

# DR D J WARDEN & PARTNERS

Collington Surgery  
23 Terminus Road  
Bexhill-on-Sea  
East Sussex  
TN39 3LR  
Tel 01424 320222



Ninfield Surgery  
High Street  
Ninfield  
East Sussex  
TN33 9JP  
Tel 01424 892569

Pebsham Surgery  
119 Seabourne Road  
Bexhill-on-Sea  
East Sussex  
TN40 2SD  
Tel 01424 320222

Sea Road Surgery  
39/41 Sea Road  
Bexhill-on-Sea  
East Sussex  
TN40 1JJ  
Tel 01424 320222

**Surgery Opening Hours**

**Mon- Fri 8am-1pm / 2pm-6pm**

**Dr David Warden MA MBBS (Partner)**

**Dr Stephen French MBBS BSC MCRP DRCOG DFSRH (Partner)**

**Dr Suneeta Kochhar MBBS MRCS MRCGP (Partner)**

**Dr Debbie Gooderick MBBS RCGP DCH (Partner)**

**Dr Iche Mangiri MBBS MRCGP DRCOG (Partner)**

# WELCOME TO THE PRACTICE

This publication has been designed to inform you how to make the most of the many services we provide at the surgery. A few moments spent familiarising yourself with this information will help us to give you the best services we can.

The practice comprises 4 surgeries at Collington, Ninfield, Pebsham and Sea Road.

The surgery provides full wheelchair access for the disabled and fully equipped WC.

Collington, Pebsham, Sea Road Surgeries email address –

[Sxicb-esx.collington@nhs.net](mailto:Sxicb-esx.collington@nhs.net)

Ninfield email address –

[Sxicb-esx.ninfield@nhs.net](mailto:Sxicb-esx.ninfield@nhs.net)

## **TO REGISTER WITH THE PRACTICE:**

Please first check that you are living in our practice area. To register with the Practice you can call into one of the surgeries and complete our Registration Pack which is kept at the front reception desk.

Or you can complete a Pack On-Line from our website which can be emailed to the relevant surgery.

If you are staying in the area for less than 3 months, you can register as a temporary patient. Please make the reception staff aware so they can give you the correct form to complete.

## **APPOINTMENTS**

To make an appointment please telephone the surgery or come into the surgery between 8.00 am and 1.00 pm or between 2.00 pm and 6.00 pm to arrange a telephone consultation with the Doctor who will then book a face to face appointment if you need to be seen.

You can now use the NHS App to book appointments, order repeat prescriptions and view your GP health record. For more information go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp).

You can use the Livi App <https://bit.ly/2ZGrYV0> where you can see an NHS GP by video. For more information visit [www.livi.co.uk](http://www.livi.co.uk).

Also available is Engage Consult which is a secure on-line service. Please see our website [www.dr\\_dj\\_warden\\_&\\_partners](http://www.dr_dj_warden_&_partners) for more details, clicking on Services.

Please let us know as soon as possible if you cannot keep an appointment so that it can be offered to another patient.

## **EMERGENCIES**

Please call the surgery. If the surgery is closed a recorded message will tell you how to contact the emergency doctor.

## **LUNCHTIMES**

The surgery is closed between 1 pm and 2 pm. If you need a Doctor in an emergency call 111.

## **OUT-OF- HOURS SERVICE-**

**For emergencies and advice when the surgery is closed during evenings and weekends – Call 111**

**Please phone 999 in an emergency if you have difficulty obtaining a doctor.**

**If you need to see a doctor or nurse urgently and are unable to obtain an appointment with your surgery, you can telephone South East Health at Station Plaza Health Centre, Station Approach, Hastings. Tel 01424 884410 to book an appointment there.**

## **HOME VISITS – carried out by Paramedic Practitioners.**

Home visits are strictly for those too ill, disabled or immobile to attend surgery. If you require a home visit please telephone the surgery before 10am if possible. You will need to give your telephone number and a brief description of your illness to the receptionist.

## **NAMED ACCOUNTABLE GP**

### **What does 'accountable' mean?**

The named accountable GP is to take responsibility for the co-ordination of all appropriate services to ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP).

This remains 'practice based', so overall responsibility for patient care has not changed. This is largely a role of overseeing, with the requirements being introduced to reassure patients that they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

## **Does the requirement mean 24-hour responsibility for patients?**

No. The named GP will not:

- take on vicarious responsibility for the work of other doctors or health professionals
- take on 24-hour responsibility for the patient, or imply personal availability to the patient throughout the working week
- be the only GP or clinician who will provide care to that patient

## **Do patients have to see the named GP when they book an appointment with the practice?**

No. Patients can and should feel free to choose to see any GP or nurse in the practice in line with current arrangements.

## **How do I find out who my Named Accountable GP is?**

Patients are able to ask a member of the Reception Team the next time they visit the surgery. Alternatively please ask the GP, Nurse or Healthcare Assistant during your next consultation.

Rest assured that this will not impact your experience at the practice, the provision of appointments, your treatment, or what GP you can see.

## **REPEAT PRESCRIPTIONS**

**Please do not request repeat prescriptions over the telephone.** Once agreed with your doctor you will be given a printed form for your repeat prescription. You can either tick the items required on your repeat slip, fill at form in at Reception or email your request to the surgery [sxicb-esx.collingtonpebshamprescriptions@nhs.net](mailto:sxicb-esx.collingtonpebshamprescriptions@nhs.net) or [sxicb-esx.ninfieldprescriptions@nhs.net](mailto:sxicb-esx.ninfieldprescriptions@nhs.net) . Please allow **7 working days** before the items are required. Medication which is not on your usual repeat form will need to be authorised by the doctor and will take longer. We will endeavour to send the prescription to the chemist of your choice or you can collect it from surgery.

## **FLU VACCINATIONS**

These are carried out during October and November for all patients aged 65 years and over, and younger patients who are in the “at risk group”. We hold clinics on Saturday morning, with pre-bookable appointments. Please see noticeboard or ask at reception for dates and times.

## **FOREIGN TRAVEL VACCINATIONS**

The practice nurse will be happy to discuss this with you and administer the necessary vaccinations. A charge may be made for this service; please check with reception for details.

## **NON-NHS MEDICAL EXAMINATIONS**

Medical examinations for special purposes, i.e. insurance, elderly drivers, fitness to undertake sport, travel may be booked with the receptionist and a fee is payable. Medicals for insurance purposes are normally paid for by the insurance company. They may take up to 28 days to complete.

## **ACCESSIBILITY**

All surgeries have access for wheelchairs/pushchairs and induction hearing loops.

## **BEXHILL PRIMARY CARE NETWORK (PCN)**

GP practices in the area have joined together to form Bexhill PCN. PCN's have the potential to benefit patients by offering improved access and extending the range of services available to them and by helping to integrate primary care with wider health and community services.

PCN's bring GP practices together with other local services such as community, mental health, social care and the voluntary sector to look after local populations.

Bexhill Primary Care Network  
Amherst Building (2<sup>nd</sup> Floor)  
1-2 Amherst Road  
Bexhill-on-Sea  
East Sussex  
TN40 1QH  
Telephone 01424 231480 Option 3

**Website – [www.bexhillpcn.nhs.uk](http://www.bexhillpcn.nhs.uk)**

## **CLINICAL SERVICES OFFERED BY THE PRACTICE**

### **Services offered by Doctors, Nurses & Health Care Assistants:-**

All general nursing services, Asthma/COPD review, Blood Tests, Blood Pressure Checks, Child Health Surveillance, Contraception Services, Cytology Screening, Diabetic (inc diet), Diet Advice, Dressings, ECGs, Ear Syringing/Suction, Epilepsy Reviews, BARCS, Emergency Contraception, family Planning, Heart Disease, Hypertension, Minor Injuries, Pre-Conceptual Advice, Sexual Health, Smoking Cessation, Spirometry, plus much more.

### **CHAPERONE**

There may be times when the patient or doctor requires a third party to be present in a Consultation.

### **PRACTICE MANAGER**

If you have any suggestions for improvements or any reason to complain please put them in writing to the Practice Manager - Mrs Kim Sellers.

### **ASSISTANT PRACTICE MANAGERS**

Karen Stanley is the APM for Collington. Liz Bowler is the APM for Ninfield and Sue Crick is the APM for Pebsham/Sea Road.

### **RECEPTION & SECRETARIAL STAFF**

We employ administrative and secretarial staff who are available to assist with general enquiries during office hours 8.00 am – 1.00 pm and 2.00 – 6.00pm. The receptionist may need to ask you for further details about your requests when you call at the surgery or telephone, they are not being nosy and are bound by the same rules of confidentiality as the doctors and nurses. This is to ensure that we can assist you as speedily as possible. Their task involves considerable pressure at times and patience is always appreciated.

### **HEALTH VISITOR**

The Health Visiting Team are based at Sidley Children's Centre and can be contacted by ringing 01424 726790 Opt 1, 121 Ninfield Road, Bexhill on Sea, East Sussex, TN39 5BD

### **COMMUNITY MIDWIFE**

The Community Midwives are based at Bexhill Health Centre where they hold regular antenatal clinics.

## **COMMUNITY NURSING STAFF**

Providing general nursing services to the housebound.

## **TRAINING PRACTICE –**

Dr D J Warden & Partners is an undergraduate teaching practice for the KCL department of General Practice & Primary Care and undertake the training of doctors, both Foundation Year and Registrars.

From time to time patients may be asked if they would mind seeing a medical student with their GP. Students are usually with the practice for a period of 4 weeks.

Final year GP students will also attend the surgery as part of their training, these are qualified doctors who, as part of their training have to complete 4 months at a GP Practice.

GP Registrars will be with the surgery for 12/18 months as part of their final training to become a GP.

## **COMPLIMENTS, COMMENTS, CONCERNS, and COMPLAINTS**

Our aim is to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. We would encourage you to speak to whoever you feel most comfortable with – your Doctor, a Nurse, a Receptionist or Manager—but if you would prefer to give your feedback in writing or telephone the surgery, please send or speak to Mrs Kim Sellers Practice Manager at Collington Surgery, 23 Terminus Road, Bexhill-on-Sea, East Sussex. TN39 3LR.

You can also send us your feedback by filling in one of the forms in the waiting room and placing it in the box marked 'Comments and Suggestions'. We welcome all feedback as it helps us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong.

Alternatively, you have the right to approach NHS England PO Box 16738, Redditch, B979PT. Tel: 0300 311 2233 email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)



## **STATEMENT OF CONFIDENTIALITY**

### **YOUR INFORMATION – WHAT YOU NEED TO KNOW**

We are registered under the General Data Protection Act 2018 and your records are managed in accordance with this. Everyone working with your information has a legal duty to keep it confidential. Anyone receiving information from us is also under a legal duty to keep it confidential. Under this Act, you have the right of access to your records. For more information please ask at the reception desk. Confidentiality is of the highest importance and maintained at all times.

### **FREEDOM OF INFORMATION – PUBLICATION SCHEME**

The freedom of information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the “classes” of information the practice intends to routinely make available. This scheme is available on request.

## **We aim to offer you ...**

- A friendly and courteous welcome. You can expect confidentiality and respect for your dignity, religious and cultural beliefs. If you would like to speak privately with any member of the team please ask.
- Appropriate treatment (which may not always involve giving you a prescription). Treatment and advice will be fully discussed with you. Please ask questions if you are not sure of anything.

## **How you can help us...**

- By arriving on time for your appointment. If you are unable to keep the appointment, please let us know as soon as possible, so we can offer it to another patient.
- By being patient if kept waiting to see the doctor as he may be busy with unexpected urgent problems.
- By informing us of any change in your address or telephone number.
- Please respect our no smoking policy.
- By not requesting repeat prescriptions out of normal hours or over the telephone. Please ask for your repeat prescriptions 7 days before you need a new supply.
- GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and removed from our practice list. The Practice will not tolerate violent or abusive behaviour towards Doctors, members of staff or anyone present on its premises. The Practice subscribes to the Violent Patient Scheme and a patient may be removed from our list and referred to this scheme if they are involved in a violent or abusive incident.

## USEFUL ADDRESSES

Hastings & Rother CCG  
Bexhill Hospital  
Holliers Hill  
Bexhill on Sea  
TN40 2DZ  
Tel No. 01424 735600

## SOME USEFUL TELEPHONE NUMBERS

Out of Hours Service (Lunchtime, Evenings & Weekends)  
NHS 1-1-1

Bexhill PCN	01424 231480 Option 3
Health Visitor	01424 726790
Conquest Hospital	0300 13 14 500
St Michaels Hospice	01424 445177
(St Michael's offers Bereavement Counselling – you can telephone to request this service).	
Police (Bexhill)	101
Adult Social Services	0345 60 80 191
Samaritan's	01424 436666
AGE UK	01424 426162
Alcoholics Advice Services - STAR	01424 460066
<i>Drug Dependency Service - STAR</i>	<i>01424 460066</i>
Language Services (Interpreter)	Numbers available
Eastbourne DGH	0300 13 14 500
Emergency Dental Treatment	01323 449170
Rother District Council	01424 787878
Station Plaza Health Centre - Hastings	01424 884410

