

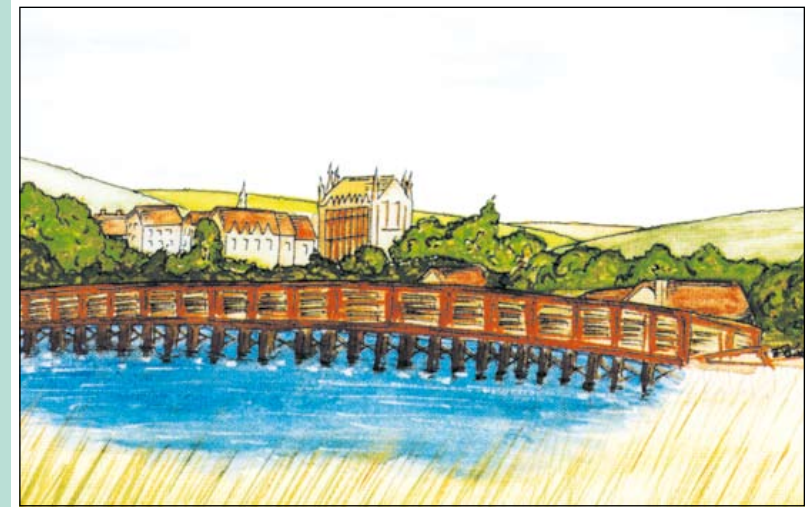
THE LYONS PRACTICE

DR NIGEL LYONS

DR HOWARD BENTLEY

DR CHRISTOPHER HUCKSTEP

DR ISLA COX



SHOREHAM HEALTH CENTRE
POND ROAD
SHOREHAM-BY-SEA
WEST SUSSEX
BN43 5US

TEL: The Lyons Practice, General Enquiries
(01273) 466044
Appointments (01273) 466043

Website: www.thelyonspractice.co.uk

WELCOME TO THE PRACTICE

The practice dates back to the 1930s when Dr Robert Riddle practised from his house, 'St Johns' in John Street, Shoreham and was for many years the sole Shoreham GP. In 1969 the practice moved into the newly built Shoreham Health Centre. There are currently three doctors' practices in the health centre. Our practice is known as The Lyons Practice and the doctors are:

Dr Nigel Lyons

MBBS DRCOG who qualified in 1976 at Westminster Medical School and joined the practice in 1981.

Dr Howard Bentley

MBBS DRCOG DCH MRCP who qualified in 1986 at Charing Cross and Westminster Medical School and joined the practice in 1993.

Dr Christopher Huckstep

MBBS DRCOG DCH who qualified in 1987 at St George's Hospital Medical School and joined the practice in 2002.

Dr Isla Cox

MBChB BSc DRCOG MRCP who qualified in 2002 at Leeds University School of Medicine and joined the practice in 2008.

The four doctors are in Partnership together. This is a General Partnership, not a Limited Partnership. The practice operates a Personal List system and each patient is allocated to a particular doctor. You will be seen by your own doctor except in urgent cases.

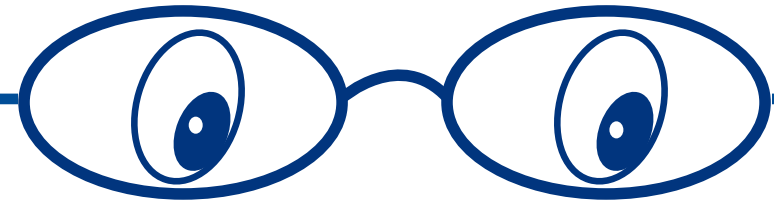
THE PRACTICE TEAM

THE RECEPTIONISTS

Kate Bunn, Jean Hammond, Tina Gray, Heather Laker, Pat Bond, Beth Peacock and Helena Padgham.

The receptionists are always available to help you. They handle all the appointments and requests for visits and can take messages for the other team members.

For the latest information click to: www.thelyonspractice.co.uk



Healthy Eyes are Happy Eyes!

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ARMSTRONG
OPTICIAN**
F.S.M.C., F.C.Optom

Free eye examination and a selection of free specs including tints for kids under 16 and full-time students under 19 years old

Free eye examination for the over 60s

Frames and lenses to suit your face and your pocket from budget to designer for all the family

NHS and PRIVATE

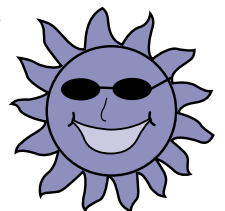
PROTECT YOUR EYES FROM U.V. WITH
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Tel: **01273 462887**



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Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

The Lymphology Clinic

Feel Good Factor Lymphatic Health and Beauty

"You have made such a difference to him and in doing so have improved both our lives.

Thank you so much for all you have done so far, you have worked so very hard."

Kind testimonial from Lesley about her husband Brian, a stroke patient, they visit the Horsham Surgery

Lymphoedema Primary or Secondary

Post-Operative swelling causing discomfort

Post Breast Cancer to prevent your lymphoedema risk

Sinusitis - Sinus headaches - Mastitis - Post stroke

Post Cellulitis swelling - Venous ulcers with swollen legs

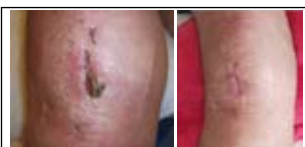
Re-occurring ear and throat infections

Fluid retention on the face, neck, arms, puffy swollen ankles, feet or lower legs

INFLAMMATION OR SWELLING IS A SIGN OF THE BODY IN DISTRESS!



Amazing results - Lymphoedema patient suffering swollen, distressing and painful legs for over 45 years



Relief for post knee operation a swollen knee that would not heal After one week of CDT treatment



Reduced redness, pain and swelling after one CDT treatment

BEAUTY THERAPY TREATMENTS AVAILABLE

www.fgf.uk.com by appointment only 01273 441919

Home visits available. Shoreham by Sea Practice and Horsham Surgery – See Website

The Lymphology Clinic

Affecting every cell in your body and part of your circulation is the lymphatic system. It is your immune system fighting disease and illness and also transporting unwanted fat, protein and waste out of the body. We owe it to ourselves to keep it working properly to help us stay slim and healthy. Please come along for a **FREE Lymphatic Health Check** and together we can work to help alleviate many conditions which can improve and enhance your everyday life and well being. Please read the following testimonials.

Daphne, Lancing. "No more pain and no longer does my arm feel heavy, weighted with fluid. I highly recommend MLD therapy and have visible proof this therapy is really successful after breast cancer."

Anne, Hove. "After over 40 years of suffering swollen legs I was almost immediately out of pain. Within 3 weeks I had a new lease of life."

Sophie, Shoreham. "I would recommend your treatment to anyone suffering as I did. Since treatment for Mastitis I have not felt any pain or blockage in my breasts and thank you again for your help and guidance."

Cynthia, Worthing. "NOTHING can describe the relief I experienced after the first treatment - it was remarkable - I could move my ankle and my leg and foot felt lighter and free from the swelling after Cellulitis."

Kim, Southwick. "I went on the Outside In program for 3 months and did the lymphatic drainage massage and in this time lost around 3 stone in weight. Better than that I no longer suffer with the joint pain."

ADVERTISING FEATURE

THE PRACTICE NURSES

Amanda Marchant RGN (Royal Sussex County Hospital) 1988 Diplomas in Asthma, Diabetes and Triage

Georgina Kidd RGN/HND 1992 St Mary's School of Nursing, South Bank University, London BSc 2000 Brighton University

Our three experienced practice nurses are available by appointment for triage, dressings, removal of stitches, injections, ear syringing and ear care, health advice and travel vaccinations. They also run clinics for family planning, asthma and diabetes and can organise a well person check and cervical smears.

Valerie Russell (nursing assistant)

We have a nursing assistant who does many nursing tasks, including taking blood. She runs a phlebotomy clinic for blood tests and can also check your blood pressure.

As a training practice we sometimes have student nurses from Brighton University working in our treatment room under the auspices of our practice nurses.

PRACTICE MANAGER

Rosemary Carter

DEPUTY PRACTICE MANAGER

Hazel Randall

PRACTICE ADMINISTRATOR

Dianna Goodman

If you have any comments about any aspects of the service we provide, please contact either Rosemary or Alison, who will be happy to discuss them with you.

THE HEALTH VISITOR

Rita Smith

The health visitor gives advice on health care for expectant mothers and families with young children. She can be contacted by telephoning (01273) 466072.

Child health clinics are held every second Tuesday by the health visitor. You will be sent an invitation to bring your child to the clinic at the appropriate time. A GP will also see your new baby for their six week check.

THE DISTRICT NURSES

Alison Goodson, Yvonne Taylor, Liz Cranswick, Sue Hurst and Gill Elphick (nursing assistant)

The district nurses are employed by West Sussex PCT and are based at Shoreham Health Centre. They provide nursing treatment and advice to the housebound. They can be contacted by telephoning (01273) 466079.

COMMUNITY MIDWIFE

Your antenatal care is shared between your doctor and the community midwife, who holds clinics in the Kingston Buci Children's Centre in Middle Road. She will also arrange parent-craft clinics and visit you and your baby when you return from hospital.

THE GP REGISTRAR

The practice is a recognised training practice and often benefits from the services of general practitioner registrars. They are fully qualified doctors who have worked in hospitals for at least three years after finishing medical school. They join us for between four months and a year to gain experience in general practice.

As part of their assessment programme the GP registrars are required to make a video of a few of their consultations during the year. These videos are strictly confidential and the patient will always be asked for their consent before proceeding.

The practice has to apply to re-register as a training practice every three years and during this process, a qualified doctor from another practice may inspect patients' medical notes. They are bound by the same information governance practice as us all and all information viewed is strictly private and confidential.

HEALTH CENTRE OPENING HOURS

Monday, Tuesday, Thursday and Friday	8.00am to 6.30pm
Wednesday	8.00am to 5.00pm

SURGERIES

Every weekday from 8.30am

Monday, Tuesday, Thursday and Friday from 3.30 or 4.00pm

Wednesday pm (emergencies only)

EXTENDED HOURS

Every other Saturday morning (pre-bookable only)

Early Wednesday mornings (on rotation for each GP, only bookable for your own GP)

Late evening (either a Tuesday or Thursday, only bookable for your own GP)

HOW TO SEE YOUR DOCTOR

Please call at reception or telephone **(01273) 466043** during surgery opening hours to make an appointment. For routine appointments please telephone between 11.00am and 3.30pm if at all possible, as the surgery is quieter then and it is easier for the receptionist to deal with your call.

The phones can get very busy in the mornings so please be patient if you are having difficulty in getting through.

We operate the 'Advanced Access' booking system. This means we offer both on-the-day appointments and the opportunity to book ahead.

It helps if whenever possible you book your appointment in advance. However, if you feel that you need to see someone on the same day, then the receptionist may ask you whether you could see a nurse or if the nurse could discuss your condition on the phone with you. If you know that you need to see a doctor then explain that to the receptionist. The appointment may be with the GP registrar, a locum doctor or your own GP.

Blood tests need to be done before 1.30pm as the blood samples are collected at that time.

If you are unable to keep your appointment please let us know in good time so that it may be offered to someone else.

Please bear in mind that surgeries are booked for an average 10 minutes' consultation and, while a consultation may last longer than this, we try to keep to time and may have to ask you to book another appointment if you have more than one problem to discuss.

TRIAGE

Our practice nurses are trained in triage (assessing how best to help a patient). There are some conditions, for example cystitis, sore throats, earache, sprains and strains, where it may be suitable to either see a nurse or speak to her on the telephone rather than a doctor. The nurse will be able to arrange a prescription or call the doctor through to see you if it is appropriate. Please ring between 8.00 and 9.15am for a triage appointment.

TELEPHONE ADVICE

If you would like to speak to a doctor or nurse by telephone, please phone the surgery on **(01273) 466044** and we will take the message and arrange for them to phone you back.

EXTENDED HOURS

The health centre is currently open every other Saturday and we have a pre-bookable Saturday morning surgery. We have also bookable late surgeries on Monday evenings with Amanda the practice nurse (instead of Tuesdays and Thursdays with your own GP) and bookable early morning surgeries on Wednesdays. Please ask at reception for details. These surgeries must be booked in advance - you cannot just turn up.

REGISTERING WITH THE PRACTICE AND ALLOCATION TO A DOCTOR

This practice is one of very few in Sussex which operates a Personal List system. This means that although you are registered with the practice, you are allocated to a particular doctor. You will be seen by your own doctor except in urgent cases, or if you wish to see the GP registrar or a locum. We feel that this enables the GPs to offer the best possible care, to get to know their patients and their medical conditions and for the patients to get to know their GP. It also helps to control the appointment system so that long waits do not build up and, if you need it, we can usually offer an appointment within a day or two.

You do have the right to express a preference for which doctor you see, but you may have to wait longer if you express this right.

NEW PATIENTS

If you would like to join the practice please phone or speak to a receptionist who will advise how you go about this. You will be offered an appointment with one of the practice nurses for a medical consultation and you are advised to take this offer if you have a medical condition or are currently on regular medication.

The practice area comprises Shoreham and Shoreham Beach from Kingston Lane, Southwick to The Broadway, off Brighton Road, Lancing and to Hoe Court Road, Combes Road and Lancing College Drive, off Upper Shoreham Road, Lancing.

EMERGENCY CALLS WHEN THE SURGERY IS CLOSED

The health centre telephone will always be answered. During evenings, weekends and bank holidays there will always be a doctor on duty but this may be a doctor from another local practice or a deputising doctor.

You may be offered a choice of:

- Speaking to a doctor or nurse to obtain advice
- Visiting the Harmoni On Call Centre in Lancing or Worthing.
- A home visit (provided you are too ill to travel)

Please remember: only call after surgery hours if it is really necessary.

The out-of-hours service is commissioned by West Sussex PCT.

HOME VISITS

Home visits are for those who are housebound or are too ill to come to the surgery. If you need a home visit please try to phone the health centre before 10.00am. If your child has a temperature you can still bring them to the surgery and we will try to ensure they are seen quickly to avoid a wait.

TEST RESULTS

These usually take five working days to process. Results may be obtained by telephoning the surgery between 11.00am and 3.30pm, Monday to Friday. Please telephone yourself rather than asking someone else to ring as we cannot give your medical information to a third party. You will be contacted directly about any abnormal result which requires action.

SICKNESS CERTIFICATES

You do not need a doctor's sickness certificate for any illness lasting for seven days, or less. If you need a certificate, self-certification forms are available from reception. If your employer insists, then the doctor can issue you with a private certificate for a small fee. The doctor might need to see you, in which case we can offer you a routine appointment (usually within one to two days). For any illness lasting longer than seven days you will need to see the doctor for an NHS sickness certificate (Form Med. 3).

CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

If you change your name, address or telephone number please let us know. Sometimes we need to contact patients and it is particularly difficult if we do not have the correct telephone number. If you move from the practice area you will need to register with a new doctor, as the doctors in this practice are then no longer responsible for your medical care.

TEMPORARY RESIDENTS

If you are visiting Shoreham and staying with someone who is registered with this practice you may ring reception and book an appointment or request a visit in the usual way. You will be asked to fill in a temporary resident's form.

For other visitors to Shoreham, we share a temporary residents' rota with the other practices. If you ask the general enquiries desk, by the front door to the health centre, they will be able to tell you which practice is seeing temporary residents for that day.

SUGGESTIONS OR COMPLAINTS

We aim to provide a high quality service and are very interested in hearing how our systems could be improved. Furthermore, if you are unhappy with any aspect of your treatment please contact the practice or deputy practice manager who will listen to your suggestions or criticisms and initiate any appropriate action. Further details of our complaints procedure are available from reception.

If you need advice, have concerns, or don't know where to turn or you wish to take a complaint further, contact the PATIENT ADVICE AND LIAISON SERVICE (PALS) on 01903 505456 or email pals@westsussexpct.nhs.uk

REPEAT PRESCRIPTIONS

PLEASE DO NOT ASK THE DOCTOR FOR A REPEAT PRESCRIPTION; ALWAYS ORDER YOUR REPEAT PRESCRIPTION FROM RECEPTION.

Please post, fax, e-mail or hand-deliver (place in the box on the reception desk) your repeat prescription request and allow two working days for it to be issued. We are not able to take prescription requests by telephone.

Remember to give the chemist enough time to dispense the medicines.

We have to review your need for a prescription or check your condition from time to time, so you may be asked to make an appointment with the doctor or nurse. For example, you will need a regular check if you have high blood pressure or asthma.

Keep the tear-off portion on the right hand side of your previous prescriptions somewhere safe so you can use it to re-order your medications.

There are four easy ways to order your repeat prescription:

1. ORDERING YOUR REPEAT PRESCRIPTION BY E-MAIL

This is the easiest way of all.

If you want to e-mail your request, please log on to the practice website at www.thelyonspractice.co.uk and click on 'repeat prescriptions on line'.

2. ORDERING YOUR REPEAT PRESCRIPTION BY FAX

If you want to fax your request the fax number is (01273) 462109. Please remember to put all the details on the fax. We prefer you to use our fax forms, which are available from reception.

3. ORDERING YOUR REPEAT PRESCRIPTION BY POST

About two weeks before your prescription is due to run out, take the following actions:

- On the tear-off portion, tick the drugs which you want to re-order.
- Tick the name of the local chemist's shop where you wish to collect your drugs.
- Post the form to: Repeat Prescriptions, The Lyons Practice, Shoreham Health Centre, Pond Road, Shoreham-by-Sea BN43 5US.
- Allow about one week, then collect your medicines from the chemist's shop.
- Or if you want your prescription to be posted to you, please include an SAE.

4. ORDERING YOUR REPEAT PRESCRIPTION IN PERSON

As above, but drop the request in the box on top of our practice reception desk.

Your script will be ready within two working days so there is no need to phone and check if it is ready. If you feel you have to phone, please do so after 11.00am.

RIGHTS & RESPONSIBILITIES OF PATIENTS

As a patient, you can expect to be treated by an appropriate health care professional. Sometimes this will involve referring you to a specialist. You should expect to be treated courteously, in privacy, and what you say will be confidential. You should receive a good quality of care. We aim to continually improve services, concentrating on prevention as well as treatment.

You in turn should be courteous and respectful to staff, you should try and manage minor illness yourself, you should attempt to comply as best you can with recommended treatment, and you should make every attempt to attend appointments, and if this is not possible, you should telephone the surgery to cancel an appointment at the earliest opportunity.

Your co-operation in helping us to help you will enable us to provide the best possible service to all our patients.

The practice operates an equality policy and does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

In line with other NHS organisations this practice operates a Zero Tolerance Policy in respect of unacceptable behaviour by patients (or any persons accompanying them).

Violent, abusive or threatening behaviour, including verbal, may lead to the police being called and/or removal from the practice list.

For a more detailed list of Rights and Responsibilities, please ask at reception.

OTHER SERVICES

FAMILY PLANNING

A full range of family planning services is available in the practice. Please ask at reception for a family planning appointment with our specially trained practice nurse.

MATERNITY CARE

Maternity services should be arranged with your own doctor. Antenatal care will be shared with the community midwife who holds clinics in the surgery on Wednesday afternoons.

CERVICAL SMEARS/WELL WOMAN CHECKS

Please make an appointment with the receptionist for the practice nurse to carry out routine cervical smears and well woman checks. Cervical smears should be carried out every three years for all women between the ages of 25 and 49 and then every five years until the age of 64. You will be sent a reminder when your next test is due.

CHILDHOOD IMMUNISATIONS

Children's vaccination sessions are held weekly. Your child will be sent a reminder as we consider it is very important that all children and babies are fully immunised against infectious diseases. This is a Directed Enhanced Service (DES) - see over page.

ASTHMA, DIABETES AND OTHER DISEASE MANAGEMENT

Our practice nurses hold regular asthma and diabetes clinics. We offer all our diabetic and asthmatic patients at least one annual assessment with the practice nurse or doctor.

The practice nurses also offer regular blood tests and assessments for patients with a number of other long-term conditions such as heart disease or epilepsy or who are taking certain medications.

FLU VACCINATIONS

These are available in the autumn. If you are elderly or particularly susceptible to infections or you have diabetes, respiratory disease including asthma, heart disease, renal disease or liver disease, or you are a carer, you need to ring to make an appointment sometime in October. This is a Direct Enhanced Service (DES) - see below.

PNEUMONIA VACCINATIONS

These are available at any time. If you need a flu vaccination you should also have a pneumonia vaccination. Most people only need to have it once although certain categories of people need it more often. Ask the practice nurse about this.

HEARING TESTS

These can be arranged with the practice nurse.

STOPPING SMOKING

The practice nurse runs special clinics on stopping smoking. If you want to stop smoking speak to one of the receptionists who will arrange an appointment. You can obtain nicotine replacement drugs such as patches or chewing gum on prescription to help you stop smoking.

DIRECTED ENHANCED SERVICES (DES)

These must be provided by the PCT for its population. In addition to the services mentioned above the practice provides the following Directed Enhanced Services: Information Management, Learning Difficulties, Minor Surgery, Osteoporosis and Practice-based Commissioning.

SIGNING

The practice has access to the sign-health website so that your doctor or nurse can conduct the consultation with the help of a sign language translation. Please let the doctor or nurse know if you would find this service helpful.

PATIENTS WHO HAVE NOT SEEN A DOCTOR FOR MORE THAN THREE YEARS

Under the terms of the New GP Contract, if you have not seen a doctor for more than three years the doctor may, during the consultation, ask you questions and undertake additional examinations if it is deemed suitable. If you are over 75 years of age, this will apply if you have not seen a doctor for more than a year.

NON-NHS SERVICES

MEDICAL EXAMINATIONS

The doctors are able to perform official medical examinations for patients such as elderly drivers, heavy goods vehicle drivers, pre-employment and fitness to undertake sports and to travel. They will also complete reports for insurance and personal injury claims and provide various other services. These do not form part of their NHS work and are therefore subject to a fee. Details can be obtained from reception.

TRAVEL ADVICE AND OTHER IMMUNISATIONS

It is particularly important to prevent disease when travelling abroad. Our nurses can advise you on sensible precautions and give the appropriate vaccinations. You will need to make an appointment at least six weeks before your intended date of travel. There may be a charge for certain vaccinations.

OTHER SERVICES IN THE HEALTH CENTRE

As well as The Lyons Practice there are two other doctors' practices in the health centre and many other medical services.

These include:

Chiropody

Speech therapy

School nurse

Audiology

Registrar of births and deaths

PARKING

There is a car park underneath where you may be able to park in designated areas while visiting the health centre. Please do not use it while shopping as this prevents other patients from being able to park.

CONFIDENTIALITY STATEMENT

All doctors, nurses and administration staff who work in the practice are aware that patient confidentiality must be respected at all times. Any information about any patient must not be divulged in any way outside the surgery. It is a breach of confidentiality even to disclose that a person is registered with the practice. Staff should restrict their own access to patients' records to that which is necessary in order to carry out their duties.

Information about patients (including those under 16) is not given to relatives or friends without their consent. Please do not ask any member of the practice team to provide any information about another person without that person's written consent. Such a request will always be refused.

Access to medical information is given to relevant clinicians outside the practice with the patient's implicit consent. Access to records is given to other agencies only with the patient's explicit consent.

The practice is registered under the Data Protection Act 1998. The principles contained within this Act protect the processing of all Health Records, both electronic and written and ensure that patients' records are only passed to those other people who are entitled to receive them within the provisions of the Act.

ACCESS TO PERSONAL MEDICAL RECORDS

Everyone is entitled to see their medical records within 21 days of asking to see them. You may have a computer summary which should have details of all your important medical conditions and events. This will cost £15. If you still feel that you need a photocopy of something in the old written notes then there is a charge of 35p per sheet for photocopying up to a maximum of £50.

If your doctor feels that there is something in the record that needs explaining to you then they can request that you make an appointment to see them and a charge can be made for this consultation.

To collect the notes in person from the practice you will need to bring with you some form of identification (passport, driving licence, utility bill, bank card etc). If you plan to move abroad permanently, make sure you get copies of your notes from us before you move, because it is very difficult to retrieve them later.

You may have free copies of your most recent blood test results or your referral letter to the hospital; please ask at reception.

CHAPERONES

This practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. There will be occasions when the doctor or nurse or the patient themselves considers that it is appropriate for a chaperone to be present during an examination. All patients should feel free to ask for a chaperone. The patient will be given a choice as to whether a member of staff provides the chaperone, or a person of their own choice. It may be embarrassing to the patient if a staff member is known to them, so a choice of alternative staff member may be necessary. If necessary another appointment may have to be made for the examination

PATIENT SURVEYS

We do a survey of patients' views every so often and the results are sent away for analysis. It is completely anonymous, but it helps us to know how we are doing and what we need to change. It is very helpful in enabling us to improve our service and we are very grateful to those of you who have completed a survey. We publish the results of our survey in our practice newsletter and if you want to see the results please ask at reception. The PCT will also do a survey by post of randomly selected patients. If you receive one of these in the post, please reply to it as it helps us to provide you with a good service.

REFERRAL TO HOSPITAL - CHOOSE AND BOOK SCHEME

We now have a new way of arranging your hospital appointments for most types of referral. It is called Choose and Book and allows you to ring the hospital of your choice and choose a time and date of appointment to suit you. This means that you can fit your hospital appointment in with your life rather than the other way round. If your GP has decided to refer you to hospital, we will post you the details of your reference number and details of the number to ring to book your appointment. You may have a free copy of your referral letter, please leave a stamped addressed envelope at the surgery for the secretary to post you a copy of the letter once it has been typed.

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.

ACCESS TO THE HEALTH CENTRE FOR DISABLED PATIENTS

There is a wheelchair ramp next to Shoreham Library which provides access to the health centre. There is also a lift from the health centre car park entrance.

CARERS

Are you someone who is looking after a relation, friend or neighbour who is ill, frail or disabled? If so please let us know (at reception) so that we can record this. If you need help or advice please contact the Carers Liaison Service on (01903) 528600.

PRIMARY CARE TRUST

This practice comes under the auspices of:

WEST SUSSEX PRIMARY CARE TRUST

The Causeway, Goring-by-Sea, Worthing, West Sussex BN12 6BT
Telephone (01903) 708400 Fax (01903) 700981 www.westsussexpct.nhs.uk
Details of primary medical services in the area can be obtained from the PCT.

The PCT provide services for:

Violent patients, drug misuse and care of the homeless which this practice does not provide.

The functions of the PCT are due to be taken over in the next few years by the Coastal West Sussex GP Federation. Registration of patients and medical records are dealt with by the Primary Care Support Service.

Brooklands House, Lancing, West Sussex BN15 8AF

Telephone 01903 756800

NHS DIRECT

NHS DIRECT: Phone number 0845 4647

www.nhsdirect.nhs.uk

If you need any advice about any health matters at any time you may ring NHS Direct. They provide a 24-hour nurse advice and information service, providing confidential information on:

- What to do if you or your family are feeling ill
- Particular health conditions
- Local healthcare services such as doctors, dentists or late night pharmacies
- Self help and support organisations

USEFUL TELEPHONE NUMBERS

The Lyons Practice General Enquiries	466044
The Lyons Practice Appointments	466043
Shoreham Health Centre Switchboard	466040
Shoreham Health Centre Fax Number	462109
Southlands Hospital.....	455622
Worthing Hospital (has A & E dept.)	(01903) 205111
Royal Sussex County Hospital (has A & E dept.).....	696955
Brighton General Hospital	696011
Social Services Adur Office	268800
Police - Shoreham	0845 6070 999
West Sussex Primary Care Trust	(01903) 708400
Sussex Primary Care Support Service.....	(01903) 756800
Patient Advice and Liaison Service (PALS).....	(01903) 505456
Citizens Advice Bureau, Shoreham	453756
Mental Health Line (24-hr listening & support line, help in a crisis).....	0845 3002 727
Carers Liaison Service.....	(01903) 528600
Sussex Alcohol and Substance Use Service.....	727888

For the latest information click to: www.thelyonspractice.co.uk

Its all about you, private one to one counselling can help



SUREMINDED COUNSELLING

Carolyn Marston
DipCouns, int, MBACP

There are many reasons why people come to Sureminded and everyone is individual.

As a professional, fully qualified counselling service our role is to help you find clarity and options for dealing with the issues affecting you.

Our approach is different. We begin with a free consultation to understand what you want to address and then agree a pathway to achieve your desired outcome.

Whatever the issues weighing on your mind we can help.

Ropetackle Centre, Little High Street,
Shoreham by Sea, West Sussex BN43 5EG

01273 467635/07815 001005
Info@sureminded.co.uk
www.sureminded.co.uk

TAXILINK

59 • 59 • 59

NHS

Transplants save lives

Join the NHS Organ Donor Register
0845 60 60 400
www.uktransplant.org.uk

What is Counselling?

The counselling process is one in which you have an opportunity to share your concerns with a fully qualified therapist.

Sometimes waiting for an NHS referral can take many months, by which time the issue is even worse, and in the meantime you are stuck where you are, unable to move forward with your life.

No problem is too big or too small to look at together to find solutions wherever possible.

Sometimes it takes a great deal of courage to take the first step to talk. Some people are worried about 'opening a can or worms', but this isn't always the case. Sharing what is troubling you is the first step towards the better place that you want to be.

All your sessions are strictly confidential and we can talk in a calm, warm and safe environment.

Whether it is a marital problem or a child having difficulty in school, a troubled adolescent, or a situation of substance abuse, spending a few hours with a professional counsellor can be immensely helpful. The earlier you seek help for a problem, the better chance you have to resolve it.

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NOTES

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The Lyons Practice, Shoreham Health Centre



We are situated between St Mary's Church and the Community Centre, next to the Library.

The Health Centre has limited car parking.
There is a lift from the car park for the disabled.
We have requested automatic doors.

We hope to provide a comprehensive service for our patients and would welcome any comments or suggestions for improvements to the service offered.