

# The Beacon Surgery

Beacon Road, Crowborough TN6 1AH



Tel: (01892) 652233

Fax: (01892) 668840

[www.beaconsurgery.co.uk](http://www.beaconsurgery.co.uk)

*Information For Patients*

# Welcome To The Beacon Surgery

## The Doctors

|                             |          |   |
|-----------------------------|----------|---|
| <b>Dr Justin Morris</b>     | (male)   | MB BS (Lond) 1985 DA MRCGP                                      |
| <b>Dr Richard Pace</b>      | (male)   | MB BS (Lond) 1991 FRCS (Lond) 1995                              |
| <b>Dr Catherine Slatter</b> | (female) | MB ChB (Scot) 1990 MRCGP DCH DRCOG                              |
| <b>Dr Sophie Kuhn</b>       | (female) | BMBS (Nottingham) 2000 MRCGP DFSRH DTM&H                        |
| <b>Dr Nicola Betts</b>      | (female) | MB BS (Lond) 1992 BSc(Hons) DFSRH<br>DRCOG PG Cert in Education |
| <b>Dr Anna Plimmer</b>      | (female) | MB BS (Lond) 1993 DFFP MRCGP                                    |
| <b>Dr Caroline Wyatt</b>    | (female) | MA (Cantab) BM BCh MRCGP DCH DFSRH DRCOG                        |
| <b>Dr Jane Roome</b>        | (female) | MB BSc (Lond) 1992 BSc MRCGP DFFP DRCOG                         |

## The Practice

Dr Matthew Mackintosh started the practice in 1864. He died in 1900 whilst on a visit when his horse fell on him and he was succeeded by his son. The practice moved to its present purpose-built surgery in 1992 and was formally opened by The Marquess of Abergavenny on 29th February 1992.

We currently have two male partners and three female partners. We also employ three additional part-time doctors. In addition we have an Advanced Clinical Practitioner, Sophie Parker, who is available to see all patients other than those under one year old or patients who are pregnant. We will also occasionally have medical and nursing students who will be observing general practice.

The practice is part of the High Weald Lewes Havens Clinical Commissioning Group, which is part of the NHS. The CCG covers the area from Forest Row across to Wadhurst in the north and down to the south coast to Newhaven and Peacehaven, including Lewes, Uckfield, Crowborough and Heathfield. The CCG's address is:

High Weald Lewes Havens Clinical Commissioning Group  
36 - 38 Friars Walk, Lewes, East Sussex BN27 2PB Tel: (01273) 485300

## Using The Surgery

The building is purpose built with consultation rooms located on two floors and two separate waiting rooms. On arrival please book in at reception on the ground floor using our automated arrivals system which will inform you of the appropriate waiting room to use. When the doctor or nurse calls you to the consulting room your name and the number of the consulting room will be displayed on the electronic patient information board in each waiting room. Patients can register to use the online appointments booking service and online ordering of repeat medication.

All patients have an allocated, named and accountable, GP and if you would like to know yours please ask at reception. Patients can request to change their allocated GP at any time but this may not always be possible.

## Opening Hours

Our surgery is open from 8.00am to 6.30pm Monday to Friday. Requests for appointments and other queries should be made during these hours.

## Appointments

We have divided our appointments into two categories: 'Same day' and 'Pre-bookable'. Same day appointments are released at 8.00am each morning and enable you to telephone and see a doctor that day. We will endeavour to make the appointment with the doctor of your choice although that is not always possible.

If you wish to see a particular doctor or to make your appointment for a specific date then one of the pre-bookable appointments may enable you to plan your visit accordingly. However, with the doctors' other NHS commitments, this may mean booking a little way in advance. If your own doctor is unavailable please do not put your health at risk by unduly delaying your appointment.

## Contacting A Doctor Or Nurse

### At The Surgery

We prefer to see most patients at the surgery where we can consult most efficiently. Surgery times do vary and a number of different surgeries are held each day in order to try and cater for all our patients' needs. All of our surgeries are by appointment and where possible will be with a doctor or nurse of your choice but if this is not possible you will be offered an appointment with a colleague.

The length of each consultation can vary considerably and delays are sometimes unavoidable.

### On The Telephone

We provide a telephone consultation service. Please ask the receptionist for details.

### Home Visits

Home visits are at the discretion of the doctor and are for those too ill or frail to come to the surgery. Please do not ask for a doctor to call unless the patient is really too ill to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger them. Simply tell the receptionist on arrival. Where the patient does require a home visit please try to contact the surgery before 10.00am each day.

### Weekends, Evenings And Bank Holidays

Between 6.00pm and 8.00am weekdays, all weekend and on bank holidays you can call the out-of-hours service on 111. Your call will be answered by trained operators who will arrange the most appropriate action for you. This may be a phone call from a doctor, a trip to a primary care centre or a visit from a mobile doctor. Calls to 111 are recorded.

Please ensure that your medical need is urgent and cannot wait until the surgery is next open. Routine requests for medical attention just delay the response to those whose need is more pressing.

The IC 24 has been commissioned by the Clinical Commissioning Group to provide the out-of-hours cover in this locality.

### Emergencies

**In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains dial 999.**

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## Practice Staff

### Nurses

All patients can make appointments directly with the nurses and health care assistants. They are involved in all the screening programmes as well as taking blood samples, ear syringing, routine blood pressure checks, ECGs and cervical smears. They can offer advice on numerous health topics and give travel advice.

**Sarah Rae Smith** RGN  
Runs the CVD clinic

**Naomi Watt** RGN  
Runs the Asthma/COPD clinic

**Jenny Gorniak** RGN  
Runs the diabetic clinic

**Kate Page-Ratcliff** RGN Diplomas in Women's Health and Cryotherapy

**Debbie Norman** Health Care Assistant

**Kirsty Baynes** Health Care Assistant

### Phlebotomist

A phlebotomist is also on duty every day for blood tests. When advised by your GP please make your appointment at reception.

### Practice Manager

Frank Powell is the practice manager and is responsible for the administration of the practice. He would be happy to hear your views and suggestions about the service offered by the practice.

### Receptionists And Secretaries

They are there to help you and will deal with your enquiries and requests as efficiently as possible while respecting your confidentiality.

### Health Visitors

There are health visitors working closely with the practice. They are nurses with extra training in the care and development of children under five years old. They have special responsibilities to mothers and children and are based at Grove House, Crowborough.

### Community Nurses

The team of community nurses care for patients who need nursing at home and are based at Grove House, Crowborough. Messages can be left at the surgery reception or by calling the surgery on (01892) 652233 before 11.00am.

### Counsellors

We have trained counsellors attached to the practice who may be seen by prior referral from your GP.

For 24 hour information click to: [www.beaconsurgery.co.uk](http://www.beaconsurgery.co.uk)



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## Complaints Procedure

Frank Powell, our practice manager, is available by appointment to discuss any complaint you may have against the surgery. You may also make a written complaint, addressed to Mr Powell. This should be submitted as soon as possible after the incident. The practice will endeavour to investigate any complaint up to 12 months after the alleged incident.

Strict rules of confidentiality will be observed. A complaint made on behalf of someone else must be accompanied by that person's signed agreement to the complaint whenever possible.

An acknowledgement will be sent within three working days and may include an offer of an interview to clarify the problem. If necessary there will be an investigation, following which an invitation may be issued to both concerned parties to meet. Alternatively, a written response will be sent within 25 working days, stating any conclusions and recommendation. The complainant will be notified should there be a delay in responding.

If your complaint cannot be resolved locally within the practice you can contact NHS England, PO BOX 16738, Redditch, B97 9PT, or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or telephone 0300 311 22 33.

## Health Promotion

Preventative medicine including heart disease prevention is undertaken by all the doctors with the assistance of the practice nurses and health care assistants. There are a number of specific health promotion clinics available.

### *Diabetes*

Run by Dr Slatter and Sister Jenny Gorniak.

### *Asthma*

Run by Sister Sarah Rae Smith.

### *Coronary Heart Disease*

Run by Sister Sarah Rae Smith.

### *Foreign Travel Advice And Immunisations*

Our practice nurses will be pleased to give advice to those patients going abroad. Please allow adequate time (at least two months) in order for the vaccine(s) to be effective. Certain vaccines are chargeable - please ask the nurse for details.

### **Before You Go**

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departing complete our Travel Form and book an appointment with a nurse to discuss any vaccination requirements. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

### **When Abroad**

Check on the quality of the drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruit should be carefully washed in clean water. Again, if in doubt, stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen especially in the first few days of exposure. Children in particular should be closely monitored.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

**For 24 hour information click to: [www.beaconsurgery.co.uk](http://www.beaconsurgery.co.uk)**

## General Information

### On Your Return

If you fall ill tell your doctor that you have travelled abroad and what countries you have just visited. If you have had treatment abroad tell your doctor. When donating blood tell the transfusion staff which countries you have visited.

### New Patients

All new patients will be asked to fill in a health questionnaire before registration; this form can be downloaded from our website [www.beaconsurgery.co.uk](http://www.beaconsurgery.co.uk)

### Cervical Screening

It is important for all women between the ages of 25 and 64 years to have regular cervical smears - appointment recalls will be sent out automatically at the appropriate intervals. This procedure can be performed by the practice nurses.

### Pregnancy

If you are pregnant either contact the surgery to see or speak to a doctor or telephone the midwife at the Crowborough Birthing Centre, on (01892) 664643.

### Contraceptive Services

Each doctor is willing to provide full contraceptive services including post-coital contraception, and any doctor or nurse can deal with this during a routine surgery consultation. Anyone requiring an IUCD (coil) will be referred to Dr Morris, Dr Slatter or Dr Kuhn. Dr Slatter, Dr Kuhn and Dr Plimmer provide a contraceptive implant service.

### Immunisations

Appointments for routine childhood immunisations are sent out automatically by the Health Authority. Other immunisations, such as those for influenza, are also available, and our practice nurses will be happy to advise regarding all immunisations. It is extremely important that all children are immunised appropriately.

### Flu Vaccination And Pneumonia Vaccine

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and retired people. Please contact the reception staff in October for details of the clinic dates and to make an appointment.

### Mammography - Breast X-Ray

We advise all women to check their breasts regularly and report any abnormalities to a doctor. All women between the ages of 50 and 70 years will be invited to attend the breast screening unit for a mammogram. You will be notified of your appointment when the unit is in this area. We do urge you to take advantage of this offer. Screening does save lives.

Women outside this age range can have a mammogram where appropriate and if you are concerned please discuss this matter with a doctor.

### Minor Surgery

Minor surgical procedures are carried out at the surgery.

### Change Of Name Or Address

If you move house, or change your name or telephone number, please inform us as soon as possible.

### Disabled Access

The surgery has suitable access for disabled patients and those attending by wheelchair. A disabled patients' WC is provided by the main entrance. The surgery has a wheelchair available for patients' use on the premises; please ask at reception.

### What To Do In Time Of Bereavement

When someone has died, it is often hard to know what to do. We are available for advice and support but there are certain practical steps you might like to know about.

#### If Someone Dies At Home

These are the things you will have to do:

- 1) Telephone the doctor. They will visit you to confirm death has taken place and tell you how to obtain the death certificate.
- 2) Contact the funeral director.

#### If Someone Dies In Hospital

These are the things you will have to do:

- 1) Contact the funeral directors to let them know that their services will be required.
- 2) Collect the doctor's death certificate from hospital.

#### In All Cases Of Death

- 1) Take the certificate to the registrar's office for the area in which the death took place. Also take the deceased's medical card, if available, and birth certificate. The registrar will issue you with a green form.
- 2) Take the green form to the funeral director who will take over the responsibility for arranging the funeral.

### Repeat Prescriptions

Requests for repeat prescriptions should be made at least two working days (48 hours) in advance when the request is made at the surgery and three working days (72 hours) when the request is made at a local Crowborough pharmacy. Some pharmacies require more notice than others, please check with your pharmacy. Repeat prescriptions can also be ordered on-line, please visit our website for more details ([www.beaconsurgery.co.uk](http://www.beaconsurgery.co.uk)). Ordering on line is quick and simple and also gives you access to other services.

Please remember to allow sufficient time at the weekends and bank holidays. Requests may be made in person, in writing (with a stamped, addressed envelope) and by fax. Telephone requests are not accepted. It is most important that your medicines are reviewed at least once a year with the doctor. You may wish to use your birthday as a reminder to see the doctor that month.

### Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right. At no time will such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

### Chaperones

Some examinations that patients have to undergo can cause embarrassment and anxiety, and patients may prefer to have someone else present.

Following guidance from all the professional bodies, we will be offering and encouraging the use of chaperones in appropriate situations. You may decline the offer of a chaperone although in some circumstances the doctor may feel that a third person should be present and will discuss this with you if the need arises.

### Medicals And Other Non-NHS Services

Certain services fall outside the NHS provision, including medical examinations for: fitness to travel, HGV, driving, pre-employment and insurance purposes; as well as completing private medical claim forms, travel insurance claim forms and non-NHS sickness certificates. These services will attract a charge and details of the fees are available from reception.

Sickness certificates are only required for illnesses lasting longer than seven days.

### Test Results

These are received in the late morning and are not available until after 2.00pm.

### Patients' Rights And Responsibilities

You will be treated with courtesy by all team members, who will be skilled in dealing with your enquiries and problems.

Please treat all our staff with courtesy and respect.

All team members will respect your confidentiality. Your records, both written and computerised will be kept secure and confidential. If you wish to see your medical records please ask any member of staff. A fee may be payable.

We will honour your religious or cultural beliefs.

Please let us know if you cannot attend an appointment; we can then free this appointment for another patient.

### Confidentiality

You provide us with personal information so that we may provide you with appropriate treatment and care. Information is recorded on computer and we are registered under the Data Protection Act. Patient confidentiality will be maintained at all times although, to ensure the most effective functioning of a multi-disciplinary team, it is sometimes necessary to share medical information between team members, all of whom are bound by a code of conduct.

### Freedom Of Information Act 2000 - Publication Scheme

The above Act obliges the practice to produce a Publication Scheme of the 'classes' of information the practice intends to make routinely available. If you need any information please ask at reception.

### You And Your Health

Doctors and drugs have only a limited role in our health. The guardian of you and your children's health is you. Many of our illnesses come about because of the way we live - the trendy word is 'lifestyle' - our work and home environment, diet, our hobbies, exercise or lack of it, intake of tobacco and alcohol and other drugs, our family, other relationships and sex.

May we suggest:

- Smoking** Don't! Lung cancer, chronic bronchitis, heart attacks and gangrene are some of the penalties.
- Diet** Avoid being overweight. Eat a varied diet with enough fibre, avoiding too much fat and sugar.
- Alcohol** Be careful. Remember the safe weekly units allowed:  
**Men and Women** - 14 = 7 pints of ordinary strength beer or 14 singles of spirits  
Careful with wine as the strength and glass size varies.
- Exercise** Do it regularly.
- Stress** Avoid too much of it.
- Sexually Transmitted Disease** If you think you might be at risk always use a condom.

### Routine Health Checks

Do come for health checks on offer and attend for a smear and mammogram when appropriate and make sure you and your family are immunised against disease.

Patients who have not been seen for three years or who are over 75 years of age are entitled to a health check. Please ask at reception for an appointment with a nurse.

## Family Medicine Chest

It is a good idea to keep a basic set of items useful for first aid and treatment of minor ailments. Do keep it in a safe place well out of children's reach; the simplest of drugs can be lethal. Do not keep old prescribed drugs and medicine.

### Suggested List

- Paracetamol syrup/tablets** for raised temperature and pain
- Aspirin** for over 16s
- Rehydration sachets** for diarrhoea and vomiting
- Cough mixture** various kinds from the chemist for irritating coughs
- Antiseptic solution** for minor cuts and grazes
- Cotton wool**
- Crepe bandage** for sprains
- Elastoplast dressings** selection for minor cuts
- Antihistamine syrup or tablets eg Piriton**

## Useful Advice for Minor Illnesses

Many mild illnesses and conditions are self-limiting; they will get better with no treatment (the best solution) or at most can be dealt with by yourself with a little help from the chemist if need be.

### Antibiotics

These are very useful drugs for treating infections with bacterial germs but they are no use in many conditions caused by viruses eg colds and flu, most tummy upsets and sore throats.

Excess use leads to resistant germs and they can give serious side effects. As a result your doctor will only use them when it is really necessary.

### **Back Pain**

It is advisable to consult your doctor if back pain persists for more than a few days. Initially be sensible and take things easy. It may be necessary to rest horizontally to take weight off the back or to take extra care to sit as upright as possible, with support for the small of your back. Take paracetamol or aspirin, which will relieve the pain and also help to relieve inflammation. If matters do not improve, your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or further measures.

### **Bed Sores**

These are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be best prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet, which could lead to localised irritation. Keep your eye open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips. If they begin to appear, inform your doctor or district nurse before they get worse.

### **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 20 minutes. If the skin is unbroken but blistered apply a loose, dry dressing. If the burn is large or the skin is broken go to the Minor Injuries Unit at Crowborough Hospital.

### **Chickenpox**

On the first day the rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of the patches. During the next three or four days further patches occur and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after. Children may return to school as soon as the last 'crusts' have dropped off.

### **Common Cold**

This is caused by a virus giving us all the familiar sore throat, blocked/runny nose, cough and perhaps headaches, aches and pains. You should be able to deal with it yourself with paracetamol and aspirin, decongestants and cough medicines readily available at the chemist. Antibiotics do not work as they only kill bacteria not viruses. If complications do arise, such as sinusitis, persistent cough with nasty phlegm or ear infections then antibiotics may be needed.

### **Cold Sores**

Caused by a viral infection, cold sores appear around the lips and can be treated in the early stages by Zovirax or tea tree oil obtainable from your local chemist.

### **Diarrhoea And Vomiting**

This is caused by a variety of germs, mainly viruses, giving vomiting and diarrhoea. The important part of treatment is to rest the stomach and intestine by stopping food and giving plenty of fluid to prevent dehydration. Babies should stop milk feeds. Sips of water are suitable at first but then you should use a special salt and sugar rehydration solution available at the chemist. If symptoms are severe or at all prolonged particularly in babies, the elderly and diabetics then consult the doctor. Be careful to follow instructions for storage and cooking of food and keep good standards of hygiene in the home. Wash your hands.

### **Earache**

This is common in children after a cold and is unpleasant but not dangerous. Give paracetamol in adequate doses and it will often settle. If persistent or severe consult the doctor who may decide an antibiotic is needed.

### **German Measles**

The first and often only sign is a rash consisting of small pink spots covering the body, arms and legs. The virus can be passed on two days before the rash until it disappears in four to five days. The only danger is to unborn babies so avoid contact with pregnant mothers.

**Immunisation can prevent this disease.**

### **Head Lice**

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of personal hygiene. Medicated head lotion can be obtained from the chemist without a prescription, but the most effective treatment is to comb wet and conditioned hair regularly with a nit comb, as this breaks their legs!

### **High Temperature Or Fever**

Your body will make itself hotter when it is defending itself from an infection. Young children have active and sensitive defences so get fevers easily, even with common colds. If there are no other symptoms, rest, cool drinks, loose clothing and paracetamol will make the person feel more comfortable. When the defences have killed the infection the temperature will return to normal. This may take several days. If you think the sufferer is getting worse or has worrying symptoms you should arrange for them to see a doctor.

### **Insect Bites And Stings**

Remove the sting carefully without squeezing it. Run cold water on the area for five minutes. Give paracetamol for pain if necessary and antihistamine syrup or tablets which can be bought at a pharmacist.

### **Measles**

This is much less common now, due to immunisation. In measles a severe blotchy red rash follows four days of a feverish cold with nasty cough and sore eyes.

### **Minor Cuts And Grazes**

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing to the wound for about five minutes. Cover with a clean dry dressing.

### **Nosebleeds**

These rarely have a serious cause. Sit in a chair leaning forwards with your mouth open and pinch the soft squashy end of your nose - not the bone part - between thumb and forefinger. Keep the pressure on for at least 15 minutes by which time the bleeding should have stopped. If not go to the Minor Injuries Unit at Crowborough Hospital.

### **Sprains**

The ankle is the usual site. First apply a cold compress (a packet of frozen peas is the best) for several hours, then a firm crepe bandage and rest. As the discomfort lessens, gradually start to move the affected part. If in doubt go to the Minor Injuries Unit at Crowborough Hospital.

### **Sunburn**

Prevent it by using sun screen or wearing sensible clothes and a hat. Treat as for other burns with cold water to remove heat. Calamine lotion will relieve the irritation while paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Remember, repeated sunburn can increase your risk of skin cancer.

### **Thrush**

Caused by a fungal infection which affects either sex. It is best treated initially by salt baths and Canesten cream and pessaries purchased from your local chemist. Both partners need to be treated.

## Useful Telephone Numbers

## Notes

|  |                      |
|--|----------------------|
| The Beacon Surgery .....                                   | phone (01892) 652233 |
| .....  | fax (01892) 668840   |
| Out-of-Hours Service (IC 24) .....                         | 111                  |
| NHS 111 .....  | 111                  |
| High Weald Lewes Havens Clinical Commissioning Group ..... | (01273) 485300       |

### Hospitals

|   |                |
|---|----------------|
| Crowborough Community Hospital.....                   | (01892) 652284 |
| Eastbourne Hospital.....                              | (01323) 417400 |
| Pembury Hospital.....                                 | (01892) 823535 |
| Uckfield Community Hospital.....                      | (01825) 769999 |
| Grove House (Community And Psychiatry Services) ..... | (01892) 669393 |

### Pharmacists

|                |                       |
|----------------|-----------------------|
| Boots.....     | (01892) 662127        |
| Chappell.....  | (01892) 652012/668457 |
| Morrisons..... | (01892) 664625        |

### Other Useful Numbers

|                                     |                |
|-------------------------------------|----------------|
| Age UK East Sussex.....             | (01273) 476704 |
| Alcoholics Anonymous.....           | 0800 9177650   |
| Care For The Carers .....           | (01323) 738390 |
| Crowborough Birthing Centre.....    | (01892) 654080 |
| Social Care Direct.....             | 0345 6080191   |
| NHS England.....                    | 0300 3112233   |
| Red Cross .....                     | 0844 871 8000  |
| Registrar of Births and Deaths..... | 0345 6080198   |
| Relate .....                        | (01892) 529927 |
| Samaritans.....                     | (01892) 532323 |

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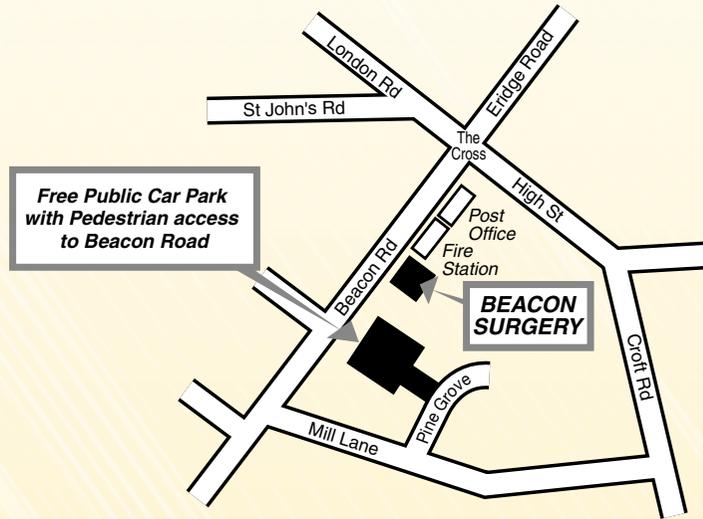
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# The Surgery Location



# The Practice Area

