

# Welcome to the Harbour Medical Practice

"Our aim is to provide a caring, high-quality, medical service in a friendly, happy and healthy environment."

## **THE PRACTICE STAFF**

### **DR. IDANGO ADOKI**

MBBS FRCS RCP (Glasgow) DRCOG FPCert PGCMed Ed PARTNER - Special interests: Diabetes, Hypertension, Surgery and Medical Education.

### **DR .IBELEMA COOKEY**

MChB FFFP MRCGP

PARTNER - Special interests: Sexual Health, Mental Health and Medical Education.

### **DR .NICOLAS CERECEDA**

LMS

Special interests: Child Health and Rheumatology.

### **DR CELESTINE TRAWIN**

Salaried GP

### **MRS KATIE SUMMERBELL**

Practice Manager

### **MRS LINA CAHILL**

Business Manager

### **MRS SUE ELLIOTT**

Office Manager

### **MISS ANGIE DU PREEZ**

Reception Lead

## **PRACTICE NURSES**

Paula Cornelisse Lead Nurse

Louise Maurais RGN

Alannah Worms

## **HEALTH CARE ASSISTANTS**

Sian Stinner

Lisa Burgess

Karen Edmondson

*The Practice Manager Katie Summerbell is assisted by Sue Elliott (Office Manager) and Angie du Preez (Reception Lead) and together they lead a team of receptionists, secretaries and other administration staff who work very hard behind the scenes to ensure that the Practice runs smoothly and efficiently.*

## **DISTRICT NURSES**

Based at Eastbourne Park Primary Care Centre (EPPCC), Cross Levels Way, Hampden Park and can be contacted on 01323 514870 ext. 6024. Patients are seen at home at dates and times as arranged by the District Nurses following GP or hospital referral.

## **HEALTH VISITORS**

Our Health Visitors are nurses with special training to advise and promote good health. They work with all age groups, but particularly with families with very young children and the elderly. They are based at Princess Park Health Centre. To contact the Health Visitors please ring 01323 744629.

## **MIDWIFE**

Ante-natal clinics are held at the surgery every Wednesday afternoon from 14:00 - 16:00. These are by appointment only, booked only by the Midwifery team themselves. The Midwifery team can be contacted on 01323 767196 or 01323 469029.

If you become pregnant, you can self-refer to the midwife by going on line at [www.esht.nhs.uk/maternity/referral](http://www.esht.nhs.uk/maternity/referral) - just fill in the details and click submit. The midwife on the first appointment will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy.

## **PRACTICE PATIENT PARTICIPATION GROUP**

The purpose of this group is to gain views from the patients on how well the current surgery services are performed and then feedback these comments constructively to the Practice. The group holds a meeting once a month at the Practice. Copies of the minutes from the meeting can be obtained from the Practice.

## **PRACTICE CLINICS**

### **Nurse Clinics**

Our nurses deal with a range of conditions and health concerns. They examine patients, make decisions and institute care plans. They are experienced in many areas of disease management such as diabetes, asthma, general coronary heart disease health information and advice. Nurses are available by appointment only.

### **Health Care Assistant**

Our HCA's are important members of the practice team who work under the supervision of the nursing team. They can take blood, check blood pressure, test urine, administer injections, and carry out ECGs. The HCA is available for these services by appointment only.

### **Services & Clinics provided by the practice**

We run a range of clinics. For an appointment or further details, please call our appointments line 01323 470370.

#### **Asthma**

Patients with asthma should see one of our asthma nurses at least once a year for a review of their asthma, including medication dose and strength, inhaler techniques and peak flow recordings.

## **NHS Health Checks**

A NHS Health check is available to all registered patients aged between 40–75 years of age, by invitation and appointment. This nurse/physician health check is designed to assess the risk of stroke and heart attack based on current health and various lifestyle factors that may affect future wellbeing (e.g., family history, smoking, drinking, diet & exercise). It includes a blood test for cholesterol, a blood pressure check, and other tests (such as ECG, X-ray) that may be deemed appropriate. Patients whose overall risk is found to be 15% or greater may be referred to a GP as well as receiving healthy lifestyle information and invitations for annual reviews. Those who are below 15% risk are reviewed on a 5-yearly basis pending other events in the interim years that may bring about any change.

## **Cervical Smears and Women's Health**

Performed by the practice nurses by appointment only.

## **Family Planning & Emergency Contraception**

A range of family planning services are available by appointment only. Should you require emergency contraception, when contacting the surgery please be sure to notify the receptionist of the urgency, who will follow an agreed practice protocol on this matter.

## **Joint Injections**

Dr Adoki and Dr Cereceda are available for joint injections.

## **Warfarin Patients (INR Clinic)**

A practice nurse runs our INR Clinic by appointment only. This is a one-stop clinic for all patients who are taking warfarin medication.

## **Minor Surgery**

Dr Adoki, assisted by a member of the nursing team, carries out minor surgery in a monthly clinic.

## **Non-NHS Services**

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)

Insurance claim forms

Prescriptions for taking medication abroad

Private sick notes

Vaccination certificates

*The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.*

*Please be aware that Non-NHS services will not be treated with the same priority as NHS work and as such the wait for medical appointments will be longer.*

## **Ultrasound**

We have our own ultrasound service which is also available for other surgeries within the area. Referrals are accepted from other CCG areas. We pride ourselves in being able to scan the patient within 14 days and the reports returned on the same day.

## **Vasectomy clinic**

We have recently started a vasectomy service. This is accessed via referral from your GP and used by other surgeries throughout Sussex.

### Attached Private Services

The practice also has a number of private providers practising within the facilities. These are Ascenti (physio), Podiatrist, Acupuncturist, Lymphoedema Specialist and Osteopath.

***Please contact the reception desk for details of how to book appointments for these.***

### Practice boundaries

Our practice boundaries cover the following areas: Sovereign Harbour North, Sovereign Harbour South, West Pevensey Bay and Langney point. Permanent residents of these areas are welcome to register with the practice.

### How to register with the practice

If you wish to register with the practice, please complete the new patient registration form and questionnaire which can be collected in person from reception or online via our Practice website - [www.harbourmedicalpractice.co.uk](http://www.harbourmedicalpractice.co.uk)

### Surgery Opening Hours

Practice Opening Times	
Monday	08:30 – 18:30
Tuesday	08:30 – 20:30
Wednesday	08:30 – 18:30
Thursday	08:30 – 18:30
Friday	08:30 – 18:30
Saturday	CLOSED
Sunday	CLOSED

*Occasionally we do close the Practice between 1:00 and 2:00 to provide any mandatory in house training to the Practice Staff as well as any Practice meetings that may need to be held.*

### Extended Access Service

We run an extended access service outside of normal surgery hours. **Monday to Friday 6:15pm to 8:30pm, Saturday 8am to 12:00 midday and Sunday 9am to 12:00 midday.** Please ask at Reception for further details.

*Please note that during the Extended Access Service hours – the reception team are unable to deal with any Harbour Medical queries as they are required to log into a different clinical system at this time.*

### Repeat Prescriptions

It is our policy to regularly review your medications. This is considered to be good practice. Once stabilised, the doctor may put your medications on **REPEAT**. This means that you may obtain a repeat of your medications without seeing the Doctor (this is until such time as a review appointment is required).

*The reception staff are unable to take requests for repeat prescriptions over the telephone or verbally in person or via email, as this may result in a mistake being made.*

### **Requesting repeat medication**

The practice accepts request for repeat medication in the following ways:

Repeat prescription request form which is available at the entrance to the Practice, or your pre-printed prescription side slip. The form should then be posted in the box supplied in the entrance area or sent in by post. Alternatively you can request your medication by following the repeat medication links on the practice website [www.harbourmedicalpractice.co.uk](http://www.harbourmedicalpractice.co.uk). Having requested your medications, we would ask that you please allow **THREE full working days starting the day AFTER you hand the request in (this does not include Bank Holidays or weekends)**, for the office staff to process your request. The prescription can either be collected from the desk or posted back to you (if you include a SAE). You may also choose to have the prescription made up for you to be collected from a pharmacy of your choice. Should you require this service please tick the appropriate section on back of your prescription.

### **Home visits by GPs**

If you are genuinely too ill to attend the surgery, please contact the Practice, a Doctor will telephone you back to discuss your problem, they may be able to advise you whilst speaking to you. The Doctor would prefer to see you in the surgery where all the necessary resources and equipment are available. However, if the Doctor feels you require a home visit they will arrange for this to take place. If you think you require a home visit we would ask you to be kind enough to contact the surgery as early as possible as this will help us to plan our workload for the day.

### **Telephone Advice and Consultations**

It may be possible to advise on some medical problems over the telephone, it is not always necessary to visit the surgery for a face-to-face consultation.

Should you require advice regarding a medical problem that you think can be resolved over the telephone please contact the Practice and request a consultation with the Doctor or Practice Nurse. The Doctor or Practice Nurse will return your call usually at the end of the morning or the afternoon surgery. Please ensure we have full contact information to enable us to reach you.

***Please note that Reception staff are unable to specify a time that the GP or Nurse will call.***

***Out of Hours service  
Eastbourne Walk in Centre  
Emergency***

***Tel: 111 for the NHS 111 service  
Tel: 01323 726650  
Tel: 999***

***Should you require the services of a Doctor outside these hours, you can either;***

- 1. Go to the Eastbourne Walk in Centre – located at the Eastbourne Railway Station Terminus Road. Open 8.00 am – 8.00pm 7 days a week every day of the year.***
- 2. Phone the Out of Hours Service on 111 for the NHS service.***
- 3. If you believe the medical problem to be an Emergency or life threatening, then please call an ambulance immediately on 999.***

### **Medical Education**

Brighton and Sussex Medical School

The practice works closely with the Brighton and Sussex Medical School by providing teaching to medical students in this practice. You may meet some of the medical students in the practice from time to time. We hope you will be able to work with them as they

train to be the doctors of the future. At all times, we will respect your right to privacy and confidentiality.

### **Comments, suggestions and Complaints**

We are keen to maintain and improve the services we offer within our Practice. Should you have any comments or suggestions these are always welcome. Please be kind enough to put them in writing and address them to the Practice Manager. Formal complaints will be looked into immediately and acted upon promptly. Full details of our Complaints Procedure are available within the Practice or from the Practice Manager.

### **Your Rights and Responsibilities**

We value a good relationship with all our patients. This depends on mutual respect.

#### ***Your Rights as a patient are...***

To be treated with dignity and respect irrespective of your colour, sex, race or creed and whether you are able-bodied or disabled.

To be offered the highest standard of medical care possible within the resources available.

To be seen by a Doctor on the same day, if you have an urgent medical problem.

To have a second opinion if appropriate.

#### ***Your Responsibilities as a patient are...***

To treat all members of practice staff and all those you meet on the surgery premises with Courtesy irrespective of their colour, sex, race or creed and whether they are able-bodied or disabled. Please note we have a zero tolerance for any verbal or physical abuse towards our staff. Behaviour in this way may see you removed from our Practice register.

### **Action against Violence and Abuse**

We would hope that no patient would exhibit any acts of violence or abuse.

Any such behaviour towards any member of staff or any other patients or visitors to our premises, will be acted upon, promptly and appropriately. This would usually include the removal of such a patient from our list.

### **Data protection**

We are almost completely computerised in the practice. Information about all patients is held on our secure computer database. Such information is accessed by Doctors and other Healthcare Professionals. These records must be kept up to date with accurate information regarding your health and treatments received; this information will enable anyone assessing you as a patient to decide on the correct course of treatment. This will ensure you receive the best possible care from us.

Health information on the database may be shared with hospitals and other health agencies that may be involved with your care. Only the necessary information is passed on.

Anonymised (names taken out) health information may also be sent to the Clinical Commissioning Group who oversee the health care management of the area.

Everyone who deals with patient information is bound by rules of confidentiality.

You have the right to see data held in your name, if you require this information then please ask at the Reception desk where you will be given the appropriate form to fill in and return, once this is done it will be reviewed and actioned accordingly.