

# *Collington Surgery Bexhill-on-Sea*



23 Terminus Road  
Bexhill-on-Sea  
East Sussex  
TN39 3LR

*Telephone: 01424 217465*

*Email: [esxccg.collingtonpractice@nhs.net](mailto:esxccg.collingtonpractice@nhs.net)*

**DR DAVID WARDEN MA MBBS (Partner)**

**DR GOOCH SINGH BSc MBBS MRCGP (Partner)**

**Dr DEBBIE GOODERICK MBBS RCGP DCH (Partner)**

**DR ICHE MANGIRI MBBS MRCGP DRCOG (Partner)**

**DR PREYE MANGIRI MBBS MRCGP**

**Opening Times (Reception hours)**

**8.00 a.m. to 1.00 pm**

**2.00 p.m. to 6.00 p.m.**

**Monday to Friday**

**Saturday 8.30am – 12.00noon (one per month)**

Visit our website at <http://collingtonsurgery.com>

# WELCOME TO THE PRACTICE

This publication has been designed to inform you how to make the most of the many services we provide at the surgery. A few moments spent familiarising yourself with this information will help us to give you the best services we can.

The practice comprises 2 surgeries at Collington and Ninfield. You are registered at Collington Surgery.

The surgery provides full wheelchair access for the disabled and fully equipped WC.

We operate an initial telephone appointment system, known as the Dr First System. Our Receptionists can explain this in full to you.

The Collington Surgery boundary encompasses the whole of Bexhill from Northeye in the west to Lunsford Cross in the north and Glyne Gap to the east (postcode area TN39/TN40)

## **To register with the Practice:**

Please first check that you are living in our practice area. We will ask you to complete a registration form which is kept at the front reception desk. The Practice will also ask you for some form of photographic identity, i.e. driving licence or passport and a recently paid utility bill from your current permanent address.

If you are staying in the area for less than 3 months, you can register as a temporary patient. Please make the reception staff aware so they can give you the correct form to complete

## THE DOCTORS

### Dr David J Warden MA MBBS (male) (Partner)

Surgery times	A.M.	P.M.
Monday	Collington Surgery	Collington Surgery
Tuesday	N/A	N/A
Wednesday	N/A	N/A
Thursday	N/A	N/A
Friday	Collington Surgery	Collington Surgery

### Dr Gooch Singh BSc MBBS MRCGP (male) (Partner)

Surgery times	A.M.	P.M.
Monday	Collington Surgery	Collington Surgery
Tuesday	Ninfield Surgery	Ninfield Surgery
Wednesday	Collington Surgery	Collington Surgery
Thursday	N/A	N/A
Friday	Collington Surgery	Collington Surgery

### Dr Debbie Gooderick MBBS DCH (female) (Partner)

Surgery times	A.M.	P.M.
Monday	N/A	N/A
Tuesday	Collington Surgery	Collington Surgery
Wednesday	Ninfield Surgery	Ninfield Surgery
Thursday	N/A	N/A
Friday	Ninfield Surgery	Ninfield Surgery

### Dr Iche Mangiri MBBS MRCGP DRCOG (female) (Partner)

Surgery times	A.M.	P.M.
Monday	Ninfield Surgery	Ninfield Surgery
Tuesday	N/A	N/A
Wednesday	Collington Surgery	Collington Surgery
Thursday	Collington Surgery	Collington Surgery
Friday	N/A	N/A

### Dr Preye Mangiri MBBS MRCGP (male)

Surgery times	A.M.	P.M.
Monday	Collington Surgery	Collington Surgery
Tuesday	Collington Surgery	Collington Surgery
Wednesday	N/A	N/A
Thursday	Ninfield Surgery	Ninfield Surgery
Friday	Collington Surgery	Collington Surgery

These times are subject to change

## **Saturday Morning Surgery (once a month) -**

Appointments are made by pre-booking ahead. This surgery is not for collection of prescriptions or emergencies.

## **CLINICAL NURSE PRACTITIONER**

Mrs Sue Whipps RGN/Advanced Nurse Practitioner Bsc (Hons). As a Clinical Nurse Practitioner she has been trained to work similarly to a GP. She is able to see Children and Adults and can make diagnosis, prescribe medication and make referrals to the most appropriate service.

## **APPOINTMENTS**

To make an appointment please telephone 01424 217465 or come into the surgery between 8.00 am and 1.00 pm or between 2.00 pm and 6.00 pm to arrange a telephone consultation with the Doctor who will then book a face to face appointment if you need to be seen.

Please let us know as soon as possible if you cannot keep an appointment so that it can be offered to another patient.

## **EMERGENCIES**

Please call 01424 217465. If the surgery is closed a recorded message will tell you how to contact the emergency doctor.

**LUNCHTIMES-** The surgery is closed between 1 pm and 2 pm. If you need a Doctor in an emergency call 111.

## **OUT-OF- HOURS SERVICE-**

**For emergencies and advice when the surgery is closed during evenings and weekends – Call 111**

**For out-of-hours services call**

**NHS 1-1-1**

**Hastings and Rother CCG  
Bexhill Hospital, Holliers Hill  
Bexhill On Sea, East Sussex TN39 2DZ**

## **HOME VISITS – carried out by Paramedic Practitioners – Bob Paine, Suzannah Hulin and Leigh Friedlander-Brown.**

Home visits can be requested when a patient's medical condition makes it inappropriate for them to attend surgery. If you require a home visit please telephone the surgery.. You will need to give your telephone number and a brief description of your illness to the receptionist.

## **NAMED ACCOUNTABLE GP**

### **What does 'accountable' mean?**

The named accountable GP is to take responsibility for the co-ordination of all appropriate services to ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP).

This remains 'practice based', so overall responsibility for patient care has not changed. This is largely a role of overseeing, with the requirements being introduced to reassure patients that they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

### **Does the requirement mean 24-hour responsibility for patients?**

No. The named GP will not:

- take on vicarious responsibility for the work of other doctors or health professionals
- take on 24-hour responsibility for the patient, or imply personal availability to the patient throughout the working week
- be the only GP or clinician who will provide care to that patient

### **Do patients have to see the named GP when they book an appointment with the practice?**

No. Patients can and should feel free to choose to see any GP or nurse in the practice in line with current arrangements.

### **How do I find out who my Named Accountable GP is?**

Patients are able to ask a member of the Reception Team the next time they visit the surgery. Alternatively please ask the GP, Nurse or Healthcare Assistant during your next consultation.

Rest assured that this will not impact your experience at the practice, the provision of appointments, your treatment, or what GP you can see.

## **REPEAT PRESCRIPTIONS**

Please do not request repeat prescriptions over the telephone. Once agreed with your doctor you will be given a printed form for your repeat prescription. You can either tick the items required on your repeat slip, fill at form in at Reception or email your request to the surgery [esxccg.collingtonprescriptions@nhs.net](mailto:esxccg.collingtonprescriptions@nhs.net) Please allow **3 working days** before the items are required. Medication which is not on your usual repeat form will need to be authorised by the doctor and will take longer. We will endeavour to send the prescription to the chemist of your choice or you can collect it from surgery.

## **FLU VACCINATIONS**

These are carried out during October and November for all patients aged 65 years and over, and younger patients who are in the “at risk group”. We hold clinics on Saturday morning, with pre-bookable appointments . Please see noticeboard or ask at reception for dates and times.

## **FOREIGN TRAVEL VACCINATIONS**

The practice nurse will be happy to discuss this with you and administer the necessary vaccinations. A charge may be made for this service; please check with reception for details.

## **MINOR SURGERY**

All doctors carry out minor surgery in our treatment room.

## **NON-NHS MEDICAL EXAMINATIONS**

Medical examinations for special purposes, i.e. insurance, elderly drivers, fitness to undertake sport, travel may be booked with the receptionist and a fee is payable. Medicals for insurance purposes are normally paid for by the insurance company.

All medicals take place during our Saturday morning Surgery as a pre booked appointment.

## **PATIENTS AGED 75 OR OVER**

These patients may request an annual health check with the practice nurse. The checks can be done at the surgery if you are well enough to attend. If you are housebound a home visit can be arranged.

## **PRACTICE STAFF**

### **PRACTICE NURSES**

We have 3 part-time Practice Nurses, Mrs Beverley Prangnell RGN/Specialist Practice Nurse Bsc (Hons), Mrs Lin Barton RGN and Mrs Tracy Zipperlen RGN. They are available by appointment for ear syringing, injections and applying of dressings. In addition they run dedicated diabetic, asthma and coronary heart disease clinics as well as health promotion and children's immunisation clinics.

To compliment the nurses we have two health care assistants, Miss Vicki Wishart HCA and Mrs Kim Fisher HCA. They are available by appointment for blood samples, testing urine, ECGs, blood pressure monitoring and new patient checks.

### **PRACTICE MANAGER**

#### **Mrs Kim Sellers**

If you have any suggestions for improvements to the surgery or any reason to complain, please ask to speak to Mrs Sellers.

### **FINANCE MANAGER**

#### **Mrs Tracy Skinner (based at Ninfield)**

For any financial queries, please contact Mrs Skinner on 01424 892569.

### **RECEPTION & SECRETARIAL STAFF**

We employ administrative and secretarial staff who are available to assist with general enquiries during office hours 8.00 am – 1.00 pm and 2.00 – 6.00pm. The receptionist may need to ask you for further details about your requests when you call at the surgery or telephone, they are not being nosy and are bound by the same rules of confidentiality as the doctors and nurses. This is to ensure that we can assist you as speedily as possible. Their task involves considerable pressure at times and patience is always appreciated.

Mrs Carole Organ – Reception Manager  
Mrs Helen Field – Deputy Reception Manager  
Ms Danielle White – Receptionist  
Mrs Louise Murphy - Receptionist  
Mrs Sharon Sayers – Receptionist  
Ms Rachel McKinnon – Receptionist/Phlebotomist  
Mrs Niki Blyth – Receptionist  
Mrs Tracey Smith - Receptionist  
Mrs Dee Parrott – Receptionist  
Miss Karen Stanley (Quality & Enhanced Services)  
Mrs Fiona Connor - Pall Care Co-Ordinator  
Mrs Vanessa Green (Secretary/Scanner)  
Mrs Lesley Hicken (Secretary/Scanner)  
Miss Sarah Edney (Scanner)  
Mrs Angela Crittenden (Admin)  
Mrs Stephanie Ringer (Admin)

## **HEALTH VISITOR**

The Health Visiting Team are based at Sidley Children's Centre and can be contacted by ringing 01424 726790 Opt 1, 121 Ninfield Road, Bexhill on Sea, East Sussex, TN39 5BD

## **COMMUNITY MIDWIFE**

The Community Midwives are based at Bexhill Health Centre where they hold regular antenatal clinics.

## **COMMUNITY NURSING STAFF**

The Community Nursing Bexhill Health Centre. They are available for home visits for those patients who are unable to come into the surgery.

## **TRAINING PRACTICE –**

Collington Surgery is an undergraduate teaching practice for the KCL department of General Practice & Primary Care.

From time to time patients may be asked if they would mind seeing a medical student with their GP. Students are usually with the practice for a period of 4 weeks.

Final year GP students will also attend the surgery as part of their training,



these are qualified doctors who, as part of their training have to complete 4 months at a GP Practice.

GP Registrars will be with the surgery for 12/18 months as part of their final training to become a GP.

## **COMPLIMENTS, COMMENTS, CONCERNS, and COMPLAINTS**

Our aim is to provide patients with the best care we can, but we will sometimes fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about it. We would encourage you to speak to whoever you feel most comfortable with – your Doctor, a Nurse, a Receptionist or Manager—but if you would prefer to give your feedback in writing, please send it to Mrs Kim Sellers Practice Manager at Collington Surgery, 23 Terminus Road, Bexhill-on-Sea, East Sussex. TN39 3LR.

You can also send us your feedback by filling in one of the forms in the waiting room and placing it in the box marked ‘Comments and Suggestions’. We welcome all feedback as it helps us improve our standards and you will not be treated any differently because you have complained. We will do our best to put right anything that has gone wrong.

Alternatively, you have the right to approach NHS England South East, 18-20 Massetts Road, Horley, Surrey, RH6 7DE. Tel: 01293 778899 email: yorkhouse.reception@property.nhs.uk

## **STATEMENT OF CONFIDENTIALITY**\_\_\_\_\_

### **YOUR INFORMATION – WHAT YOU NEED TO KNOW**

We are registered under the General Data Protection Act 2018 and your records are managed in accordance with this. Everyone working with your information has a legal duty to keep it confidential. Anyone receiving information from us is also under a legal duty to keep it confidential. Under this Act, you have the right of access to your records. For more information please ask at the reception desk. Confidentiality is of the highest importance and maintained at all times.

## **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 on request.

## **PRACTICE CHARTER**

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### **Introduction**

It is everybody’s aim at this practice to give you high quality health care and service. We will do this by encouraging the adoption of a healthy lifestyle, by providing regular staff training and maximizing staff skills. We need you to help us as we firmly believe that the patient/doctor relationship is a two way process.

### **We aim to offer you ...**

- a friendly and courteous welcome. You can expect confidentiality and respect for your dignity, religious and cultural beliefs. If you would like to speak privately with any member of the team please ask.
- As a new patient a routine consultation with your new Doctor.
- Surgeries that normally start on time. If there is a delay you will be advised and we will endeavour to keep your wait to the minimum.
- Advice from the doctor over the telephone.
- Appropriate treatment (which may not always involve giving you a prescription). Treatment and advice will be fully discussed with you. Please ask questions if you are not sure of anything.
- Repeat prescriptions within 3 full working days of receiving the written request. (Requests for medication not on your repeat list may take longer.)
- Complete confidentiality at all times. You also have the right (apart from a few exceptions) to see your medical records. A charge will be made. Please apply in writing to the Practice Manager.
- Referral to an appropriate consultant who is acceptable to you, when it is thought necessary. A routine referral will be sent within 5 working days whilst an urgent referral will be sent the same day.

- Home visits if you are unable to get to the surgery through ill health. Out of hours emergency cover is available for every day of the year.
- Information on the results of your tests ordered by the practice.

### **How you can help us...**

- By treating the doctors and their staff in a friendly and courteous manner.
- By arriving on time for your appointment. If you are unable to keep the appointment, please let us know as soon as possible, so we can offer it to another patient.
- By remembering that appointments are for one person only. You should make another appointment if more than one person needs to be seen.
- By being patient if kept waiting to see the doctor as he may be busy with unexpected urgent problems.
- By trying to get to the surgery whenever possible. Home visits take up a lot of the doctors' time. If you need a home visit please try and let us know as soon as possible.
- By requesting a visit out of surgery hours, and especially at night, only when it is really necessary and cannot wait until morning.
- By informing us of any change in your address or telephone number.
- By not ringing or making an appointment for test results before you have been asked to do so.
- By taking responsibility for your own health and respecting the advice given to you on your treatment and how to prevent ill health, e.g. giving up smoking.
- Please respect our no smoking & no mobile phone policy.
- By attending the surgery for a routine appointment in a clean and sober manner.
- By not requesting repeat prescriptions out of normal hours or over the telephone. Please ask for your repeat prescriptions several days before you need a new supply.

- GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and removed from our practice list.

## **USEFUL ADDRESSES**

Hastings & Rother CCG  
 Bexhill Hospital  
 Holliers Hill  
 Bexhill on Sea  
 TN40 2DZ

Tel No. 01424 735600

## **SOME USEFUL TELEPHONE NUMBERS**

Collington Surgery Emergency Lunchtime Doctor on Call 01424 819918

Out of Hours Service (Evenings & Weekends)

NHS 1-1-1

Health Visitor 01424 726790 Opt 1

Conquest Hospital 01424 755255

Bexhill Hospital via Conquest Hospital 01424 755255

St Michaels Hospice 01424 445177

(St Michael's offers Bereavement Counselling – you can telephone to request this service).

Police (Bexhill) 101

Social Services 01424 448585

Samaritan's 01424 436666

AGE UK 01424 426162

Alcoholics Advice Services - STAR 01424 460066

Drug Dependency Service - STAR 01424 460066

Language Services (Interpreter) Numbers available

**Station Plaza Health Centre - Hastings 01424 884410**

*(Station Plaza H.C. provides a Walk-In service and is open from 08. a.m. to 08. p.m. – you do not need to be initially registered to use this service. (They are there to help with medical problems).*