Welcome to The Station Practice

📍 Location

Station Plaza Health Centre (Level 2 and Level 3 – Front Desk Reception)
Station Approach, Hastings, TN34 1BA, Telephone: 01424 464756
Visit us online: www.thestationpractice.co.uk

🕒 Surgery Opening Times

Our phone lines, online consultation service, and walk-in services are available **Monday to Friday, 08:00 – 18:30**.

Day	Time
Monday–Friday	08:00 – 18:30
Saturday (Extended Access)	09:00 – 13:00 (Pre-booked only)

How to contact us:

- 📞 **By phone:** 01424 464756 For routine and urgent enquiries.
- ✅ **Request a call-back:** You don't need to wait on hold.
- 🌐 **Online:** Submit your request using Engage Consult via our website.
- 🚶 In-person (reception queries)

🛡 About Us

We're a friendly NHS GP practice providing care to patients of all ages. We offer a wide range of services including chronic disease management, screening, health checks, vaccinations, and much more.

✅ Registering with Us

We are accepting new patients. To register, visit our website or speak to our reception team. You'll be assigned a named GP, but you can see any clinician in the practice.

🌍 Interpreting Services

If English is not your first language, we can provide telephone or face-to-face interpreting services. Please let us know if you need this support when booking your appointment.

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👩‍⚕️ Our Team

Doctors in Partnership

Dr Pedro Ponte
Dr Mohammed Rahman

- GPs (Long Term Locums and Salaried GPs)
- Practice Nurses & Healthcare Assistants
- Pharmacists & Mental Health Practitioner
- First Contact Physiotherapists

📅 Appointments

We use a **total triage system**. Request appointments:

- Via phone or in person
- Through Engage Consult (online form on our website)

Evening and Saturday appointments are also available. These appointments must and can be booked online using 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

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

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🌐 Online Services

You can book GP appointments, order repeat prescriptions, and view parts of your record using online access. Ask at reception to sign up.
Patients with online access receive a **"What Happens Next"** leaflet and setup guide.

💊 Prescriptions

Please allow 3 working days for processing. Order via:

- Online
- Your pharmacy
- Engage Consult
  We do not accept requests by phone.

📋 Other Services

- NHS Health Checks
- Cervical Screening
- Childhood and Adult Vaccinations

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- Travel Advice
- Spirometry, ECGs, Dressings

- 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.

🏠 Home Visits

For housebound patients only. Call before 12pm to request.

🚨 When We're Closed

Call **111** for urgent medical advice. For life-threatening emergencies, dial **999**.

❌ Missed Appointments (DNAs)

Please cancel if you can't attend. Frequent no-shows may result in removal from our list. Reminders are sent via text.

🔔 Arriving Late

Please arrive on time and check in via the touchscreen on Level 2 or with Reception on Level 3.
If you are more than 10 minutes late, you may be asked to rebook. Occasionally, delays may occur if your clinician is called away for an emergency—we appreciate your patience in these situations.

📄 Sickness Certificates

For the first 7 days of illness, please use a self-certificate (SC1 or equivalent from your employer).
If your illness continues, you will need to book an appointment for a **Fit Note**.
For other types of certificates, speak to a member of the team.

🔄 Change of Details

Please inform us of any changes to your name, address, phone number, or email. This ensures we can contact you when needed.

🅿 Parking

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Free 15 min parking or longer for Blue Badge holders (register vehicle at ground floor security desk). Unregistered vehicles risk a £100 fine.

🤝 Your Feedback Matters

We welcome compliments, concerns, and suggestions. Please speak to a staff member to find out more.

🔐 Your Data

Your health information is kept confidential and secure. You have the right to view your records—just ask us how.

Integrated Care Board (ICB)

Our Local ICB can be contacted at:
NHS Surrey and Sussex ICB, Block C, 1st Floor, Dukes Court, Duke Street
Woking, Surrey, GU21 5BHPhone: 03005 612 500

👊 Zero Tolerance

We do not tolerate abuse or violence towards staff or other patients. Serious incidents may lead to immediate removal from our patient list.

We look forward to providing your care. Please speak to a member of the team if you have any questions.
Don't forget to keep your contact details up to date.

The Station Practice Team

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