

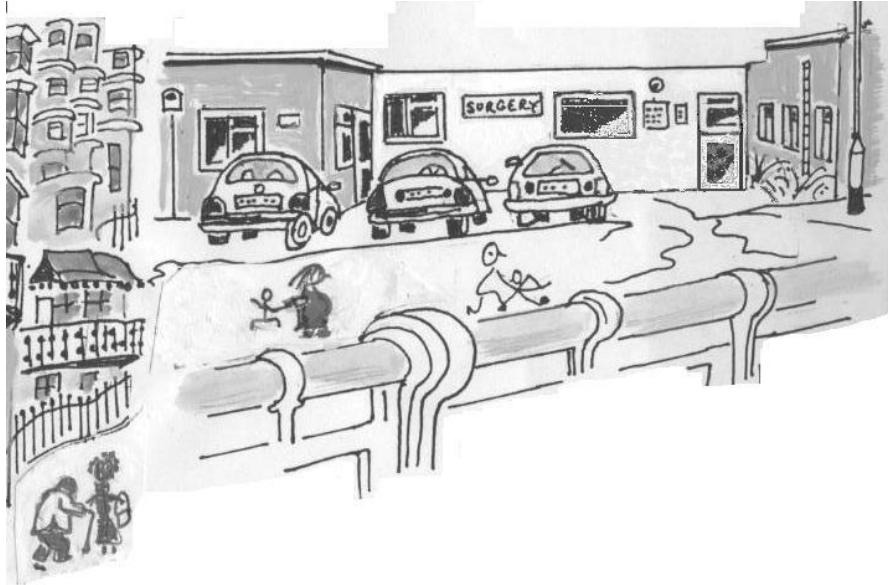
# **Ardingly Court Surgery**

**1 Ardingly Street**

**Brighton**

**BN2 1SS**

**Tel: 01273 688333 Fax: 01273 671128**



**Dr. Helen Dirmikis**

**Dr. Ayad Fidal**

**Dr. Mary Flynn**

**Dr. Veronica Sutcliffe**

**Dr. Kirstine Haslehurst**

**Information for patients- Updated April 2010**

## Welcome to Ardingly Court Surgery

This is a leaflet explaining the services we provide. Please keep it in a safe place for reference.

You can also find further information on our website [www.ardinglycourtsurgery.co.uk](http://www.ardinglycourtsurgery.co.uk)

We are a five doctor training partnership contracted to Brighton and Hove City Teaching Primary Care Trust. We provide general medical services to patients registered with our practice between the hours of 8.00am-6.30pm. We also provide general medical services to temporary residents within our practice boundary and immediately necessary treatment for any person not registered with the practice who has a medical emergency within our practice boundary.

We have our own Nurses and a Health Care Assistant, who can be seen by appointment for a wide range of treatments and advice

### Surgery Opening Hours

The Surgery is open during the following hours:-

Monday – Friday	8.15 am – 12.30pm
Monday – Friday	2.00 pm – 6.00pm

During these times, the reception staff are here to make appointments, to accept written repeat prescription requests and to help in any other way.

### Access for the Disabled

The surgery is entirely at ground floor level, with no steps. There is a toilet facility for the disabled. A hearing loop is available at reception and can be taken into your consultation too. Please make your needs known to the receptionists

### The Practice Team

Doctors:	Dr Dirmikis Dr Fidal Dr Flynn Dr Sutcliffe Dr Halsehurst
GP registrar	Vacant at present
Senior Practice Nurse:	Penny Bennett
Practice Nurses:	Natalie Bluhm
Health care assistant:	Anna Coplestone
Practice Manager:	Kathryn Wines
Secretary:	Gaye Trowsdale
Finance assistant:	Shona Cameron,
Senior Receptionist:	Angie Page
Receptionists:	Joy Benzie, Lisa Davey, Eileen Clemson Paula Fuller Maura Hannon Sarah Jackson Pat Johnson

## **We provide the following services under the NHS contract**

### **Core services**

General management of medical conditions  
Health promotion advice  
Emergency care if appropriate  
Referral for other services, if appropriate  
Urgently required care for temporary residents

### **Additional services**

Cervical screening	Cryotherapy
Child health surveillance	Maternity services
Contraceptive services	Vaccinations and immunisations

### **Enhanced services**

Child protection	Childhood immunisations
Choose and book	Chronic disease management
Contraceptive implants	Depression
Exercise	Flu immunisations
HIV care	Improved access
Intermediate care	IUCD insertions
Information technology	Meningitis C immunisations
Leg ulcer care	Minor surgery – Injections
MMR immunisations	Neonatal visits
Palliative care	Phlebotomy
Pneumococcal immunisations	Smoking cessation
Substance misuse	Wound closure

### **In addition;**

- Registered patients aged 16 -75 who have not been seen for 3 years may request a consultation.
- registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation

These appointments will be with the Practice Nurse. (If you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged.)

### **Practice Sisters**

Sisters Penny Bennett, and Natalie Bluhm are our Practice Nurses. They are here to provide a wide range of services. These include Asthma and COPD clinics, Diabetic clinics, Coronary heart disease monitoring, smear tests, ear syringing, family planning checks and advice, travel advice and immunisations, wound-care and dressings, removal of stitches, and confidential advice for teenagers. The receptionists will ask you which service you require when you book, to ensure that you are booked in with the most appropriate nurse. The nurses can also give you advice on the telephone at the end of their morning surgery. Please ask the receptionists if you require this.

### **Health Care Assistant.**

Anna Coplstone is our Health Care Assistant. She is here to assist the nurses with routine procedures, to take blood for testing and to carry out diagnostic tests at the request of the doctors.

### **District Nurses**

We have a team of District Nurses attached to the Practice. They will provide care for the housebound, either because of disability, or following recent discharge from hospital. You can get in touch with them by telephoning **Whitehawk Clinic** on **01273 609412**.

### **Community Midwife**

Helen Hutley is our community midwife attached to the surgery. She will share the care of pregnant women with the doctors. She sees patients at the Roundabout Children's Centre on Thursdays. You can get in touch with her by telephone on **01273 290300**.

### **Health Visitors**

The health Visitors look after families of children under 5. Their prime function is the promotion of good health, health education, advice and support and the prevention and detection of ill health. They advise on matters relating to family and child health. They assess children's development and undertake parent craft teaching and health education work. They can be reached at the Turner children's centre (for Brighton) on 01273 296700 or the Roundabout children's centre (for Whitehawk) on 01273 290300. Further information can be obtained from The Children & Young people's service on **01273 260016**

### **Counsellor**

Rita Wright is our Practice Counsellor. If your GP feels that you might benefit from seeing her, then they will arrange for that to take place.

## **Training Practice**

We are a training practice and take qualified doctors wishing to do their GP training. They are with us for 12 months and are supervised by Dr Flynn. Some of their training involves recording their consultations on video but you will always be asked for your consent to this before your consultation.

We also have Medical students from Brighton & Sussex Medical School attached to the practice in term time. Dr Flynn, Dr Fidal and Dr Dirmikis will be teaching them. As part of their training, our students must gain practical experience in the treatment and care of patients. The practice benefits from its teaching responsibilities in many ways. We hope that you will be willing to allow students to learn by being involved in your care. If you do not wish students to be involved at any stage please let us know. Your care will not be affected in any way by your decision.

## **Practice Boundaries**

The Practice will only accept new patients from the area defined by postcodes BN1 1xx, BN1 4xx, BN2 1xx, BN2 2xx, BN2 3xx and BN2 5xx. If you move to an address outside this area, we will ask you to re-register with another practice.

## **How to Register with a Doctor**

If you live within our practice boundaries you may apply to join our practice list. Please make your request known to us by either asking at reception or writing to us. You will need to produce proof of identity and address.

Patients are registered with the practice not an individual GP. Your medical card will be issued in the name of the doctor who will supervise your care; however you may also express a preference to be seen by a particular doctor or nurse for all or part of your care. We will try to comply with your request if possible.

## **How to See Your Doctor**

We offer both face to face and telephone consultations with your Doctor. Please telephone the surgery (01273 688333) from 8.30 onwards on the day that you want to see or speak with a doctor and you will be offered a routine 10 minute appointment. Wherever possible it will be with your usual doctor. The doctors' surgery times are detailed on the back page and it is always best if you see the same doctor as this will ensure continuity of care.

Please ask the receptionist for a telephone appointment if you feel that this is most appropriate. We will take your telephone number and the doctor will call you back, usually within half an hour of the appointment time. If you only have a mobile telephone you may be asked to ring the doctor back.

There are a number of pre bookable appointments available at various times throughout each day. These appointments will be available to be booked up to one week in advance. They can also be booked via our website [www.ardinglycourtsurgery.co.uk](http://www.ardinglycourtsurgery.co.uk)

We are now offering a limited number of early morning appointments from 7.20 on two days a week and one Saturday morning surgery once a month. These appointments can be booked up to one week in advance in the usual way.

## **Telephoning the Surgery**

We will receive telephone calls from 8.30am until 1.00pm and again from 2.00pm until 6.00pm. Between 1.00pm and 2.00pm the lines are diverted to our answer machine, but if you have an emergency during this hour please ring and listen to the message and it will tell you what to do.

Please telephone, if at all possible, as early as you can for an appointment, after 10.30 for general enquiries and after 2.00pm for test results.

## **Urgent Calls**

If you have an urgent problem or emergency, telephone the surgery on 01273 688333 at **any time, day or night, every day of the year**. If we are not here, you will hear a message giving you the number of the Out of Hours service, South East Health Ltd (formally BRIGHTDOC), who will be able to advise you, or arrange a consultation if necessary. Alternatively, when you know we are closed, you may like to phone South East Health Ltd directly on 0845 4565420

### **Non-emergencies**

You may telephone NHS Direct on 0845 4647, look for information on their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or e-mail them at [nhsdirect.nhs.uk](mailto:nhsdirect.nhs.uk) for information about your condition.

### **Home Visits**

We prefer you to attend the surgery if at all possible where we have your full medical history available. However if your medical problem prevents you from doing so and you think that you may need a home visit, **please call us on 01273 688333 before 10.00am**. Your telephone number will be taken by the receptionists and a doctor will telephone you before they visit to assess whether the visit is necessary. If you feel that your need is more urgent than this please tell the receptionists when you call.

### **Repeat Medication**

We run a computerised prescription service. Requests need to be made either in writing or via our website. Please tick the items you require on your request form or write on a piece of paper with your name, address and date of birth and the items you require. You may obtain your repeat prescription by either handing in your prescription repeat slip to the receptionist, by posting it to the surgery with an SAE, by faxing your request to us on 01273 671128 or by ordering it on our website [www.ardinglycourtsurgery.co.uk](http://www.ardinglycourtsurgery.co.uk)

**WE DO NOT ACCEPT TELEPHONE REQUESTS FOR PRESCRIPTIONS.**

Once we have received the request it will take two full working days to be processed. We do not work Saturdays, Sundays or bank holidays. Once the prescription has been processed you can collect it from the surgery. Alternatively we can send it back to you or a chemist if you include a stamped addressed envelope with your request.

**WE DO NOT FAX PRESCRIPTIONS TO CHEMISTS UNLESS IT IS A MEDICAL EMERGENCY.**

Your GP will want to review you regularly while you are on medication. There is a review date on the repeat medication form. If this is over due we may send you a reminder message to ask you to make an appointment to see your doctor as soon as possible. It may not be possible for us to issue more medication unless you have seen your doctor.

Various chemists have a prescription collection service from the surgery. ASDA-Marina, Boots, Stephen Bower & IV Jones all in St James' Street, Lloyds-Arundel Road & Alliance-Rock Street. Contact the chemist for more details on their service.

### **Medication queries**

If you have any problems or queries about your medication you should make an appointment with your usual doctor to discuss this or you could contact your local pharmacist and he/she will also advise you.

### **Prescription Charges**

All children under 16, or under 19 and in full time education, and the over 60s are exempt from prescription charges. Some medical conditions will also mean that you are exempt, so check with your doctor or pharmacist. Prescription costs change in line with inflation but you might like to consider buying a prepaid card. Further information can be obtained from your pharmacist.

### **Sickness Certificates**

According to guidelines issued by the Department of Social Security, for sick pay purposes, a doctors' certificate is not needed for the first 7 days of any period of sick leave. For sickness of less than 7 days, you should self-certify using form SC1, which you should obtain from your employer. If your employer requires a sick certificate for any period of less than 7 days, they may write to the practice and ask for a private certificate. If they have your consent then a certificate may be issued. The fee to the employer for this is currently £13.00.

### **Family planning**

We provide advice, counselling and a range of contraceptive services including emergency contraception, pill checks, coils and implants.

### **Maternity services.**

Maternity care is provided by all the doctors and this is usually shared between your GP and the community midwife. We offer free pregnancy tests for teenagers and some local pharmacies will also offer to do the test for you. As soon as you know you are pregnant please make an appointment to see your doctor. This early appointment gives you an opportunity to discuss your hopes and fears and to plan the care you would like to receive. The community midwives are happy to support most women who want a home birth.

### **Child Health Clinic**

The Child Health Clinic is held on Wednesdays from 2.00 – 3.00pm when the nurses will give the full range of childhood immunisations. Immunisations for older children are provided by appointment with the Practice Nurse.

### **Holiday immunisations**

Adult and holiday immunisations are given by the Practice Nurses by appointment. If you are intending to go abroad it is advisable to make an appointment to see the Nurse, two to three months in advance to discuss the requirements. The Nurse stocks a full range of holiday vaccinations and will give you all the necessary information. Some vaccinations, not covered by the NHS, require a fee.

### **Blood/Urine Tests**

Only your doctor or the practice nurse may request a test. Blood tests can be taken by our Phlebotomist at the surgery. If you have had a blood/urine test taken at the surgery please ring us 7 – 10 days later, preferably after 2pm, for the result.

Please note that the results of tests organised by the hospital doctors go back to them and not always to the surgery.

### **Cryotherapy**

Dr Dirmikis runs a cryotherapy clinic once every 2 months on a Tuesday afternoon. If you think that you need this service please make an appointment with your own doctor first to discuss this.

### **Non-NHS examinations**

A full range of insurance, pre-employment, fitness to travel, fitness to undertake sports and all forms of driver medicals can be performed. However a fee is payable to the practice, as the NHS does not cover these services.

We also provide private medical examinations on behalf of the DVLA. Appointments for these sessions can only be made following advice from the DVLA. A special appointment is needed for these medicals so please speak to the receptionist to arrange this. You will be asked to pay a £20 deposit in cash when booking a medical. Once you have attended the medical this will be either refunded or deducted from the final account. Please note if you fail to attend the deposit will not be refunded.

### **Interpreting services**

If English is not your first language and you need an interpreter to accompany you to your consultation please ring Sussex Interpreting Services (SIS) on 702005. Alternatively contact the surgery and a receptionist will be able to do this on your behalf.

A British sign language interpreting service is also available from Neal communications Agency Ltd. Please ask at reception.

Both interpreting services are provided free for all patients.

## **Discrimination**

The investigations or treatments that our doctors and nurses provide will be based on their clinical judgement of our patient's needs and the likely effectiveness of the treatment. The views of the doctor or nurse about our patient's lifestyle, culture, belief, race, colour, gender, sexuality, disability, age or social or economic status will not influence the treatment they provide or arrange.

## **Changes to Services or the way we work.**

When changes are introduced to our methods of working or services that affect patients, we will explain these changes clearly in our practice leaflet, on posters on the waiting room notice board or in separate leaflets.

## **Your Personal Details**

Please let us know if you move, or if you change your telephone number. If you are in any doubt, please check with the receptionist that we have the correct details on our files. Information held on our Practice computer is subject to current legislation as laid down by the Data Protection Act 1998. Under that Act, you have certain rights of access to your medical records. Please apply in writing to your doctor or to Kathryn Wines, our Practice Manager. If you need copies of your records, however, we do need to make charges to cover our expenses in doing this.

## **Confidentiality**

We ask for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information about you. This information may also be needed if we see you again. Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. We only use or pass information about you to people who have a genuine need for it and whenever we can we shall remove details that identify you as an individual.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

- 1 it is a matter of life and death or serious harm to you or to another individual
- 2 it is overwhelmingly in the public interest to do so
- 3 there is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality. If you are concerned about any of the ways in which your confidential data is used please ask to speak to Kathryn Wines our practice manager.

If you would like to speak to a member of staff in confidence, please do ask.

## **Suggestions and Complaints**

The whole team here is committed to providing you with a good quality of care and service. We recognise, however, that sometimes things do not work out as we would like, and sometimes, regretfully, things do go wrong. We are always open to suggestions, and we would encourage you to speak with Kathryn Wines, our Practice Manager, with any that you might have.

We follow the NHS complaints procedure when dealing with complaints and a copy of our complaints procedure is available on request, at reception.

## **Patient rights and responsibilities**

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep appointments and follow the medical advice given. If you are going to be late for your appointment please telephone us if you can. We will try to get you seen but this may not always be possible.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

## **Violent patients – Zero tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for providing further medical care for such patients.

This Practice is part of:

Brighton & Hove City Teaching Primary Care Trust

Prestamex House

171-173 Preston Road

Brighton BN1 6AG

Tel No. 01273 295490

## **The following Practice leaflets are available on request, from reception.**

How to Make a Complaint,

Patient's Rights and Responsibilities

How the Practice uses personal health information.

The Practice's Freedom of Information Act Statement

**Local organisations which provide help and information.**

You can contact them direct on the numbers given

**Social Services Information Line** on 295555 can help with social difficulties, especially those related to families or the elderly.

**Blue Badges** (parking permits for disabled car users) Phone 296270.

**Age Concern.** Phone 720603. Help and advice for older people.

**Carers Centre** at the Community Base, Phone 234045. Fax 234046  
Support and information for carers of all ages.

**On the level.** 69 Ship Street. Phone 887886.

An information and advice service for young people aged 13 -25years.

**Family Planning clinic** Morley Street, Brighton. Phone 242091. Open to anyone, any age.

**Claude Nicol Centre** Royal Sussex County Hospital, Eastern Road, Brighton, phone 664721, deal with sexually transmitted diseases, HIV testing and sexual difficulties in a confidential environment.

## **Doctors' Surgery Times**

### **Dr. H. Dirmikis MBChB, DRCOG, DCH, DFFP, MRCGP, (1998) Sheffield**

Monday	8.30am - 11.30 am	3.00pm – 5.30pm
Tuesday	8.30am - 11.30 am	3.00pm – 5.30pm
Thursday	8.30am - 11.30 am	No afternoon surgery
Friday	8.30am - 11.30 am	3.00pm – 5.30pm

### **Dr A. L. Fidal. MBChB, MD, MRCOG, DFFP, (1986) Egypt**

Monday	8.30am - 11.30 am	3.00pm – 5.30pm
Tuesday	8.30am - 11.30 am	No afternoon Surgery
Wednesday	8.30am - 11.30 am	3.00pm – 5.30pm
Friday	8.30am - 11.30 am	3.00pm – 5.30pm

### **Dr. M.G. Flynn. MBChB, MRCGP (1978) Bristol**

Monday	8.30am - 11.30 am	3.00pm – 5.30pm
Wednesday	8.30am - 11.30 am	No afternoon Surgery
Thursday	8.30am - 11.30 am	3.00pm – 5.30pm
Friday	8.30am - 11.30 am	3.00pm – 5.30pm

### **Dr. V.A. Sutcliffe. MBBS, DTM&H, DRCOG, DCH, MRCGP (1990) London**

Tuesday	8.30am - 11.30am	3.00pm – 5.30pm
Thursday	8.30am - 11.30pm	3.00pm – 5.30pm

### **Dr. K. Haslehurst MBChB, MRCGP, MRCP, DRCOG, DFFP (2004) Bristol**

Monday	No morning surgery	3.00pm - 5.30pm
Wednesday	8.30am – 11.30am	3.00pm – 5.30pm
Friday	8.30am - 11.30 am	No afternoon Surgery

In addition there will always be a Duty Doctor available from 8.00am – 6.30pm.