DO YOU NEED TO CONTACT HAVENSEALTH?

It gives us great pleasure to announce that the merger of Meridian and Rowe Avenue Surgeries has been approved. As you already know during Covid-19, the surgeries joined to share service delivery for residents of Peacehaven and surrounding areas. As of the 1st October, the new surgery will be called HavensHealth. We are very excited about the merger of our two surgeries and are working to ensure that patients from both practices will continue to receive the best level of care that we can provide.

Due to the increased pressure on our telephone lines and appointment system, we have now introduced some exciting innovative ways for patients to contact us, as an alternative to using the telephone or coming down to the surgery.

These changes are being made to improve access and to help our patients to gain the most appropriate advice and assistance.

APPPOINTMENT REQUESTS

E-Consult

Instead of ringing us or coming into the practice, you can now go direct to the surgery website. Look for the E-Consult banner http://www.meridian-surgery.co.uk/ where you fill in a simple form to obtain appropriate advice and treatment for your health condition. You do not need to register for our online services to access this platform.

The convenience of this is that you can send your request anytime of the day and on behalf of yourself or a family member. You will receive a response to confirm that it has been read and passed to a member of the Surgery Clinical Team. Forms will be reviewed throughout the day and the practice will respond within 48 hours via text or telephone call.

Telephone Access Times – Appointments line 01273 588200
The peak times when the majority of patients are trying to access the surgery for an appointment with a member of the clinical team is between 8am-9.30am and 2pm-3pm daily so if you avoid those times you will find it much easier to get through.

Results / Nurses Appointments / Blood Tests – 01273 588200
The best time to get through to the surgery for your results information is after 4pm after a member of the clinical team has had time to look at and report on the results.

Nurses appointments and blood tests are pre-bookable up to 3 weeks in advance so please try and avoid the peak times of 8am-9.30am and 2pm-3pm daily when ringing the surgery.

Cancer & Shielded Patients
These patients are always prioritised so please let the Reception know you are a cancer or shielded patient and you will be given priority.

HavensHealth
PRESCRIPTION REQUESTS & QUERIES

On-Line Account
If you have an on-line account with the surgery where you used to book your own appointments, you can now order your repeat medication or leave us a message regarding any medication queries you have. If you do not have an on-line account, you can come down to the surgery and pick up a form or click the link http://www.meridian-surgery.co.uk/wp-content/uploads/2018/01/Online-registration-form-2016-17-PDF.pdf

POD (Prescription Ordering Direct)
You can use the POD (Prescription Ordering Direct) to order repeat medication or talk to a Pharmacist about your ongoing medication. 0808 1647678 (Freephone)

Medicines Management Team – 01273 581999
We have a dedicated telephone line to our new on-site Medicines Management Team. This team will include a Pharmacist, Medicine Technician, a GP Prescribing Lead and a team of Prescription Clerks.

OTHER WAYS TO CONTACT US OR RECEIVE INFORMATION

We have some exciting new ways for you to keep up to date with our changes and updates. Please check us out on one or more of the following:

Instagram
We now have an Instagram account https://www.instagram.com/havenshealth where we send out little snippets of news and information for you to follow.

Twitter
We now have a Twitter account https://twitter.com/Havenshealth where we send out little snippets of news and information for you to follow.

Facebook
We have a Havens Health Facebook https://www.facebook.com/Havens-Health-104971994622585 where we will be sending out news, updates and health information.

Patient Group
If you have any queries or difficulties, there is a Patient Group. Please put your request in writing for the attention of the PPG and post into the Grey Letter Box on the wall outside.