



Registered GP (please circle):  
**Dr M Writer**  
**Dr D Price**  
**Dr J Romain**  
**Dr S Barnes**

**Dr D Thomas**  
**Dr R D'Abbraccio**  
**Dr N Dorling**  
**Dr K Mahajan**

**Dr N Harvey**  
**Dr R Stevens**  
**Dr C McCready**  
**Dr S Amjad**

For continuity of care it is preferable to always try and see your registered Doctor.

## **PARK PRACTICE SURGERY PRACTICE LEAFLET**

**Park Practice  
Eastbourne Park Primary Care Centre  
9 Broadwater Way  
Eastbourne  
East Sussex  
BN22 9PQ**

**Tel: 01323 502200**

**[www.parkpractice.co.uk](http://www.parkpractice.co.uk)**

### **Opening Hours**

Monday	08:30 – 20:00
Tuesday	08:30 – 18:00
Wednesday	08:30 – 20:00
Thursday	08:30 – 18:00
Friday	08:30 – 18:00

NB. Some Nurse appointments are scheduled from 8:00am – patients check in via an automated screen.

### **Telephone**

Monday to Friday 08:30 – 18:00

## Welcome to Park Practice

We are a well-established GP practice providing primary healthcare in Eastbourne to around 13,200 patients. This document tells about our practice team, the services that we offer and contains useful information about the surgery. We hope you find it helpful!

We issue a regular newsletter to keep patients up to date with practice news. This is available in reception, by email and our website [www.parkpractice.co.uk](http://www.parkpractice.co.uk)

The practice website gives patients access to a wide range of information about the surgery, together with news, copies of leaflets, links to our useful websites and much more. Patients can also order repeat prescriptions and make pre-bookable appointments. See "How to see a Doctor" for more information.

We would like to inform our patients that we record, store, and may monitor or use any incoming and outgoing calls, email or any other communication with you for training purposes and to improve the quality of our services. Calls are stored on a standalone recording system and are not accessed unless there is a training or monitoring need. Calls are automatically deleted after 6 months. Should you wish a telephone call to be deleted before the 6 month period, please contact the practice to request this from a member of the management team.

## How to Register with our Practice

You can visit the surgery and collect a registration form from reception or you can register online on our website: [www.parkpractice.co.uk](http://www.parkpractice.co.uk)

### Practice Boundary

Please see our website for our practice boundary or ask at Reception.

**English:** Please see our website: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) for translation into another language.



**Polish:** Proszę zobaczyć nasz serwis internetowy: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) przetłumaczenia na inny język.

**Italian:** Si prega di consultare il nostro wesbite: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) per la traduzione in un'altra lingua.

**Arabic:** أخرى لغة إلى للترجمة [www.parkpractice.co.uk](http://www.parkpractice.co.uk) لدينا الاطلاع يرجى

**Albanian:** Ju lutem shikoni tonë wesbite: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) për përkthim në një gjuhë tjetër.

**Bosnian:** Molimo pogledajte naš wesbite: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) za prevođenje na drugi jezik.

**Slovenian:** Oglejte si našo wesbite: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) za prevod v drug jezik.

**Spanish:** Por favor, vea nuestra wesbite: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) para la traducción a otro idioma.

**Romanian:** Vă rugăm să consultați wesbite nostru: [www.parkpractice.co.uk](http://www.parkpractice.co.uk) pentru traducere într-o altă limbă.

**Punjabi:** ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਵੈੱਬਸਾਈਟ ਵੇਖੋ. Kisē hōra bhāśā vica

anuvāda laī kirapā karakē sādī vaibasāīṭa vēkhō. [www.parkpractice.co.uk](http://www.parkpractice.co.uk)

## Preference for Practitioner

All patients are allocated a named accountable GP. This Doctor is responsible for patient's overall care at the Practice. Please contact the Practice if you do not know who this GP is. Patients have a right to express a preference of Practitioner and whilst the Practice will endeavour to comply, it might not always be possible. If this were to be the case, an explanation would be offered.

## Surgery Hours

Park Practice reception staff are available between 8:30am and 6:00pm (7.45pm on Mondays and Wednesdays) to make your appointment. The clinicians' individual surgery hours do vary.

We offer **extended opening hours** for pre-booked appointments. These are available on Monday and Wednesday evenings 6:00pm to 7:45pm. You will not be seen without an appointment.

## The Doctors

### Partners

**Dr Martin Writer (male).** GMC number: 3546514

Dr Writer qualified from St Bartholomew's Hospital in London, in 1991. He completed his General Practice training in Somerset and worked in Australia, before coming to work in Eastbourne at Park Practice in 1997.

Qualifications: MB BS MRCP CDH DRCOG DFFP

**Dr David Thomas (male).** GMC number: 4520364

Dr Thomas trained at Southampton Medical School and Eastbourne District General Hospital, and joined Park Practice on completion of his GP Training in 2003.

Qualifications: MB BS MRCP

**Dr Nicholas Harvey (male).** GMC number: 6074227

Dr Harvey was born and bred on the island of Guernsey and left to go to Medical School in Southampton, qualifying in 2003. He joined Park Practice in 2011. Dr Harvey

will be taking a sabbatical from the practice from mid-March until mid-September 2022.

Qualifications: BM MRCS DRCOG MRCOG PGCE PGDip

**Dr David Price (male).** GMC number: 7039878

Dr Price trained in Sheffield and qualified in 2009. He joined us at Park Practice in 2014. Qualifications: MB CHB MRCGP BSc

**Dr Ric D'Abbraccio (male).** GMC number: 6028087

Dr D'Abbraccio trained at St George's Hospital Medical School, qualifying in 2001. He undertook his GP training in Eastbourne before becoming a Partner at Park Practice in 2015.

Qualifications: MBBS MRCGP DFFP

**Dr Jemma Romain (female).** GMC number: 6100529

Dr Romain studied medicine in Southampton and trained in Brighton before qualifying in 2004. She joined Park Practice in 2011 as a Part Time Associate Doctor and became a Partner in April 2018. Dr Romain will be taking a sabbatical from the practice from mid-July to mid-September 2022.

Qualifications: BM DRCOG MRCGP DFFP

**Dr Rachel Stevens (female).** GMC number: 6027853

Dr Stevens qualified from St George's Hospital Medical School, London in 2001 and came to Eastbourne to train as a GP. She joined Park Practice as a Part Time Associate Doctor in 2015 and became a Partner in June 2018.

Qualifications: MBBS MRCGP DRCOG

### **Salaried GPs**

**Dr Nicola Dorling (female).** GMC number: 6063708

Dr Dorling was born and brought up in Eastbourne. She graduated from Southampton Medical School in 2002, and qualified as a GP in 2007. Dr Dorling is a part-time Associate Doctor.

Qualifications: BM BSc MRCGP

**Dr Claire McCready (female).** GMC number: 4046259

Dr McCready trained in Eastbourne in the mid-1990s, and then spent nearly 15 years working as a civilian doctor for the RAF at the Defence Medical Rehabilitation Centre, Headley Court, Surrey and then at various bases in Lincolnshire. Dr McCready moved back to Eastbourne in 2015 to be nearer family. She has special interests in musculoskeletal and sports medicine, Veterans' healthcare and Aviation Medicine. Dr McCready is a part-time Associate Doctor.

Qualifications: MBBS, BSc(Hons), MRCGP, DRCOG, DipSTI, DipAvMed.

**Dr Suzanne Barnes (female).** GMC: 7265659

Dr Barnes originally studied psychology and worked in mental health services prior to studying medicine at St George's Hospital Medical School, London. She qualified in 2012 and has since worked in GP practices in Worthing, Brighton and now Eastbourne. She has an interest in women's health, paediatrics and mental health.

Qualifications: BSc MBBS DCH DRCOG MRCGP

**Dr Kirti Mahajan (female).** GMC: 7553790

Dr Kirti qualified from Kathmandu University (Nepal) in 2006 and worked as an emergency doctor in a private hospital in Delhi NCR. Dr Kirti pursued MRCEM and completed it in 2015. Dr Kirti joined the NHS as an emergency speciality doctor at East Surrey hospital in 2016 and later joined completed her GP training at an Eastbourne surgery, qualifying in 2021.

Qualifications: MBBS MRCEM MRCGP

**Dr Sophia Amjad (female).** GMC: 7567006

Dr. Sophia Amjad graduated from Rawalpindi Medical College, Pakistan, in 2015. Following her graduation, she completed a one-year internship, gaining valuable clinical experience across a range of specialties, including Internal Medicine, General Surgery, Paediatrics, and Ophthalmology.

In 2018, Dr. Amjad moved to the United Kingdom and joined the NHS as a Senior House Officer in the General Surgery department at Northwick Park Hospital.

In 2019, she commenced her General Practice specialty training, which she successfully completed in 2025. Throughout her training, Dr. Amjad demonstrated a strong commitment to providing high-quality, patient-centered care and gained comprehensive experience in managing a wide spectrum of acute and chronic medical conditions in the community setting.

Qualifications-MBBS, MRCGP

## Doctors Surgery Times

	Mon	Tue	Wed	Thu	Fri
<b>Dr Writer</b>					
<b>AM</b>	Yes	Yes		Yes	
<b>PM</b>	Yes	Yes		Yes	
<b>Dr Thomas</b>					
<b>AM</b>	Yes		Yes		Yes
<b>PM</b>	Yes		Yes		Yes
<b>Dr Harvey</b>					
<b>AM</b>		Yes	Yes		
<b>PM</b>		Yes	Yes		
<b>Dr Price</b>					
<b>AM</b>	Yes				Yes
<b>PM</b>	Yes				Yes
<b>Dr D'Abbraccio</b>					
<b>AM</b>	Yes	Yes	Yes	Yes	
<b>PM</b>	Yes	Yes	Yes	Yes	
<b>Dr Romain</b>					
<b>AM</b>				Yes	Yes
<b>PM</b>				Yes	Yes
<b>Dr Stevens</b>					

<b>AM</b>			Yes	Yes
<b>PM</b>			Yes	Yes
<b>Dr Dorling</b>				
<b>AM</b>	Yes		Yes	Yes
<b>PM</b>	Yes		Yes	Yes
<b>Dr McCready</b>				
<b>AM</b>			Yes	Yes
<b>PM</b>			Yes	Yes
<b>Dr Barnes</b>				
<b>AM</b>		Yes	Yes	Yes
<b>PM</b>		Yes	Yes	Yes
<b>Dr Mahajan</b>				
<b>AM</b>	Yes	Yes		
<b>PM</b>	Yes	Yes		
<b>Dr Amjad</b>				
<b>AM</b>	Yes	Yes		
<b>PM</b>	Yes	Yes		

These may change at short notice due to training courses, holidays etc.

## Advanced Clinical Practitioner

**Jess (female).** Jess joined our team in 2017 and has been working as a Nurse Practitioner since 2019. Jess specialises in Contraception, Sexual Health and the Menopause. She is also competent in assessing acute illness in children and adults and the management of long term conditions. In her spare time enjoys sea swimming, yoga, running and spending time with her two boys. Working days Tuesday-Friday.

Qualifications: BSc Hons European Nursing UoB (2008). BSc Nurse Practitioner UoB (2019)

**Niki (female).** See under Practice Nurses.

## Paramedic Practitioner

**Dave (male)** - David joined the surgery in 2016 working for South East Coast Ambulance Service as a Specialist Paramedic in Urgent and Emergency Care.

He qualified as a Paramedic in 2009 and after 3 years went on to graduate from St Georges University as a Specialist Paramedic/Paramedic Practitioner. As a Paramedic Practitioner he is qualified in managing acute minor health conditions and minor injuries and is developing the provision of care plans and hospital avoidance in

the surgery. David is also involved in monitoring and managing some long term conditions and social issues in our housebound patients.

David works closely with the GP team and will support the duty Doctor with home visiting capacity and Urgent clinic appointments as well as more routine visits and clinics.

**Adam (male)** - Adam studied for a BSc (Hons) at Plymouth University qualifying as a paramedic practitioner in 2012. He spent a few years working for the West Midlands Ambulance Service but the pull of the sea brought him back to the coast in 2015. Alongside working at the surgery, Adam still undertakes regular shifts as a paramedic practitioner with South East Coast Ambulance service. Along the way Adam has been back to university, completing an MSc and a PGCert. When he isn't working, Adam enjoys spending time with his wife and three young children.

## **Practice Employed Nursing Staff**

### **Practice Nurses**

**Niki (female).** Niki qualified from St Bartholomew's Hospital, London in 1990 and gained a BSc (hons) in Nursing Studies in 1998. She spent time working in London and Oxford before moving to Eastbourne to work for ten years in the urology department at the District General Hospital. Niki joined Park Practice in 2002 and is our Senior Practice Nurse, as well as a Nurse Prescriber.

**Becky (female).** Rebecca qualified as a registered nurse in February 2014. Since then, Rebecca has worked as a community nurse and has been the Wound Lead working closely with Tissue Viability since July 2014.

**Michelle (female).** Michelle qualified as a nurse in 1994. She has had a varied career as a nurse, working in A&E, emergency medicine, St Wilfrids Hospice and Community Nursing. Michelle has worked as a practice Nurse since 2010, and has a special interest in Diabetes and Respiratory. She joined Park Practice in February 2023.

**Caroline (female).** Caroline qualified as a registered nurse in 1991 and worked at Eastbourne DGH gaining experience on a variety of wards. In 2005 she started working as a Practice Nurse in Eastbourne and joined Park Practice in November 2023.

**Marta (female).** Marta qualified as a registered nurse in Poland in 2014. She worked at Royal Sussex County Hospital in Brighton and Eastbourne DGH gaining experience in elderly and urology wards. In 2016 she started work at Milton Grange in Eastbourne providing care in rehabilitation units. Marta joined Park Practice in November 2023.

### **Wound Care Practitioner/Assistant Practitioner**

**Claire (female).** Claire joined the practice in 2022 and is a qualified Assistant Practitioner.

### **Wound Care Practitioner/Healthcare Assistant**

**Vicki (female).** Vicki joined Park Practice in February 2012 having previously worked for the District Nursing Team. She has gained a Level 3 in Health and Social Care.

### **Healthcare Assistant**

**Katie (female).** Katie joined Park Practice in 2015, initially in an administrative role, but she has since trained to undertake Health Care Assistant duties. She has a Level 3 qualification in Health and Social Care.

### **Phlebotomist**

**Angela (female).** Angela joined Park Practice in 2021 and is a very experienced phlebotomist. As well as taking blood, Angela can undertake blood pressures and ECGs.

## **Practice Manager and other Managers**

Kelly Flynn is the Practice Manager and Natalie is the Deputy Practice Manager. They can help you with any administrative or non-medical aspects of the Practice.

## **Receptionists**

Our Receptionists are here to help you. They have a difficult job to do with phone calls and enquiries from every direction. When telephoning for medical attention the Receptionist may ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate and efficient way.

## **Trainees**

We are an NHS Training Practice. This means that we have a GP Registrar working with the Doctors for approximately 12 months as part of their specialist training. If you are given an appointment with our Registrar you will be notified when you make the appointment.

We will also occasionally host other Junior Doctors and Paramedical staff as part of their training.

## **How to see a clinician or obtain medical advice**

When you call the surgery for an appointment, query or problem our Receptionists will usually book a telephone triage appointment with one of clinicians. They will ask for a



brief summary and telephone number to contact you and you will be advised that a clinician should usually call you back as soon as possible, but usually within an hour or two or at a time to suit yourself. If your problem can't be resolved on the phone then the GP will book a face to face appointment for you to attend.

If you need a Practice Nurse appointment then this can be booked in advance in the usual way.

In certain circumstances the Receptionist will be able to pre-book an appointment without the need for a prior telephone consultation with a clinician.

### **Further Information about Appointments**

Usual appointment times are 10-15 minutes. At the discretion of the GP a longer appointment time may be allowed.

If more than one family member needs to be seen, each patient must be allocated a separate appointment.

Please let us know if you would like a member of the Practice Team to accompany you during your consultation, or if you wish to be accompanied to the consultation by a friend / family member; this is perfectly acceptable to us, provided you are happy regarding confidentiality.

### **Home Visits**

If you need a clinician to visit you at home then you should ring the Receptionist before 10:30am unless urgent. **Home visits are for patients who are either too ill to come to the surgery or are housebound.** On receiving the request, the clinician may ring you to decide if a home visit is necessary. **Transport issues are not a reason for requesting a home visit.**

### **Out of Hours (Telephone 111)**

If we are closed you need to ring 111. This free NHS telephone service is available 24 hours a day, 7 days a week for when you need access to healthcare but it is not a life-threatening situation. The staff will ask you questions to assess your symptoms and then give you the advice you need, or direct you straightaway to the local service that can help you.

### **Emergencies – Hospital Accident and Emergency or dial 999**

Available 24 hours a day. For genuine emergencies, such as choking, chest pain, heavy blood loss, stroke, serious injury, fits or unconsciousness or where delay would cause further harm, you should go to A&E or call an ambulance by dialling 999.

### **Repeat Prescriptions**

Patients on regular medication will require repeat prescriptions. Prescriptions are computerised; your doctor will have entered onto the computer what medication you are taking and each time a new prescription is written by the computer a new request form is also generated for you to make your next request. Requests for repeat

prescriptions are **NOT** taken over the telephone. This is for legal reasons as errors can occur in verbal communication.

There are 4 ways you can order your prescription:

- Using the NHS App or Patient Access App.
- Through your Pharmacist if this has been previously arranged with them.
- By paper request through the practice post box. Items that are not on your repeat ordering list will also need to be requested in writing at the surgery.
- Patients under the age of 16 who are on regular monthly medication can request this via [scriptsatparkpractice@nhs.net](mailto:scriptsatparkpractice@nhs.net) - you must put the word 'child' in the subject line, or the prescription request will be rejected.

Unfortunately, we are unable to accept prescription requests for adults via our email address.

Due to a surge in demand on prescription services, we are only able to deal with urgent prescription enquiries on the phone.

**Please note that the prescription phone line is open for queries between the hours of 10.00 and 12.00pm, then again between 3pm and 5.00pm.**

Please allow a minimum of 4 days from when you submitted the request before checking with the pharmacy and surgery. Pharmacies are also struggling under the pressure of the amount of prescriptions they are receiving and therefore prescriptions are taking longer to process.

Please be advised that medication requested by the hospital can take up to 14 working days (from when we receive the letter) to process/issue; anything requiring a more urgent commencement would have been started by the consultant (with a request to us to continue prescribing).

**\*\*Please note that prescription requests will be filed in the surgery/won't be processed until the week that it is due, even if we receive the request early.\*\***

If your medication is out of stock, or you are looking for a home delivery, you will need to ring around pharmacies in the area - we are unable to do this on your behalf.

### **Prescription Charges**

People in the following categories are automatically exempt from prescription charges:

- Children under 16 or 19 and in full-time education;
- People over 60 years of age;
- Pregnant women;
- Women who have had a baby in the last 12 months;
- People receiving certain benefits, and
- People with certain specific medical conditions.

## **Prescription Pre-Payment Certificate**

It is sometimes worthwhile to buy a pre-payment of prescription charges. As of May 2024, a prescription charge is £9.90 per item and a pre-payment prescription certificate is £32.05 for three months and £114.50 for one year. This means that when using a certificate, once 13 items have been dispensed the ticket has paid for itself. £114.50 may sound a lot, but it works out at just over £2 per week for all your prescriptions. Compared to the actual cost of medication this presents excellent value. The telephone number for more information is - 0300 330 1341.

## **Online Access**

Based on the ID that you provided when you registered, we can set up detailed record access on your medical records if you would like it (currently over 16s only). Simply download the NHS App via Google Play or the App Store on a smart phone, or via [www.nhsapp.service.nhs.uk/login](http://www.nhsapp.service.nhs.uk/login) on a computer, and the information will be visible to you. This will be all immunisations from birth, plus all medical information added to your record from the day you become a registered patient at Park Practice. You will also be able to request medication and appointments that do not require triage online.

If you would like to access details of all your previous medical records online, please ask at the Reception desk for Form B or print the 'Detailed coded record access form' from our website: <https://www.parkpractice.co.uk/doitonline.aspx>

Other online providers: <https://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/>

## **Services Available**

The Practice provides the following services:-

### **Health Care Assistant**

- Blood pressure checks
- Blood tests
- ECGs
- Pre-bookable appointments
- 24 hour blood pressure / ECG
- Health check
- Wound care
- Suture removal
- Spirometry / Asthma checks
- Pulse checks
- Minor injury
- Health / wellbeing clinic
- Ear irrigation

### **Nurses**

- Minor injury
- Diabetes (including insulin initiation)
- Cardiovascular risk assessment
- Travel advice and vaccinations
- Family planning / contraception
- Pre-bookable appointments
- Health and wellbeing clinic (well man/women check)
- Sexual health
- Ear irrigation
- Heart disease
- Respiratory clinics (Asthma, COPD and lung function testing)
- Baby immunisations
- Diet and healthy living advice
- Cervical smears
- Ring pessaries
- New patient checks

### **Doctors**

- Post-natal checks
- Minor surgery
- Joint injections

### **Information Services**

- Suggestions and complaints procedure
- Test results by phone (see more information about test results below)
- Surgery newsletter
- Practice booklet
- On-line repeat prescription service, appointments and summary records
- Patient participation group

## **Sickness Certificates**

You do not require a Doctor's sickness certificate for any illness lasting 7 days or less. Your employer may, however, require you to complete a self-certification form (SC1) which is available from your employer. For any illness lasting longer than 7 days you may need to speak to a Doctor to issue a sickness certificate (MED 3) and for any subsequent renewal of certificates.

## **Test Results**

**It is your responsibility to contact us for your results.**

Please call after 2:15pm and before 5:30pm to enquire about your test results as our reception staff are unable to provide results at any other time.

The Practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior written consent for the release of this data, they are not capable of

understanding the results or the patient is under 16, in which case it is the responsibility of the parent.

When you have your test you will be told how long it will be before the results are returned to the Practice. For most standard urine and blood tests, the results are normally back in 3 working days. Stool tests take approximately 4-5 days and x-rays take 14 days.

### **Fasting Blood Tests**

If you have been asked to fast for your blood test, you need to follow the instructions below:-

**For Fasting Blood Sugar Tests** do not eat or drink anything for 14 hours from the night before the blood test (you can drink water and take your usual medication).

**For Fasting Cholesterol Test** do not eat or drink anything for 14 hours from the night before the blood test (you can drink water and take your usual medication).

## **Health Checks**

This check is to assess your risk of developing heart disease, type 2 diabetes, kidney disease and stroke. If you are between the age of 40 and 74 you can book an appointment with our nurse team for this check.

If you are over 75 and wish to have a health check please contact our reception team to ask what checks are available for you.

### **Nursing Staff (not employed by the Practice)**

#### **Community Nurses**

For advice please telephone 0300 1314636 between 8:30am – 5:00pm Monday to Friday.

#### **Health Visitors and School Nurses**

The Health Visiting Service is staffed by registered Nurses who have further specialist training, particularly relating to expectant mothers and school age children. Services include development assessments, child health clinics, counselling and health education. You can contact them on 01323 432300.

#### **Community Midwives**

Are available to provide health care, advice and support regarding pregnancy, birth and care of the mother and baby within the family home. They hold weekly ante-natal clinics and can be contacted on 0300 131 5342.

## **Medical Examinations and non-NHS Charges**

### **Non-NHS Charges**

The Doctors carry out a range of medical examinations including HGV, PSV, fitness to drive, travel and insurance examinations. Full details and charges are available on our website and from our reception.

### **Other non-NHS Charges**

Private Health forms (BUPA, etc.) and private certificates. Please see reception for charges.

## **Important Information**

### **Change of Address**

If you change your address or telephone number, please notify the surgery via our website [www.parkpractice.co.uk](http://www.parkpractice.co.uk) or come into the surgery and fill out a change of address form at reception as soon as possible, so that we can ensure that our records are accurate. We can also send you a text message with a link to change your address.

### **Change of Name**

If you change your name you will need to come into the surgery and fill out a change of name form at reception as soon as possible. Please note that we will need to see evidence of a change of name in the form of a marriage certificate/deed poll etc.

### **Carers**

There is an organisation called Care for Carers who are able to offer support and advice. Their telephone number is 01323 738390.

### **Smoking**

The surgery operates a No Smoking policy and this also includes the use of all e-cigarettes.

### **Food and Drink**

Only water is permitted on the premises.

### **Mobile Telephones**

Please be considerate to other patients and limit mobile phone calls.

## **Accessible Information and other Needs**

*(staff note - website to be updated if this section is reviewed)*

### **Disabled Access**

Park Practice has good access to the ground floor. There is designated parking for disabled patients at the front of the surgery.

### **Making Appointments**

Please let us know if you require alternative ways of making an appointment with us or accessing any other service that we offer.

**Interpreting / Translation / Bilingual Advocacy and Support Services /Interpreting Services for People with hearing impairment and Transcription services for people with vision impairment:**

If you need help to access our services please ask for help at reception and we can arrange this for you. (Staff –Y drive, Park Practice Forms, 'translation folder')

### **Hearing Loop**

This equipment is available at our surgery on the front reception.

### **Letters and leaflets**

We can print off letters and leaflets in extra-large print. Please ask reception for assistance if you would like this.

### **Intimate Examination / Chaperones**

We have a Practice policy on chaperones available on our website ([www.parkpractice.co.uk](http://www.parkpractice.co.uk)). You are entitled to arrange or ask for a chaperone to be present during intimate examinations. Please ask at reception or during your consultation.

## **General Information**

### **Patient Participation Group (PPG)**

The Practice has a volunteer group which meet regularly with the Practice Manager and GP Representative. The members are your representatives and they help to influence the way local health care is organised and delivered. We aim to have a good mix of male / female, ages and from different backgrounds.

If you are interested in joining our group please inform reception.

### **Data Protection Act**

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data. The regulation applies from 25<sup>th</sup> May 2018 and will apply even after the UK leaves the EU. Our Privacy Notices are available for you to read on our website - [www.parkpractice.co.uk](http://www.parkpractice.co.uk) - and in our waiting room; please ask at Reception for our folder.

You have a right of access to your records. For further information regarding accessing your medical records, please contact Reception or view our website under 'Access to Health Records'. If it is in relation to another organisation, please contact them direct; i.e. hospital, community team or Social Services.

### **Confidentiality**

All records on file or on the computer are strictly confidential. They will not be disclosed to anyone, unless we have written permission to do so, except in exceptional circumstances. Please be aware that if you allow someone to accompany you into a consultation, your paper / computer medical records may be seen / disclosed. Everyone working with your information has a legal duty of confidentiality. 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 of confidentiality.

### **Consent**

We obtain your verbal or written consent for many procedures. Consent is required from the parents or person responsible for a child for vaccination of children.

### **Equality and Diversity and our Responsibility to You**

No patient shall receive less favourable treatment or consideration on the ground of age, colour, culture, disability, ethnic or national origin, gender, lifestyle, marital or parental status, race, religion or beliefs, sex, sexual orientation, social or economic status.

All patients will be treated with respect, kindness and dignity, irrespective of ethnic origin, religion, cultural beliefs, sex or age.

### **Your Responsibility to Us**

We ask that you treat the practice staff with the same courtesy and respect. We would also ask that you contact the surgery at the earliest opportunity should you need to cancel or change an appointment.

### **Freedom of Information Act**

The Freedom of Information Act became law on the 30<sup>th</sup> November 2000. Park Practice conforms to the requirements of the Act and has produced a publication scheme in accordance with the Act. A copy of the Act is available on the Freedom of Information website: [www.foi.nhs.uk](http://www.foi.nhs.uk)

### **Contacting You**

We may need to contact you by post or telephone. Sometimes we may leave a message on your answerphone for you to contact us. If you have any objections to the above then please let us know.

### **Abusive or Violent Behaviour**

This Practice has a zero tolerance policy with regards to abusive or violent behaviour. The definition of violence: "Any incident where a GP or their staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health". If an incident occurs the practice will telephone the Police and that patient may be removed from the Practice list.

### **CCTV**

Closed circuit television (CCTV) is installed at the practice premises for the purpose of staff, patient and premises security. Park Practice are the Data Controllers in



accordance with Data Protection Legislation. Any enquiries can be made to the practice on 01323 502200 Monday to Friday, 08.30 – 18.00.

### **NHS Sussex ICB**

Website address: [www.sussex.ics.nhs.uk/contact/](http://www.sussex.ics.nhs.uk/contact/)

Email: [sxicb.complaints@nhs.net](mailto:sxicb.complaints@nhs.net)

Telephone: 0300 140 9854 (excluding weekends and bank holidays)

Postal address:

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

### **Living Will**

Please advise us in advance if you have a living will so that we are aware of your wishes with regard to treatment.

## **Complaints and Suggestions**

Suggestions as to how we can improve our patient services are most welcome. You can see reception for a complaints procedure, post a suggestion in our suggestions box located in reception, fill in our "Friends and Family" questionnaire available at our reception counter, comment about our services on our website [www.parkpractice.co.uk](http://www.parkpractice.co.uk), write a letter to the Practice Manager, ask for an appointment with the Practice Manager or email the practice on [admin.parkpractice@nhs.net](mailto:admin.parkpractice@nhs.net)

**Patient Advice and Liaison Service (PALS) for help or advice:** PALS provide confidential advice and support, helping you to sort out any concerns you may have about the care that you received, guiding you through the different services available from the NHS. You can contact them on:

### **Patient Advice and Liaison Service**

Eastbourne District General Hospital  
Kings Drive,  
Eastbourne,  
East Sussex, BN21 2UD

9am – 3pm, Monday to Friday

Location: level 2, first office on the left once the main entrance is entered

**Telephone:** 0300 131 4784

**Email:** [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net)

**Please note that all telephone calls are recorded for training and quality purposes.**