

THE STATION PRACTICE

Station Plaza Health Centre
Station Approach
Hastings
East Sussex
TN34 1BA
Telephone: 01424 464756

Visit our website: www.thestationpractice.co.uk

INFORMATION FOR PATIENTS



The Practice

The practice was previously located at Wellington Square Medical Centre, we moved to Station Plaza Health Centre on 1st June 2010.

To register with the Practice

****THE PRACTICE IS CURRENTLY ACCEPTING NEW PATIENTS****

All patients have a named GP who is responsible for patients overall care at the practice, please contact the practice if you wish to know who this is.

- Patients do not need to see their named GP when they book an appointment with the practice.
- Patients are entitled to choose to see any GP or nurse in the practice.

Doctors in Partnership

Dr Pedro Ponte
Dr Mohammed Rahman

Long Term Locums

Dr Syed Hussain (M)
Dr Nalinin Subashchandran (F)
Dr Priya Sriram (F)
Dr Sake Ahmmed (M)

Practice Staff

Receptionists

All our receptionists are here to help you. They have a difficult job to do, with phone calls and enquiries descending on them from every direction. They have to judge the URGENCY of your request, so please help them to help you by giving them the necessary information they need. They have been trained to make these enquiries so that you can be helped in the most appropriate way. Staff can arrange to speak with you privately should you so request.

Practice Manager: Mrs Corinne Martin

Practice Pharmacists are available to discuss any queries you may have in relation to your medication.

Nurse Practitioners are qualified nurses who can use nursing skills plus additional skills not usually used by nurses - such as physical examinations. They can assess patients' problems and health needs, plan care and make referrals.

Mental health – the practice has 1 nurse practitioner who specialises in mental health.

First Contact Physiotherapy (FCP) their role is to assess patients with soft tissue, muscle and joint pain and to decide on the most appropriate management pathway.

Practice Nurse Team

Our team of practice nurses work alongside the doctors and have a wide experience in the management of chronic disease. We provide an extensive range of services with an emphasis on continuity of care:

- Cardiovascular Disease
- Cerebrovascular Disease
- Chronic Airways Disease
- Asthma
- Diabetes
- Hypertension monitoring

Other services provided by the nursing team include:

- ECG's
- Ear Syringing
- Influenza/Pneumonia injections
- Dressings
- Blood tests

Healthcare Assistants

Phlebotomists

Additional Services

Cervical Screening - We recommend that all women who are, or have been sexually active between the ages of 25 and 49 years, have a smear test taken every three years. Between 50 and 65 years a smear test is recommended every 5 years.

Immunisation clinic - Our immunisation clinic is held on Tuesday's between 9:00am – 12.00pm. If you are working and are unable to attend our clinic at this time our Practice Nurse will be happy to carry out immunisations on a routine appointment.

Travel Clinic – Our Practice Nurses provide an immunisation and advice service for those travelling overseas.

Non-NHS Services - Some services provided are not covered under our contract with the NHS and **therefore attract charges**. Examples include the following: letters in support, insurance claim forms.

- For Fitness to Drive HGV, lorry and taxi medicals which require examination- please bring the form to the surgery and give it to the receptionist and we will contact you back for an appointment with the GP.

For more information about these, please ask the Reception team.

Staff attached to the Practice

District Nurses

The District Nurses care for patients in their own homes when they are too ill or frail to attend surgery. They can be contacted through the reception staff.

Midwife

The midwife provides antenatal care, appointments are now booked online.

Health Visitors

The health visitors are specialist nurses who provide advice on healthcare to all age groups, particularly expectant mothers, babies and young children, the elderly and those who are chronically ill or disabled. They can help with many health issues and will put you in contact with other agencies in the area if necessary.

To contact a health visitor call 01323 463204

Appointments

We operate a **total triage system**- *see the leaflet attached for more information.*

If you or your child has a rash or infectious disease, please inform the receptionist on arrival. If you have a problem you suspect may take longer than usual, please ask the receptionist to book you extra time.

Patients are able to use a service to contact the Practice about medical or administrative queries. The system is called **Engage Consult** and you can start using it by visiting our website www.thestationpractice.co.uk, Appointments section.

Any queries received via Engage Consult before 11.00am on a surgery working day will be dealt with and responded to on the same day. Please be advised that there is a limited number of queries that can be received by practice on a day but for more information please visit our website.

ONLINE SERVICES

Online services are available to anyone over 16 years – please ask at reception for further information and how to sign up.

Patients are now able to book telephone and face to face consultations online with the GP or an Advanced Clinical Practitioner (Advance Nurse Practitioner) - who are healthcare professionals with skills and knowledge to treat and diagnose similar to a GP.

Evening and Weekend Appointments

We are now offering pre-bookable telephone appointments with the GP on weekday evenings and on Saturday mornings. These appointments must be booked online using Patient Access or the NHS App.

We also offer appointments with our nurses and HCAs on a Saturday morning. Please call the surgery or speak to reception to check availability.

We are encouraging patients to sign up for online services – ask the Reception Team for more information.

An appointment text reminder service is available for all patients who supply a mobile telephone number – if you wish to opt out of this service please inform reception

Cancelling Appointments

If you are unable to keep an appointment, please telephone the surgery as soon as possible, in order that we may offer your appointment to another patient.

Arriving Late

Please ensure that you arrive to your appointment in time and you check-in either using the check-in screen or with the receptionist from the Level 3 Front Desk.

If you are more than ten minutes late for an appointment, you may be requested to re-book for an alternative date or time.

Occasionally your clinician may be called away on an emergency during surgery. This will likely cause delays and we ask you to please be patient with us if this does occur.

Home visits

We ask patients to come to the surgery whenever possible where there are better facilities for diagnosis and treatment. If your condition means you cannot attend the practice the doctor can visit you at home. Please phone before 12pm to arrange a visit. Home visits are usually done when the clinician has completed morning or afternoon surgery.

Out of Hours Emergency Cover

If you need to see a doctor urgently when the surgery is closed, please telephone 111 and follow the instructions. You will be put through to NHS 111 Service, our on-call service which provides the 'out-of-hours' service. They will pass a message to the doctor on duty who may phone you to assess your problem. You might be asked to attend the out-of-hours clinic or receive a home visit.

Repeat Prescriptions

The doctor may prescribe medicines for you to take regularly. Please allow 3 working days for your prescription to be processed and available for collection from your nominated pharmacy. If you have more than one prescription please try and order all your items together.

We do not accept telephone requests for prescriptions

You can request your medication by visiting the practice, speaking with your pharmacy, or online using your Online Access account or through Engage Consult.

Many pharmacies offer a repeat prescription collection and delivery service. For further information about this please ask your pharmacy or at reception.

Everyone taking regular medicines needs to have them reviewed from time to time to ensure their value, safety and effectiveness in long term treatment. The doctors will discuss with you how often such appointments need to be made.

Test Results

Please telephone after 11am on surgery days to enquire about test results, so that the doctor has had the opportunity to review the results.

Sickness Certificates

If you are unwell and need a certificate for your employer, you should use a self certificate for the first 7 days. There is a form called an SC1 or your employer may have their own form. If your illness lasts for longer than this, then you need to make a telephone or face to face appointment to speak to one of the clinicians, who may, if appropriate, give you an NHS certificate – now called a 'Fit Note'.

For all other kinds of sickness certification, please discuss with one of the clinician.

Change of Details

Please remember to tell us if you change your name, address, landline or mobile telephone number. It is important that we have correct contact details for all our patients.

Violence and/or Abuse

If a patient is violent or abusive towards the doctors, nurses, any of the staff or other patients, they will be given a warning about their future conduct. They may be removed from the practice list immediately if the matter is of a serious nature.

Surgery Opening Times

Monday – Friday 8.00am – 6.30pm

***Saturday * Extended Access 9.00am-12pm pre booked
appointments only***

Parking and Disabled Access

There is a Patron Only Car Park located at the front of Station Plaza Health Centre. Patients are entitled to 15 minutes of free parking.

Blue Badge holders must enter their full, correct vehicle registration into the terminal at the security reception desk on the ground floor and will then be entitled to free parking for the duration of their stay.

Parking Eye monitor parking area and if you do not register your vehicle with security there is a risk of a £100 fine, the practice is unable to assist should you receive a fine.

Compliments, Suggestions and Complaints

We aim to provide patients with the best care we can, but we may not always achieve that. If you have any compliments, comments, concerns or complaints about our service, we would like to hear about it.

We would encourage you to speak to whomever you feel most comfortable with – your doctor, a nurse, a receptionist, or manager – but if you would prefer to give your feedback in writing, please address it to the Practice Manager.

If you have a complaint to make, please don't be afraid to say how you feel. We welcome feedback to help us improve our standards and you will not be treated any differently because you have complained. We will just do our best to put right anything that has gone wrong.

Alternatively you have the right to approach the NHS Complaints department at the address below and raise your complaint directly with them.

Phone: 0300 140 9854

Email: sxicb.complaints@nhs.net

Post: NHS Sussex, Sackville House, Brooks Close, Lewes BN7 2FZ

Research

We are a research accredited surgery and may occasionally ask if you would like to participate in a research study.

All participation in research studies at this surgery will be voluntary and only with your informed consent.

Studies suggest that patients who receive care in research-active health facilities have better health outcomes than patients who are treated in a non-research environment.

Privacy and Confidentiality of your Medical Records

Your medical record is a life-long history of your consultations, investigations, prescriptions, illnesses and other treatments. The doctor-patient relationship sits at the heart of good general practice and is based on mutual trust and confidence. The evidence of that relationship over the years is your medical record.

At The Station Practice we maintain all our patients' medical records on our practice computer system.

Your doctor is responsible for the accuracy and safekeeping of your medical records. You can help us keep it accurate by informing us of any change in your name, address, marital status and by ensuring that we have full details of important medical history.

If you wish to move to another area or change GP, we will send your records to the Health Authority to be passed on to your new practice. However, we shall keep a copy of all entries made on our computer whilst you were registered with us.

You have a right to keep your personal health information confidential between you and your doctor. This applies to everyone over the age of 16 and in certain cases to those under 16. The law does impose a few exceptions to this rule but apart from those detailed below,

you have a right to know who has access to your medical records.

Who else sees my records?

We have to strike a balance between your privacy and wellbeing and we will normally share some information with others involved in your health care, unless you ask us not to.

This could include doctors, nurses, NHS Trusts, Social Services, education service, private sectors (ie insurance companies), therapists and technicians involved in the treatment or investigation of your medical problems.

Our practice nurses, district nurses, midwives and health visitors all have access to the medical records of their patients. It is our policy to maintain a single medical and nursing record for each patient. We believe that this offers the best opportunity for delivering the highest quality of care from a modern Primary Care Team.

Our practice staff have limited administrative access to medical records. They notify the Health Authority of registration details and perform various filing tasks.

All our doctors, nurses and staff have a legal, ethical and contractual obligation to protect your privacy and confidentiality.

Where else do we send patient information?

We are required by law to notify the Government of certain infectious diseases eg meningitis, measles (but not AIDS) for public health reasons.

The law courts can also insist that GPs disclose medical records to them. Doctors cannot refuse to co-operate with the courts. We are often asked for medical reports from solicitors. These will always be accompanied by the patient's signed consent for us to disclose information. We would not normally release any details about other people that are contained in your records (eg spouse, children, parents etc) unless we also have their consent.

Listed information is shared with health authorities to help them organise national programmes for public health, such as childhood immunisations, cervical smear tests and breast screening.

GPs must keep the Health Authority up to date with all registration changes, additions and deletions.

Social Services, the Benefits Agency and other Government agencies may require medical reports on you from time to time; these will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to a patient's loss of benefit or other support. We would normally assume that you wish us to complete these reports in your best interest unless you specify otherwise.

Life Assurance companies frequently ask GPs for medical reports on prospective clients. These are always accompanied by your consent. GPs must disclose all relevant medical conditions in the report unless you ask us not to do so. In that case we would have to inform the insurance company that you had instructed us not to make a full disclosure to them.

How can I find out what's in my medical records?

We are required by law to allow you access to your computer and written medical records.

If you wish to see your records, please complete a Subject Access Request Form, available at reception.

We have a duty to keep your medical records accurate and up to date. Please assist us by advising us when you change address or if you feel there are any errors of fact that may have been entered in to your records.

What we will do

To protect your privacy and confidentiality, we will not disclose any medical information over the telephone unless we are assured we are talking to you. This means that we cannot disclose information to your family, friends, or colleagues, unless we know we have your consent to do so.

Finally, if you have any further queries or comments regarding privacy and your medical records, please contact the practice manager or talk to your own GP.

Integrated Care Board (ICB)

Our Local ICB can be contacted at:

NHS East Sussex Clinical Commissioning Group, Sackville House, Brooks Close, Lewes, East Sussex, BN7 2FZ Phone: 01273 485300

Freedom of Information

All NHS organisations must make available certain information about what they do. Most of the required information is contained in this leaflet. If you need more information please contact the practice manager at the surgery address.

This is a Statement of Purpose for The Station Practice which sets out the following information:

- The full name of the service provider and of any registered manager together with their business address, telephone number, and where available electronic mail addresses
- The legal status of the service provider
- Details of the locations at which the services provided for the purposes of the regulated activity carried on
- Our aims and objectives in carrying on the regulated activity;
- The kinds of services provided for the purpose of carrying on of the regulated activity
- The range of service users needs which those services are intended to meet.

The name and location of the service provider is:

The Station Practice, Station Plaza Health Centre, Station Approach, Hastings, East Sussex TN34 1BA. 01424 464756

CQC Registered manager: Dr Pedro Ponte

The Station Practice is a partnership providing General Medical Services, and the following are partners:

The address at which the services provided for the purposes of the regulated activity are carried out is: The Station Practice, Station Plaza Health Centre, Station Approach, Hastings, East Sussex TN34 1BA.

Our Mission Statement

The Station Practice aims to provide holistic and inclusive healthcare to all its Patients. In particular, try to reduce health inequalities through encouraging patients to access available help. We consider physical and mental wellbeing is equally important and aim to support our patients to try to achieve balance

Our Aims and Objectives

- To provide high quality, safe, professional Primary Health Care General Practice services to our patients.
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- To be a Practice that continually strives to improve what we are able to offer patients.
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our family, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control.
- To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys, and feeding back on the services that we offer.
- To ensure all staff have the competency to deliver the required standards of care by ensuring that all members of the team have the right skills and training to carry out their duties competently.
- To take care of our staff offering them support to do their jobs and to protect them against abuse.
- To create an educational environment, where staff promote and share learning amongst themselves.
- To provide our patients and staff with an environment which is safe and friendly.
- To play our part in protecting vulnerable individuals in society.

Our Services

Our service users are our registered population which spans any age, ethnicity or gender.

The GMS services provided by our GPs are defined under the General Medical Services contract. These services are mainly split into three groups:

Essential Services:

GP Consultations

Chronic disease management including asthma, COPD, CHD and diabetes.

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Additional Services:

Cervical cytology screening

Contraceptive services
Child Health surveillance
Vaccinations and Immunisations
Certain Minor Surgery procedures

Enhanced Services:

Childhood vaccinations and immunisations
Diabetes management
Seasonal vaccinations
NHS health checks
Phlebotomy
Anticoagulation monitoring
Wound management
Ambulatory blood pressure checks

Other services:

Dressing clinics
Ear syringing
ECG's
Drug monitoring eg methotrexate
Spirometry
Travel Advice
Ring pessary replacement

Non-NHS Services:

Private sick notes
Insurance forms
Taxi and HGV medical

Please visit our website for more information:

<https://www.thestationpractice.co.uk/>. You can also check our selection of practice information and leaflets in the waiting area