

The Meads

Medical Centre

Grange Road, Uckfield, East Sussex TN22 1QU

- DR E E WALBROOK
- DR A J DUCKWORTH
 - DR C BROWN
 - DR C TURRELL
 - DR C KING

ENQUIRIES AND APPOINTMENTS

0844 477 3373

Fax: 0844 477 3374

If calling from abroad: 0870 066 1901

OPENING HOURS

Monday 7.30am - 8.00pm

Thursday 7.30am - 6.30pm

Tuesday, Wednesday & Friday 8.30am - 6.30pm

YOUR PRIMARY CARE TRUST

East Sussex Downs and Weald Primary Care Trust
36-38 Friars Walk, LEWES, East Sussex BN7 2PB

Tel: 01273 485300

WELCOME TO

The Meads Medical Centre

THE PARTNERS

Dr Emma E Walbrook	MB BS DRCOG DFFP MRCGP Qualified 1997 London
Dr Andrew J Duckworth	MB BS FRCOphth DRCOG MRCGP DFFP ALS Qualified 1989 London
Dr Cathy Brown	MB BS DRCOG MRCGP Joined us in March 2011
Dr Charlotte Turrell	MRCGP DRCOG DFFP BSc (Hons) Joined us in April 2011
Dr Christine King	MB BS BSc MRCGP DCH DRCOG DFSRH Joined us in June 2011

ADVANCED NURSE PRACTITIONER

Margaret McKeon BSc (Hons)

Margaret's training has equipped her to diagnose and treat not only common medical conditions, but also chronic conditions. She provides the same level of care as a GP, and can organise referrals and prescriptions.

INTRODUCTION FROM THE PRACTICE MANAGER

We at The Meads are a dedicated team of professionals, both clinical and administrative, who strive to provide and promote an excellent healthcare service for all of our patients, within a friendly and caring environment.

I hope you will find this booklet useful to guide you through the various services we offer, and how best to access them.

Building work on our brand new premises in West Park, Uckfield is scheduled to start in the autumn of 2011, and we hope to be fully operational from this purpose built facility by late summer 2012. Keep an eye on waiting room notice boards for latest news...

I am very happy to hear feedback from our patients to help us to continually improve our service, and also to talk to patients in person about any issues. Please feel free to contact me via the reception desk or on the telephone.

Carole Midgley

USEFUL TELEPHONE NUMBERS

Practice appointment and enquiries line: 0844 477 3373
NHS Direct: 0845 4647
Minor Injuries - Uckfield Hospital: 01825 745030, 8.00am - 8.00pm daily

Visit our website: www.themeadssurgery.co.uk

THE MEDICAL RECEPTIONISTS

Available to advise you in person from 8.30am to 6.30pm, or on the telephone between 8.30am and 12 noon, and between 2.00 and 6.00pm. Emergency telephone calls only can be received between 12 noon and 2.00pm.

Our medical receptionists are trained to ask the right questions so that we can ensure every patient receives the most appropriate treatment as quickly as possible. In addition, we have specially trained people who manage other services such as prescriptions, making referrals and patient records. Just ask one of our receptionists who will be able to help.

HOW TO REGISTER

Please come to the reception desk in person to collect a Registration Pack. You will need to provide two forms of identification (e.g. passport, utility bill), one of which must include your current address. Patients must reside within the practice area as described in this booklet. You will be given a New Patient Medical appointment at the time of registering.

APPOINTMENTS

Our appointment line, telephone number 0844 477 3373, is open to speak to a receptionist Monday to Friday from 8.30am to 12 noon, and from 2.00 to 6.00pm. Alternatively our automated service can be accessed via the same telephone number 24 hours a day, seven days a week.

You can use the automated service, without having to wait, to:

- Book routine/advance appointments to see a doctor or nurse
- Check or cancel existing appointments

If you choose to speak to a receptionist, you will be put into a call queue if we are busy. This system helps you to understand how busy we are, and to decide whether to hold or call back later.

Mornings are usually very busy and we only deal with appointments and emergencies before 10.00am.

Same day appointments are available every working day, together with a number of pre-bookable appointments, usually up to four weeks ahead for a doctor and six weeks ahead for a nurse and/or blood tests.

Urgent same day appointments are seen by the duty doctor, and not necessarily the clinician of your choice. Please make an additional appointment to talk to the doctor or clinician about any other matters of a non-urgent nature.

To see your preferred choice of clinician, please book in advance. Separate appointments must be booked for each person who wishes to be seen.

Please do let us know as soon as possible if you are unable to keep an appointment.

For all other appointments or advice, please speak to one of our receptionists.

For all serious emergencies, dial 999.

For the latest information: www.themeadssurgery.co.uk

EXTENDED OPENING HOURS

To assist patients who find it difficult to get to the practice during normal opening hours, we offer extended surgery times on Monday and Thursday mornings from 7.30am, and also on Monday evenings until 8.00pm. Appointments for these clinics are available by advance booking only.

OUT OF HOURS

If you require **URGENT** attention outside normal hours, please telephone **SOUTH EAST HEALTH** on 0300 0242424. In the event of a technical failure or any other difficulty which prevents you from contacting **SOUTH EAST HEALTH**, you should dial 999.

Alternatively, for telephone medical advice, you can ring NHS Direct on 0845 4647.

HOME VISITS

Patients are requested to telephone 0844 477 3373 before 10.30am and select the '*Emergencies and Home Visits*' option. Please give the receptionist as much information as possible so the doctor can assess priority. Home visits are for the housebound or those too ill to attend the practice. Please remember that several patients can be seen at the practice in the time taken to carry out a home visit.

HOW TO SPEAK TO A DOCTOR OR NURSE

The doctors and practice nurses generally make telephone calls from 12 noon. The receptionist will ask you to describe the purpose of the call and arrange for the doctor or nurse to phone you as soon as possible. Please remember it takes just as long to deal with a call as it takes to see someone in person.

PRACTICE NURSES

Practice Nurse Carol Sweetland RGN

Practice Nurse Sue Wheeler RGN

The nurses run general surgeries as well as specialised clinics (see Clinics and Services).

The practice carries only a minimal stock of dressings. If specialised dressings are required, patients are advised that a prescription will be raised and they will be required to pay if necessary at the pharmacy.

Patients who have not been seen within three years or are 75 years and over may request a health check with the practice nurse.

Visit our website: www.themeadssurgery.co.uk

HEALTHCARE ASSISTANTS

Jill Harriss, Marion Hartle and Jan Rothstein

GP PREFERENCE

You have a right to express your preference of practitioner. When you make an appointment you can select your preferred practitioner. If you require urgent on-the-day care, you will be seen by the first available and not necessarily by your preferred practitioner.

CLINICS AND SERVICES AVAILABLE

- Family Planning
- Antenatal and Postnatal Care
- Child Health Surveillance
- Diabetes
- Phlebotomy
- Minor Surgery
- Travel Clinic
- Minor Ailments
- Sexual Health
- Cervical Smears
- Childhood Immunisations
- Asthma
- Coronary Heart Disease
- Blood Pressure
- New Registration Medicals
- Smoking Cessation
- Weight Loss Clinic

ACCESS FOR THE DISABLED

Although some of the consulting rooms are on the first floor, we have facilities for you to be seen on the ground floor. Please let the receptionists know if you are unable to climb the stairs. We do not have a disabled patient toilet.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions are not taken over the telephone (unless you are housebound or over 70 years of age) or by e-mail. Please tick the items you require on the repeat prescription request form attached to your last prescription. If you have more than one repeat prescription, please try and order all your items together. If you do not have a request form you can either obtain one at reception or put your request in writing ensuring that you include your date of birth, name, and address.

To ensure we provide an accurate and even service please allow 48 hours (two working days) for processing. This timescale starts from when we receive your request.

Either deliver or post your repeat prescription request to the practice; if you would like us to post your prescription back to you, please enclose a stamped addressed envelope.

For the latest information: www.themeadssurgery.co.uk

TEST RESULTS

You may call at any time after 10.00am each working day, to speak to a medical receptionist or healthcare assistant to get your test results.

Please note that test results can only be given to the patient (or their parent/guardian/known carer) to whom the result relates.

CHANGE OF ADDRESS AND/OR TELEPHONE NUMBER

Please notify us in writing of any change to your address and/or telephone number or mobile number if you are happy for us to hold this information. This will then enable us to keep your records up to date. Alternatively, we have a form that you can fill in at reception.

NON-NHS WORK

Completion of some forms and certificates is not covered by the NHS. Please ask a member of the reception team for our current charges.

PATIENTS' FEEDBACK – WE WANT TO HEAR FROM YOU

Our reception manager, Sarah Leaver, welcomes patients' feedback, both critical or complimentary, on our service. We have a practice suggestion form which you can complete to share any ideas for improving our service which we are continually striving to do. Please ask for a form at reception or write to us with your comments.

Alternatively you can address feedback to our practice manager, Carole Midgley.

PRACTICE AREA

Our practice area is bordered by Nutley village to the North, Down Street (Piltdown) to the West, Halland crossroads to the South and the border between Buxted and Hadlow Down to the East.

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.

VIOLENT AND ABUSIVE PATIENTS

We support the Government's NHS zero tolerance policy towards anyone who is physically or verbally abusive or threatening to either staff members or other patients at the practice. Offenders will be struck off the GPs' list and allocated to a special practice that deals with such patients.

Visit our website: www.themeadssurgery.co.uk

ACCESS TO PATIENT RECORDS

Our practice confidentiality policy is strictly adhered to as laid down in the Data Protection Act. Patients have a right to access their medical records on application in writing to the practice manager according to procedures set down in the Act. Patients will be asked for written consent before their personal information is used in ways that do not directly contribute to, or support the delivery of, their medical care. Patients' decisions to restrict the disclosure of their personal information will be respected.

PATIENT FORUM GROUP

The Meads has a Patient Forum Group that meets regularly to assess the practice's progress. The Forum Group provides constructive criticism and produces its own newsletter for patients. Should you wish to become a member of the Patient Forum Group please contact the reception manager Sarah Leaver.

HELP WITH HEALTH COSTS

For people who have to pay prescription charges and need regular medication, valuable savings can be made through the Prescription Pre-payment Certificate scheme (PPC). PPCs save money for anyone needing more than five prescription items in three months, or 14 items in a year. More information can be obtained by accessing the NHS Business Services Authority website at www.ppa.nhs.uk or asking at reception. Similarly, there are medical exemption certificates available for people with certain conditions, including epilepsy and diabetes (except where treatment is by diet alone), that provide an entitlement to free prescriptions and avoid the need to buy a PPC. There is also an NHS Low Income Scheme that provides a 'safety net' for people who don't automatically qualify for help with health costs, but who still find it difficult to pay. Anyone can apply using claim form HC1 or by speaking with an advisor on 0845 850 1166, as long as they don't have savings or capital of more than £16,000 (£21,000 for those permanently in a care home).

COMPLAINTS

The practice constantly strives to build on the service it provides for patients and also welcomes further suggestions and ideas. Any suggestions or ideas can be handed in at reception.

Should you have a complaint, please speak to Carole Midgley, the practice manager. A copy of the complaints procedure is available upon request.

For the latest information: www.themeadssurgery.co.uk

ASSISTED LIVING | Help and support in retirement

Portman Court, Uckfield

Take a Closer Look...



Typical interiors

With a friendly atmosphere and excellent security, you'll soon see why so many people have chosen the McCarthy & Stone lifestyle.

Please book your appointment to view by calling 01825 766880

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Grange Road, Uckfield
01825 766880

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- ▶ Domestic Assistance ▶ Guest Suite
- ▶ Personal Care by arrangement

Also available in the area:
Risingholme Court, Heathfield 01435 867467



McCarthy & Stone

ASSISTED LIVING

www.mccarthyandstone.co.uk

Why Not Stay In The Comfort Of Your Own Home?

For many people as they get older, being looked after and cared for in their own home is an infinitely preferable alternative to placement in a residential home. It enables them to receive the care and support they need, while continuing to live at home and enjoy the maximum level of independence, privacy and dignity.

Angela Hayes and Alan Whitfield at Abacus Care are here to help. They and their team are able to provide whatever is required, in terms of nursing and domiciliary care - from a one hour visit, to round the clock care - 24/7. They also offer a respite service for anything from a two week holiday to a half day's care. Abacus are proud to say that they are making a real difference to real people.

Established in 1999 predominantly as a nursing agency, Abacus only employ experienced local staff, all carefully vetted and CRB-checked annually to an enhanced level, to allow you total confidence.

So if you, or someone you love, needs some care at home just contact Angela at Abacus Care on the number opposite.

Advertising Feature



Residential Care Services for Adults with Learning Disabilities, Autism and Challenging Behaviour

The New Inn

Lewes Road
Ridgewood, Uckfield
East Sussex TN22 5SL

Telephone:
01825 765425

Email:
info@ridgewood.co.uk

Web:
www.ridgewood.co.uk

Set on the outskirts of Uckfield, The New Inn provides a high quality of care in a family environment.

Ridgewood Care Services

Specsavers
Opticians

Shakila Parham
BSc (Hons) MCOptom FBDO C/L
OPTOMETRIST
John Parham
RETAIL



Contact Lenses Available

Free Hearcare Test

Kids' Glasses & Under 16 Eye Test FREE

30% Off Glasses For Over 60s (Monday to Saturday)

Other Offers - See Inside Store

Appointments can be booked
at Specsavers Online:

www.specsavers.co.uk/uckfield

Tel: 01825 746750

100 High Street
Uckfield TN22 1PX

Opening Times

Monday	9.00am - 5.30pm
Tuesday	9.00am - 5.30pm
Wednesday	10.00am - 5.30pm (Staff Training 9.00 - 10.00am)
Thursday	9.00am - 5.30pm
Friday	9.00am - 5.30pm
Saturday	9.00am - 5.00pm
Sunday	Closed

Great Service In Focus

YOUR sight is precious, so it is vital that you choose an optician who will have the necessary professional training and experience to provide you and your eyes with effective care and treatment.

Specsavers of Uckfield offer comprehensive eye examinations not only to ensure that you are seeing clearly, but also to spot conditions such as glaucoma and cataracts in their early stages.

The Specsavers team are especially aware of children's needs, and always look to make your child's trip to the opticians that little bit easier as they are provided, under NHS guidelines, with eye examinations and spectacles free of charge right up until they are 16 years of age. At Specsavers, you will be given tailor-made care to ensure that you have the glasses and contact lenses that best meet your requirements.

Your occupational and leisure needs are also catered for, with specialised contact lenses available for every occasion, such as golf, bowling and evening socialising.

Specsavers of Uckfield work together with you to ensure life-long vision and good eye health.

You will be given an opportunity to learn how to look after your eyes, as well as advice on selecting glasses to suit you. There is a wide range of eyewear from which to choose, including designer frames, bifocals, varifocals and sunglasses, so you're guaranteed to find something to match your tastes.

Specsavers will also be happy to repair or adjust your glasses, should you require.

For more information, contact the branch on 01825 746750, or click onto www.specsavers.co.uk/uckfield

Advertising Feature

Advertising Feature

Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Everything your family and friends thought about a loved one is expressed on that day. When someone dies it comes as a great shock. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what you should do next

You will need to collect the doctor's certificate as to cause of death and meet with the local registrar.

Throughout all this, your local funeral director is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week.

Many local funeral directors feel it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Floral
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Your local florist



Experienced and qualified florists

Providing friendly
and personal service

Flowers for all occasions

79 - 81 High Street, Uckfield
(close to Church Street traffic lights)

Tel: 01825 765060

Email: clare@floraldesigns.uk.com

For further information visit our website:
www.floraldesigns.uk.com

Cheer someone up!

Have you ever watched the reaction of someone who has just received a gift of flowers?

Their eyes light up and a smile is almost automatic - a gift of flowers can brighten almost any day. One of the pleasures of ordering flowers is that you can rest assured that the recipient will receive a unique gift.

Your local florist can help you with a floral gift for all occasions - what better way to say thank you or just cheer someone up than by giving them a gift of flowers? It's always nice to let someone know that you are thinking about them, even though they may be at the opposite end of the country. Just imagine their face as the florist's van draws up!

Once inside the home flowers make a huge impact, creating a warm, welcoming atmosphere and adding life and colour to any room.

Your local florist is able to supply really fresh flowers, in a variety of styles. So bring some light and sunshine into someone's life - send some flowers. Oh, and while you are in the florists, why not buy yourself some? Go on - spoil yourself - you're worth it!

Advertising Feature



**Richard Green
Funeral Service
& Memorial Masons**



The Old Malthouse,
125 High Street,
Uckfield,
East Sussex
TN22 1RN
01825 760601
enquiries.uckfield@rgreenfs.co.uk
www.rgreenfs.co.uk

Uckfield
Chiropractic Clinic

www.uckfield-chiropractic.com

- Free spinal check
- Back & neck pain
- Muscle & joint problems
- Headaches & jaw pain
- Accident rehabilitation
- Sport injury therapy
- Pregnancy & paediatric care

To book an appointment please call
01825 744100

116 High Street, Uckfield
(Pedestrian access between Carvills & HSBC)

Member of the British Chiropractic Association
Registered with the General Chiropractic Council

Important Notice

YOU CAN NOW VISIT OUR SURGERY WEBSITE AT
www.themeadssurgery.co.uk

Our website contains a host of information that will enable you to make the most of the services we offer



candlelight
homecare services

Do you need some help at home?

If so we are just a phone call away. Our friendly, dedicated, highly trained staff can help with almost anything for both short and long-term needs.

House Cleaning • Shopping • Personal Care • Companionship
Post-operative Help • Night Services • Cover for Family Carer
Dog Walking • Home & Garden Maintenance
Specialist Help for Dementia, Stroke and End of Life

This year over 98% of clients rated our services as 'Good' or 'Excellent'

'I consider myself fortunate to receive such kindly, warm friendship and care. Thank you very much.'
Mrs H, Laughton, E Sussex

'A First Class service by qualified and dedicated staff. Many thanks.'
Mr B, Glynde, E Sussex

To find out more about our services call
01435 868248
www.candlelightcare.co.uk

Should you require extra support we can provide a Live-In service as a cost-effective alternative to residential care. Ideal for couples or people living alone.

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EAST SUSSEX TN21 8JB

UCKFIELD PHYSIOTHERAPY AND SPORTS INJURY CENTRE

Uckfield Physiotherapy and Sports Injury Centre

We can help with

- **SPORTS INJURIES**
- **NECK AND BACK PAINS**
- **JOINT PROBLEMS**
- **MUSCULAR ACHES AND PAINS**

Sara Crichton BSc (Hons), MCSP
Catherine Ellis BSc (Hons), MCSP
Susan Welsh Grad Dip Phys, MCSP

156 High Street, Uckfield, East Sussex TN22 1AT

Tel: 01825 761667
Fax: 01825 762248

Generate more business with a Pay - Monthly website from OPG



We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call 0800 612 1408
or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER

Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



USEFUL TELEPHONE NUMBERS

District Nurses	01825 745009
Health Visitors.....	01825 745008
Midwives.....	01825 745011
Macmillan Nurses	01825 745022
Boots the Chemist.....	01825 764748
Selby's Pharmacy	01825 762959
Tesco Pharmacy	01825 829447
Uckfield Community Hospital.....	01825 769999
Eastbourne District General Hospital.....	01323 417400
Royal Sussex County Hospital.....	01273 696955
The Princess Royal Hospital	01444 441881
Kent and Sussex Hospital	01892 526111
Social Care Direct.....	0345 6080191
NHS Direct.....	0845 46 47
.....	www.nhsdirect.nhs.uk
NHS Dental Helpline	0300 1000 899