

Welcome to The Haven Practice

100 Beaconsfield Villas
Brighton
East Sussex
BN1 6HE



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Dr Larissa Tate

MB BS (London), DRCOG, MRCGP

Surgeries

Monday Morning & Afternoon
Tuesday Morning & Afternoon
Wednesday Morning & Afternoon
Thursday Morning
Friday Morning & Afternoon

Practice Nurses

Monday Morning & Afternoon
Tuesday Afternoon

Healthcare Assistant

Wednesday Morning
Friday Morning

Practice and Reception Opening Times

Monday, Tuesday, Wednesday, Friday
0830 to 1830
Thursday 0830 to 1230

Enhanced Access Service

Monday to Friday (various times)
Saturday & Sunday (various times)

Practice Closure

Thursday from 1230 Onwards
Saturday, Sunday All Day & All Public Holidays
Please Call the Out Of Hours Number for Assistance

24 HOUR TELEPHONE NUMBER: 01273 555999

OUT OF HOURS: 01273 555999 / NHS 111

EMAIL: sxib-bh.thehaven@nhs.net

WEBSITE: www.thehavenpractice.co.uk

TWITTER: @haven_Practice

FACEBOOK: [The Haven Practice](#)

The Practice Team

Doctors

Dr Larissa Tate

MB BS (London) DRCOG, MRCGP



Dr Alexandra Tate

MB BS, DFRSH, MRCGP



Nursing Team

Isaac Legate

BSn (Adult) Nursing

Alison Paton

RGN



Healthcare Assistant

Tanisha Duffy



Administrative & Reception Team

Practice Manager: Sue Doyle

Business Manager: Helen Duffy

Reception Team

Johanna Byrne (Head Receptionist), Charis Howell, Tanisha Duffy, Lisa Hunt & Jack Timmins

Your Practice

The Haven Practice is a well-established GP Surgery that has operated in this residential areas since 1986. We are a small and friendly single handed GP Practice with one Partner a Salaried GP and a regular locum. Our Premises are wheelchair accessible. We have a Portable Induction Loop system available, should you require this facility please let Reception know before your visit to the Practice. We have Baby Changing Facilities at the Practice located in the restroom.

If your first language is not English and you need an Interpreter to accompany you to your appointment, please ask the Reception Team to book this service for you. This can be organised either as a face-to-face appointment or via telephone.

Mission Statement

Our Mission Statement: the reason we are here, we see as:

“To deliver a quality health care service, to work with our Patients to improve health & wellbeing and to meet new challenges for the future”

Vision

To work together with our Patients and staff to provide the best primary care services possible, working within location and national governance, guidance, and regulations.

Our core values that are shared among the partner and staff are:

- ❖ Openness
- ❖ Fairness
- ❖ Respect
- ❖ Accountability

NHS Sussex Integrated Care Board

An integrated care board or (ICB) is a statutory NHS Organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in the defined area. Please see their website for more information: www.ics.nhs.uk

PCN

Our Primary Care Network is Preston Park Community which is a group of five surgeries - Beaconsfield Medical Centre, The Haven Practice, Preston Park Surgery, Stanford Medical Centre and Warmdene Surgery. We serve approximately 57,000 patients and aim to support and connect with our local community.

Primary Care Networks (PCNs) bring GP Practices together with other local services – such as community, mental health, social care and the voluntary sector to look after local populations. PCNs will help to join up services at a local level, focusing on the specific needs of these local populations, with patients still accessing routine GP appointments as they do now.

Doctors Clinics

Mornings:

Monday, Tuesday, Wednesday, Thursday, Friday

Afternoons:

Monday, Tuesday, Wednesday, Friday

Dr Larissa Tate

Tuesday AM & PM
Thursday AM

Dr Alexandra Tate

Wednesday AM & PM
Friday AM & PM

Dr Guy Bidwell

Monday AM & PM

Nurse & Healthcare Assistant Appointments

Mornings

Monday 08.50 – 15.30
Wednesday 08.40 -12.30
Friday 08.40 -12.30

Our Nurses can offer appointments for the following:

- ❖ Asthma Annual Review
- ❖ Blood Pressure Monitoring
- ❖ Child and Adult Immunisations
- ❖ Cervical Screening
- ❖ COPD Annual Review
- ❖ Contraception injections & Pill reviews
- ❖ Diabetes Annual Review
- ❖ Learning Disability Health Checks
- ❖ Leg Ulcer Dressings
- ❖ Smoking Cessation
- ❖ Travel Immunisations
- ❖ Wound Care or Post-operative Dressing

Our Healthcare Assistants offer appointments for the following:

- ❖ 6hr Blood Pressure Monitoring
- ❖ Atrial Fibrillation Reviews
- ❖ Blood Pressure Check
- ❖ Blood Tests
- ❖ B12 Injection
- ❖ Diabetes Prevention
- ❖ Influenza Vaccination
- ❖ NHS Health Check Part 1 & 2
- ❖ Pneumococcal Vaccination
- ❖ Stop Smoking
- ❖ Wound Dressings

In-House Pharmacy Team
Karishma Mashru & Sarah Chamberlain

Telephone Clinic
Wednesday & Thursday Alternate Weeks

Our Pharmacy Team offer the following Services:

- ❖ HRT Reviews
- ❖ Blood Pressure
- ❖ Contraceptive Pill Check
- ❖ Hypertension
- ❖ Chronic Illness Medication Review
- ❖ Shared Care Agreement Monitoring

Making an Appointment

When you book an appointment, please state if you have a preference of Practitioner that you would like to see. You can make an appointment with any one of the Doctors at the Practice by:

- ❖ Coming into Reception
- ❖ Contacting us by telephone
- ❖ Booking Online
- ❖ Self-Booking Link Sent via Reception

We have a Text Appointment Reminder System, which confirms appointment date, time and clinician via your mobile phone. Consent is required before this service can be activated.

Cancelling an Appointment

To cancel your appointment, please let us know as soon as possible by:

- ❖ Calling Reception on 01273-555999
- ❖ Reply CANCEL to your appointment reminder text message

For Enhanced Access Service Appointments, if this is during Surgery times please contact us. You can also reply to their message or please call them direct to cancel the appointment on 01273 003330.

You can either telephone the Practice or cancel your appointment via your online App. You can also email us if the telephone lines are switched over to our Out of Hours service. You will also receive a SMS text reminder with a link to cancel if you need to.

Telephone Advice

If you feel a face to face appointment is unnecessary or you are not able to attend the Practice but would like to speak to a Doctor, Nurse or HCA please ring and speak to the Reception team and we can book you an telephone slot. Please confirm your contact numbers with the Receptionist.

Home Visits

Whilst we encourage our patients to come to the Surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling Reception as soon as possible.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. It may not be your registered GP that visits you, as we have the services of a Roving GP but we will let you know who will be visiting you once we have determined that a Home Visit is necessary. You can also be visited at home by a Central Community Nursing Team via our PCN if you are referred by your GP.

Online Booking Tool: eConsult

If you find it hard to attend the Practice or you do not feel that you need to see a GP, you can now access eConsult via our Practice website. All the details are on our Home Page, this tool will ask you questions that will triage your medical condition and the GP will respond either, telephoning/ emailing you or asking you to book a face- to -face or telephone appointment. This is quick, easy method for medical advice.

Enhanced Access Service

We can book patient's appointments on weekdays, Saturdays and Sundays at alternative locations. These include remote (telephone) and face-to-face appointments with GPs, Nurses, Pharmacists and Healthcare Assistants.

This service is for new, recent medical conditions such as:

- ❖ Minor illness symptoms
- ❖ A new minor injury (not requiring urgent medical attention)
- ❖ A problem that can easily be resolved by prescribing a short course of medication (e.g. an infection); or
- ❖ Flare up of an existing condition that doesn't require a patient's usual GP

Nurse appointments are offered at weekends

Repeat Prescriptions

Please allow **48 working hours** to process. To obtain a Repeat Prescription you may:

- ❖ Email us on sxicb-bh.thehaven@nhs.net
- ❖ Order Online once you have registered for this service via the NHS App
- ❖ Contact your Pharmacy and ask them to send a Prescription request on your behalf.
- ❖ Leave Prescription form with Reception with items ticked that you require
- ❖ Send a stamped addressed envelope with your repeat prescription slip

We do not take prescription requests over the telephone unless you have special circumstances known to us. This is to ensure that the correct medication is ordered for you.

Electronic Prescription Service (EPS)

We will ask you for a nominated Pharmacy when you register or you can choose a nominated pharmacy afterwards. Once you have requested your repeat prescription and the Doctor has reviewed and signed the Prescription it will go straight to the Pharmacy you have chosen. You can change your nominated Pharmacy if you need to via the NHS App or contacting us.

Medication Queries

Your local Pharmacist will be happy to help you with any Medication queries, as well as our In House Pharmacy Team. We Have a Clinical Pharmacist at the Practice who can deal with medication queries and you can book a telephone appointment should you require advice.

Pre-Pay Prescription Charges

PPC lets you get as many NHS prescriptions as you need for a set price. If you regularly pay prescription charges, a PPC could save you money.

The prescription charge in England is £9.90 per item.

A NHS Prescription Prepayment Certificate (PPC) costs:

- ❖ £32.05 for 3 months
- ❖ £114.50 for 12 months
- ❖ A hormone replacement therapy (HRT) PPC costs £19.80 and will save you money if you need more than 2 prescribed qualifying HRT items in a year
A PPC for hormone replacement therapy (HRT) covers an unlimited number of some HRT medicines for 12 months, including if they're prescribed for something other than menopause symptoms.

The quickest way to buy a PPC is to buy it online or collect a form from a Pharmacy. Visit: [Buy an NHS Prescription Prepayment Certificate \(nhsbsa.nhs.uk\)](https://nhs.uk/medicines/your-conditions/your-conditions/your-conditions)

Private Prescriptions

Private Prescriptions are funded by the Patient, rather than the NHS. We charge a fee of £15.00 for each individual item requested on a Private Prescription plus the charge for each item at the pharmacy £9.90 per item.

Out of Hours Service Emergencies

Please contact: **01273 555999**

Between the hours of:

08.00 - 08.30 Monday to Friday & 18.00 - 18.30

Thursday between 12.00 - 18.30

You will be redirected to the Out of Hours Service: Integrated Care 24 who will assist you with your medical needs.

Non-Emergencies

NHS 111 Telephone is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You may telephone this number for advice or information about your condition.

NHS 111 Online Get medical help – Advice can be accessed via the interactive NHS Website. This site also <https://111.nhs.uk/> provides information on health care issues and common illness, self-help groups, local health care services.

Walk-In Clinic

Practice Plus Brighton Station Health Centre has Walk-in facilities available to Patients when we are closed. The Walk-in service is available to see Patients without an appointment for the treatment of minor injuries and illnesses. To reduce wait times and limit numbers of Patients, the walk-in service now offers appointments. We advise Patients to call the service in advance to arrange an appointment where possible.

The Walk-in service offers Patients health care advice and treatment for general health problems and immediately necessary treatment. There may be a wait time depending on the demand of the service at the time of your visit if you do not have an appointment booked.

Practice Plus Brighton Station Health Centre

Aspect House

84-87 Queens Road

Brighton BN1 3XE

Telephone: 01273 203058

Opening Times: Monday – Sunday 0800 - 2000 including Bank and Public Holidays

Pharmacy First

Pharmacy First is a service from your local Pharmacy and they can help with your care for some common conditions.

Our Reception Team can refer you directly to them or you can call your local Pharmacy to arrange a consultation if we are closed.

Pharmacists can manage across various age ranges:

- ❖ Clinical pathway - Age range
- ❖ Acute otitis media - 1 to 17 years
- ❖ Impetigo - 1 year and over
- ❖ Infected insect bites - 1 year and over
- ❖ Shingles - 18 years and over
- ❖ Sinusitis - 12 years and over
- ❖ Sore throat - 5 years and over
- ❖ Uncomplicated urinary tract infections - Women 16-64 years

New Patients

We welcome new Patients from within our catchment area and are happy to register you. Please use the catchment area map tool to check by searching your postcode using our website.

If you are within our catchment area, you can register quickly online. You are likely to be registered on the same day and we will email or send a SMS message to confirm your registration.

If you know your NHS number then this will help you to complete your registration but is not essential. You can seek support for finding your number here: [Find your NHS number online](#).

A downloadable form is also available if you prefer to print and complete registration by hand. You can email this to us or bring into the Practice.

You will be allocated a named GP. However, you will be able to speak to any GP at the Practice and are not limited to only one Doctor.

Temporary Registration

If you are staying temporarily away from your normal UK address or are a visitor from outside the UK, you can receive emergency treatment from the Practice for up to 14 days. After 14 days you will need to register as a temporary or permanent Patient.

You can be registered as a Temporary Patient for up to 3 months. This will allow you to be on the local Practice list and still remain as a Patient at your permanent GP. After 3 months, you will have to re-apply as a Temporary Resident or become a permanent patient.

To register as a Temporary Patient simply contact the Practice. You will need to be staying at an address that is inside our boundary between 24 hours and 3 months.

Assistance with Patient Registration

Homeless

If you are homeless, you can give a temporary address, such as a friend's address, a day centre or our GP Surgery address.

Patients from Overseas

Immigration status or nationality doesn't matter - Reception won't ask for immigration documents and won't share your information with the Home Office unless serious crime is involved

Online Services

If you are over 16 and have an online account, such as through the [NHS App](#), [NHS website](#), or another online primary care service, you will now be able to see all future notes and health records from your GP. This means that you will be able to see notes from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your GP, not from hospitals or other specialists.

NHS App

The new simple and secure way to access NHS Services on your phone or tablet. We would advise you to download the NHS App from Google Play or the App store and to register as this is the future of online access. It enables you to book and manage appointments, view your medical record, order a repeat prescription and to check your symptoms and get instant medical advice. Your vaccination history including your Covid vaccination will be shown on the App.

If you register for online access or proxy access for your children or another person you will need to show Photo ID or for known registered Patients we can vouch for you. This is to ensure security of your personal details.

Accessible Information Services

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

Should you have any requirements or know of a Patient who needs support please let the Practice know and we will help provide support whether that is by providing information in large print or putting a Patient in touch with British Sign Language (BSL), an interpreter, email or braille.

Further information can be obtained on the NHS website [NHS England » Accessible Information Standard](#)

We can also offer services for the Video Relay Service (VRS) through Sign Live.

Interpreting Services

If your first language is not English and you need an Interpreter to accompany you to your appointment, please ask the Reception Team to book this service for you. As well as face to face interpreting we can book using Telephone or Video Interpreting.

Samples & Test Results

Blood tests are taken routinely at the Surgery and results are available to us electronically directly from the Pathology Laboratory. Results from a routine blood test should be with us within 48 hours. All other results should be with us within a few weeks.

If you need to bring a sample to the Surgery for testing, please ensure that it arrives before 1130 am as this is our collection time by our Courier service to the Hospital. For all test results, please telephone us, preferably between 1300-1500 each day. You can also view your results for most tests via the NHS App or Patient Knows Best.

If you have any queries on what your Test Results mean please visit: [Lab Tests Online UK website: Patient Education on Blood, Urine, and Other Lab Tests | Lab Tests Online-UK](#)

Medical Students

As a Practice, we assist in the teaching of from the Brighton and Sussex Medical School. You will be advised when you book in at Reception if a Student will be in Clinic during your Consultation and we will need your consent. If you wish the Student not to be present let just let us know.

Non-NHS Services

We also provide Services which are not funded by the NHS and are paid for by the Patient or requesting Company these include:

- ❖ Medical Insurance Reports
- ❖ Medicals: HGV/PSV/Taxi Medical
- ❖ Fitness/Firearms Certificates
- ❖ Insurance claim forms
- ❖ Letters
- ❖ Vaccinations (not available as an NHS Service)

Any Service for which there is a charge is available to view on our Website detailing under Non NHS Services.

Statement of Fitness to Work

Under current legislation a Patient 'Self-Certificate' is used for the first seven days. The Self-Certificate (form SC2) is available from your employer's office or you can use the HMRC Services to complete online: [Ask your employer for Statutory Sick Pay - Ask your employer for Statutory Sick Pay - GOV.UK \(tax.service.gov.uk\)](#) .

If you are sick and off work for more than seven days, your employer will ask you to provide a medical certificate. To request a Fit Note we ask that you request this via eConsult alternatively please book an appointment with a Doctor., to renews a Fit Note please use the online tool as an appointment is now necessary. A Fit Note not can be signed by a Doctor, Nurse, Occupational Therapist, Pharmacist of Physiotherapist.

We will send this to you via email or SMS Text or you can collect from the Practice once complete.

For more information, please go to: <https://www.gov.uk/government/publications/the-fit-note-a-guide-for-patients-and-employees>

Our Services

Alcohol Aware

These are led by our Practice Nurse which entails the results from our Audit Alcohol Screening Questionnaire and discussing this with her. Alternatively, if you would like some advice regarding your alcohol usage these appointments are also available at any time to all Patients. These appointments can include brief advice and, if needed, a referral to our Drug and Alcohol Recovery.

Blood Pressure

We have a Blood Pressure machine in our waiting room for your use. We will be happy to assist you with recording your BP and this will be logged on your medical record.

The Practice has a limited stock of BP monitors that we can loan to patients for 7 days and a chart to complete if requested by a Clinician.

Blood Tests

We are able to offer Blood Tests every morning Monday-Friday before 1130am. We also offer local weekend appointments via our Enhanced Access Service.

Cervical Smear (HPV Screening)

You will be sent an invitation letter in the post when your next cervical screening is due. The guidelines suggest every three years from the age of 25 to 50 and from the age of 50 to 64 it is five yearly; this is as long as the result is normal.

HPV screening is included in all samples and the result of this will be able to inform us whether you are negative, or positive and need further action.

Child Development

You and your baby will have a eight week check with the Doctor at the Practice. This will be a double appointment (20 minutes) At age one, two and three years a questionnaire will be sent to you by the Health Visitor directly regarding your child. Some Parents/Guardians prefer to booked the eight check-up and depending on your if you wishes as there 8 weeks immunisations on the same day.

Childhood Immunisations

We work closely with Community Child Health Information Service for any routine Immunisations that are due for any Children. We will invite Parents/Guardians to book an appointment with our Practice Nurse.

The Nurse will gain your consent and have a short discussion before they administer the Immunisation.

We understand that many parents have concerns about Immunisations. The Nurses are happy to discuss these with you before you make any decision about immunising your child. We also have leaflets and resources to help you to make a decision.

Children's Health Visitors

The Health Visitors are automatically notified of all children under the age of five who join our list so that they can contact Parents /Guardians to introduce the service.

Telephone: 0300 002 0060 opening times Monday-Friday 8am-6pm

Email: BrightonWellbeing@spft.nhs.uk

Health in Mind is a free NHS service for anyone in East Sussex experiencing emotional or psychological difficulties. More information can be found on our website: <https://www.thehavenpractice.co.uk/self-referral--referral-wait-times>

You can also contact them by submitting a contact form or use the contact details below. They will respond during our normal office hours (Monday— Friday from 9am—5pm) just visit: <https://www.mindcharity.co.uk/contact>

Telephone: 01273 666950 Email: info@mindcharity.co.uk

Dressing & Post-Operative Care

The Nurse and Health Care Assistants can offer wound dressing appointments. We can also see you after an operation to remove your dressings, stitches, staples and provide you with follow up care during the post-operative period.

Sexual Health

Sexual Health Advice is available to all our Patients. We respect the need for confidentiality. Should you have any general concerns about sexually transmitted infections you can contact Sexual Health Advice Centre (SHAC).

For a routine sexual health check-up, please order a home test kit <https://brightonsexualhealth.com/homekits/> They offer limited number of 'on the day' appointments [SHAC Central](#). For under 25s walk-in clinic is open on Wednesday 1.30 to 6pm. These are on a first come, first served basis. [SHAC West](#) clinics run every Tuesday, Thursday and Friday 3 to 5.30pm, for asymptomatic under 25s by appointment only. If you would like an appointment at this site, please text 07770813972 and they will advise what day/time to attend. For further advice, please call them on [01273 523 388](tel:01273523388)

To book a sexual health or contraception appointment at [SHAC East](#) you can call them on the above number or you can [book an appointment online](#) (Log-in>Appointments>Sexual Health>General Sexual Health and Contraception Clinic) SHAC: Visit the website at: <https://brightonsexualhealth.com/>

Family Planning

We offer advice, counselling and a range of methods of Contraception including the pill, patches, ring, coils, injection and implant, which are provided by our Clinical Pharmacist, Doctors or Nurses.

Contraceptive Pill

Patients that are on the Contraceptive Pill, these appointments will take place regularly. This is to ensure you are on the right medication for your needs and to see if there are any changes since your last appointment. It's preferable for these appointments to be face to face as we will need a recent reading of your height, weight and blood pressure and to discuss how you are responding to the Pill. Alternatively, this can be done over the phone if you have access to take your height, weight, and blood pressure elsewhere or at home.

Fittings and Implants can be fitted also at Morley Street Family Planning Clinic. After you have seen the Doctor or Nurse at the Practice, you can self-refer to Morley Street Clinic by calling 01273 523388.

If you are having an IUD/Coil fitted, you will need to have screening swabs done before these can be fitted. For information and advice on Contraception go to www.fpa.org.uk. These can be done with your chosen provider either a local Practice or Morley Street Family Planning.

Emergency Contraception

The Emergency Contraceptive pill is available free of charge without a prescription. You can get it from most Pharmacies, from your GP, or from the Sexual Health Clinic. This does vary as some Pharmacies do charge a fee for Emergency Contraception.

NHS Health Check

This check is for all Patients between ages of 40-74 with no history of heart disease. The purpose is to screen for any early warning signs of heart disease. This is particularly important if you have a strong family history of heart problems.

Stop Smoking

If you smoke or vape, our specially trained Healthcare Assistants and Nurse can help you find the best way for you to kick the habit. They can advise on how you can work through your own stop-smoking programme as well as how nicotine replacement therapy can be used appropriately to assist you.

Travel Advice & Vaccinations

Travel Vaccinations that are available on the NHS are provided free of charge to all our Patients but we cannot provide these services to any Patients that are registered as 'Temporary Residents'.

Please make an appointment six weeks before you are due to travel, as you may need more than one visit for a course of Vaccinations. The Reception team will send you a questionnaire via SMS or email, please complete this before your appointment. This will assist us with our assessment of what vaccines you may require.

Preventative vaccinations/medication for Malaria and Hepatitis B are not provided by the NHS as a service, you will be charged a fee by the Practice.

Termination of Pregnancy

MSI are the provider of this service in Brighton and Hove You do **not** need a GP referral to access the TOP service To self-refer, patients can call them 24/7 on 0345 300 8090 they can offer same-day appointments and treatment. To book online please visit <https://www.msichoice.org.uk/abortion-online-booking/>

If you are not ready to make a call, or if you're worried about your privacy, you can choose to live chat with an advisor. Follow this link: <https://www.msichoice.org.uk/contact-us/>

Their website has lots of useful information for patients, including video explainers and articles: <https://www.msichoice.org.uk/>

Community Services

Midwives

The Midwives are based at Hollingdean Children's Centre, Brentwood Road, Brighton. Maternity services are usually shared between your Doctor and the Community Midwife. You can do a home test or several of the local Pharmacies can do the test for you.

Clinics are held at the Hollingdean Children's Centre, Brighton.
Telephone: (01273) 295623 Email: hollingdeancc@brighton-hove.gov.uk
Please register via: www.mypregnancymatters.co.uk

Wellbeing Services

The aim of the team is to help you decide if a referral to the community mental health team would be appropriate.

Brighton & Hove Wellbeing for over 18 years of age self-referral: <https://portal.spft.nhs.uk/brighton-and-hove-wellbeing-service/bws-referral>

Brighton & Hove Wellbeing for Children and young adults aged 4-17 self-referral form: <https://www.smartsurvey.co.uk/s/WBCYPSelfReferral/>

Comments, Concerns & Suggestions

We are constantly seeking to improve our services and welcome all feedback both positive and negative.

Our Friends and Family Test is available on our Website or through our SMS Service once you have attended a appointment with us. You can review our results on our Website each month.

Alternatively, you can post a comment on the NHS UK Website at <https://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/>. We also have a Blog book on Reception should you wish to make any comments which we share regularly with the Team.



How to make a Complaint

Should you have any reason to make a complaint, about an administrative or a clinical issue. Please send your complaint in writing to the attention of the Practice Manager Sue Doyle via letter or email. Your complaint will be treated with complete confidentiality.

- ✉ Sxicb-bh.thehaven@nhs.net
- ✉ The Haven Practice,
100 Beaconsfield Villas
Brighton
East Sussex
BN1 6HE

If you feel uncomfortable about speaking directly to the Practice Manager, you can contact Brighton & Hove Health Watch. They can support and advise you with your complaint.

- ✉ <https://www.healthwatchbrightonandhove.co.uk/>
- ☎ 01273 234040.

Patient Advice and Liaison Service (PALS)

- ✉ PALS
Royal Sussex County Hospital
Eastern Road
Brighton
BN2 5BE
- ☎ Royal Sussex County Hospital 01273 664511
- ☎ Royal Sussex County Hospital 01273 664973
- ☎ Princess Royal Hospital 01444 448678
- ✉ uhsussex.pals@nhs.net

A Patient Information Leaflet is available for your reference at the Practice or on our Website to download to assist you: <https://www.thehavenpractice.co.uk/feedback--complaints>

Practice Policies

Discrimination

The Practice and all Clinicians are committed to provide all of our Services to all Patients, regardless of their personal beliefs, nationality, ethnic origin, gender, sexuality, marital status, disability, socio-economic circumstances. These do not influence the treatment we arrange or provide. We will treat all Patients equally and will respect their dignity and integrity. All Patients will be treated equally and all patient data confidentially.

Patient Information & Confidentiality

Your Personal Information – what you need to know

This Privacy Notice explains why we collect information about you, how that information will be used, how we keep it safe and confidential and what your rights are in relation to this.

Why we collect information about you

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received. These records help to provide you with the best possible healthcare and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries or secure specialist services. We will keep your information in written form and/or in digital form

Our Commitment to Data Privacy and Confidentiality Issues

As a GP Practice, all of our GP's, Staff and associated Practitioners are committed to protecting your Privacy and will only process data in accordance with the Data Protection Legislation. This includes the General Data Protection Regulation (EU) 2016/679 (GDPR), now known as the UK GDPR, the Data Protection Act (DPA) 2018, the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any applicable national Laws implementing them as amended from time to time. The legislation requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

In addition, consideration will also be given to all applicable Law concerning Privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

Zero Tolerance

The Practice in line with NHS Guidelines operates a Zero Tolerance Policy with regard to violence and abuse and the Practice has the right to remove violent Patients from the list with immediate effect in order to safeguard Practice staff, Patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the Patient in writing of their removal from the list and record in the Patient's medical records the fact of the removal and the circumstances leading to it.

Useful Numbers	
Age Concern	0800 019 1310 info@ageukwsbh.org.uk
Blue Badge	01273 296 622 bluebadgeparking@brighton-hove.gov.uk
Brighton & Hove City Council	01273 290000
ICB Integrated Care Board NHS Sussex	0300 140 9854 sxicb.contactus@nhs.net
Finding NHS Dentists	https://www.nhs.uk/service-search/find-a-dentist
Health Watch Brighton & Hove	01273 234 041 office@healthwatchbrightonandhove.co.uk
Health Watch Enquiries	01273 234 040 info@healthwatchbrightonandhove.co.uk
NHS England	0300 304 0100 england.contactus@nhs.net
Primary Care Support Services	01273 265800 Sc-tr.sussexprimarycare@nhs.net

Useful Contact Numbers	
Out of Hours	
NHS 111 (Out of Hours Service)	111
Emergency Dentist	03000 242548
Pharmacies open after 1830 ASDA Pharmacy (Asda Brighton Marina Superstore) Mon-Sat 9am-8pm Sun 11am-5pm ASDA Hollingbury Mon-Sat 9am-8pm Sun 10am-4pm	01273 811210 01273 560310

Hospitals & Clinics	
Brighton General Hospital	01273 696011
Hove Poly Clinic (including Blood Tests)	01273 242024
Lewes Victoria Hospital – Minor Injuries	01273 666 492
Royal Sussex County Hospital	01273 696955
Royal Alexandra Children's Hospital	01273 696955

Sussex Eye Hospital	01273 696955
Sexual Health and Contraception (SHAC)	01273 523388
The Park Centre for Breast Care	01273 446017
Walk in - Practice Plus Brighton Station	0333 321 0946
Community Services	
Community Health Visitors	01273 266000 sc-tr.bh-healthvisitors@nhs.net
Community Midwives	01273 293545 familyhubs@brighton-hove.gov.uk
Community Central Nursing Team	01273 242117 Option 2 Option 2 sc-tr.eastlocality@nhs.net

Services	
Brighton & Hove Wellbeing	0300 002 0060
Carer's Hub (Young Carers)	01273 977000
Carer's Hub (Adult Carers)	01273 977000 info@carershub.co.uk
Community Roots	0808 196 1768
Child Health Bureau	020 7843 6000
General enquiries	enquiries@ncb.org.uk
Child Line 24 hour	0800 1111
Chlamydia Screening Programme Brighton & Hove	01273 523222
Domestic Abuse and Violence Helpline	0808 200 247
Drink line National Helpline	0300 123 1110
Front Door for Families	Switchboard: 01273 29 00 00 or 01273 290400 FrontDoorForFamilies@brighton-hove.gov.uk
Family Information Service	01273 293545
Integrated Primary Care Team	01273 242117
National Debtline	0800 808 4000
Non-Emergency Patient Transport Service (For patients unable to use public transport due to their medical condition)	0300 123 9841
South Central Ambulance Service NHS Foundation Trust	0300 123 9280 patientexperience@scas.nhs.uk
Mental Health Rapid Response Service	0300 304 0078
MSI Termination of Pregnancy	0345 300 8090
Change Live Grow	01273 731900 brighton.info@cgl.org.uk
Samaritans	116 123 (free from any phone) 0330 094 5717 (local call charges apply) jo@samaritans.org
Sexual Health Helpline	0300 123 7123
Rape and Sexual Abuse Centre	0808 500 2222 info@survivorsnetwork.org.uk General enquiries rcewinfo@rapecrisis.org.uk
R u ok?	01273 293966
Social Services – Adult Social Care	01273 295555 ext. 4001 / 0345 608 0191 Text 07537 418236
Social Services – Children Social Care	01273 295920 / 0345 608 0192
Sussex Mental Healthline 24/7	0800 030 9500
Sussex Police (24hr non-emergencies)	101
Terrence Higgins South Downs	01273 764200
Youth Advice Centre	01273 624432

Practice Boundary

Our Practice Boundary is shown below. Please visit our website and use this tool.



Transport

If you are travelling:

By Bus: We are located on the 5B and 5 bus routes. The 5B stops in Beaconsfield Villas. We are situated towards the top of the road on the right hand side heading towards Preston Drive. Bus 5 stops on the main London Road by the Preston Manor and is a short walk.

By Car & Parking: Disabled bays are opposite the surgery and a further bay approximately 200 metres towards Preston Drive. Brighton and Hove City Council Operate a controlled parking scheme in Beaconsfield Villas. Peddle bike Bays are located at Blakers Park and at the junction of Lucerne Road and Havelock Road. Blue badge holders can park free of charge in any pay and display bay (Including shared bays) for an unlimited period.

Cycling Routes

