



Welcome to the Harbour Medical Practice

“Our aim is to provide a caring, high-quality, medical service in a friendly, happy and healthy environment.”

THE PRACTICE STAFF

DR. IDANGO ADOKI MBBS FRCS RCP (Glasgow) DRCOG FPCert
PGCMed Ed PARTNER - Special interests: Diabetes, Hypertension, Surgery
and Medical Education.

DR. IBELEMA COOKEY MBChB FFFP MRCGP, ADMINISTRATION
PARTNER

DR SUMI SHRESTHRA – Salaried GP

DR SHIREEN ASAD – Salaried

DR EBRIMA DARBOE - Salaried GP

Dr NIMIT SHRESTHA- Salaried GP

MRS KATIE SUMMERBELL - PRACTICE MANAGER

MRS SUE ELLIOTT - OFFICE MANAGER

The Practice Manager Katie Summerbell is assisted by Sue Elliott and together they lead a team of receptionists, secretaries and other administration staff who work very hard behind the scenes to ensure that the Practice runs smoothly and efficiently.

PRACTICE NURSES

Paula Cornelisse Lead Nurse
Alannah Worms

HEALTH CARE ASSISTANTS

Sian Stinner
Vicky Burdon-Smith
Lisa Burgess - Phlebotomist

PRIMARY CARE NETWORK

The Practice is part of Eastbourne East Primary Care Network and we work collaboratively with Stones Cross Surgery and Princes Park Health Centre to deliver health care services to our local population. Together we have delivered very successful COVID vaccination clinics and Enhanced Services. We also have a team of Allied Health Care Professionals that work with the Practice

FIRST CONTACT PRACTITIONERS

You may see a First Contact Practitioner who is a MSK specialist if you have any new onset of joint or muscular pain. They have the backing of our GPs and can refer for further investigations and support management plans

PHARMACISTS

Our Pharmacists reconcile medications following hospital discharges, complete medication reviews with patients and are available for general queries' regarding medications.

HEALTH AND WELLBEING ADVISORS

Our Health and Wellbeing practitioner can advise and support patients with lifestyle advice. You can experience a personalised health and wellbeing approach that will include all aspects of your environment, physical, mental, emotional and social wellbeing.

CARE COORDINATOR

Our Care Coordinator works closely with patients with more complex needs being their main point of contact at the practice. Chris works with additional professionals and our clinical team to ensure that the best possible care is offered.

SOCIAL PRESCRIBERS

Our Social Prescriber is on hand to support patients who may have non-medical conditions. We refer patients who may be struggling with isolation, debt or housing issues.

EMOTIONAL WELLBEING SERVICE

We have dedicated staff from our Primary Care Network who coordinate and provide this service. Please contact Reception in the first instance.

DISTRICT NURSES

Based at Eastbourne Park Primary Care Centre (EPPCC), Cross Levels Way, Hampden Park and can be contacted on 01323 514870 ext. 6024. Patients are seen at home at dates and times as arranged by the District Nurses following GP or hospital referral.

HEALTH VISITORS

Our Health Visitors are nurses with special training to advise and promote good health. They work with all age groups, but particularly with families with very young children and the elderly. They are based at Princess Park Health Centre. To contact the Health Visitors please ring 01323 744629.

MIDWIFE

Ante-natal clinics are held at the surgery every Friday. These are by appointment only, booked only by the Midwifery team themselves.

The Midwifery team can be contacted on 01323 767196 or 01323 469029.

If you become pregnant, you will be referred to the Midwifery team. The midwife on the first appointment will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy.

PRACTICE PATIENT PARTICIPATION GROUP

The purpose of this group is to gain views from the patients on how well the current surgery services are performed and then feedback these comments constructively to the Practice. The group holds a meeting once a month at the Practice. Copies of the minutes from the meeting can be obtained from the Practice.

PRACTICE CLINICS

Nurse Clinics

Our nurses deal with a range of conditions and health concerns. They examine patients, make decisions and institute care plans. They are experienced in many

areas of disease management such as diabetes, asthma, general coronary heart disease health information and advice. Nurses are available by appointment only.

Health Care Assistant

Our HCA is an important member of the practice team who works under the supervision of the nursing team. They can take blood, check blood pressure, test urine, administer injections, and carry out ECGs. The HCA is available for these services by appointment only.

Services & Clinics provided by the practice

We run a range of clinics. For an appointment or further details, please call our appointments line 01323 470370.

Asthma

Patients with asthma should see one of our asthma nurses at least once a year for a review of their asthma, including medication dose and strength, inhaler techniques and peak flow recordings.

NHS Health Checks

A NHS Health check is available to all registered patients aged between 40–75 years of age, by invitation and appointment. This nurse/physician health check is designed to assess the risk of stroke and heart attack based on current health and various lifestyle factors that may affect future wellbeing (e.g., family history, smoking, drinking, diet & exercise). It includes a blood test for cholesterol, a blood pressure check, and other tests (such as ECG, X-ray) that may be deemed appropriate.

Patients whose overall risk is found to be 15% or greater may be referred to a GP as well as receiving healthy lifestyle information and invitations for annual reviews. Those who are below 15% risk are reviewed on a 5-yearly basis pending other events in the interim years that may bring about any change.

Cervical Smears and Women's Health

Performed by the practice nurses by appointment only.

Family Planning & Emergency Contraception

A range of family planning services are available by appointment only. Should you require emergency contraception, when contacting the surgery please be sure to notify the receptionist of the urgency, who will follow an agreed practice protocol on this matter.

Joint Injections

Dr Adoki is available for joint injections.

Warfarin Patients (INR Clinic)

A practice nurse runs our INR Clinic by appointment only. This is a one-stop clinic for all patients who are taking warfarin medication.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)

Insurance claim forms

Prescriptions for taking medication abroad

Private sick notes

Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Please be aware that Non-NHS services will not be treated with the same priority as NHS work and as such the wait for medical appointments will be longer.

Ultrasound

We have our own ultrasound service which is also available for other surgeries within the area. Referrals are accepted from other CCG areas. We pride ourselves in being able to scan the patient within 14 days and the reports returned on the same day.

PRIVATE SERVICES

The practice also has a number of private providers practising within the facilities. These are Physio's, Osteopath's and Aesthetics.

Please contact the reception desk for details of how to book appointments for these.

Practice boundaries

Our practice boundaries cover the following areas: Sovereign Harbour North, Sovereign Harbour South, West Pevensey Bay and Langney point. Permanent residents of these areas are welcome to register with the practice.

How to register with the practice

If you wish to register with the practice, please complete the new patient registration form and questionnaire which can be collected in person from reception or online via our Practice website - www.harbourmedicalpractice.co.uk

You will also be required to book an appointment with a Health Care Assistant for a New Patient's Health Check.

SURGERY HOURS

We are open from 8:00 am. - 6:30 pm Mondays – Fridays with the exception of the first Tuesday of each Month when the Practice is closed between 1 pm and 2 pm for a Practice Meeting. We have an emergency line available during this period should you need to contact us please call the main surgery line 01323 470370

On Tuesdays we also have an evening surgery from 6.30pm – 8.00pm.

Morning sessions start at 8:40 am or 9 am to 11:30 am. Afternoon sessions start at 2.30pm or 3.30pm to 4.30pm or 5.30pm. Daily surgery details vary with each Doctor – please phone for further information.

Enhanced access

We work with our Primary Care colleagues to deliver enhanced access. This service provides extra GP/Nurse appointments outside normal GP Surgery times- Providing a wider range of times to suit patients who are unable to get to their GP during normal working hours. Please speak to one of the Reception team or call us on 01323 470370 if you need an appointment.

Repeat Prescriptions

It is our policy to regularly review your medications. This is considered to be good practice. Once stabilised, the doctor may put your medications on REPEAT. This means that you may obtain a repeat of your medications without seeing the Doctor (this is until such time as a review appointment is required).

The reception staff are unable to take requests for repeat prescriptions over the telephone or verbally in person, as this may result in a mistake being made.

Requesting repeat medication:

The practice accepts request for repeat medication in the following ways:

Repeat prescription request form which is available at the entrance to the Practice, or your pre-printed prescription side slip. The form should then be posted in the box supplied in the entrance area or sent in by post. Alternatively you can request your medication by following the repeat medication links on the practice website www.harbourmedicalpractice.co.uk. Having requested your medications, we would ask that you please allow **THREE full working days**, for the office staff to process your request. The prescription can either be collected from the desk or posted back to you (if you include a SAE). You may also choose to have the prescription made up for you to be collected from a pharmacy of your choice. Should you require this service please tick the appropriate section on back of your prescription.

Home visits by GPs

If you are genuinely too ill to attend the surgery, please contact the Practice, a Doctor will telephone you back to discuss your problem, they may be able to advise you whilst speaking to you. The Doctor would prefer to see you in the surgery where all the necessary resources and equipment are available. However, if the Doctor feels you require a home visit they will arrange for this to take place. If you think you require a home visit we would ask you to be kind enough to contact the surgery as early as possible as this will help us to plan our workload for the day.

Telephone Advice and Consultations

It may be possible to advise on some medical problems over the telephone, it is not always necessary to visit the surgery for a face-to-face consultation.

Should you require advice regarding a medical problem that you think can be resolved over the telephone please contact the Practice and request a consultation with the Doctor or Practice Nurse. The Doctor or Practice Nurse will return your call usually at the end of the morning or the afternoon surgery. Please ensure we have full contact information to enable us to reach you.

Out of Hours service

Eastbourne Walk in Centre

Emergency

Tel: 111 for the NHS 111 service

Tel: 01323 726650

Tel: 999

Should you require the services of a Doctor outside these hours, you can either;

1. Phone the Out of Hours Service on **111 for the NHS service**.
2. If you believe the medical problem to be an Emergency or life threatening, then please call an ambulance immediately on 999.

Comments, Suggestions and Complaints

We are keen to maintain and improve the services we offer within our Practice. Should you have any comments or suggestions these are always welcome. Please be kind enough to put them in writing and address them to the Practice Manager.

Formal complaints will be looked into immediately and acted upon promptly. Full details of our Complaints Procedure are available within the Practice or from the Practice Manager.

Your Rights and Responsibilities

We value a good relationship with all our patients. This depends on mutual respect.

Your Rights as a patient are...

To be treated with dignity and respect irrespective of your colour, sex, race or creed and whether you are able-bodied or disabled.

To be offered the highest standard of medical care possible within the resources available.

To be seen by a Doctor on the same day, if you have an urgent medical problem.

To have a second opinion if appropriate.

Your Responsibilities as a patient are...

To treat all members of practice staff and all those you meet on the surgery premises with

Courtesy irrespective of their colour, sex, race or creed and whether they are able-bodied or disabled.

Action against Violence and Abuse

We would hope that no patient would exhibit any acts of violence or abuse. Any such behaviour towards any member of staff or any other patients or visitors to our premises, will be acted upon, promptly and appropriately. This would usually include the removal of such a patient from our list.

Data protection

We are almost completely computerised in the practice. Information about all patients is held on our secure computer database. Such information is accessed by Doctors and other Healthcare Professionals. These records must be kept up to date with accurate information regarding your health and treatments received; this information will enable anyone assessing you as a patient to decide on the correct course of treatment. This will ensure you receive the best possible care from us.

Health information on the database may be shared with hospitals and other health agencies that may be involved with your care. Only the necessary information is passed on.

Anonymised (names taken out) health information may also be sent to the Clinical Commissioning Group who oversee the health care management of the area.

Everyone who deals with patient information is bound by rules of confidentiality. You have the right to see data held in your name. Please ask for the Practice Manager for more details.