

# SAXONBURY HOUSE MEDICAL GROUP



Croft Road, Crowborough, East Sussex TN6 1DL

Telephone: 01892 603131 Fax: 01892 603133

[www.saxonburyhousesurgery.co.uk](http://www.saxonburyhousesurgery.co.uk)

## □ CONTENTS

The Doctors .....	2
The Practice .....	3
The Practice Staff .....	4
Surgery Opening Hours And Triage Nurse Availability .....	6
How To Contact Your Doctor Or Triage Nurse On The Telephone .....	7
Emergencies .....	7
Clinics .....	7
Immunisations.....	8
Travel Advice.....	8
Practice Information .....	9
Help In Time Of Bereavement.....	10
Family Planning/Teenage Sexual Health.....	11
Friends Of Saxonbury House.....	11
Home Visits .....	11
Maternity .....	12
Medical Examinations .....	12
New Patients .....	12
NHS 111 .....	12
Results Of Medical Tests.....	14
Repeat Prescriptions .....	14
Standards Of Care.....	15
Complaints.....	15
GPs' Responsibilities .....	16
Patients' Responsibilities .....	18
Self Treatment Of Common Illnesses And Accidents .....	18
Useful Telephone Numbers .....	20

# WELCOME TO SAXONBURY HOUSE SURGERY

## □ THE DOCTORS

**Dr Susan Padgham** MBBS (Lond) BSc (Hons) MRCP DRCOG DFFP  
Qualified 2002 Imperial College School Medicine, University of London having previously gained a Bachelor of Science in pharmacology at King's College. Qualified 2002 Imperial College School Medicine, University of London having previously gained a Bachelor of Science in pharmacology at King's College. Joined the practice in 2007. Enjoys all aspects of medicine but has a particular interest in women's and children's health. Has undertaken training in Colposcopy as a specialist interest at the Chelsea and Westminster Hospital London. She is a proud mother of two girls and keen musician and sportswoman.

**Dr Adam Bennion** MBBS(Lond) MRCP MRCGP MRCP(UK) BSc(Hons) PG Cert  
Having completed a Hospital Medical rotation followed by Paediatrics and A&E attachments in London. Dr Bennion completed his GP training on the Tunbridge Wells Vocational Training Scheme and subsequently joined Saxonbury House in September 2009. He is interested in all aspects of General Practice, with a particular emphasis on teaching, having been accredited as a GP Tutor in 2016. He is a proud father of two girls and a keen musician and sportsman - particularly running.

**Dr Fran Sneddon** BSc MBBS MRCP MRCGP DFSRH PG Cert  
Qualified 1987 The London Hospital.  
Dr Sneddon joined the practice in 1996 and her interests include medical education and is responsible for training future GPs. She has five children, enjoys general practice and is a keen sportswoman.

**Dr Wesleigh Mulder** MBBS BSc MRCP DFSRH  
Qualified 2007 Kings College London  
Dr Mulder joined the practice as an associate doctor in 2013 and subsequently became a principal doctor in April 2015.  
He has a specialist interest in sexual health offering a full range of contraceptive services including the implant and coils. He also enjoys leading the diabetic services within the practice.

## ❑ ASSOCIATED DOCTORS

**Dr Karensa Oliveira** MBBS BSc DRCOG MRCCGP

Dr Oliveira qualified from St George's Hospital Medical School in 2005 and joined Saxonbury House as a salaried doctor in October 2016. She enjoys the variety that General Practice brings where every day is different. She lives with her husband and two daughters and enjoys spending time with them.

## ❑ THE PRACTICE

Saxonbury House was converted from a private house in 1970. Enlarged and modernised in 1985 and again in 2006, it offers a pleasant and welcoming atmosphere with easy access for the disabled. The waiting room has a children's corner with books and toys available to keep younger patients amused while waiting for appointments.

The practice area covers Crowborough and extends to the surrounding villages of Rotherfield, High Hurstwood, Fairwarp and parts of Mayfield, Groombridge, Nutley and Hadlow Down, as shown on the map on the back cover.

The practice is part of NHS High Weald Lewes Havens CCG, (for more information visit <http://www.highwealdleweshavensccg.nhs.uk/index.aspx>) which is part of the NHS. The Commissioning Group covers the area from Forest Row across to Wadhurst in the north and down to the south coast from East Saltdean to Newhaven, including Lewes, Uckfield, Crowborough and Heathfield.

The practice is a teaching practice, who train doctors and medical students. This is becoming a very key area due to the additional number of doctors required over the coming years. The doctors we train are already qualified and working toward their qualification as General Practitioners; they are mentored by Dr Bennion and Dr Sneddon.

## ❑ HOW TO REGISTER WITH THE PRACTICE

To register with the practice you will need to complete some forms and return these to the practice with two forms of identification. Valid identification documents include:- passport, drivers licence and a current utility bill as proof of address. Once we have received the appropriate forms, the practice will register you. Although you will be registered under a named doctor, you may see any doctor at the practice. Whilst the practice will make every effort to ensure you see the doctor of choice, on occasions, such as when a GP is on annual leave, this may not always be possible.

## ❑ PRACTICE STAFF

### Practice Manager

**Peter Sims** BSc (Hons)

### Deputy Practice Manager

**Sandie Lankford**

### Nurses

**Sister-Robyn Colvin:** Dip RGN, BSc ACP, Level 6- Contraception and Associated Sexual Healthcare.

**Sister- Cathy Kirwan**

**Adelle Martin:** Advanced Diploma in Adult Nursing and BSc in Professional Practice in Nursing

**Health Care Assistant: Susan Pither**

Our practice nurses and healthcare assistant see patients by appointment. The nursing team as a whole is experienced in taking blood samples, wound care, ear syringing, routine blood pressure checks, injections, undertaking electrocardiograms, health checks and INR clinics, using a point of care machine.

All trained nurses are qualified in cervical cytology, travel, child immunisations and chronic disease management and run clinic's here at the practice. Robyn and Cathy are qualified in family planning and sexual health and offer advice and run clinics relating to this.

The practice is a yellow fever vaccinating center and two of the nursing team are qualified to vaccinate people against this.

### Practice Staff

The practice employs a skilled team of practice staff including an assistant practice manager, two clinical coders and note summarisers, a team of receptionists and two secretaries to deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

### Health Visitors

There are health visitors who cover the practice. They have special responsibilities to mothers and children and are based at Grove House, Crowborough.

### Community Nurses

The community team of nurses care for patients who need nursing at home and are based at Grove House, Crowborough.

# York Lodge



York Lodge is a residential home for the elderly, situated in Crowborough close to shops and local amenities.

## York Lodge offers:

- Single and double en suite rooms
- Trained and caring staff
- Varied menu with special diets
- Excellent range of activities provided
- York Lodge now accepts residents with dementia

Myrtle Road, Crowborough, Sussex TN6 1EY

Enquiries: 01892 661457



## ❑ SURGERY OPENING HOURS AND DOCTOR AND TRIAGE NURSE AVAILABILITY

Times may vary occasionally subject to doctor availability.

### Opening Hours - Tel: 01892 603131

Monday to Friday 8.00am - 6.30pm

Two Saturdays 8.00am - 12.30pm (by appointment only)  
per month

### Surgery Times

Monday 8.00am - 12 noon 2.00 - 6.30pm

Tuesday 8.00am - 12 noon 1.00 - 6.30pm

Wednesday 8.00am - 12 noon 2.00 - 6.30pm - (closed 12.50 to 1.50pm for training)

Thursday 8.00am - 12 noon 2.00 - 6.30pm

Friday 8.30am - 12 noon 2.00 - 6.30pm

Saturday 8.00am - 1.00pm

Appointments can be booked in advance or on the day. Telephone 01892 603131 to make an appointment. Alternatively, once registered as a user you may book an appointment via the internet on our website [www.saxonburyhousesurgery.co.uk](http://www.saxonburyhousesurgery.co.uk)

All Monday appointments are kept for the day, to ensure that there are enough appointments to cope with our busiest demand.

### Minor Illness Clinic

The surgery runs a daily minor illness clinic. This is a nurse-led service run by Sister Cathy Kirwan, who has undertaken extensive training to equip them with specialist knowledge in minor illness. If you have:

- Sore throat
- Rash
- Cough / cold
- Chest infections
- Wound infections
- Need emergency contraception
- Urinary tract infection
- Injury – cuts / burns

Please ask to see our nurse prescribers if you have a minor illness.

Patients are increasingly consulting nurses about their acute short-term illnesses, whether they have a cough, sore throat, earache, rash, to name but a few.

Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

### CARING FOR THOSE YOU CARE ABOUT



High quality home help tailored to meet your needs - help which you can rely on

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- Shopping • Meal Preparation
- Companionship • Personal Care
- 30min To 24hr Care • Medication



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Email [office@apluscare.co.uk](mailto:office@apluscare.co.uk)

Or call in at our offices at 25 & 26 Century House, 100 Menzies Road, St Leonards On Sea TN38 9BB



# Transplants save lives

## Join the NHS Organ Donor Register

### 0300 123 2323

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

When booking an appointment you will find that the receptionist will enquire whether your illness/condition would be suitable for the minor illness clinic or if the nurse could offer you advice over the telephone. This is necessary in order to make the most efficient use of the appointments that are available, which will ensure that you are offered the most appropriate appointment.

In the minor illness clinic you will be assessed by a nurse, given appropriate advice and if the nurse feels a prescription is required, one will be issued. A doctor is available if the nurse feels you need a further opinion or advice.

We see this service as enhancing our commitment to provide a high level of care and service to our patients.

## □ HOW TO CONTACT YOUR DOCTOR OR TRIAGE NURSE ON THE TELEPHONE

### 01892 603131

Please telephone the surgery and leave your telephone number and the doctor will call you back. Telephone ring-back times are likely to take place outside surgery times.

### Emergencies

These will be dealt with as soon as possible at all times.

During the day (Monday - Friday 8.00am - 6.30pm): **01892 603131**

At all other times: **111** - NHS 111 is available 365 days a year. Calls are free from a landline.

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains, telephone 999.

## □ CLINICS

We are currently reviewing the clinic structure therefore this section will be updated as soon as possible.

### Diabetic Clinic

Tuesday Afternoon

(additional clinic can be setup on Monday afternoons and Wednesday morning when necessary)

Wednesday Afternoon

IUCD (Coil) clinics and Nexplanon (implants)

The practice also provide:

- Child immunisation clinics
- Heart disease clinics
- COPD monitoring
- Warfarin clinics

- Travel vaccinations - including yellow fever
- Sexual health – including emergency contraception
- NHS Health checks – for eligible patients
- Blood pressure monitoring
- ECGs
- Wound care / dressings
- Smoking cessation support

## □ IMMUNISATIONS

### Children

The current recommended schedule is:

2 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus)) & Pneumococcal (PCV)
3 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus)) & Men C (Meningitis)
4 months	5 in 1 (Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus)) & Men C (Meningitis)
12 months	Hib/Men C (Meningitis) & Pneumococcal (PCV)
13 months	1st dose MMR (Measles, Mumps and Rubella)
2-3 years	Influenza
3-4 years	Pre-school booster (Diphtheria, Tetanus, Polio) and Pertussis 2nd with MMR (Measles, Mumps and Rubella)
15 years	Booster - Diphtheria, Tetanus and Polio

### Influenza And Pneumococcal Vaccine

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients over 65 and those patients under 65 with diabetes, chronic heart, lung or kidney disease, immunosuppressed patients, neurological illnesses (ie MS), carers, pregnant ladies and residents of nursing and rest homes. The vaccination is available in October; please contact reception or see our website - [www.saxonburyhousesurgery.co.uk](http://www.saxonburyhousesurgery.co.uk) for further details of clinics and Saturday clinics.

## □ TRAVEL ADVICE

Our practice nurses will be pleased to give advice to those patients going abroad. We are a registered Yellow Fever centre. Allow adequate time in order for the vaccine(s) to be effective. Certain vaccines are chargeable - please ask at the time of booking. All patients will be required to complete a pre-travel questionnaire before their appointment for any required immunisations.

## Before You Go

Well before travelling abroad, check with your travel agent or visit the website of The Foreign & Commonwealth Office – [www.gov.uk/fco](http://www.gov.uk/fco) - there is extensive information available on the country you intend to visit including any special precautions you may need to take.

At least two months before departure, discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

## When Abroad

Check on the quality of the drinking water. If in doubt either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

## On Your Return

If you fall ill, don't forget to tell your doctor that you have travelled abroad.

If you have received treatment abroad, tell your own doctor on return.

When donating blood, tell the transfusion staff which countries you have visited.

## PRACTICE INFORMATION

### CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on your computer record. We are registered under the Data Protection Act (2003) and with The Care Quality Commission. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Prescriptions and consultation records are run purely on computer. This enables us to analyse various aspects of health care and to produce an annual practice report. Anonymised data is sometimes used to monitor services and to provide clinical audit in order that we can improve patient care and measure standards of care. Any breach of confidentiality will be dealt with by the senior partner and may lead to instant dismissal of the perpetrator.

### CHANGE OF PERSONAL DETAILS

Please advise reception if you change your name, address or telephone number. It would be a great help if you would also ensure that we have your mobile telephone number and your postcode.

### DISABLED ACCESS

Wheelchair access to the building is through the main door. A disabled patients' WC is provided near the side entrance, but access can be gained from the front door.

*Peace of mind*

We offer a comprehensive funeral service to help you plan for the future:

- Choose your final resting place - cemetery, woodland or meadow.
- Fairtrade and eco-friendly coffins are readily available.
- All types of memorials from professional masons.
- Prepaid funeral plans from the UK's leading Golden Charter independent provider. Funeral Plans

For further details or to arrange a no-commitment discussion about your plans call 01892 611811 or visit us at London Road, Crowborough, TN6 2TT

**Tester & Jones**  
*Your local independent funeral service*

## HELP IN TIME OF BEREAVEMENT

### What To Do If Someone Dies

It is a legal requirement for a competent qualified person to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

### If Death Occurs At Home

1. Telephone the doctor. They will visit to confirm death has taken place.
2. Contact the funeral director.
3. Collect the doctor's death certificate from the surgery or the funeral directors. (You will be told when this will be available for collection.) This will not be possible if it is necessary to involve the coroner.

### If Death Occurs In Hospital

1. Contact the funeral directors to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

### Then...

1. It will be necessary to make an appointment at the registrar's office in the area the death took place (the telephone number for the local registrar is Crowborough 653803). You will need to take the death certificate and, if available, the deceased's medical card.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

## ❑ FAMILY PLANNING/TEENAGE SEXUAL HEALTH

Each doctor provides this service and will be happy to discuss individual needs. Anyone requiring an IUCD (coil) or contraceptive implant will be referred to Dr Mulder who specialises in this field. The practice nurses also provide teenage sexual health information.

## ❑ FRIENDS OF SAXONBURY HOUSE

The Friends Of Saxonbury House Surgery is an independent charity. Its role is to provide much needed additional funding to support and extend the facilities available to the doctors and staff of the surgery. We are most indebted to those patients who raise funds for the practice. Any contributions received go towards the cost of adding to or replacing essential medical equipment for the sole benefit of our patients.

This year the Friends have funded three electric examination couches to make it easier for the elderly or less able patients to be examined, additional chairs for the waiting room and consultation rooms, a new examination light with additional functions to provide improved examinations, a new vaccines fridge and other clinical examination equipment required due to the increase in doctors and nurses. They have also provided a privacy screen for use when we've had to treat patients as emergencies in the Practice and cannot move them to a consultation room.

## ❑ HEALTH PROMOTION

The aim of promoting health is to try to identify risk factors at an early stage and prevent them from causing ill health. For this reason we will ask about drinking and smoking habits and measure your blood pressure and weight from time to time. This is especially wise in people with a family history of heart disease, diabetes or stroke.

## ❑ HOW TO CONTACT YOUR DOCTOR

All consultations are by appointment which can be made in person or by telephone between 8.00am and 6.00pm. Where possible the appointment will be with your own doctor. The practice has a duty doctor scheme which means even if all the appointments have been taken for the day, the duty doctor will give you a ringback and if necessary place you into their urgent clinic to be seen. Some problems can be resolved over the telephone. See How to Contact Your Doctor on page 6. Appointments can also be booked online and by automated telephone system.

## ❑ HOME VISITS

Home visits are at the discretion of your doctor. Please do not ask your doctor to call unless you or the patient is genuinely too ill to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the receptionist on arrival. Where the condition of the patient does require a home visit, please try to let us know before 10.00am each day.

## ❑ LABORATORY SPECIMENS

Specimens are sent to the hospital on Monday to Friday. If you are asked to bring a specimen on those days please ensure that we receive it before the courier comes at 12 noon.

## ❑ MATERNITY

Low risk patients may deliver in the midwife led unit at Crowborough Birthing Centre, part of Crowborough Hospital. Other cases are delivered at Pembury Hospital, Eastbourne or elsewhere. The community midwives are all attached to Crowborough Birthing Centre and will care for you both in the hospital and at home. Postnatal checks on mother and baby are carried out by your GP approximately six weeks after the birth.

## ❑ MEDICAL EXAMINATIONS

Medical examinations for special purposes, such as fitness to travel, pre-employment, insurance, driving medicals etc are undertaken outside normal surgery hours. A fee will be payable. Please contact the surgery to make an appointment.

As the fee depends on the work required we will write to you and inform you of the cost, prior to scheduling the work.

## ❑ OTHER SERVICES

We also host an NHS adult hearing screening service provided by Scrivens, Natalie Griffiths who provides private Osteopathy, the NHS Why Weight service from May which is a new service focused on weight management and Tracy Potter who provides private podiatry services. As well as providing private podiatry, Tracy also sees our diabetic patients on Tuesday afternoons for foot checks as part of the NHS Diabetic annual review service.

## ❑ NEW PATIENTS

All new patients wanting to register with the practice are booked for a new patient health check. This is so we can record baseline information and get a medical and family history.

## ❑ NHS 111

NHS 111 is the first point of contact outside surgery hours which are, 6.30pm to 8.00am next morning, Monday to Friday and weekends. It has trained staff who will direct patients into the correct out of hours service. Calls to NHS 111 are free from landlines and mobiles. For out of hours access to this service dial 111.

Let our practice publications promote your business for you!



To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Veronica Smith now on **0800 612 1516.**

#### **A&E**

**Stop & Think! A&E and 999 services are for emergency and life-threatening conditions only.**

1 in 4 people who attend A&E could self-care or use other local services. For more information on using the right NHS services, visit [www.nhs.uk](http://www.nhs.uk)

#### **Remember**

Crowborough and Uckfield Hospitals have Minor Injuries Units which are open between 8.00am and 8.00pm every day. These units provide a similar service to A&E without the waits!

Crowborough Minor Injury Unit .....01892 652284

Uckfield Minor Injury Unit.....01825 769999

#### **Walk-In Centres**

The nearest walk in centres are:

Eastbourne Station open between 8.00am and 8.00pm .....01323 726650

Hastings Station Plaza open between 8.00am and 8.00pm .....01424 464754

Brighton Station open between 8.00am and 8.00pm .....01273 203058

#### **For Dental Emergencies out of hours:**

Lewes.....01273 486444

Lines are open weekdays from 6.30pm. Weekends and bank holidays from 9.00am

Hailsham.....01323 449170

Lines are open weekdays from 6.30pm. Weekends and bank holidays from 1.00pm.

Hastings .....01424 850792

Lines are open weekdays from 6.30pm. Weekends and bank holidays from 9.00am.

#### **RESULTS OF MEDICAL TESTS**

These may be obtained by ringing 01892 603131 after 2.00pm. The receptionist may then inform you of the result, or she may ask you to arrange an appointment with your doctor to discuss your result. It is practice policy only to give results of medical tests to patients over 16 and to the parents of those below this age.

#### **REPEAT PRESCRIPTIONS**

Repeat prescriptions will normally be ready two working days of your written request arriving at the surgery. This timeframe does not include the time it takes to dispense your medication by the pharmacist. Repeat prescriptions can also be ordered online via our website [www.saxonburyhousesurgery.co.uk](http://www.saxonburyhousesurgery.co.uk). **FOR SAFETY REASONS WE DO NOT ACCEPT REPEAT PRESCRIPTION REQUESTS OVER THE TELEPHONE.**

#### **STAFF PROTECTION**

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

## ❑ SUGGESTIONS OR COMPLAINTS

We are very happy to receive constructive comments and suggestions for improving our service to patients. Similarly if you have a complaint we will deal with it in a constructive way. Please write to our practice manager.

## ❑ FAMILY FIRST AID KIT

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of reach of children.

Soluble aspirin ( <b>over 16 year olds only</b> )	Eucalyptus drops	Antiseptic solution
Dressing strips	Thermometer	Cotton wool
Calpol	Paracetamol mixture	Vapour rub
Calamine lotion	Crepe bandage	Sling

## ❑ STANDARDS OF CARE

The practice is devoted to achieving and maintaining a quality health service to meet your requirements. The practice will offer a chaperone service to you where deemed appropriate, or you may request a chaperone at any appointment by asking the doctor or nurse.

## ❑ PPG

The practice have a Patient Participation Group (PPG) who meet about three times a year to discuss our services and help us decide how best we can make improvements. If you would like more information about becoming a PPG member, please contact the practice or reception manager or sign up on our website.

## ❑ COMPLAINTS

The practice takes complaints very seriously. All complaints are discussed at meetings with the GP Partners. If you have a complaint about your care or our services, you can contact the practice manager by writing, ringing, in person, by appointing a representative on your behalf (*with written permission from yourself*), or use sign language or interpretation services. The practice manager will acknowledge your complaint within 3 working days. The practice will try to resolve your complaint within 14 days, however some complaints may take longer, some shorter.

If the practice fail to resolve your complaint, you can ask the NHS England to take this up on your behalf. They can be contacted at NHS England, PO Box 16738, Redditch BN97 9PT or by calling 0300 311 22 33.

If the practice and the NHS England fail to bring your complaint to a satisfactory resolution you can refer your complaint to the Parliamentary & Health Service Ombudsman. They can be contacted via their helpline 0345 015 4033.

## ❑ CARE QUALITY COMMISSION

The Care Quality Commission (CQC) is responsible for monitoring the standards of GP practices. If you have concerns about your care or any of the services, you can contact the CQC by telephoning **03000 616161**, or you can write to them at: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA or visit their website [www.cqc.org.uk](http://www.cqc.org.uk). Saxonbury House is registered with the CQC, our certificate number is CRT1-552837585. We achieved the rating of Good across in all areas when inspected in 2015.

## ❑ GPs' RESPONSIBILITIES

**You will be treated** as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially.

**Respect for religious and cultural beliefs** will be honoured.

**Wherever possible we will answer the telephone** promptly and courteously.

**You have a right to information** about your own health (illness and treatment, possible side effects, prevention or recurring illness etc). We will offer medical advice and information for promotion of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be made.

**Home visits** will be made when requested and if a doctor feels that you are not well enough to attend the surgery. The final decision rests with the doctor.

**We may give you test results** when you telephone the surgery for them, or you may be asked to make an appointment with the doctor to discuss them.

**On registering as a new patient**, you will be offered a health check with the nurse.

**If your doctor believes that you need a second opinion**, then they will arrange this.

**You will be given a time to see a doctor** in accordance with the system used in this practice. If there is a substantial delay for any reason, you will be given an explanation.

**Repeat prescriptions** will normally be ready within 48 hours from the surgery, or 72 hours for collection from a local pharmacy following your written request arriving at the surgery.

**Routine referral letters** for hospital appointments will normally be dispatched within three working days of the referral being agreed with the doctor. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to the hospital.

**If you are 75 years or older**, you will normally be offered an annual health check.



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## Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

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A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Attract more business by placing your advert here. Simply call 0800 0234 196.

## □ PATIENTS' RESPONSIBILITIES

We ask that you treat our doctors and all practice staff with courtesy and respect.

The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls and test result enquiries until later in the day after 2.00pm.

You are responsible for your own health and that of your children. Please take the advice given to you at the practice.

Let us know immediately if you change your address or name and remember to give your phone number and postcode.

Please speak to a member of the practice staff if you wish to see your medical records. This can then be arranged with your doctor. There may be a fee payable.

Please contact the surgery between 8.00 and 10.00am for a home visit during the day.

If tests are ordered for you, please ask your doctor or a member of staff about receiving the results.

Please read the rest of practice booklet to get the best out of the services available.

You can discuss any medical matter with the doctor, including asking for a second opinion.

Please let us know if you are unable to keep an appointment. We can then offer this appointment to someone else. Patients who consistently do not attend their appointments, may be asked to register with another doctor in the area.

Please check our patient information booklet for the procedure for getting repeat prescriptions.

Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within six weeks, you will need to contact the hospital concerned.

## □ SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

### Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

## Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

## Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

## Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

## Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

## German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

*Immunisation can prevent this disease.*

## Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

*Immunisation can prevent this disease.*

## Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

*Immunisation can prevent this disease.*

## Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

## Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

## Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

## ☐ USEFUL TELEPHONE NUMBERS

Saxonbury House Surgery..... 01892 603131

.....Fax..01892 603133

NHS 111 ..... 111

High Weald, Lewes and Havens CCG..... 01273 485411

HWLH CCG Website ..... [www.highwealdleweshavensccg.nhs.uk/index.aspx](http://www.highwealdleweshavensccg.nhs.uk/index.aspx)

## Hospitals

Crowborough Community Hospital .....	01892 652284 and 01892 603103
Eastbourne DGH .....	01323 417400
Tunbridge Wells Hospital at Pembury .....	0845 155 1000
Uckfield .....	01825 769999
Grove House (Community Services) .....	01892 669393
East Sussex Social Services (Adult Services) .....	0345 60 80 191
East Sussex Social Services (Children & Families).....	0345 60 80 192

## Pharmacists

Boots .....	01892 652714
Chappells .....	01892 652012
Morrisons .....	01892 664625

## ☐ OTHER USEFUL NUMBERS

Age Concern .....	0800 169 6565
Alcoholics Anonymous.....	0845 769 7555
Care for the Carers.....	01323 738390
Alzheimers Society .....	0300 222 1122
Disability Information Service (Sussex) .....	01323 514500
British Red Cross .....	0844 412 2804
Registrar of Births, Deaths and Marriages.....	08458 247 400
Relate .....	01892 529927
The Samaritans .....	08457 90 90 90
The National Autistic Society .....	0808 800 4104

## ☐ NOTES

### PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

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# THE PRACTICE AREA

