

PATIENT INFORMATION

**Chafford Hundred Medical Centre
Drake Road, Chafford Hundred
Essex RM16 6RS**

Tel: 01375 480000

www.chaffordhundredmedicalcentre.co.uk



Welcome to Chafford Hundred Medical Centre

PRACTICE HISTORY

This practice has been established for over 95 years and until July 1999 general medical services were provided at three sites in Grays, Purfleet and Chafford Hundred. It was at that time that the practice closed its surgery at Grays and moved into a purpose-built site in Chafford Hundred. In March 2003 an opportunity arose to relocate from Purfleet and this allowed us to concentrate all services from one development.

General Practitioners

Dr Kolita Gunasekera	(male)	MBBS DFFP (Sri Lanka) 1978
Dr Jeanette Evans	(female)	MBBS MRCGP BSc DCH DRCOG DFFP DOM (London) 1993
Dr Nada Aiub	(female)	MBChB CABP DFFP (Iraq) 1984
Dr Lakhvir Grewal	(male)	MBBS BSc MRCGP (London) 2002
Dr Shamema Mamun	(female)	MBBS MRCGP (Bangladesh) (2002)

Practice Staff

Practice Manager	Dorotea Tillett	
Assistant Practice Manager	Victoria West	
Advanced Nurse Practitioner	Alison Stephens	
Practice Nurses	Kelly Dineen RGN	Alina Walker RGN
	Johanna Wiseman RGN	
Healthcare Assistants	Gillian Beckwith	Keeley Cheesewright
Admin Manager	Louise Brooke	
Workflow Administrator	Karine Poignant	
QOF Administrator	Keeley Cheesewright	
Reauth Administrators	Kay Arthur	Sue Hollywood
Reception Manager	Rhona Bearman	
Receptionists	Sue Hollywood	Celia Knightley
	Jackie Taylor	Kay Arthur
	Karen Demaertelaere	Kate Tye
	Amanda Balu	Heather Impey
	Nicola Keenan	Angela Megran
	Elizabeth Tredwell	
Secretary	Lisa Hitchens	

SURGERY TIMES

The surgery is open from 8.00am-6.30pm Monday to Friday. Consultation times are as follows:

Monday	8.30 - 10.30am	3.00 - 5.30pm
Tuesday	8.30 - 10.30am	3.00 - 5.30pm
Wednesday	8.30 - 10.30am	3.00 - 5.30pm
Thursday	8.30 - 10.30am	
Friday	8.30 - 10.30am	3.00 - 5.30pm

There will, on occasions, be a surgery available at 12.30-2.30pm on Monday, Tuesday, Wednesday and Friday.

General Practitioner Registrars and Students

From time to time the Practice may have a GP registrar in situ for further primary care training before going on to find a full time post in general practice, or may host attachments of medical students. We will always notify you when this is happening and hope that you will feel able to help in this training. However, you have the right, and will always be given the option, to decline to have a registrar or student involved in any consultation.

APPOINTMENTS

As this is a group Practice you may consult any of the doctors but where possible it is in your interest to stay with one doctor for each period of illness.

All requests for appointments are to be made using the eConsult facility via our website - <https://chaffordhundredmedicalcentre.webgp.com/> - or using the QR code below.



Requests are triaged by a doctor who will then offer an appropriate appointment, which may be face to face or telephone. If you do not have access to the internet please contact Reception who will assist you.

Nurse appointments can be booked by telephoning the surgery.

Please remember that an appointment is for one patient only. If you cannot keep your appointment, kindly let us know as another patient will always take advantage of your cancellation.

APPOINTMENTS AT OTHER LOCATIONS

Extra GP and Nurse appointments are available at a number of Hubs within Thurrock. Hubs are open 6.30pm-8pm on weekdays and 9am-5pm at weekends. Appointments are for routine and urgent matters and are booked by contacting this surgery during normal hours.

MINOR INJURIES UNIT

The unit is able to examine and treat 'walking wounded' patients and have x-ray facilities for limb injuries (over 7 years old only). The closest Minor Injuries Unit is at Orsett Hospital, Rowley Road, Orsett, Telephone 01268 592300. If you are in any doubt telephone the unit for advice.

EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (999) before calling the surgery.

HOME VISITS

Patients whose illness prevents them from attending surgery can be visited in their own homes. Requests for calls should be made as early in the day as possible, bearing in mind the surgery opening times. Please be ready to give the receptionist your name, address, telephone number, age and brief details of what is wrong. Also remember that we can see several people at the surgery in the time it takes to do a home visit, so it would be helpful if you did not request a home visit unless you are too ill to come to the surgery. **Lack of transport is not a valid reason for a home visit.**

OUT OF HOURS

The Practice out of hours emergency cover is commissioned by NHS Essex. This is a service designed to deal with acute severe illnesses where treatment cannot wait until the next practice surgery. Based upon an assessment of the patient's symptoms and medical condition, the nurse or doctor on call should be able to form a reasonable opinion whether to offer advice over the phone, a consultation at a local centre or a home visit. The out-of-hours telephone number is 111.

REPEAT PRESCRIPTIONS

If you require regular medication the doctor will enter the prescription on the computer. This will enable you to obtain monthly prescriptions by placing your computerised repeat slip into the box provided at the centre. Please allow three working days before collection when your request is in the surgery by 11.30am, after this time please allow another 24 hours.

Remember to make allowances for weekends and public holidays.

Alternatively, you can post your repeat slip remembering to enclose an SAE for return of the prescription, or register for online prescription ordering via SystemOnline or via the NHS app.

Prescriptions are sent electronically to a pharmacy of your choice (near to where you live, work or shop). Please ensure you nominate a pharmacy for prescriptions to be sent to. This can be done by speaking to a receptionist or any pharmacy or dispensing appliance contractor that offers EPS. You do not need a computer to use this service. Please remember to let us know of any changes.

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing to admin.mailboxf81113@nhs.net or handing to a Receptionist at the surgery.

DISABLED ACCESS

There are reserved car parking spaces for badge holders near the front door. **Unless you are in possession of a blue badge do not park in these spaces.**

Wheelchair access to the building is via a ramp at the front entrance and all patient services, including WCs, are provided on the ground floor. If access proves difficult to any disabled patients we would be happy to consider any suggestions for improvement.

CLINICS

Antenatal

Antenatal and postnatal care is often shared by your GP and midwife who work closely together for the successful outcome of your pregnancy. Most hospitals have a self-referral system and their contact details can be found on individual hospital websites. (For Basildon Hospital contact Maternity Direct by emailing maternity@btuh.nhs.uk and a Midwife will contact you within 7 days.) You may need to make a routine appointment with the doctor if you wish to have your baby at hospitals outside of the area.

Nurses

We offer nurse-led consultations for a number of medical conditions such as Asthma, Diabetes, Chronic Obstructive Pulmonary Disease and Coronary Heart Disease. If you suffer from any of these conditions we would recommend that you have a yearly review. Please see the reception staff for further information.

In addition to our nursing team we employ a Healthcare Assistant who will also be consulting with patients.

Family Planning

The doctors and practice nurses provide a full range of contraceptive advice and services. These are provided during normal surgery times and further information can be obtained from reception.

Minor Surgery

The majority of our doctors carry out minor operations from the surgery. If you wish to undertake such a procedure you should initially book a routine appointment with a doctor to make the referral.

Counselling

Patients can self-refer through Inclusion by telephoning 01375 898680.

Patients Over 40 / Over 75

A healthcare assistant or practice nurse undertakes health checks on patients over 40 and senior citizen health checks a regular basis at the centre. Patients are invited by letter to attend for these free examinations.

Flu And Pneumonia Vaccinations

These vaccinations are particularly recommended for patients aged over 65 years or for those patients with heart, lung or kidney disease, diabetes, pregnant women and residents of nursing and rest homes.

The pneumonia vaccination is available all year around and if you wish to avail yourself of this protection please contact the reception team for an appointment with one of the nurses. However, the influenza vaccination is only available during the autumn and winter periods and you will need to contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are housebound and wish to have either of these vaccinations please let us know and we will arrange for the district nurse to visit you.

Travel Immunisations/Vaccinations

The practice nurses offer a comprehensive travel service for registered patients during routine surgery times. If you require this service you should first obtain a questionnaire from reception (or download a form from our website) for each member of your family and complete and return this to the nurse at least six weeks prior to your departure date. A nurse will then contact you by post to confirm your vaccination requirements.

A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held in reception.

Childhood Immunisations

All routine childhood vaccinations are available at the surgery by appointment with the practice nurse. It is important to ensure that all children are vaccinated against the potentially serious illnesses and all those behind with their programme should catch up as soon as possible.

NEW PATIENTS

To register you will need to produce your medical card, together with your birth certificate/ passport plus a utility bill. In exceptional circumstances, we may be able to register you without production of a medical card but you will need to know your National Health Number.

You will be registered with the group practice and for all appointments, other than emergencies, you may consult with your preferred GP.

At your registration appointment, the nurse will discuss your medical history and undertake a BP and weight check. She will ask you to produce a urine sample (if you have not brought one with you, a bottle can be obtained from reception prior to your appointment).

If you are taking any regular medication, including contraception, you should bring the packets with you for the nurse to record. Please ensure that you

book a routine appointment with the doctor to obtain your first prescription from this surgery.

Children under the age of five are not required to attend a new patient registration appointment. However, we will require some important information, such as immunisation history, and the receptionists will give you a form to complete to this effect.

NAMED GP

All Practices are required to provide their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them. This doctor will have overall responsibility for the care and support that our surgery provides to you but this does not prevent you from seeing any GP within the practice.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

This Practice is committed to protecting Children and Vulnerable Adults and will make their welfare our highest priority. Where additional support is necessary this will include working with other agencies.

If you have any concerns about a child or vulnerable adult please speak to a Doctor or Nurse.

COMPLAINTS

If you have a complaint or concern about the service you have received from the doctors or any of the staff working at the practice, please let us know.

We operate a practice complaints procedure, which meets national criteria, as part of the NHS system for dealing with complaints.

Complaints should be addressed to the Assistant Practice Manager or any of the doctors. She will explain the complaints procedure to you and ensure that your complaint is dealt with promptly.

CONFIDENTIALITY & PRIVACY

We ask you for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The Practice will ensure that patient confidentiality is maintained at all times by all members of the Practice.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members. Medical records are shared with other health professionals who are involved in providing you with care and treatment, on a need to know basis and event by event. Some of your data is automatically copied to the

Summary Care Record and we may share some of your data with urgent or emergency care services. Data about you is used to manage national screening campaigns such as Flu, Cervical Cytology and Diabetes Prevention. Data about you, usually de-identified, is used to manage the NHS and make payments, and also used to check the quality of care provided by the NHS. We share information when the law requires us to, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people. We may also share medical records for medical research.

For more information please visit the website (www.chaffordhundredmedicalcentre.co.uk) or ask Reception for a copy of the full privacy notice.

SUMMARY CARE RECORD

Summary Care Records have been introduced in England as part of the NHS Care Records Service and these are available for healthcare professionals to access the most up-to-date information wherever in the country you need care. All patients have a Summary Care Record which contains information from your care record (current prescriptions, allergies, reactions to treatment) and any other information that you have agreed should be included. You can decide not to have a Summary Care Record at all and if so you will need to complete an Opt Out Form which is available from Reception. Further information and advice is available from the Patient Advice & Liaison Service (0800 587 9159) or the NHS Care Records Service Information Line (0300 123 3020) or ask for a leaflet at Reception.

CHANGE OF PERSONAL DETAILS

It is important to let us know of any change of name, address or telephone number, so that your records are kept up to date. On occasion your mobile telephone number may be used to remind you (by text) of future medical reviews and/or appointments and we would therefore appreciate it if you would advise us of your consent/dissent. Please note that some change of addresses may result in us requesting you to find a more local GP.

TEST RESULTS

When the doctor or practice nurse sends you for a test please ask them if you should make a follow-up appointment before you leave the surgery. Alternatively, results are available by contacting the surgery via eConsult three working days after the date on which you have the test taken. Please

note that some results such as for cervical smears, x-ray and general ultrasound will take longer to come back.

To ensure confidentiality, results will only be given to the patient concerned. Please note that all tests are seen by the doctor before the result is given to the patient. In all cases, our staff are instructed not to give pregnancy test results over the telephone, therefore a routine appointment with the doctor should be made for when the result is back.

When making an appointment to discuss a test result, where possible, please arrange this with the doctor who sent you for the test in order to ensure continuity of care.

SAMPLES

All samples should be handed into reception before 10.00am Monday to Friday. Please ensure that your sample is clearly labelled with your name and date of birth and it is in the appropriate container. Please do not cover the container with any form of wrapping or sellotape.

BLOOD TESTS

Blood tests can be undertaken at a number of sites, details of which are available at reception.

CERVICAL SMEAR TESTS

Cancer of the cervix can be prevented and all female patients between 25 and 64 years of age are advised to have regular smear tests. These tests are important because they can detect early signs of disease which is easily treated. A call and recall system is operated to remind you when your test is due. Please make an appointment with the practice nurse when appropriate.

SICK NOTES

Under Government sick pay regulations:

1. No certificate is required for illnesses of three days or less.
2. A self-certificate form should be completed if the illness lasts for four to seven days (including Saturday and Sunday). These are available from your place of work.

If the illness lasts more than seven days, you will need to obtain a National Insurance Certificate from your doctor.

If your employer requires a doctor's certificate for an absence of less than seven days, then we may supply a private one for which there will be a charge.

PATIENT ONLINE AND NHS APP

You can now have access to our system online. By using this system you will have access to the Repeat Prescription ordering facility. This facility allows you to choose the medication from your medical record (repeat medication screen only). You will be able to see a list of your medications with dates when they were last issued to you. Utilising this service will enable you to access prescriptions 24 hours a day.

The service also allows you to view your Summary Medical Record which contains details of your medication, allergies and sensitivities.

Patient Online requires you to have a user name and password in order to log on. To find out more and obtain a user name and password please see one of the Reception Team. You will need photographic identification in order to register for this service. The service is not available for children under the age of 16 at the current time.

The NHS app is a national service provided by NHS England and can be downloaded here - [Log in - NHS App Online](#)

FEES

Certain services provided by your doctor are not covered by the NHS and you will be asked to pay a fee, eg pre-employment medicals, insurance claims, holiday certificates, private medicals, private certificates, fitness to drive medicals etc. We also act as examiners for several life insurance companies. Should we be asked to examine you for their purposes the company will be responsible for the fee.

ACCESS TO RECORDS

A request for access and/or a copy of medical records should be made in writing by the individual concerned. The relevant fees are displayed in the surgery. Further information relating to access to patients' records is available on request.

CCTV

Closed circuit television (CCTV) is installed at the Practice premises for the purposes of staff, patient and premises security. Cameras are located at various places on the premises, and images from the cameras are recorded.

Access to stored images will be controlled on a restricted basis within the Practice. The Practice Manager and her deputy are the Data Controllers under Section 4(4) of the Data Protection Act 1998 (“the 1998 Act”).

TELEPHONE RECORDING

All telephone calls are recorded for training purposes.

OTHER NOTICES

We are a very busy surgery and the waiting room can often become quite congested. In this respect we ask that patients do not bring buggies, prams or pushchairs onto the premises. If you have no option but to bring the above, you must leave it in the entrance ensuring that no walkway is blocked. No buggies, prams or pushchairs will be permitted in the consulting rooms.

Please ensure cars are parked in marked bays only. Parking is prohibited alongside the fence, in areas marked Keep Clear and directly outside the surgery's entrance.

Your attention to this matter is appreciated.

PATIENTS CHARTER

What Your Doctor And The Staff Should Reasonably Expect From You, The Patient

- To be treated with the same courtesy and respect you yourself would expect
- Honesty and openness
- Not to expect a prescription every time you see your doctor - they are quite often unnecessary
- To follow the advice given
- To switch off mobile telephones when in the surgery
- To remember that it is not the receptionists' fault if a doctor or nurse runs late
- To ensure that any of the facilities are not abused

What You Should Reasonably Expect From The Doctors And Staff

- To be treated as an individual and given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems
- Staff to be easily identifiable
- Staff to maintain your right to privacy
- Appointments to be available at reception four weeks in advance for you to book follow-up times
- To have the right to a full explanation of your illness and any tests, investigations or conclusions relating to that condition. You must tell us if you do not understand the explanations

The practice operates a "zero tolerance" approach to both verbal abuse and violence. Any act of this nature will result in the immediate removal from our list.

Where there is a serious breakdown of the patient/doctor relationship, we reserve the right to remove patients from our list.

WHAT TO DO IN TIME OF BEREAVEMENT

If Death Occurs At Home

- 1 Telephone for a doctor to visit.
- 2 Contact a funeral director.
- 3 The doctor will refer to the medical Examiner who may contact you. You will then be advised when and how to contact the registrar in order to make an appointment to obtain a copy of the death certificate. If it is necessary for the doctor to report the death to the coroner, this will be done as soon as possible.

When Death Occurs In Hospital

- 1 Contact the funeral director to inform them that their services will be required.
- 2 The hospital will advise you on the process for obtaining the death certificate.

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.

This scheme is available from reception or, alternatively, by downloading from our website, www.chaffordhundredmedicalcentre.co.uk

USEFUL TELEPHONE NUMBERS

Age Concern, Thurrock	01375 389872
Alcoholics Anonymous	0800 9177 650
Basildon Hospital (For all services including blood testing,x-ray, district nursing and community midwifery)	01268 524900
Bereavement: Child Death Helpline	0800 282986
CRUSE	0808 808 1677
ChildLine (www.childline.org.uk).....	0800 1111
DIAL UK (Advice for the disabled)	0808 8003333
Grays Police	101
Men's Advice Line (male victims of domestic violence)	0808 8010327
(www.mensadvice.org.uk)	
Minor Injury Unit	01268 592300
National Drugs Helpline (Talk to Frank).....	0300 1236600
NHS Website	www.nhs.uk
NHS Out of Hours Service.....	111
NHS Thurrock Clinical Commissioning Group	01375 365810
	www.thurrockccg.nhs.uk
NSPCC	0808 800 5000
Parentline (Family Lives)	0808 800 2222
Thurrock Signposting (previously PALS).....	01375 389883
Samaritans (www.samaritans.org.uk).....	116 123
Thurrock Council	01375 652652
Thurrock Registry Office (Births/Deaths).....	01375 372822
Victim Support	0808 1689111
Women's Aid Domestic Violence Helpline	0808 200 0247

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Paracetamol/Ibuprofen Tablets

Good for headaches, colds, sore throats, painful bruises and backache.

Paracetamol Mixture

For relief of pain or fever in young children.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion/Cream

For dabbing (not rubbing) on insect bites, stings and sunburn.

Adhesive Plasters

For minor cuts.

Thermometer

To monitor fevers.

Tweezers

For removing splinters.

Gaviscon Liquid Or Tablets

For heartburn.

Loperamide Capsules

For control of diarrhoea.

Piriton Tablets (or other antihistamines)

For itchy or allergic rashes and hay fever.

Dioralyte Or Rehidrat Rehydration Fluids

Very useful for young children with diarrhoea or vomiting.

Hydrocortisone 1% Cream

For application to allergic rashes and insect bites.

Cerumol Drops

For waxy ears. Please NEVER poke things into your ear.

Ibuleve (or similar gels)

For relief of muscular pains and sprains.



THE
MEDICAL
CENTRE