

65-67 Ship Street
Brighton, East Sussex
BN1 1AE

Tel: 01273 778622
Fax: 01273 776933

www.shipstreetsurgery.co.uk



Ship Street Surgery

This Practice is part of:

Brighton and Hove CCG
Level 4, Lanchester House,
Trafalgar Place,
Brighton BN1 4FU

Tel: 01273 295490



Surgery Opening Hours

	Morning	Afternoon
Monday	8.30 – 13.00	14.00 – 18.00
Tuesday	8.30 – 13.00	14.00 – 18.00
Wednesday *	8.30 – 13.00	14.00 – 18.00
Thursday	8.30 – 13.00	Closed
Friday	8.30 – 13.00	14.00 – 18.00

* Extended hours surgery on Wednesday evening 18.30 - 19.10pm
(by appointment only but surgery doors close at 18.00)

The Practice operates an appointment service Monday to Friday

HOW TO REGISTER AT SHIP STREET SURGERY

Please ask for a registration pack at Reception

THE PRACTICE TEAM

Dr Adolfo Gracia LMS – General Practitioner

Cher Rooney Practice Manager

Julie Bonnington – Practice Nurse

Natalie – Phlebotomist/Healthcare Assistant

Lesley – Senior Receptionist

Jean – Receptionist

Val – Receptionist

WELCOME TO SHIP STREET SURGERY

Thank you for choosing to register at Ship Street Surgery. This leaflet provides information about the services provided by the Practice. Please keep it in a safe place for reference.

We are a well-established Practice providing a full range of services and facilities for NHS patients. Our core team consists of a GP, Practice Nurse, Practice Manager, Phlebotomist and four administrative staff. Other staff attached to the Surgery include, a diabetes nurse, two mental health workers/counsellors and a substance misuse nurse.

The Practice has its own Practice Nurse, who can be seen by appointment for a wide range of treatments and advice including dressings, cervical smears, contraception and sexual health advice, ear syringing, blood pressure monitoring, immunisations, travel advice and smoking cessation advice. We also have a range of counselling services available through your doctor.

HOW TO MAKE AN APPOINTMENT

The Practice operates an appointments system for both Nurses and Doctors. Appointments can be made by calling 01273 778622 between 8.30am and 1.00pm Monday to Friday and 2:00pm – 6.00pm Monday, Tuesday, Wednesday and Friday. If you require an emergency appointment please telephone **at the beginning of surgery that day.**

The Practice recognises the right of patients to express a preference of Practitioner. We are a single GP practice however, if you wish to see a particular GP, please inform our Reception team when you make your appointment.

We would like to promote continuity of care by encouraging patients to consult the same doctor for a particular health issue which is already being dealt with.

HOME VISITS

If your medical problem prevents you from attending surgery and you think that you may need a home visit, **please call 01273 778622 before 10.00am** so that the Doctor can plan their rounds.

Interpreting Service

If English is not your first language and you are having difficulty making yourself understood, you can request for an interpreter to accompany you to your consultation. This must be requested at the time of booking your appointment and Reception will be able to book an interpreter for you. This facility is provided by Sussex Interpreting Services (SIS) and is provided free for all patients. SIS can be contacted directly on **01273 702005.**

Patients' Responsibilities

Our Practice aims to offer a high quality service and enable patients to access a complete range of healthcare available under the NHS. Patients have the responsibility to keep their appointments and must telephone in good time to cancel their appointment if they cannot attend.

Patients are also expected to treat all staff and Practice property with respect. Patients who are abusive or violent towards the doctors or their staff, other persons on the Practice premises or who intentionally damage Practice property may be removed from the Practice list. Please note that a CCTV Security system is in operation at all times.

Confidentiality

Everyone holding your personal information has a legal duty to keep it confidential. Our guiding principle is that we are holding your records in strict

confidence. Anyone who receives information from us is also under a legal duty to keep it confidential.

Principal partner organisations with which information may be shared are:

- Hospital, Community and Mental Health Trusts; Primary Care Trusts (PCTs); General Practitioners (GPs); Ambulance Services and Social Services (if involved in your care).

In accordance to strict regulations and only if it is necessary for your care; information may also be shared with:

- Local Authorities, NHS Common Services Agencies, Voluntary Organisations and other care providers.

Other organisations such as Insurance or Financial Companies and Legal Services may request information about your medical history only with your consent.

Your records are managed in accordance with the Data Protection Act 1998 and you have the right of access to your records. This can be requested in writing and an administration fee will be charged.

●Discrimination

All members of our team at Ship Street Surgery are committed to the NHS and General Practice and aspire to provide high quality health care. We respect the needs and beliefs of all patients and always aim at providing the same high standards of care to each and every patient irrespective of their age, gender, race, cultural background, sexuality, disability, lifestyle and social or economic status.

PATIENT'S COMMENTS & COMPLAINTS

If you have any suggestions or comments that may help us improve our services further, please do not hesitate to let us know either in writing or by email. All your comments are valued and appreciated and our aim is to be friendly and supportive. Any complaints should be addressed to our Practice Manager who will be more than happy to discuss these. A separate leaflet of how to make a complaint is available on request.

NON-NHS SERVICES

A full range of insurance, pre-employment, fitness to travel, fitness to undertake sports and all forms of driver medicals are performed. A special

appointment is needed, so please speak to Reception to arrange this. A fee is normally payable, as the NHS does not cover these services.

OTHER HEALTH CARE SERVICES

These services are provided by a range of other health care teams which work closely with Ship Street Surgery and they include:

●Health Visitors

The Health Visitors for **children under 5 years of age** can be contacted on **01273 294111**.

Their role is the provision of health education, advice and support to the parents of young children and the prevention and detection of ill health. They are also involved in the assessment of children's development, and undertake parent craft teaching and health education work.

●Community Midwives

The Antenatal Care Services are based at the Turner Children's Centre and enquiries can be made by calling **01273 664794**.

●Community (District) Nurses (now called integrated primary care)

The team of District Nurses can be contacted on **01273 265860** between 9.00am and 16:00 Monday to Friday. At weekends and public holidays they can be contacted on **01273 693600**. Their role is to visit patients who are confined to their home and need nursing care.

●Macmillan Nurses

This team of Nurses ensure regular follow up and provide support for palliative care patients after initial referral by the GP.

●Community Psychiatric Nurses

This team of specialist Nurses ensure regular follow up and provide support for patients suffering from mental health conditions after initial referral by the GP/Psychiatrist.

●Counselling Services

Ship Street Surgery hosts the practitioners from the Brighton & Hove Wellbeing Service. Patients may be seen by a counsellor/therapist after an initial assessment and referral by the GP.

OTHER INFORMATION

●Parking, Access & other Facilities

There are good parking facilities at the Town Hall Car Park off Black Lion Street. There are also frequent buses stopping at North Street from where Ship Street is only a short walk away.

Buses stopping at North Street include No. 1, 2, 7, 10, 14, 24, 25, 46 & 49, 81. The Practice has full access for wheelchairs and buggies, including a lift to first floor consulting rooms. There is also a children's play area, baby changing facilities and toilets adapted for disabled persons.

MEDICAL ASSISTANCE OUT OF HOURS

All calls to our Out of Hours GP Service will go via 111.

The new NHS 111 service has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it is not a 999 emergency.

If you are calling at lunchtime, on Thursday afternoons or between the hours of 18:00 and 18:30, please call 0845 1450 121 for South East Health. Please ensure that you correctly replace your receiver and keep your telephone line free until your call is returned.

REPEAT PRESCRIPTIONS

The Practice has a computerised repeat prescription service. You may request your repeat prescription by either handing in your prescription counterfoil to the Reception staff or by posting it to Ship Street Surgery enclosing a SAE. You may also fax your request on **01273 776933**.

You may give consent for a chemist of your choice to collect your prescription on your behalf. Please contact Reception for details of participating pharmacists.

Please allow two working days for requests to be fully processed.

We do not accept telephone requests for prescriptions.

MEDICATION QUERIES

You may contact your local pharmacist for medication queries and he/she will advise you. If there are any other problems you can contact your usual doctor.

TEST RESULTS & TELEPHONE ADVICE

You may call the surgery for test results or advice during normal opening hours.

If you have had a blood/urine/other test done at the surgery, please call for the result 7 – 10 days later. **Do not** contact the surgery for results of investigations arranged by the hospital as these remain with the relevant department until your next clinic follow-up appointment.

CHILD, ADULT & TRAVEL IMMUNISATIONS

The practice administers Yellow fever and other Travel vaccinations for both registered and non registered patients. Please contact the surgery for more information.

Adult and travel immunisations are given by the Practice Nurse by appointment. If you are intending to go abroad, it is advisable to make an appointment to see the Nurse 6 weeks in advance to discuss the requirements. Please note that there is a fee payable for certain vaccinations and for anti-malaria medication.

Childhood immunisations and vaccinations for older children are provided by appointment with the Practice Nurse. Please ensure that you bring the **Red Book on every occasion** so that it is kept up to date.

CHILD HEALTH CHECKS

The Practice Nurses give childhood immunisations by appointment during normal surgery hours. The Health Visitors also run well Baby Clinics and clinics for the under fives; details are available from the Health Visitors Team on 01273 320917.

It is very important to keep up with the vaccination schedule to prevent the development of serious and potentially life threatening childhood diseases.

Dr Gracia performs routine child developmental health checks at **6 weeks** and **8 months** of age by appointment.

ADULT HEALTH CHECKS & LIFESTYLE ADVICE

Patients who are over 75 years of age or those who have not been seen by a GP for three years or more may telephone and request an appointment for a general health check, including blood pressure check and urine testing. This appointment will be with the Practice Nurse who may then ask you to see one of the doctors if you require further treatment or tests.

Adult health checks are **important** as some conditions such as high blood pressure may stay undiagnosed until there are complications. It is also essential to identify lifestyle and other risk factors that, if not identified and addressed early, they may lead to **serious illnesses** such as heart disease, stroke and diabetes.

The Practice Nurses is a qualified Smoking Cessation Counsellor can also assist you in giving up smoking after an initial assessment by appointment.

FAMILY PLANNING & CERVICAL SMEARS

A range of contraceptive services, including emergency contraception and annual oral contraceptive checks, are available by appointment with the Practice Nurses.

A cervical smear screening service is also provided by the Practice Nurses by appointment.

MATERNITY CARE

The care of antenatal patients is shared between the GPs and the Community Midwives. Please ensure that you make an appointment to see your doctor soon after confirmation of your pregnancy so that arrangements for your antenatal care are made early.

Our Midwives support Home Birth in appropriate circumstances.

BLOOD TESTS

Your GP or the Practice Nurse may request a blood test. These are undertaken at the surgery by appointment **before 11.30am**

For patients with a history of Hypertension, Diabetes, Heart Disease, Stroke, and Thyroid Illness or on certain medications requiring regular monitoring, it is **essential** that blood tests are taken on an **annual** basis, so please ensure that you make an appointment with the Practice Nurse or Phlebotomist when reminded to do so.

ENHANCED SERVICES

A range of other health care services are also available at Ship Street Surgery:

●Wound closure & dressings

This service is for minor injuries and routine dressings.

●Management of HIV positive patients in Primary Care

This service aims at providing a holistic approach to HIV care and includes annual checks, assessment of cardiovascular risk factors, blood tests, vaccinations, mental health assessment and support/counselling. Please make an appointment to see Dr Gracia at Reception.

●Alcohol Screening & Counselling Service

This service aims at providing help, support and, when appropriate, counselling to patients who may be having problems with excess alcohol consumption. Please make an appointment at Reception to see Dr Gracia for an initial assessment.

●Management of patients with a history of Drug Misuse

This service which is run by the GPs, the Substance Misuse Service GP liaison nurse and local community pharmacists, aims at providing continuing treatment and support to patients with a known history of drug misuse who have previously been stabilised on maintenance therapy by the Specialist Substance Misuse Service.

Patients who have not previously addressed their use of illegal drugs are encouraged to talk to their GP.

●Management of patients with a history of major Depression

This service aims to provide a holistic approach to the management of such patients, to ensure regular follow-up and also, when appropriate, to provide additional support by the Practice Counsellors and Primary Care Mental Health workers.

●Palliative Care for terminally ill patients

This service aims at helping patients in the last stages of their lives to achieve the best possible physical, spiritual and social care in the place of their choice. It also provides additional support to the carers of such patients.

●Smoking Cessation Advice & Treatment

Patients, who are smokers and would like additional support and help to stop smoking, are referred to a local pharmacist who will ask your GP to prescribe the treatments they feel are the most appropriate for you once they have carried out an assessment.

● Patient Participation Group

We have established a patient participation group. Please visit our website for news and more information. New members of our group are welcome.