**Online Access**

Patients can now access the following service online:

* Book OR Cancel Appointments
* Request Repeat Prescriptions
* View Test Results
* Access Detailed Coded Records
* Update Contact Details

Please ask at Reception for further details and an application form to access online services. We will need to see photographic ID and proof of address to register patients for this service.

**Access to Medical Records**

The practice has a system to allow patients to access their full medical records on request in writing. Please ask Reception for details.

Your details are kept on both our clinical computer system and in paper form. They are confidential and all staff are fully trained in matters of confidentiality.

Occasionally the NHS requires us to give information for research purposes. This information will always be anonymised. Please see poster on display. Please let us know if you wish to opt out of this.

**Comments and Complaints**

We welcome feedback from patients. There is a form available from Reception or you can write to The Practice Manager.

The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

**Language Translation**

We have access to a language translation service if required. Please contact Reception to arrange this service.

Version 5

**Warmdene Surgery**

CountyOak Medical Centre

Carden Hill, Brighton, BN1 8DD

**Enquiries/Appointments**

01273 508811

**Surgery Email Address**

[sxicb-bh.adminwarmdene@nhs.net](mailto:sxicb-bh.adminwarmdene@nhs.net)

[sxicb-bh.warmdenesurgeryreception@nhs.net](mailto:sxicb-bh.warmdenesurgeryreception@nhs.net)

**Practice Hours**

Monday to Friday8am-6pm

[**www.warmdenesurgery.co.uk**](http://www.warmdenesurgery.co.uk)

**General Practitioner Partners**

**Dr Naseer Khan**

MBBS DRCOG

**Dr Jyotsna Lewis**

MBBS DCH DRCOG MRCGP

**Dr Avin Rogers**

MBBS MRCOphth MRCGP

**Dr Louise Waring**

MB ChB Bsc hons MRCGP DRCOG DFSRH

**Salaried GP**

**Dr Katie Donegan**

BA (Hons) BMBS

**Practice Manager**

Mr Paul Cox

**Practice Business Manager**

Ms Cheryl Palmer

**Nursing Team**

We have a team of 3 Practice Nurses, 1 HCA and 2 Phlebotomists.

**Integrated Primary Care Team *(District Nurses)***

District Nurses who are responsible for the care of patients in their homes are available on 01273 693600.

**Health Visitors**

The Health Visiting Team is based at Moulsecoomb. Healthy Child offers advice and support for parents and carers of children under the age of 5.They are available Monday – Friday (except for bank holidays) 9.00-16.30 on 01273 266000.

**Student Doctors and Nurses**

We are a training practice and may have medical students, student nurses or new doctors working with our clinicians.

**Medical certificates (Fit to Work)**

The first 3 days of sickness does not require a certificate. The NHS can provide a certificate after 7 days of sickness. If an employer requires an earlier certificate, a fee is normally charged.

**Private Medical Examinations**

Please try to book well in advance. A fee is normally payable in advance.

**About us**

Our surgery is situated on Carden Hill in County Oak Medical Centre

We have full disabled access.

**How to register**

If you want to register, complete a registration form (available at Reception), via our website ([www.warmdenesurgery.co.uk](http://www.warmdenesurgery.co.uk)). You can also check whether you are within our catchment area at Reception or via our website.

Violent or aggressive behaviour will not be tolerated and may result in removal from our list.

**Routine appointments**

Appointments are available up to two weeks in advance and on the day. Routine appointments last for 10 minutes. You may be asked for brief details of the reason for your appointment when making your booking to enable us to give you an appointment with the most appropriate person. You may express a preference of doctor and we will do our best to accommodate. It may not always be possible to see the doctor of your choice.

**Home Visits**

Please ring 01273 508811 between 08.00-10.30am. You will be asked the reason for the visit request. The doctor may phone you first to discuss the need for a visit.

**Emergencies and Out of Hours**

If it is a life-threatening emergency, please contact 999. Otherwise, please contact NHS 111. This is available 24 hours a day and is free to call on ‘111’.

Version 5

Surgery Times

**Dr Khan (Male)**

Mon 08.30-12.00 15.30-18.00

Wed 08.30-12.00 15.30-18.00

Thur 08.30-12.00 15.30-18.00

**Dr Lewis (Female)**

Tues 08.30-12.00 15.30-18.00

Wed 08.30-12.00 15.30-18.00

Fri 08.30-12.00 15.30-18.00

**Dr Rogers (Male)**

Mon 08.30-12.00 15.30-18.00

Tues 08.30-12.00 15.30-18.00

Wed 08.30-12.00 15.30-18.00

Thur 08.30-12.00

Fri 08.30-12.00 15.30-18.00

**Dr Waring (Female)**

Mon 08.30-12.00 15.30-18.00

Wed 08.30-12.00 15.30-18.00

Thur 08.30-12.00 15.30-18.00

**Dr Donegan (Female) – Salaried GP**

Tues 8.30-12.00 15.30-18.00

Thur 8.30-12.00 15.30-18.00

Fri 15.30-18.00

Appointments are available to book online.

**Repeat Prescriptions**

Please allow three working days for all prescription requests. Prescriptions are now sent electronically to a nominated pharmacy (which often means your prescription can be processed quicker). Please ask Reception or your chemist how to set-up your nominated pharmacy.

The slip attached to your prescription (or in Reception) can be used to reorder your medication (please tick the items you require and indicate where you wish the prescription to go). Please place your request in the white box on Reception. We do not accept prescription requests by telephone.

**Test results**

Please telephone after 11am for results.

**Services Provided by the Practice**

* Annual reviews for:
  + Asthma
  + COPD
  + Diabetes
  + Learning Disability
* Cervical smears
* Child health development
* Childhood immunisations
* Completion of insurance/medical paperwork\*
* Dressings/wound care (including leg ulcers)
* Ear syringing
* Electrocardiograms (ECG)
* Family planning/contraception (including coils)
* First Contact Physiotherapist
* Medication Reviews
* Minor Surgery
* NHS Health Checks
* Removal of stitches
* Routine blood tests (phlebotomy)
* Smoking cessation
* Social Prescribing
* Travel vaccinations and advice
* Weight management and lifestyle advice

*\*Fees normally apply*