***ASHINGDON MEDICAL CENTRE***

consulting

sales

staffing

support

simplifying **IT**

consulting

technology



***Dr S MERALI***

***M.B.B.S., M.R.C.G.P.***

***57 LASCELLES GARDENS***

***ASHINGDON, ROCHFORD***

***ESSEX SS4 3BW***

***TELEPHONE: 01702 414970***

***EMAIL:Ashingdon.prescriptions@nhs.net***

*BRANCH SURGERY*

*Dome Caravan Park*

*Lower Road, Hockley Essex SS5 5LU*

*Telephone: 01702 232157*

***WELCOME TO OUR PRACTICE***

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We are a country practice covering Ashingdon, Rochford,

 Hockley and surrounding areas.

It was established in 1982.

Our Team includes

 Dr S Merali, Dr N Patel, Nurse Practitioners Gemma & Terri, Phlebotomists Kate & Megan, Pharmacy Tech Sarah-Jane

& Clinical Pharmacist Isha

If you are looking for a friendly dedicated surgery, look no further, we are here to help.

*Practice Manager: Mrs Kerry Jones*

***ASHINGDON MEDICAL CENTRE***

*OPENING HOURS*

*Monday 08.00 18.30*

*Tuesday 08.00 18.30*

*Wednesday 08.00 18.30*

*Thursday 08.00 18.30*

*Friday 08.00 18.30*

**(THE SURGERY IS CLOSED ON BANK HOLIDAYS)**

***DOME BRANCH SURGERY***

*(for The Dome Residents ONLY)*

*OPENING TIMES*

 *Monday 12.00 - 14.00*

 *Wednesday 12.00 - 14.00*

 *Friday 12.00 - 14.00*

***CONFIDENTIALITY***

*All staff in the Practice are bound to maintain confidentiality regarding patient’s health information. Any proven breach of confidentially will be treated extremely seriously. Confidentiality also extends to family members, therefore medical information relating to you will not be divulged to a family member without your consent.*

***APPOINTMENTS***

*We operate a computerised appointment system.*

***Appointments****are run on a triage basis – patients will be called by a clinician on the day. Patients need to call in the morning between 8-9am to be booked in for triage. If the clinician feels they need to see you F2F, they will arrange that with you.*

*You can request appointment and queries via our eConsult service. This can be found on our website.*

***Sick Certificate /Not Fit for Work / Fit for Work***

*If you require a continuous sick certificate (Med 3) please contact the surgery to request. Please allow 48 hours for this to be processed.*

*Please be aware that we DO NOT provide a ‘return to work’ certificate, even if you employer requests this. Please go to* [***https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/464395/fit-note-patients-employees-guidance-sept-2015.pdf***](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/464395/fit-note-patients-employees-guidance-sept-2015.pdf)***,*** *page 6 of where it states that the Doctor cannot give a fit not stating this.*

***REPEAT PRESCRIPTIONS***

*Repeat Prescriptions can be requested online or through you pharmacy. Please call or come into the surgery to request your username and password if you required to do online. Please allow two full working days for processing where possible. The maximum amount of medication given is for a period of two months.*

***WEEKEND SURGERY***

*The surgery can offer an appointment with a clinician at Ashingdon Medical Centre or Puzey Family Practice on Saturdays. If you require an appointment there please call the surgery to book.*

***OUT OF HOURS COVER/EMERGENCY***

*When the surgery is closed, for emergencies only please telephone 111 calls are free and you will be provided with advice and be directed to the local service that can help you best.*

***Website:*** [***www.nhs.uk/111***](http://www.nhs.uk/111)

***PATIENT PARTICIPATION GROUP***

*We have a Patient Forum Group. If you are interested in coming to these forums please visit our website for more details.*

***INSURANCE FORMS AND CERTIFICATES***

*Like any professional, your doctor is entitled to charge a fee for any work that does not fall under the umbrella of the NHS. This includes private health care insurance forms, private sick notes, holiday cancellation forms, HGV medicals and many others. Fees are according to the amount of work involved and responsibility taken. Please ask at reception.*

***CHOOSE & BOOK***

*Choose and Book is available, and all our patients are referred to Choose and Book.*

***HEALTH LITERATURE***

*Health literature is available in the Waiting Room.*

***CHANGE OF PERSONAL DETAILS***

*If you change your name, address or telephone number, please inform the receptionist as soon as possible or complete a our online form via our website.*

***EQUALITY STATEMENT***

*Ashingdon Medical Centre is committed to the equality of opportunity for members of staff, patients and visitors, and believes that all individuals should be treated with dignity and respect.  The Surgery therefore aims to create an environment in which everyone is treated equitably regardless of race, ethnic origin, nationality, gender, disability or medical condition, age, religion, sexual orientation, marital or parental status, political belief or social/economic group, or any other inappropriate distinction.*

*If any patient has special needs i.e. Braille, different languages etc. please inform a member of staff and it will be dealt with as soon as possible.*

 *In addition to this, the Surgery has policies and protocols, which ensure that applicants to jobs, and other people who might have dealings with the Surgery, are treated with fairness and respect.*

***DIRECT PRESCRIBING***

*We have in place electronic prescribing. This is where your prescription goes straight to your nominate pharmacy electronically.*

***DIAGNOSTIC EQUIPMENT AVAILABLE***

*Diagnostic equipment that is available- eg. ECG, Electronic Sphygmomanometer, Nebuliser, Spirometer, Glucometer, ABPI and a Doppler for Diabetic foot checks etc.*

***YOUR COMMENTS***

*We are proud of the service we provide and strive to make the best use of the available resources, but are pleased to receive your comments.*

***YOUR COMPLAINTS***

*If you have any complaint about any aspect of the service we provide at the surgery please contact the Practice Manger in the first instance to discuss, who is responsible for dealing with these matters. Our complaints procedure is in line with the national criteria. You can email ashingdon.prescriptions@nhs.net.*

***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. Please speak to reception.*

***ZERO TOLERANCE***

*We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.*

***NEW PATIENTS***

*All new patients are asked to fill in their details on a GMS1 form, a full registration medical is undertaken by the Practice Nurse.*

***OUR COMPUTER SYSTEM***

*We are registered under the Data Protection Act.*

*Your medical information is kept completely confidential and it is not possible for outside agencies to access our computer data. If you would like a copy of all your computer records please enquire at reception. There is a standard fee payable.*

*This practice, from time to time, supplies anonymous medical information for research purposes. Individual patients cannot be identified in this process.*

*You may occasionally be invited to join a medical study. There is no obligation for you to take part and no study would take place without your fully informed consent and written agreement.*

*Withdrawing from a study would not prejudice your future case.*

***HOME VISITS***

*Please try to attend the Surgery, where possible. If you are too ill to attend or are housebound and require a home visit please telephone the Surgery before 10 am if possible to enable the Doctor to assess the urgency.*

***DISABLED ACCESS***

*The health centre is equipped for the disabled. There is wheelchair access via the front entrance. Patient services are all provided at ground floor level. A disabled patients WC is provided.*

***CLINICS AND SERVICES***

***NURSING SERVICES***

*The following services provided by our practice nurses include are:-*

***Family Planning***

 *A full range of services is provided at this Surgery during normal consulting times. You do not have to attend a special clinic for this. Our nurses are trained to provide contraceptive advice. Emergency contraception is freely available. Teenagers are reminded that complete confidentiality is guaranteed.*

***Cervical Smears***

*It is very important for all women aged 25-64 to have regular cytology screening which our doctors and nurses provide.*

***Childhood Immunisations***

*It is strongly recommended by the Department of Health and it is our practice’s policy that ALL children are vaccinated against major diseases, unless there is a specific medical reason for not doing so.*

***Flu Vaccinations***

*These are strongly advised for everyone over 65 years old or those who have chest diseases or diabetes etc. They are available in the autumn of each year. We also offer protection against pneumonia in the form of a vaccine. Please ask for details.*

***Asthma and Diabetes Management***

*If you are diabetic or suffer from asthma you will be seen by our specialist nurses. Please make an appointment at reception.*

***Smoking Cessation Clinic***

*Our practice nurses are able to offer information and specialised support to help you to stop smoking.*

***Blood Tests***

*Blood tests can be done at the Surgery, but if an appointment is not available, appointments can be made either at other clinics or Southend Hospital.*

***Dressings***

*Wound dressings and stitch removals*

***Health Checks***

*eg advice on alcohol, diet etc.*

***Travel Immunisations***

 *Virtually all foreign trips require a vaccination. Please allow at least twelve weeks before departure. You will need to complete a travel assessment form of which you can collect from the surgery. A few vaccines are not covered under the NHS and a separate charge will be made. Once the form is completed an appointment is made with the nurse to discuss your requirements.*

*Post – Natal Checks*

*Annual Health Checks for Carers*

*Hormone Replacement Therapy*

*Hypertension Clinics*

*Ante-natal*

*We no longer provide this service. This service is now provided by Southend Hospital Early Pregnancy Unit.*

*You no longer need an appointment with the Doctor to confirm your pregnancy, you can self refer to the Early Pregnancy Unit on 01702 385393 or visiting Southend University Hospital website and search “I am pregnant” to complete the online form.*

***PRACTICE STAFF***

*The management team are responsible for the administration of the practices. They would be happy to hear your views and suggestions about the services offered by the practice and will assist you with any problems you may have.*

*A suggestion box is sited in the waiting area, should you not wish to speak to a member of staff or nurse.*

***RECEPTION STAFF***

*They will assist you in making appointments to see the doctor, undertake repeat prescriptions, arrange home visits. The receptionists are fully trained and have a difficult job to do. Please remember that if you are kept waiting or are asked some apparently irritating questions, it is because our policy is aimed at the smooth and safe running of the practice. We need to ascertain the urgency of particular requests and sometimes spend longer with patients than we have allowed.*

***PATHOLOGY TEST RESULTS***

*To ease congestion, please telephone for results between 1pm and 4 pm .*

***CHAPERONE***

*You are entitled to ask for a chaperone during our consultation. You can ask at reception before your appointment or at any time during your appointment with your doctor.*

***DOCTORS CHARTER***

*What We Will Do For You*

* *Treat you with courtesy and respect at all times and ensure you will not be discriminated against on the grounds of sex, race, colour or creed.*
* *Give you full information on the services we offer.*
* *Give you appropriate care by suitably qualified staff.*
* *Provide you with emergency care when you need it.*
* *Ensure that Receptionists are at all times approachable and friendly within the Surgery.*
* *Try to be as helpful as we can in all situations.*
* *Refer you for a second opinion when you and your GP agree it is needed.*
* *Give you access to your health records, subject to any limitations in the law.*
* *Keep the contents of your health record confidential.*
* *Give you a full and prompt reply to any complaints you make about our services.*

***What You Can Do For Us***

* *Treat us with courtesy and respect at all times. If any member of staff is subjected to verbal or physical threats or abuse this will result in the immediate removal of the patient from the doctors’ list.*
* *Tell us if you are unsure about the treatment we are offering you.*
* *Use the emergency service only in a genuine medical emergency.*
* *Ask out-of-hours for a night visit only when medically urgent.*
* *Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity.*
* *Try to order repeat prescriptions 48 hours prior to needing them.*
* *For the benefit of staff and patients we would appreciate if you could adhere to the given times for ringing in for repeat prescriptions and results.*
* *Whilst in the Surgery your children are your responsibility and should be kept under control.*
* *Turn off mobile phones – they may interfere with equipment in the Surgery.*
* *Keep your appointments and let us know as early as possible if you are unable to attend. Use one appointment for one problem please.*
* *Be punctual – Doctors and Nurses are not duty bound to see you if you are late for your appointment.*
* *Let us know when you change your name, address or telephone number.*
* *Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.*
* *Let us know when we have done well.*

*For any details of primary medical services in the area,*

 *the local CCG or NHS England*

*Address and Telephone Number is below:*

***NHS ENGLAND***

*PO Box 16738*

*Redditch*

*B97 9PT*

*Telephone. 0300 311 22 33*

***Castlepoint & Rochford CCG***

*Pearl House*

*12 Castle Road*

*Rayleigh*

*Essex*

*SS6 7QF*

*Telephone.* **01268 464586**

**CPRCCG.Complaints@nhs.net**

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