

Additional Info for your Appointments

Rutland Gardens Location and Parking

Google Maps Link <https://goo.gl/maps/sQHyvNaBXXbGWifR7>

There is pay & display parking on Rutland Gardens & Portland Road (payment by card or via Brighton and Hove parking app) , or in Lawrence Road around the corner parking is free between 11am and 7pm.

Appointment Start Time Please note there is no indoor waiting area so please arrive on-time / no more than 5 mins prior to our appointment time

Skype Appointments This is the link for my Skype profile. Please send me a contact request prior to our appointment and I will video call you . <https://join.skype.com/invite/bDjToJXmuWtS>

Payment Options I accept cash, cheque and online bank payments but do not have card payment facilities. I will send an invoice following our appointment.

Getting in touch As part of my team Donna can take appointment booking requests and patient queries by phone and email Monday to Friday between 8:30am and 5pm. If you would like a call back then don't forget to leave a phone number and the best time for her to call you.

All questions regarding appointment times, rescheduling, test kit orders and results can be dealt with by Donna. Telephone number: 01273 921913. Email: info@sandra-james.co.uk

Email Guidelines Due to the increasing number of emails - I have listed some suggestions below that will help me answer your questions quickly and efficiently and reduce the time taken whilst still giving you the support you need without delay. I really appreciate your support in this!

- If you have a number of questions, save them up over a week and lay them out in bulleted format
- Please don't assume that I will remember everything about your case. A few pointers such is always helpful and saves me going through all of your notes
- If you can write your questions succinctly and ideally, answerable with a "yes" or "no."

If you have a lot of questions which will be difficult to answer without clarification then I may advise you to book a 10 minute phone consultation (£20) as we can then deal with all the questions much quicker in conversation or you can also request to book a 10 min phone call by getting in touch with Donna too.