

Online Access

If you are **over the age of 16** and have provided us with an email address, you will be automatically signed up to the online access service once registered.



You have no upcoming appointments. You have no pending requests.

New booking

New request

On the Patient Access website you can book appointments, request repeat medication, nominate a pharmacy, check test results and immunisation history.

Surgery Appointments

This surgery does not distinguish between urgent and routine appointments. Instead, there are a large number of same-day appointments available. Appointments are split into the following categories:

- **Pre-bookable** (up to 3 months in advance)
- **Next Day** (bookable online from 8pm the day before)
- **Same Day** (bookable by phone or online from 8am on the day)

Please cancel any appointments in good time. This practice records all instances where a patient does not attend an appointment.

Home Visits

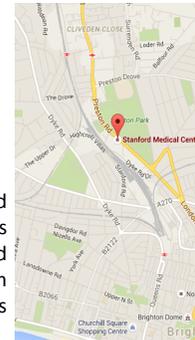
Home visits are made when a patient is too ill to come to the surgery. To ask for a visit, please call us on 01273 557411 before 10.30am. You will be asked for a telephone number and reason for the visit. The doctor will speak to you (or the patient) before visiting to assess the need for the visit.

Telephone Appointments

Doctors and nurses are available each day to talk to you on the telephone. You will be asked to leave your telephone number and they will call you back. The receptionist will ask the nature of the call in order to assess the suitability of a phone call.

THE STANFORD MEDICAL CENTRE

175 Preston Road
BN1 6AG
Doctor: 01273 557411 (Option 2)
Nurse: 01273 557411 (Option 3)



Open Monday to Friday between 8.00am and 6.00pm. We offer pre-bookable appointments on Monday evenings between 6.30pm and 8.50pm and Saturday mornings from 8.00am to 10.45am with a doctor. Each GP works specific days at this surgery, please be aware.

ISLINGWORD ROAD SURGERY

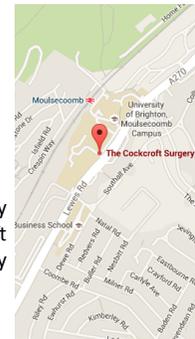
79 Islingword Road
BN2 9SL
Phone: 01273 681971



Islingword Road Surgery is open between 8.00am and 11:30am and again between 2:00pm and 5.30pm. Each GP works specific days at this surgery, please be aware.

COCKCROFT SURGERY (STUDENTS ONLY)

University of Brighton
Lewes Road
Brighton, BN2 4GN
Phone: 01273 642864



We cover all students at Brighton University that live in Brighton and Hove. Cockcroft Surgery is open during term times only between 8.00am and 12 noon.

Email us on bhccg.stanfordmedicalcentre@nhs.net



Practice Leaflet

A Short Guide For Patients



Partners:

- Dr Andrea Bhermi (f)
- Dr Clare Garewal (f)
- Dr Jenanne Shaheen (f)
- Dr Alex Morton (m)
- Dr James Simpkin (m)
- Dr Rachel Austin (f)
- Dr Ronak Patel (m)
- Dr Charan Koka (m)
- Dr Jackie Kanga (f)

Associate GPs:

- Dr Lucy Garcia-Ladera (f)
- Dr Natalie Novak (f)

Practice Manager & Business Partner:

Cheryl Palmer

Lead Practice Nurse:

Sarah Meacock

Welcome to Stanford Medical Centre

This leaflet is a short introduction to our team and the services we provide. The practice provides a range of services, including treatment, referral and advice.

- Cervical Screening
- Contraceptive Services including coils and implants
- Vaccinations and Immunisations
- Child Health Surveillance
- Smoking Cessation Clinic

Practice Nursing

For many patients, particularly those with chronic conditions, the practice nurse will be the first point of contact. They offer Asthma and Diabetes management as well as services such as the 40-74 year olds NHS Health Check.

Contraception

All contraception advice is carried out by our nurses. Please contact nurses reception to book in for a Pill Check or Contraception Advice.

Minor Operations

We undertake a wide range of minor surgical operations from removal of skin tags and moles to cryotherapy and benign cysts. Appointments for this clinic are via GP referral only and are carried out by Dr Punja and Dr Patel.

Midwives

Our midwife, Peggy Osborne, is here at the surgery on Wednesday and Thursday of each week.

www.mypregnancymatters.co.uk

Register your pregnancy with the hospital using the link above and then book in for your first appointment through the nurses reception at the surgery.

Non-NHS Examinations

Certain medical examinations are not covered by the NHS. Medical examination appointments take up to half an hour and a fee is required, the full prices for which can be found at reception.

Useful Information

GP Registrar Training and Students

Stanford Medical Centre is a training practice and regularly has medical students working with us. If students are observing some appointments, reception will advise you; if you do not want a student present, please explain at the desk. We often have a "GP in training" (Registrar) who may ask to video a consultation. Again, there is no obligation to do this and they will be happy not to, if requested.

Care Navigation

We have updated our phone message as of July 2018. We will be taking more information about your issues in order to offer different services for your care, including an option to "self refer" to other organisations. More appropriate services could be a pharmacist or optician. For example, you can self refer to:

- Brighton and Hove Wellbeing Service
- Physiotherapy & Hand and Wrist MSK
- British Pregnancy Advisory Service

Continuity of Care

After registering with us you will be informed of your named GP. However, you are entitled to see the GP of your choice. The receptionists will ask you:

"Which GP do you see for this specific issue?"

Studies in the British Medical Journal suggest that seeing the same GP over time can lower death rates and ensure high quality care.^[1]

^[1]Pereira Gray DJ, Sidaway-Lee K, White E, *et al*
Continuity of care with doctors—a matter of life and death? A systematic review of continuity of care and mortality
BMJ Open 2018;8:e021161. doi:10.1136/bmjopen-2017-021161

Parking

Please be aware that at our main surgery, 175 Preston Road, parking is limited. Please leave enough time if you plan to use the car park.



We have a parking control system in place and you will be required to enter **your registration number** at reception to avoid receiving a fine (This includes blue badge holders). Parking is not available at the branch surgeries.

Procedures

Repeat Prescriptions

Please note, we **DO NOT** accept requests for repeat prescriptions **by telephone**.

You can obtain repeat prescriptions in the following ways:

Website - WWW.PATIENTACCESS.COM

Paper - Return the tear-off slip to the surgery.

Call Prescription Ordering Direct— 08081647678

Email - Send your request to our practice email:

Stanford.brightonscripts@nhs.net

We aim to process your prescription within two working days. If you use a chemist to pick up your prescriptions, you need to allow more time. The practice has a Repeat Prescribing Policy, which can be viewed on request.

Test Results

You can view your test results electronically with our online access. If you wish to phone for the results of a test, please call Islingword Road Surgery after 10.00am and Stanford after 11.00am.

Medical Records

Our practice staff have signed a confidentiality agreement; we respect your right to privacy and keep your information secure. It is important that the NHS keeps accurate records about your health and treatment so that clinicians can give the best care. Disclosure of information to any other outside agencies will only be given after written permission from the patient. In extreme cases relating to child protection, that rule can be superseded.

Accessing your records is free. Should you wish to access your medical records, please make your request in writing to **Cheryl Palmer - Practice Business Manager**. Please note: it can take up to 30 days to collate all the information required.

Complaints Procedure

If you have a complaint or concern about the service you receive from a doctor or staff member at the practice, you are entitled to ask for a discussion about this. Please contact:

Cheryl Palmer (Practice Business Manager)

Stanford Medical Centre, 175 Preston Road, Brighton, BN1 6AG or phone 01273 557411.