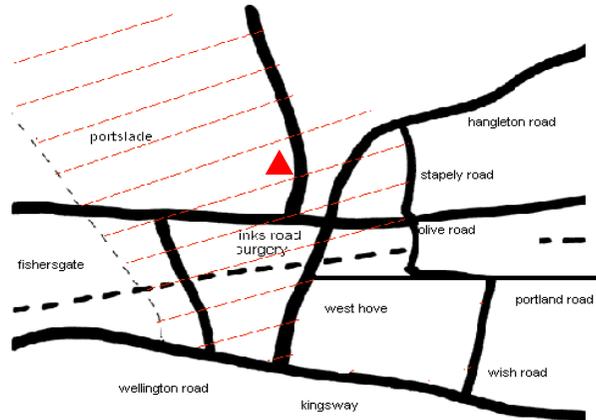


DATA PROTECTION

We have a computer system on which details of prescriptions and some aspects of medical history are stored. We are registered under the Data Protection Act and all data is stored confidentially just like the information in your traditional records. You are allowed access to this information but a small charge is made and we do not always have the time to explain all that is written down.

LINKS ROAD SURGERY - PRACTICE BOUNDARY

Our practice area is the shaded area (below) i.e. Portslade, and the part of West Hove surrounded by Hallyburton Road, Olive Road, Stapley Road and directly across to the Link Road.



YOUR HEALTH CARE TEAM

We are very fortunate to have a very experienced and capable team of staff who are:

Reception & Admin Team: Christine James, Nicki Terry, Sharon Watts, Jill Hilton, Verity Delo, Emma Buckwell, Kim Penton, Louise Johnson, Lotti McLaughlin (Sec)

Practice Nurses: Una Honess RN, Ann Braysher RN, Karen Sloggett RN, Liz Wright RN

Healthcare Assistant & Phlebotomy: Sara Ball

Practice Manager: Stephen Cribb

Health visitors: based at Mile Oak. Please ring 426216

Midwifery: available at North Portslade Children's Centre, Mile Oak. Please ring 294062

Counsellor: please see your GP for a referral to the Wellbeing service

Your local Health Commissioners

Brighton and Hove Clinical Commissioning Group details of medical services in the area are available from B&H CCG, Hove Town Hall, Norton Road, Hove Tel 01273 238700

DISABLED ACCESS

There is wheelchair access and a large toilet with handrails. The front door is not automated and staff will assist patients who require assistance—please ring the doorbell.

LINKS ROAD SURGERY

27-29 LINKS ROAD
PORTSLADE
BN41 1XH



www.linksroadsurgery.co.uk

Telephones: 01273 + 412585, 430919, 414360, 412585 Fax 01273 885800

WELCOME TO OUR MEDICAL PRACTICE

We are a small, friendly practice and are patient orientated in our approach to healthcare. We believe in the traditional family doctor approach, but brought up to date.

Our doctors have individual lists and get to know and build relationships with their patients but, if patients prefer, they are always free to see any doctor. Our approach is highly respected by our patients and gives us considerable satisfaction in our work. We take great pride in the fact that we rank very highly in patient surveys and we score particularly well: in ease of making appointments; getting through on the telephone and seeing your preferred doctor. We strive to keep to appointment times and although occasionally you have to wait, for the most part, our waiting times are very low. Despite the traditional homely feel of our surgery we use modern methods and the latest technology to give you the very best service and care that we can.

DISABLED ACCESS - There is wheelchair access and a large toilet with handrails, downstairs. Patients who are unable to get up the stairs should inform the receptionist at the time of booking and arrangements will be made for you to be seen in a ground floor consulting room.

PRACTICE HOURS

The Surgery is open from 8.30 a.m. to 6.00 p.m on weekdays (closed 1—2pm).

Extended hours: Additional appointments are available on alternate Saturday mornings and Wednesday evenings. Please refer to "How to consult your doctor" on the next page.

Dr Peter Alderman B Med Sci, BM BS. DRCOG. MRCPG
(Male, Qualified Nottingham 1987)(Partner)

Dr Julie Ebbage MB BS DRCOG
(Female, Qualified London 1991)

Dr Alexandra Tate MB BS
(Female, Qualified London 1994)

Dr Rebecca Salmen MB ChB
(Female, Qualified Sheffield 2004)

URGENT CARE WHEN THE SURGERY IS CLOSED

During evenings, weekends and bank holidays please ring the surgery. Our answerphone will give you the number of the Out of Hours services. Out of Hours support is provided via NHS 111 and IC24 (formerly South East Health) and is staffed by fully trained health advisers and local GPs. You can get advice and, if necessary, a GP assessment at a local "out of hours" centre at the Royal Sussex County Hospital, Brighton, or a GP home visit if you are housebound.

You can also check symptoms online at NHS CHOICES—www.nhs.uk

NHS Brighton Walk-In Centre (next to Brighton Station) is staffed by experienced nurses and GPs and is open **every day** from 8am to 8pm, including all bank holidays. The centre offers a range of services including health information and treatment for a range of minor illnesses and injuries without having to make an appointment.

HOW TO CONSULT YOUR DOCTOR

- To register you need to come into the surgery. Please try to attend outside normal surgery hours, when we are less busy.
- You will be registered with the practice and assigned to a specific doctors - your usual GP.
- We operate an "assigned list" system which means that you will normally see the doctor with whom you are assigned, although it is possible to see other doctors in the practice if you wish i.e. if you wish to see a doctor of the same sex.
- Consultations are by appointment only. We do not provide a walk-in service. Appointments can be made at reception or by telephoning your doctor's number. If you feel you need to be seen that day please tell the receptionist. You can also arrange appointments via our website.
- Sometimes your doctor may not be able to be present at a particular surgery session. When this happens, the surgery session will still run but will be covered by another doctor .

Doctor > (sex) >	Dr Alderman (male)	Dr Ebbage (female)	Dr Tate & Dr Salmen (female)	Dr Salman (female)
	Own list	Own list	Shared list	Sees all
Monday	8.30 - 11:30am 3.30 - 6 pm	8:30 - 11:30am 3.30 - 6 pm	Dr Tate 8.30 - 11:30am 3.00 - 5.30pm	8.30 - 11:30am 2.00 - 4.30pm
Tuesday	8.30 -11:30am 3.30 - 6 pm	8:30 - 11:30am	Dr Tate 8.30 - 11:30am 3.00 - 5.30pm	
Wednesday	8.30 -11:30am 3.30 - 6 pm	8:30 - 11:30am 3.30 - 6 pm	Dr Salmen 8.30 - 11:30am 2.00 - 4.30pm	
Thursday	8.30 -11:30am	8:30 - 11:30am 3.30 - 6 pm	Dr Tate 8.30 - 11:30am 3.00 - 5.30pm	
Friday	8.30 -11:30am 3.30 - 6 pm	8:30 - 11:30am 3.30 - 6 pm	Dr Salmen 8.30 - 11:30am	

Extended Opening Hours - If you have difficulty attending appointments during normal we also offer appointments on alternate Saturday mornings and Wednesday evenings (pre-booked)

HOME VISITS OR ADVICE

Telephone advice: Telephone the surgery before 10.30am and please be prepared to give the & **Home visits:** receptionist an indication of your problem. You may be put through to the doctor or he or she may ring you back.

HOW TO CONSULT THE PRACTICE NURSES

The nurses are available for morning and afternoon consultations every day (except Friday PM)

OTHER SERVICES AVAILABLE

*Chronic Disease and Long Term Conditions management inc. Diabetes, COPD, Coronary Heart Disease, Asthma. * NHS Health Checks * Family Planning and Contraception * Cervical Smears * Weight Loss and Smoking Cessation *Wound Care * Cryotherapy *Teenage advice *Travel Clinic (Immunisation advice, Vaccination and Yellow Fever Centre) *Blood Testing *NHS Health checks are available to ALL patients aged 40 to 75 who are not already on disease registers (and therefore benefiting from regular review)

REPEAT PRESCRIPTIONS

- Our prescriptions are computer printed. Your prescription will have a counterfoil attached, which should have a list of repeat prescriptions. Please tick those you want and write in others that may not be on it. The doctor may ask to see you.
- If you do not have a computer counterfoil, please write your prescription requirements down clearly (please include your name and address!!!)
- Please deliver your request to the surgery and allow two working days for processing. You may collect your prescription after this period or enclose a S.A.E. if you want us to post the prescription to you. (**Please do not phone to check if your prescription is ready**)
- **We do not take prescription requests over the phone, because errors are easily made.**
- Repeat medication is regularly reviewed and you may be asked to make an appointment when you come to collect your prescription.
- **Deliveries** : We have a number of local Pharmacies who provide a prescription collection and delivery service. Please ask your local Pharmacy if they offer this service.

RECIPROCAL CHARTER AND COMPLAINTS

- We offer a wide range of services and will always treat you with respect.
- You have a right to receive medical care from a suitably qualified medical practitioner. This will usually be by appointment with your allocated or preferred doctor but may be with another Doctor or an alternative and appropriate professional such as a Nurse or Health Care Assistant.
- We try to make sure that everyone is seen within 2 days and try to keep to time, but apologise if we occasionally run late.
- You may request to be seen by a doctor of a specific gender or to have a chaperone present for intimate examinations although, on occasion, this may be by further appointment.
- You have the right to refuse to be examined in the presence of a student.
- Attending an appointment implies consent for examination or treatment. You may refuse this but a doctor may give essential treatment if a patient is considered to be incapable of understanding or giving consent.
- You may be seen at home if you are unable to attend surgery for a particular reason. You may be asked about your circumstances and the doctor may decide that you should attend the surgery instead.

Please help us to help you!

- Please arrive on time and do not ask for urgent appointments for non-urgent problems
- Please cancel appointments in advance if the problem has cleared or you cannot attend.
- Please do not abuse telephone access to your doctor and keep telephone calls to the surgery to a minimum. **Please do not telephone for test results or prescriptions.**
- Please follow the advice or guidance that you are given by your health care professional.
- Please be considerate to the needs and feelings of other patients at the surgery.
- Please treat all staff with respect and refrain from the use of abusive language or threatening behaviour. **Violence or Abuse** will not be tolerated and patients will be removed from the list if they behave in this way.
- **Complaints.** We value suggestions and comments. There is an official complaints procedure. If you would like to complain please advise a member of staff, the practice manager or your doctor. We take all complaints and suggestions very seriously.

Further information on patients rights and responsibilities can be found in the NHS Constitution which is available online at www.nhs.uk/constitution