

Services and Clinics

Practice nurses hold surgeries daily for dressings, vaccinations, ear syringing, smear tests etc. We also provide dedicated nurse led clinics for:

- Childhood immunisations
- Diabetes Care
- COPD
- Cardiovascular disease care
- Wart Clinic (cryotherapy treatment)

Contraception Services

All GPs and prescribing nurses can prescribe oral contraceptive pills and we also have a dedicated contraception clinic on Tuesday and Thursday afternoons. For both registered and non-registered patients we fit and remove Intra-uterine contraceptives (coils), and contraceptive implants offering some regular evening appointments on a Tuesday.

Young Person's Drop-In Clinic

This service is on a Monday 3-5pm, offering contraception, STI screening, condom provision and general health advice for both registered and non-registered patients aged 13-24.

Associated Services

The **District Nurses** attached to the Practice are responsible for nursing care in the community. They can be contacted on 01273 265860. **Health Visitors** are nurses who support families with young children providing development assessments, child health clinics and health education. They can be contacted on 01273 696011. We have **Midwives** attached to the practice who share ante-natal care with your GP. Patients can self refer to our **Citizen's Advice Bureau** colleague who helps our patients with advice about benefits. Clinicians can refer patients to the **'Community Navigator'** who helps patients access relevant services locally to complement their health and social care.

Travel Clinic

St Peters Travel Clinic provides travel advice and vaccinations, although some vaccines are only available privately. www.stpeterstravelclinic.co.uk, 01273 606 636

Comments and Complaints

We welcome comments, suggestions or complaints which should be addressed to Ms Julie Manthorpe, Practice Manager preferably in writing. The full complaints procedure is available from reception.



Prescriptions

Patients who are on long term medication may have their prescriptions put 'on repeat' at the discretion of the clinician.

- Repeat prescriptions must be requested in writing, stating name, date of birth and medications required.
- You may use the prescription counterfoil listing your regular medications to tick the items you need.
- You may instead use our online ordering service (please ask reception to be registered for this.)
- You may ask your usual pharmacy to request your repeat items for you on a regular basis.
- **We cannot take requests for repeat prescriptions over the phone.**
- Please allow 2 clear working days for your prescription to be processed. If you have more than one prescription, please try to order all your items together.
- You may collect your prescription from the surgery or ask us to send it to you, in which case we require a stamped addressed envelope.

Electronic Prescriptions

Your GP can now send your prescriptions electronically to your usual pharmacy, which means you do not have to come to the practice to collect the paper prescription. This can be done for both regular repeat prescriptions or one off prescriptions following a telephone consultation.

To do this you need to choose a pharmacy for your prescription to be sent to. This is called your **'Nominated Pharmacy'**. Ask your **regular** pharmacy or a member of our reception team to add your nomination for you. (You can only choose one nominated pharmacy at any one time). You can still collect your prescription from the surgery if you prefer but the electronic method will save you and our team time.

Important note:

We are unable to take requests for repeat prescriptions over the telephone.

ST PETER'S
Medical Centre

30-36 Oxford Street
Brighton
East Sussex
BN1 4LA

Tel: 01273 606006 (Appointments)
Tel: 01273 878061 (Home visits)
Fax: 01273 623896



www.stpetersmedicalcentre.co.uk

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Independent Nurse Prescriber
Specialist Practitioner GP Nursing
Dip Family Planning, Asthma & CHD

JAN 2017

St. Peter's Medical Centre

Surgery opening hours are:

Monday to Friday
8:30am - 1:00pm
2:00pm - 6:00pm

Telephone lines are open from:

Monday to Friday
8:30am - 6:00pm

Practice Area

The practice boundary extends as far as The Drive, Shirley Drive and Tongdean Road to the west, and Tongdean Lane, Peacock Lane and Surrenden Road to the north (but extends north to include Ditchling Road up to the junction with Carden Avenue). To the east, our area includes Moulsecoomb, parts of Bevendean south of The Avenue, and east Brighton as far as Wilson Avenue. Please note: Coldean, Falmer, Patcham, Woodingdean and parts of Bevendean are not within our area.

Further details of our practice area are available from reception.

How to Register

Please call in to reception or telephone as early as possible on the day you wish to register. You will be asked to complete registration forms and provide proof of identity and address. You will be offered an appointment for a New Patient Health Check within two weeks. The doctors do not operate personal lists and you will be registered with the practice rather than a specific doctor.

Access for Disabled People

There are consulting and treatment rooms on the ground floor. There is also a toilet allowing wheelchair access.

Patients with hearing impairment



Please contact reception who can organise sign language interpreters for face to face appointments, or explain how the surgery uses 'Typetalk' for telephone consultations.

Interpreters

Reception are happy to organise interpreters if you are not confident speaking English.

Clinicians Surgery Sessions

	Mon		Tue		Wed		Thu		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
RJ	✓	✓			✓	✓	✓		✓ ^{alt}	✓ ^{alt}
FR	✓			✓			✓	✓	✓	
R O'R	✓		✓				✓		✓ ^{alt}	
EB	✓	✓	✓	✓			✓	✓		
LV			✓	✓					✓	✓
KA	✓	✓			✓	✓	✓	✓	✓	
JB			✓	✓	✓		✓			✓

How to get an appointment

St Peter's operates an appointments system using telephone consulting where possible and appropriate. To access your doctor or nurse:

- Telephone at any time between 8.30am and 4pm.
- The phone lines are open until 6.00pm for emergencies.
- Reception will ask the reason for your call and schedule a telephone consultation with the doctor or nurse of your choice (where possible) or the first clinician available.
- The clinician will call you back as soon as possible, but will prioritise calls in order of clinical urgency.
- If following discussion your health problem requires a face to face appointment you will be offered an appointment to see the clinician later that same day or an extended hours appointment can be booked if more convenient.
- If you do not have a telephone you may come to the surgery to book an appointment. You will be added to the telephone appointment waiting list, and may wait in the surgery until the clinician is able to speak to you.

Home Visits

Please call before 10am if possible if you require a home visit. These are only provided for patients who are housebound. The duty doctor will call to discuss your request and arrange a visit as appropriate.

Test results / chasing referrals

Please call between 11am and 5.00pm Monday to Friday for results. Please see our website for information on how you can check on the progress of your referral.

Extended Hours Clinics

The practice offers pre-booked appointments (scheduled by a clinician following a telephone call) from 6:30pm to 7:30pm on Tuesday evenings, and 9.00am to 1.00pm on Saturdays. There is no drop-in or emergency care available at these times. Clinicians are also able to book patients into appointments on weekday evenings and weekend mornings provided by **EPIC**, a local extended hours initiative.

Out of Hours Care and City-wide Services

When the practice is closed you can access out of hours GP services by calling **NHS 111** 24-hours a day (free of charge).

Brighton Station Health Centre (84-87 Queens Rd, BN1 3XE) 01273 2030580 has a **walk-in clinic** from 8am—8pm daily.

BURS (Brighton Urgent Response Service) provides care for patients aged 18-65 with serious mental health problems requiring immediate attention on 01273 242220.

Access to Medical Records

Patient confidentiality is of prime concern in handling medical records. No information from your records, and from which you could be identified will be passed to anyone else without your consent. You may see the records the practice keeps about you if you wish. Applications must be made in writing to your GP and there is a charge for this.

Medical Students

We offer training to undergraduate medical students. If they are attending you will always be informed and your consent agreed.

Patient responsibilities

The Practice aims to provide the best possible service to all patients. To help us achieve this, we would ask you to:

- Keep appointments and arrive on time, or let staff know if you cannot attend for any reason.
- Familiarise yourself with our repeat prescribing processes.
- Tell us as soon as possible if you are unhappy about any part of our service. We also welcome suggestions for improvement, or positive comments.
- Treat practice staff with courtesy and respect.

A patient who is violent or abusive towards any doctor, staff member or other person on Practice premises, may be removed