Priory Road surgery
83 Priory Road,
Hastings, TN34 3JJ

Tel: 01424 430 800
Fax: 01424 465 555

WEBSITE
www.prioryroadsurgery.co.uk

ONLINE SERVICES

Appointments can be booked and repeat prescriptions ordered online. You will need to register for this service to receive logon details and password. Ask at reception for more information. (Photo ID is required).

OPENING TIMES

Mon: 8:00 am to 6:30 pm
Tue: 8:00 am to 7:30 pm
Wed: 8:00 am to 6.30 pm – No Evening Clinic
Thu: 8:00 am to 6:30 pm
Fri: 8:00 am to 6:30 pm
Sat: Closed
Sun: Closed

MORNING SURGERY:

Monday – Friday is a Walk-In surgery 8:45 – 10:30am

EVENING SURGERY:

Evening Surgery is by appointment only Mon, Tue, Thur, Fri is 4:00 – 6:30pm

LATE NIGHT SURGERY:

This is for patient who find it difficult to get to the surgery during normal surgery times is on Tuesday Evening from 6:30 – 7:30pm by appointment.

PRACTICE STAFF

Doctor

Dr Rajesh Pandey (Male)
(MBBS, MD, MRCP, MRCGP)

Practice Nurse

Susan Page

Admin Team

Nivedita Pandey, Lisa Mitchell, Jackie Diett & Shirma Richardson

PRACTICE COMPLAINTS/COMPLIMENTS PROCEDURE:

Priory Road Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, Please help us to help you.

How to Complain:
Speak to the GP or Write to our Practice Manager.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues raised you can write to the Complaints Manager at Hastings & Rother CCG.

We will endeavour to acknowledge your letter within two working days of receipt. If this is not possible (eg: if staff is on annual leave) we will write to let you know. Following investigation, you should receive a response within ten working days.

PATIENT CONFIDENTIALITY:

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate up-to-date records about your health and treatment, so that those treating you can give the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your medical or healthcare treatment.

Priory Road Surgery

PRACTICE LEAFLET

Information for Patients

WELCOME to Priory Road Surgery. We are a single handed Practice. Our team includes one GP and one Nurse, as well as our Practice Manager and Reception Staff.

At Priory Road Surgery we aim to treat all our patients promptly, courteously and in complete confidence.

This leaflet is for both existing patients and those considering registering with us, and gives you general information about how our Practice operates.

We run numerous Clinics for Heart Disease Prevention, Asthma, Well Man, Well Woman, Diabetes, COPD, Blood Pressure, Obesity and Smoking Cessation. These are all run by our Practice Nurse.

ZERO TOLERANCE:

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We have zero tolerance for abusive and violent behaviour, if a patient is abusive or violent we may exercise our right to take action to have them removed, immediately, if necessary from our list.

APPOINTMENTS

Appointments can be made in person and by telephone. Please ask at reception for details about online appointments. We offer a range of appointments for pre-booking up to 4 weeks in advance, booking within 48 hours and same day booking. If you are unable to attend for your appointment please let us know as soon as possible so that we can offer this to another patient.

URGENT APPOINTMENTS

We will have some urgent appointments each day, available for ONLY emergencies.
(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

HOW TO REGISTER AS A PATIENT

If you live in our Practice area or new to the area and are requiring to register with our Practice, please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with the Practice Nurse.

IDENTITY - You MUST provide photographic ID and proof of address (eg: passport, driving license, ID card, birth certificate or marriage certificate).

ADDRESS EVIDENCE – Tenancy Agreement, Council Tax Bill, Paid utility Bill, or Wage Slip (Within last 3 months)

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity.

They should be requested before 10:00am to request a home visit and let us know if your condition is urgent.

Whenever possible we prefer to see you at the Surgery.

TELEPHONE ADVICE

All our Doctors and Nurses have routine telephone appointments available each day that they work. If you are not available to take the call when the Doctor or Nurse calls you will need to make a new appointment for a different day or time.

PRESCRIPTIONS

ROUTINE— requests for repeat prescriptions will be dealt with within 48 hours. All prescription requests must be in writing or on the counterfoil provided with your previous prescription. Written requests are preferable to oral requests because they are more likely to be accurate, and there is a reduced opportunity for errors and misunderstandings. We do not take telephone calls for prescriptions.

URGENT – please complete a form at reception with details of why the request is urgent. Please call the surgery after 4:00pm to check that prescription will be ready to be collected the same day.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP or Practice Nurse.

OUT OF HOURS

If you have an urgent problem when the surgery is closed; please ring **111,** your call will be answered by Out Of Hours Services.

Out Of Hours & on weekends patients can visit the Walk-in Centre, Station Plaza Health Centre, Station Approach, Hastings, TN34 1BA **Tel: 01424 884410**

24 Hour Accident & Emergency Department:

Hastings – The Conquest Hospital **Tel: 01424 755 255**

Eastbourne –Eastbourne District General Hospital, Kings Drive **Tel: 01323 417 400**

DISABLED ACCESS

Our Surgery is accessible to patients using a wheelchair. Disabled toilets by the entrance lobby.

INTERPRETATION

We can arrange Interpretation and translation service, if English is not your preferred language, you can choose to use a confidential translation service. Please let us know if you need this service when booking an appointment

Patient Advice & Liaison Services (PALS)

For advice, information & Support to patients and their families - **Freephone 0300 891 1000**

Other contacts you can use in an emergency

NHS Direct – Dial 111
NHS Direct Online — www.nhsdirect.nhs.uk

NHS Hastings & Rother Clinical Commissioning Group (CCG)

Bexhill Hospital
Holliers Hill
Bexhill-on-Sea
TN40 2DZ
Tel: 01424 735 600

Care Service in East Sussex Social Care

Direct Tel: 0345 60 80 191

NHS Direct

For free expert health advice and information 24 hours a day
Tel: 0845 4647
Website: www.nhsdirect.nhs.uk
For deaf people and those hard of hearing, a telephone service is available on
Tel: 0845 606 4647

ACCIDENT AND EMERGENCY - Call 999

24 hours a day, 365 day a year.

(Revised May 2018)