

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

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 usual 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 GP's, 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.

Telephone appointments are only suitable if you do not require an examination. These appointments are not used for repeat medication requests, these requests must be made via the usual repeat prescription protocol.

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.

Tips for getting the most out of your appointment.

Be as explicit as you can about why you need to visit the practice. This will help our reception staff identify the most appropriate clinician for you to see.

Where possible always try and see your usual GP as they know your health history.

Make a list of what you wish to discuss. Appointment times are usually to discuss one issue. If you have more than one issue then begin with the most important. If you have several issues to discuss you can request a longer appointment from the GP.

If you think you may find it hard to remember everything the GP has told you, it might be an idea to bring a notepad and take notes or bring a friend/relative with you so they can help you remember all the information.

Be honest. Tell your GP if you feel embarrassed about talking about your problem and they'll make you feel at ease and offer you a chaperone if this would make you feel more comfortable.

Don't be scared to say if there is anything the GP is telling you that you do not understand or if you need reassurance.