

**The Health Centre at
The University of Sussex
Falmer
Brighton
BN1 9RW**

**Appointments / General Enquiries (01273) 249049
Fax (01273) 249040
Out of Hours 0845 4565420**

Email: admin.unimed@nhs.net

**Term Time
Monday – Thursday 9am – 6:30pm
Friday 9am – 5pm**

**Vacation Time
Monday – Friday 9am – 5pm**

The General Practitioners are:

Dr Rosemary McConnell
MB, ChB (Birmingham) 1975, FP Cert

Dr Philip Denis Le Seve
MB, ChB (Manchester) 1984, DRCOG, FPCert, DCH, MRCP

Dr Jan Austeria
LRCP (London) 1986, MRCS (Eng), DRCOG, DGM, DCH

Welcome to the Practice

The Practice caters mainly for the students at the University of Sussex, and we strive to tailor our services to match the needs of our practice population. The practice building facilitates disabled access.

Your local Primary Care Trust is Brighton and Hove City Primary Care Trust, Prestamex House, 171-173 Preston Road, Brighton, BN1 6AG. Tel: 01273 295490. enquiries@bhcpct.nhs.uk

Registration can be done by completing an application form available from reception or online at www.studentreg.com If you have a GP of preference then please make this clear on the form.

Appointments can be made in person, or by telephone. If you find it difficult to access the practice during its opening hours telephone consultations are available both with the nurses and doctors during normal surgery hours.

Home Visits are for emergencies, and are only undertaken for medical reasons. Any request for a visit will be discussed with you, and it may be decided that you should attend the surgery. Please note that distance or lack of finance is not an acceptable reason for a home visit. If you are over the age of 75, and have not seen your GP within the last three years your GP will come and visit you if necessary.

How to get medical advice when the surgery is closed – contact NHS Direct on 0845 4647 for advice. www.nhsdirect.nhs.uk. If they think you need further advice ring the surgery number 01273 249049 which will divert you to a message about out-of-hours services

Out of hours services are only for medical emergencies which cannot wait until surgery opening times and should not be abused.

The Practice Nurses are Sarah Wood, Jo Fawcett, Emma Holter, Amy Taylor, Kate Howse and Rachel Brocklebank. They are all RGN trained, and in addition have completed their family planning, asthma, ear care, and detection, and assessment of depression training. Amy Taylor is a specialist in smoking cessation.

Administrative Staff - The Practice Manager is Anne Scott who deals with the everyday running of the Practice and complaints. We also have an Executive Manager who works on a more strategic level; other administrative staff include five part-time receptionists, two secretaries and an administrative assistant.

Available Services - We offer all core medical services under the General Medical Services Contract (2004). In addition we offer child health surveillance, maternity, contraceptive services, cervical screening, childhood immunisations, travel and flu immunisations and minor surgery. We also offer smoking cessation advice from a specialist nurse.

Repeat Prescription requests cannot be made by telephone; requests must be made in person or in writing. Please give 24 hours notice. You may also need to be seen for a review appointment as appropriate. If you wish a prescription to be posted you must enclose a SAE. We do not fax prescriptions to chemists for routine repeat prescriptions.

Emergency contraception - You should see the pharmacist on campus who is licensed to give emergency contraception as soon as possible, but within 72 hours of unprotected sexual intercourse.

Antenatal clinics are held by the Community Midwife at the Moulscombe Health Centre. She can be contacted on Tel No: 01273 694667

Childhood/Baby immunisations are booked through reception; please state that the appointment is for childhood immunisations to allow enough time for the nurse to administer them.

Blood tests (phlebotomy) are generated through a doctor either at this practice or the hospital. Appointments are made through reception.

Travel Immunisations need to be booked well in advance of the date of travel. In addition to giving routine travel immunisations we are also a designated yellow fever centre for registered and non-registered patients. There is a charge associated with travel vaccinations, and the nurse will advise you of these on your initial visit; these then have to be paid in full before further appointments can be made for the actual immunisations themselves. **This fee is non-refundable.**

Private Fees are incurred for some services not covered by the NHS such as employment medicals, private sick notes, medical examinations, some travel immunisations, and travel/health certificates. All charges are available at reception, and are payable in advance of the work being carried out. **These fees are non-refundable.**

Complaints – We strive to offer a service that meets your needs. If however, you have any concerns we offer an in-house complaints procedure; please contact Anne Scott our Practice Manager. Using this procedure does not affect your right to complain to the Primary Care Trust (PCT) instead if you so wish, and the appropriate contact address for the PCT is the PALS and complaints' department, email: brightonandhovepals@nhs.net.

Patients Responsibilities - Provision of an efficient service is dependent on working together. This is not possible if you turn up late for an appointment, or worse don't turn up at all. Please remember to cancel your appointment as soon as possible to allow someone else to use it. If you are more than 6 minutes late for your appointment you will be asked to re-book out of courtesy to other patient's appointment times. It is also your responsibility to inform us of **your change of address**; if you move and do not inform us you could be removed from our list by Primary Care Trust procedures.

Violence and Abuse - We have a zero tolerance policy for violent and abusive behaviour. Anyone displaying violent or abusive behaviour to members of staff or to other persons on the practice premises will be asked to leave immediately. The police will be called and given your details.

Access to your medical records - You are able to access your medical records at the practice with your GPs permission. Your general medical records are accessed by your GP and any other member of staff at the surgery when deemed necessary. All confidentiality guidelines are adhered to. There may be an administrative charge for this.