by the rules of that registered charity. Their purpose is to bring about positive collective change; it is not a channel for concerns regarding personal treatment. These should always be directed to our Practice Manager.

## **Veteran Friendly Accredited GP Practice**

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care. To find out more ask your nurse or GP.

## Chaperones

We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable - these will only be carried out with your express agreement and you will be offered a chaperone to attend the examination if you so wish.

You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

All of our Clinicians should offer a chaperone for all intimate examinations or for any examination that requires a patient to be in a state of undress.

The choice to have a chaperone present or not is yours. If you decline but the Clinician feels a chaperone should be present, he/she will explain why a chaperone is required.

For all examinations the Clinician will...

- Explain why the examination is necessary and give you the opportunity to ask any questions.
- Explain what the examination involves.
- Obtain your verbal consent for the examination to go ahead.
- Offer you a chaperone.

# Rights & Responsibilities as a Patient

## Your Rights as a Patient

Everyone who uses the NHS should understand what legal rights they have. For this reason, important legal rights are summarised in the NHS Constitution for England and explained in more detail in the Handbook to the NHS Constitution, which also explains what you can do if you think you have not received what is rightfully yours.

A link to the NHS Constitution for England is available on our website at <https://www.arlingtonroadsurgery.nhs.uk/edit/patient-rights-and-responsibilities>

## Your Responsibilities as a Patient

The NHS belong to all of us. There are things that we can all do for ourselves and for one another to help it work effectively, and to ensure resources are used responsibly.

- Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.
- Please register with a GP practice – the main point of access to NHS care as commissioned by NHS bodies.
- Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.

- Please provide accurate information about your health, condition and status.
- Please keep appointments, or cancel within reasonable time. Receiving treatment within the maximum waiting times may be compromised unless you do.
- Please follow the course of treatment which you have agreed, and talk to your clinician if you find this difficult.
- Please participate in important public health programmes such as vaccination.
- Please ensure that those closest to you are aware of your wishes about organ donation.
- Please give feedback – both positive and negative – about your experiences and the treatment and care you have received, including any adverse reactions you may have had. You can often provide feedback anonymously and giving feedback will not affect adversely your care or how you are treated. If a family member or someone you are a carer for is a patient and unable to provide feedback, you are encouraged to give feedback about their experiences on their behalf. Feedback will help to improve NHS services for all.

## Zero Tolerance

The Practice staff will always show due respect and courtesy when dealing with patients and their representatives. We respectfully request that patients and their representatives do the same when dealing with members of the practice team.



The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

No form of aggression (whether verbal or physical in nature) will be tolerated - any instances of such behaviour on the practice premises may result in the perpetrator being reported to the Police and removed from the practice's List of Registered Patients.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

We will not tolerate racial, gender or religious prejudice within the practice.

## Your Data, Privacy and the Law

### How we use your medical records - Important information for patients

- This practice handles medical records in-line with laws on data protection and confidentiality.
- We share medical records with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.

- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services. To find out more or to register your choice to opt-out, please visit: <https://www.nhs.uk/your-nhs-data-matters/> (England only). There are no national opt-out policies in Scotland, Wales and Northern Ireland, however, some specific research projects make provision for opting-out of their research.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.
- For more information visit our website <https://www.arlingtonroadsurgery.nhs.uk/practice-policies> or if you are unable to access the internet, please ask at reception for a copy of our Privacy Policies.

## Call Recording

We record all incoming and outgoing calls at the Practice to protect patients and staff. Patients are protected by us having a record of our conversations with them and staff are protected from potential abuse. We also occasionally use recordings for staff training and quality control.

For more information about call recording, please see our Privacy Notice which is available on our website.

## Sussex, Health & Care and NHS Sussex

Sussex Health & Care is responsible for commissioning of health services in this area. Any enquiries about primary medical services not available within our Practice should be made to them.

Sussex Health & Care

NHS Sussex

Sackville House

Brooks Close

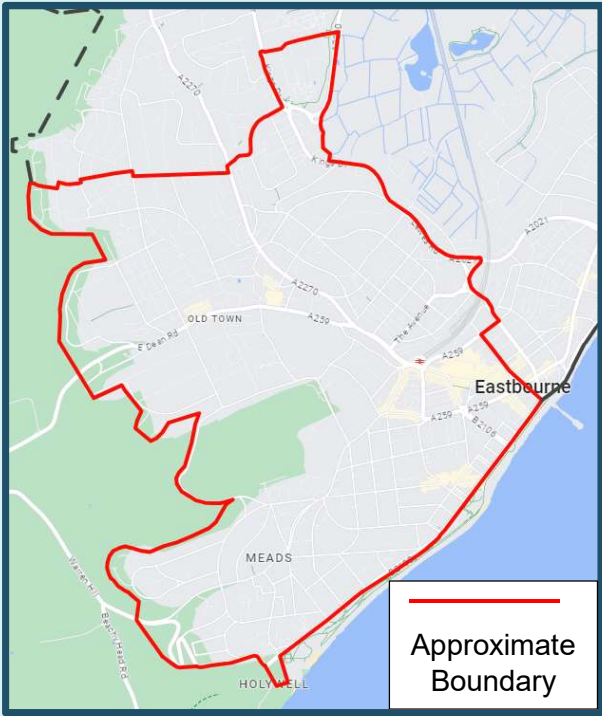
Lewes

BN7 2FZ

0300 140 9584

[sxicb.contactus@nhs.net](mailto:sxicb.contactus@nhs.net)

# Practice Boundary



To view our detailed Practice Boundary, please visit our website

# Where to find us

