

Surgery Appointments

This surgery does not distinguish between urgent and routine appointments. Instead there are a significant number of same-day appointments available each day as well as appointments that can be booked in advance.

When you ask for an appointment, you will be offered one within two working days, and usually the same day, unless you wish to see a specific doctor, in which case you may need to wait until they are next available in the surgery.

As certain days are busier than others, we would ask patients not to make appointments for a Monday morning or Friday afternoon for a regular or follow-up appointment but choose a convenient time in the middle of the week.

You can telephone for a 'same day' appointment from 8.00am on the day. This is to enable you to make any arrangements required in order to attend for the appointment promptly.

Please cancel any appointments that you are unable to attend in good time. This practice records all instances where a patient does not attend an appointment.

Home Visits

Home visits are made when a patient is too ill to come to the surgery. These visits take up a great deal of time and so this practice restricts them to only very genuine cases at the discretion of a doctor.

To ask for a visit, please call us on 506361 before 10.30am. You will be asked for your (or the patient's) name and date of birth, address, telephone number and reason for the visit. The doctor may wish to speak to you (or the patient) before visiting if any further information is necessary.

Telephone Advice/Appointments

Doctors and nurses are available each day to talk to you on the telephone. If there is no-one immediately available at the time of your call, you will be asked to leave your telephone number and they will call you back. The receptionist will ask the nature of the call so that any relevant medical records can be made available to the appropriate clinician who will be able to respond.

GP Registrar Training And Students

The practice is a Training Practice and regularly has medical students working at the Practice to aid training, but patients never have to be seen by students if they do not wish to, just inform reception that you would like to see a Dr. We also often have qualified doctors training to be GPs in the practice. From time to time they request to video a consultation but there is no obligation to do this and they will be happy not to if requested.

THE STANFORD MEDICAL CENTRE

175 Preston Road

Brighton

BN1 6AG

Doctor's Appts: 01273 557411 (Option 3,1)

Nurse's Appts: 01273 557411 (Option 3,2)

Enquiries: 01273 506361

Emergencies: 01273 557411 (Option 1)

The Stanford Medical Centre is open Monday to Friday between 8.00am and 6.00pm. We also offer pre-bookable only appointments on Monday evenings between 6.30 and 8.50pm and Saturday mornings from 8.00 to 10.30am with a doctor. The doctors work at this surgery on certain days only.

ISLINGWORD ROAD SURGERY

79 Islingword Road

Brighton

BN2 9SL

Phone: 01273 681971

Emergency: 01273 557411 (Option 1)

Islingword Road surgery is open between 8.30am and 12 noon and again between 3.00 and 5.30pm. Appointments are offered between 9.00 and 11.15am and again between 3.00 and 5.30pm. The doctors work at this surgery on certain days only.

COCKCROFT SURGERY

University of Brighton

Lewes Road

Brighton, BN2 4GN

Phone: 01273 642864

Emergency: 01273 557411 (Option 1)

Cockcroft Surgery is open during term times only between 8.30am and 12 noon. The doctors work at this surgery on certain days only.



Practice Leaflet

Partners:

Dr James Graham

Dr Andrea Bhermi

Dr Al Punja

Dr Clare Garewal

Dr Jenanne Shaheen

Dr Alex Morton

Dr James Simpkin

Dr Ronak Patel

Associate GPs:

Dr Lucy Garcia-Ladera

Practice Business
Manager:

Cheryl Palmer

Lead Practice Nurse
and QOF Manager:

Mrs Eileen Streeter

www.stanfordmedicalcentre.co.uk

In an emergency telephone : 01273 557411 (Option 1)

Out of Hours : NHS 111 : dial 111

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Services

During opening hours, the practice provides a range of services to meet the reasonable needs of patients. It provides all essential services to registered and temporary patients or those needing immediately necessary treatment. This includes treatment, referral and advice.

The practice also provides the following additional services:

- Cervical screening;
- Contraceptive services;
- Coils and Implants;
- Vaccinations and immunisations;
- Childhood vaccinations and immunisations;
- Child health surveillance;
- Maternity medical services;
- Minor surgery including cryotherapy;
- Smoking cessation clinic.

If you have not been seen by a doctor for over three years and you are over 16, or for one year if you are over 75, you can ask for an appointment and the doctor will undertake all enquiries and examinations that appear appropriate at the time.

Repeat Prescriptions

Where a medicine is intended to be prescribed repeatedly, the prescription form will have a tear-off slip listing the items intended for repeat use. You can obtain repeat prescriptions in four ways:

By returning the tear-off slip to the surgery;
By dropping it in at one of the pharmacies that deliver and collect from the surgery (ask a receptionist for details);

By faxing the slip to:

Stanford Medical Centre 01273 552483;
Islingword Road 01273 667910;
Cockcroft Surgery 01273 645953;

By posting the slip to your relevant branch surgery.

Please note: For safety reasons, we do not accept requests for repeat prescriptions by telephone.

We aim to provide you with your repeat prescription within 48 hours of your request. If you use a chemist to deliver and pick up your prescriptions, you may need to allow a little longer. The pharmacy will advise you.

If you would like your prescription sent to you, please enclose a stamped, addressed envelope with your prescription request.

The practice has a Repeat Prescribing Policy, which can be viewed on request.

Non-NHS Examinations

Medical examinations for certain purposes are not covered by the NHS. These need special appointments for up to half an hour and a fee is payable. This relates to matters such as fitness to travel, elderly drivers, pre-employment, fitness to undertake sports, etc.

Minor Surgery

The practice undertakes a wide range of minor surgery procedures. Your doctor will refer you if a procedure is considered necessary. Please note that for legal reasons, anyone under 16 must be accompanied by an adult.

Other Clinics

The practice runs a range of services for patients with conditions such as asthma, diabetes and ischaemic heart disease. Patients are encouraged to be actively involved in their own care and the practice offers advice and monitoring together with access to specialist services where appropriate.

Arrangements can be made with the local authority for the safe disposal of needles and other sharps for diabetic patients.

Baby Vaccination Clinics

Vaccination for babies please make a Nurse appointment.

Test Results

If you wish to phone for the results of a test you have had carried out, please call the Islingword Road Surgery after 11.00am and the main surgery between 12 and 2pm.

Medical Records

This surgery maintains computerised records to ensure that all clinicians have accurate and up-to-date information about patients' medical history and medication available to them. Please tell the surgery if you change your address, telephone number, marital status, etc. You are entitled to see the records this practice keeps about you if you wish.

The practice holds various details about your health and treatment on file (mainly computer held). These records are used to guide and administer the care you receive. Everyone working for the NHS has a legal duty to keep information about you confidential except in exceptional cases (usually where the health and safety of others is at risk). A separate leaflet is available on request giving more details.

Practice Nursing

Practice nurses are an important part of the clinical team at this practice. For many patients, particularly those with chronic conditions requiring regular monitoring, practice nurses will be the first point of call.

The nurses operate an appointments system, but emergencies will be seen without an appointment.

District Nurses

The district nurses care for patients in their own homes when they are too ill or frail to attend surgery.

Please phone 01273 552148 between 8.00 and 9.30am and 2.30 and 4.30pm to contact them or leave a message on their answerphone.

Health Visitors

Health visitors are specialist nurses who provide advice on healthcare particularly to expectant mothers, babies and young children. They can be contacted on 01273 267598.

Midwives

The midwives hold clinics each week to provide patients with antenatal care. Appointments in these clinics are made through the surgery.

To contact the midwives phone 01273 664794 between 10.00am and 4.00pm weekdays or 01273 664794 (Royal Sussex County Hospital - Level 13) at other times.

Counsellor

A counselling service is offered to patients in the practice. Your doctor will refer you to counselling if you both think that it is appropriate.

We also have access to community psychiatric nurses, and the duty worker.

Telephone System

We now have a new telephone system, which now records calls for training and monitoring purposes. Please listen to all the options to ensure your call goes to the correct person.

Complaints Procedure

If you have a complaint or concern about the service you receive from the doctors or staff working at the practice you are entitled to ask for a discussion about this. Please contact:

Cheryl Palmer (Practice Business Manager)

Stanford Medical Centre, 175 Preston Road, Brighton, BN1 6AG or phone 01273 506361