

The Lighthouse Medical Practice

Appointment Information



The Lighthouse Medical Practice

Main Site

6 College Road
Eastbourne
BN21 4HY
01323 735044

Branch Site

Milfoil Drive
Langney
Eastbourne
BN23 8BR
01323 766358

www.lighthousepractice.co.uk
lighthousepractice@nhs.net

Opening Times

MONDAY: 8am - 6pm
 Extended hours 6.30-8.30pm
 alternate sites
TUESDAY: 8am – 6pm
WEDNESDAY: 8am – 6pm
THURSDAY: 8am – 6pm
FRIDAY: 8am – 6pm

**If you need urgent medical
attention outside of our
opening hours please ring
NHS 111, for a life threatening
emergency please ring 999.**

Book in advance appointments

These standard appointments are 10 minutes long and can be booked up to 4 weeks in advance by speaking to reception, using our automated telephone system or using our online booking system. If you feel you require longer than 10 minutes, please speak to a member of our reception staff who may be able to book a longer appointment to meet your needs. These appointments will normally be with your registered GP unless there is a particular reason why you wish to see another GP at the practice. The typical waiting time for these appointments is between 1-3 weeks depending on demand.

Book on the day appointments

For all our doctors, a proportion of their appointments can only be booked on the day. They can be booked on the day from 6am via the telephone booking system or online, or from 8am via reception. These appointments are normally 10 minutes long. These appointments will normally be with your registered

GP unless there is a particular reason why you wish to see another GP at the practice. Once your registered GP's appointments are all fully booked for the day, you may be offered a 10 minute appointment with another GP at the practice on either site if one is available.

Duty doctor appointments

Once all the 10 minute appointments are filled on a particular day, if you need to be seen on the same day, you will be offered a duty doctor appointment. These are shorter **5 minute appointments for one problem only**. You may be seen by any of our GPs and we cannot guarantee any particular named doctor. These appointments can only be booked on the day by speaking directly to a member of our reception staff from 8am.

Telephone appointments

These are for patients who wish to speak to a GP over the phone but do not want a face to face appointment.

Each GP has a limited number of telephone appointments per day. You will be offered a telephone call with your registered GP if they are available. If not, we will offer you a telephone consultation with your own registered GP the next time they are available – this may be on another day. If you cannot wait until the next available telephone call with your own doctor, you will be offered a telephone call with another GP at the practice. You are welcome to book telephone calls up to 4 weeks in advance with your registered doctor.

Home visits

These are for people who cannot get to the surgery because of an acute illness or because they are housebound. Housebound means that you are unable to leave the house without special equipment, transport and assistance. If you are not housebound, you will need to make arrangements to see a GP at the surgery in the normal way.

How do I book an appointment online?

This can be done via <https://patient.emisaccess.co.uk>
Please note photo ID and proof of address is required before we are able to activate this service for you. Full instructions will be sent to you via email once we have received your registration.
This service is available at all times including the middle of the night, lunch break at work, evenings or if you're away on holiday, you can login and secure yourself an appointment. You can only book GP appointments using this system.

Updating records - Please notify staff at the practice if you change your address, telephone number, mobile number or email address. It is essential that we are able to contact patients and we would be very grateful for your correct details.

Self Help - The NHS choices website has information and advice on many common conditions and ailments
www.nhs.uk