

### Your Feedback

We aim to provide high quality professional care for all our patients and value any feedback or comments you have about our services. If you have a complaint, please address it directly to the member of staff involved if possible. If you feel unable to do so, or wish to take the matter further, please write to the practice manager, similarly, if someone has been helpful. If you have a suggestion on how we can improve our service please write to the practice manager or post your suggestion in our suggestion boxes; there is a box on the GPs and nurses floor.

### PRACTICE AREA

The primary health care team based here cares for around 10,000 patients from Preston Park, Hollingdean, Hollingbury, Withdean, Patcham and the parts of Brighton and Hove within the vicinity of the practice. The boundaries of our area are Seven Dials, Davigdor Road along the Drive, Wilbury Avenue, Newtown Road to the Old Shoreham Road in the south and west. The northern boundary is the bypass and Lewes Road is the eastern edge of our area.

Please be aware that parking at 175 Preston Road is limited. There is currently pay and display parking on Preston Park Avenue, a pay car park within the Travelodge site, alternatively we are on several bus routes including the 5, 5A, 55, 56 and 87.

For latest updates please view  
[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)



BEACONSFIELD MEDICAL PRACTICE  
175 PRESTON ROAD  
BRIGHTON  
BN1 6AG

Phone: 01273 552212

Fax: 01273 564626

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## BEACONSFIELD MEDICAL PRACTICE

175 Preston Road  
Brighton  
BN1 6AG

Appointments	01273 555401
General Enquiries	01273 552212
Fax	01273 564626

### Opening Hours

Monday—Friday

8am—6pm  
(6.30pm for emergencies)

[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)

## Partners

### Dr Fiona Perry

MB BS DFFP DRCOG  
Royal Free, London, 1981

### Dr Nigel Bird

MB BS MRCP DCH DRCOG DFFP  
St Bartholomew's London, 1987

### Dr Vanessa Lynch

MBBS BSc MRCGP  
King's College, London, 1990

### Dr Liz Green

MB BS MRCGP DRCOG PG Cert Med Ed  
Middlesex Hosp Medical School London, 1986

### Dr Zoe Schaedel

MBBS MRCGP DRCOG BMedSci(Hons)

### Dr Jonny Coxon

BM BCh MA MRCS MD DRCOG MRCGP  
Oxford, 1997

### Dr Rupert Hutchinson

MB BS BSc MRCGP DGM  
Guy's & St. Thomas's, 2005

### District Nurse

Telephone 552148

The District Nurses care for patients in their own homes when they are too ill or frail to attend surgery. They also offer support to families and carers.

### Useful Telephone Numbers

Brighton & Hove NHS	295555
Brighton & Hove NHS Textphone	296333
Age Concern	720603
HIV/AIDS Clinic	664722
Registrar (births, deaths, and marriages)	292016
Samaritans	772277
Royal Sussex County Hospital	696955
Brighton General Hospital	696011
Hove Polyclinic	696011
Sussex Eye Hospital	606126
Royal Alexandra Children's Hospital	696955
Brighton & Hove City PCT	295490
NHS Direct	0845 46 47(www.nhsdirect.nhs.uk)
BICS	545445

### Beaconsfield Medical Practice Team Members

As well as our Partners we have a full range of other staff including:

#### Registrar

Dr Kaye Wright

#### Practice Nurses

Jane Levine—Lead Practice Nurse  
Jane Ebdell  
Helen Palk

The practice nurses are an important part of our clinical team and are often the first port of call for patients with chronic illnesses that require regular monitoring. The nursing team is supported by our Healthcare Assistants Sonia Mulla and Emma Rudge.

#### Non Clinical Staff

##### Practice Manager

Sue Angell

The practice manager is available to help with any questions, suggestions or complaints you may have about the surgery.

##### Other Staff

We also have an experienced team of support staff including receptionists, secretaries, administrative and clerical staff.

## What services do we provide?

We are well equipped to provide a full range of general medical services, including the following:

### Women's Health

The clinicians offer a full well woman service to patients including cervical smear screening and advice on fertility, contraception and the menopause.

**Contraception** : We offer a comprehensive contraceptive service including coil / cap fitting .

**Maternity Care** : The doctors see women for ante-natal and post-natal care in their normal surgeries, and usually alternate antenatal care with the in-house midwife, who holds weekly clinics.

### Children's Health

The practice nurses run a child immunisation programme at the practice.

### Well Man Clinic

Our experienced nursing team undertake routine health checks and provide healthcare advice.

### Minor Operations & Joint Injections

We are well equipped for a wide range of minor operations, including surgical excisions and cryotherapy. In addition we are able to offer therapeutic joint and soft tissue injections and aspirations when necessary.

### Asthma Clinics / Diabetic Clinics

The practice nurses have special training in the management of asthma, chronic obstructive airways disease and diabetes mellitus.

### Advice for Travellers

The practice nurses are trained to give up to date advice for those travelling abroad, along with immunisations and prescriptions for tablets to protect against malaria when necessary. (Anti-malarial tablets are only available on private prescription and some travel immunisations are not available under the NHS and will therefore incur a charge). We ask that you book your appointment for travel advice at least two months before your date of travel to enable the practice to provide this service.

### Other Immunisations

Influenza immunisations are given each autumn to all those over 65 and others who are at greatest risk of illness from the 'flu. We also give pneumococcal immunisations for those patients over 65.

### Health Visitors

Telephone 267598

The health visitors are specialist nurses who provide advice on healthcare, particularly expectant mothers, babies and young children, the elderly and those who are chronically ill or disabled.

## Welcome to Beaconsfield Medical Practice

This leaflet is intended to provide an introduction to our primary health care team and to outline the services we provide.

The philosophy of the practice is to provide a high standard of patient care in an efficient and well-organised but friendly family oriented environment. Patients' interests are kept to the fore with a strong emphasis on continuity of care. All partners have a strong commitment to the NHS.

We are always keen to learn from anyone who visits the practice about how we can improve on what we do, or what we should continue to do. We have an active Patient Participation Group who help to give us some feedback together with an online forum for patients who would prefer to participate via the web. We are always reviewing how we provide care to make people's experience as positive as possible.

We treat everyone with respect and ask that you extend the same courtesy to all our staff. We always try to ensure your consultation will start punctually, but please be patient if there is a delay as we have to prioritise time according to our patient's medical need. **Please notify the surgery if you are unable to attend an appointment or if you change your name, telephone number or address.** We also encourage all patients to ensure we have an up to date mobile telephone number.

Our list is currently open to register new patients. If you wish to register with the practice and live in the practice area this is very straightforward. Please request a registration form from reception or access our website for the appropriate forms. You will just need to come in with two forms of identification when you register. When you register, you will be allocated a named partner but you can choose the doctor you consult whenever possible. All the doctors work together as a team. .

## General Information

### Appointments and secure online booking

The doctors and nurses at this surgery work to an appointment system. You can make an appointment by telephoning 555401 or by calling into the practice during our opening hours. We are pleased to offer secure internet services to allow you to book and cancel your GP appointment online. Please visit our website for further information or ask at reception where you will be given a secure password to allow you to access this facility. Please note the online service gives you access to your past and future appointment history so you will be asked for photo identification to register for this service to maintain your security.

Our aim is to offer you an appointment on the same day if appropriate and a significant number of appointments are allocated for this, however we are also able to book an appointment four weeks ahead subject to availability. We also offer a number of pre-booked appointments outside core hours for patients who have difficulty attending during normal working hours (eg carers, commuters). These are on:

Monday evenings 6.30-7.30  
Saturday mornings 8.40 -10.00 am

The surgery doors are closed during the extended period and access for those with pre-booked appointments is via an entry phone. Access to the surgery during these times is for patients with appointments only, all other urgent requests to see a doctor should be referred to the out of hours GP service on 03000 242424 as usual. Emergencies should call 999.

We do our best to keep to time. Routine appointments are booked every 10 minutes. If you require a longer appointment (20min) please tell the receptionist when booking so that you can be allocated the time necessary.

### Telephone Appointments

A doctor or practice nurse is available to talk to you on the telephone if you need advice on a health problem. You will be asked to leave your telephone number and the doctor or nurse will call you back.

### Out of Hours

If you need to consult a doctor urgently outside normal surgery hours, please telephone 03000 242424.

NHS Direct is a 24 hours service available to everyone. You can speak to a nurse by ringing 0845 4647 or visit their website.

If you have a medical emergency please call 999 for an ambulance.

### Test Results

If you wish to phone for the results of a test you have had carried out, please call the surgery on 01273 552212 after 10.30am.

### Repeat Prescriptions

Patients on continuing courses of treatment are issued with computerised repeat prescription slips. When ordering further courses of treatment, you can use the repeat slips, ticking the items you require. Please allow two full working days for us to process your request, enclosing a self addressed envelope if you would like it posted back to you. We are unable to accept requests for prescriptions over the telephone. Once you have registered for internet access you can request your repeat medication via our secure website:

[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)

Many local pharmacies have a collection service with the practice; please enquire at your usual pharmacy. If you would like the pharmacy to collect your prescription please mark their name clearly on the top of the repeat request. We will maintain the highest level of confidentiality, but if information goes astray or is intercepted before it reaches the practice, this is entirely at your own risk.

### Teaching: GP Registrar, FY2's, Medical Students

We are a training practice, which means that we have been approved for undergraduate and post-graduate education. General Practice Registrars are fully qualified doctors preparing to enter general practice. We also train Foundation Year 2 doctors within the practice; these 'FY2' doctors are fully qualified junior doctors who are required to do a four month rotation within General Practice as part of their general medical training.

We also assist in the teaching of students from the Brighton and Sussex Medical School and on occasions you may be asked if a student may be present during your consultation. If you would prefer this did not happen please inform reception and they will pass on your wishes to the doctor involved.

If you have any feedback or comments on your consultations with our training doctors please let us know.

### Violence

The practice will not tolerate threatening, violent or abusive conduct, verbal or physical, towards any of its personnel, patients or others present on the practice premises. Any such act could result in police involvement and removal from the list of registered patients.

### Patient Participation Group

We have two types of group currently active within our Practice; an actual group that meets quarterly and a virtual group via our website. To register to join our website group just follow the instructions on [www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk). If you wish to join the group that meets every quarter at the Practice please e-mail [bhv-pct.beaconsfieldsurgery@nhs.net](mailto:bhv-pct.beaconsfieldsurgery@nhs.net) or ask reception for details.