

The Seven Dials Medical Centre

practice information



Dr Peter Meade

LRCP (London) MRCS (London) 1978

Dr Razi Torbati

State Exam Med/MRCP1 2002

Dr Anthony Sadler

MBBS (London) 1980 MRCOG

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ADVERTISING FEATURE

welcome to The Seven Dials Medical Centre

We are located in the BN1 area of Brighton, just off the Seven Dials roundabout. This booklet will help you understand how the practice functions and some of the services offered.

Surgery Office Opening Times

Monday - Friday 8.00am to 6.00pm

Telephone Access (General):

Monday - Friday 8.00am to 12.30pm and 3.00 to 6.00pm.

Telephone Access (Emergency):

Monday - Friday 8.00am to 6.00pm (773089 gives further number).

Dr Peter Meade

Mon: 8.30 - 11.50am
2.00 - 4.00pm

Tues: 8.30 - 11.50am
4.00 - 6.00pm

Wed: 8.30 - 11.50am
4.00 - 6.00pm

Thurs: 4.00 - 6.00pm

Fri: 8.30 - 11.50am
4.00 - 6.00pm

Dr Razi Torbati

Mon: 8.30 - 11.50am
4.00 - 6.00pm

Tues: 8.30 - 11.50am
2.00 - 4.00pm

Wed: 8.30 - 11.50am
4.00 - 6.00pm

Thurs: 8.30 - 11.50am
4.00 - 6.00pm

Fri: 4.00 - 6.00pm

Dr Anthony Sadler

Mon: 8.30 - 11.50am
3.30 - 5.30pm

Tues: 8.30 - 11.50am
1.00 - 3.00pm

Wed: 3.30 - 5.30pm

Thurs: 8.30 - 11.50am
3.30 - 5.30pm

Fri: 8.30 - 11.50am
3.30 - 5.30pm

Locum: Any extra locums we have will vary in days and times, but will be between Monday - Friday 8.00am to 6.00pm.

These times may be subject to change.

How To Register With This Practice

Please collect your registration forms from reception, complete all the details required and return them to us with photo ID, proof of address and, if possible, your NHS number. You are registered with the practice as a whole but have a choice of which GP you wish to see.

New Patients

All new patients (except under five years) are offered a routine interview and health check with a healthcare assistant or a practice nurse. The health check consists of a brief history for diabetes, asthma, COPD, heart disease and includes various medical checks such as blood pressure, weight, waist measure, height, urine test and breathing assessment, if appropriate. The health check takes about 10-20 minutes of your time.

Making An Appointment or Cancelling An Appointment

Appointments can be booked by telephone or by calling into the surgery during office hours. You can pre-book some routine appointments with a GP in the mornings in advance. You will also be able to obtain an appointment within 48 hours with a GP or practice nurse within 24 hours. Nurse emergency system will still be available for more urgent cases. Telephone consultations are available with either a GP or nurses during the working day; ask reception for details. If you are unable to attend your appointment it is your responsibility to let us know as soon as possible so we may offer the appointment to another patient. You are at risk of being removed from the practice list if you continually miss appointments.

Repeat Prescriptions

If your doctor has agreed, a repeat prescription can be requested, either by calling in person or by sending a stamped addressed envelope. All our prescriptions have a repeat request facility. For easy use please use the computer request slip. Repeat prescriptions will be re-issued within a 48 hour period on receipt of your request, providing that there are no queries relating to it eg, not had the medication before. (Not including weekends and bank holidays.) Please do not telephone for prescriptions as mistakes can be made. We can only take prescriptions over the phone if you are elderly or housebound. Your doctor reviews your medication on a regular basis and the date is shown on the bottom of the request slip.

Receptionists (Reception Manager - Julia Mutter)

The reception staff are here to help you. When telephoning for medical advice or attention the receptionist may have to ask some personal details to make sure that they are satisfied as to the identity of the caller. Please do not be offended as it is necessary to ensure that unauthorised persons are not soliciting information to which they are not entitled. This is rare and all reception staff are aware of the confidential nature of information held within these offices.

Practice Nurses (Lead Nurse - Sylvia Harwood)

Our nurses are very experienced with many years in practice and they offer a wide range of health advice, travel immunisation and vaccinations. Appointments for the nurses are via reception. Our nurses offer emergency appointments between 10.00 and 11.30am and 4.00 and 5.30pm. You will be asked, by the receptionist, the nature of your problem so that the information can be passed onto the nurse. You will be assessed by the nurse as to your need to see a GP.

Health Care Assistant

Our health care assistants are Vicky Collins and Shirley Downes. They are able to offer a wide range of routine treatments eg, registration medicals, routine blood pressure checks (not for the pill or HRT), CHD screening, asthma checks etc.

Specialist Clinics

Cervical Smears

All women patients are entitled to have regular examination, including a cervical smear test. We offer this to all female patients as a routine three-yearly test, or more frequently if indicated.

The cervical smear test is undertaken by our female practice nurses by appointment.

Diabetes, Asthma, COPD and Heart Monitoring

This clinic is offered to all patients as a monitoring programme to control and manage their condition. Regular screening for these health conditions is undertaken by our practice nurses. Some clinics are combined with your doctor to monitor and manage. Health checks are encouraged and are by appointment only; they usually take between 10-20 minutes of your time.

Patients Suffering Drug Misuse

Patients are referred to this clinic via the Drug Dependence Unit. If you need any advice or help with drug dependence issues please book in for a routine appointment with a doctor to discuss further.

Counselling Service

We offer an in-house counselling service which the GP can refer you to.

Vaccination and Immunisation

Children's immunisation sessions are held weekly on a Monday afternoon 2.00 to 3.30pm. This is booked by appointment. Advice on vaccinations for holiday and travel abroad is available from the practice nurses by appointment or over the phone. Please remember that certain vaccinations may need to be given over a period of weeks.

Yellow Fever Vaccination:

We are an approved centre.

Please enquire at the reception desk for an appointment. Note: there is a charge for this service, details at reception.

Flu Vaccinations and Pneumococcal Pneumonia Vaccinations:

We offer an annual flu vaccination and pneumococcal pneumonia vaccination programme to all at risk groups of patients commencing in mid-October. Advice is available from practice nurses, doctors and at reception.

Surgical Operations

We perform minor surgical operations on these premises. The operations are only by appointment after a consultation with a GP within the practice. The practice nurse will advise patients on pre and post-operation management.

Wound Closure Service

Any wounds needing immediate attention will be directed straight away to either the doctor or nurse who will assess if they are suitable for this service or if they need to be seen at the hospital. If it is treated here, the wound will either be steri-stripped, glued or stitched as deemed necessary.

Antenatal Care and Midwives

All doctors provide both antenatal and postnatal care together with the community midwife. The doctors refer patients to the midwife and appointments are booked at the reception desk. These appointments are for 20-40 minutes. If you require to see the doctor at any time during your pregnancy please ask each time for a double appointment at reception.

Neonatal Checks

These can be carried out by our doctors at the patient's home after a home confinement or in cases where the check was not completed prior to the discharge of the baby from hospital.

Community Services

Health visitors are attached to the practice. Details on how to contact the health visitor are available at the reception desk. A team of community nurses and community psychiatric nurses are attached to the surgery. Please enquire at the reception desk for details.

Contraception and Family Planning

We offer a full family planning service including the fitting of diaphragms (the cap) and IUCD (coils). When booking an appointment for either of these you will need to speak to one of the nurses to arrange a time when both GP and nurses are available together.

Palliative Care

Our palliative care liaison person is Paula Kirby and she will be happy to help with any questions you may have.

Lifestyle Changes

We can help with any lifestyle changes you wish to make, weight management, cutting down alcohol consumption and smoking cessation.

Patient Choice

If the GP needs to refer you at all you will be offered a choice of hospitals etc, during the consultation.

Suggestions or Complaints

If you have any suggestions for improvement of our services to you, there is a suggestion box situated in the main entrance lobby. If you have a complaint which you feel cannot be dealt with at that time, please ask at reception for a complaint form or write to the practice manager. We will attempt to resolve any complaints swiftly and take appropriate action.

Violent and Abusive Behaviour

This is a zero tolerance practice and the GPs and staff do not have to put up with violent/abusive behaviour, the police will be called if necessary and you will be removed from the practice list.

Telephone Consultations with the Doctor or Nurse

There are times when you may wish to speak to the doctor or nurse about medical problems or for advice. If you wish to speak to the doctor or nurse, advise the telephonist of your needs. Telephone consultations are now available, please advise reception that this is what you require. Emergency help, advice, can be usually dealt with by the reception staff who will contact the doctor and get an early reply. You can also access NHS Direct 24 hours a day on 0845 4647 or online at www.nhsdirect.nhs.uk.

Extended Opening Hours

We currently open two nights a week, please ask reception for more details.

Home Visits

If you are too ill to attend the surgery and require a home visit, please telephone before 10.00am so that a visit can be arranged. Doctors plan their home visit on completion of morning surgery. Please note: for a home visit, the doctor will require a member of the family, or a friend, to be present.

Out of Hours

Between 6.30pm and 8.00am please call the same surgery number and you will be advised of the GP on duty.

Phlebotomy Service

Please ask at reception for an appointment if you have been requested by the doctor to have one. Alternatively, you can call the Hove Polyclinic on 265 588 between 8.30am - 12.50pm Monday to Friday and 1.30 - 3.30pm on Wednesday to make an appointment or call BGH on 265 588 between 1.30 - 3.30pm Monday to Friday.

Specimens For Laboratory Analysis

Specimens requested by your doctor should be sent to the surgery for collection before 3.00pm unless otherwise requested. Details are available from the practice nurses or from a receptionist.

Obtaining Blood Test Results

Please ring for your results about two weeks after your test between 3.00 and 6.00pm Monday - Friday.

Disabled Patients

There is a ramp suitable for wheelchairs. WC facilities and a consulting room is available on the ground floor main entrance.

Nearest NHS Walk-in Treatment Available

The nearest hospital to us is the Royal Sussex County Hospital based in Eastern Road, Brighton. There is an Accident & Emergency Department where you can access medical care 24 hours a day.

Patients Not Seen Within Three Years

Where a registered patient who:

- a) has attained the age of 16 years but has not attained the age of 75 years and
- b) has attended neither a consultation with, nor a clinic provided by us, within the period of three years prior to the date of request

you are entitled to request an appointment with a health professional.

Patients Aged 75 Years and Over

Where a registered patient who:

- a) has attained the age of 75 years and
- b) has not participated in a consultation within a period of 12 months prior to the date of the request

requests a consultation, the practice shall, in addition and without prejudice to its other obligations, in respect of that of the patient, make such enquiries and undertake such examinations as appear to be appropriate in all the circumstances.

A consultation shall take place in the home of the patient where, in the reasonable opinion of the contractor, it would be inappropriate, as a result of the patient's medical condition for him to attend the practice premises.

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Your Information: What You Need To Know

Why information is collected about you and the ways in which this may be used by your local NHS organisations.

We are registered and guided by The Data Protection Act 1998.

The GPs here, and other healthcare professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on computer.

Your records are used to guide and administer the care you receive to ensure:

- Your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need.
- Full information is available should you see another doctor or be referred to a specialist of another part of the NHS.
- There is a good basis for assessing the type of quality care you have received.
- Your concerns can be properly investigated if you need to complain.

Your information may also be used to help us:

- Look after the health of the general public
- Pay your GP, dentist and hospital for the care they provide
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future

Everyone working for the NHS has a legal duty to keep information about you confidential.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

Occasions when we must pass on information include:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/Aids)
- Where a formal court order has been issued

Our guiding principle is that we are holding records in strict confidence.

You may be receiving care from other people as well as the NHS (like social services).

We may need to share information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

The principal partner NHS organisations, with whom information may be shared:

- NHS Trusts
- Primary Care Trusts
- General Practitioners (GPs)
- Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

Your local Primary Care Trust is based at: Prestamex House, 171-173 Preston Road, Brighton, BN1 6AG. Tel: 01273 295490.

Notes



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for Drs Meade, Torbati & Sadler of Brighton

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Useful Telephone Numbers

Adult Education	01273 294287
Adult Social Services	01273 295555
Age Concern	01273 720603
Aids/HIV Helpline	01273 267575
Alcoholics Anonymous.....	0845 7697555
Births/Deaths/Marriages	01273 292016
Blue Badge Scheme	01273 296270
Brighton General Hospital	01273 696011
British Pregnancy Advice Line.....	0845 730 4030
Carers Helpline	01273 295555
Child Abuse Helpline.....	01273 294470
Citizens Advice Bureau	0870 126 4033
Consumer Advice	0845 404 0506
Community Midwives.....	01273 664794
District Nurses	01273 545720
Domestic Violence Helpline:	
Women.....	0808 200 0247
Men.....	0808 801 0327
Drug Abuse Helpline	01903 843000
Employment Advice	01273 292282
Health Visitors.....	01273 294111
Housing Advice.....	01273 293111
Hove Polyclinic	01273 696011
NHS Direct	0845 4647
Patient Advice & Liaison Service	0800 013 0251
Police (non-urgent line)	0845 607 0999
Primary Care Support Services	01903 756800
Primary Care Trust	01273 295490
Royal Sussex County Hospital	01273 696955
Samaritans	0845 790 9090
Sexual Health.....	.0800 567123
Smoking Cessation Helpline.....	.0800 1690169
South East Health (Out of Hours service).....	.0845 4565420
Sussex Eye Hospital.....	.01273 606126