



**WESTERN
ROAD
SURGERY**

PRACTICE INFORMATION LEAFLET

Western Road Surgery, 41 Western Road, Billericay, Essex. CM12 9DX

Dr Simon Butler - Partner

Dr Anil Patel - Partner

Dr Malathi Sivakkolunthu - Partner

Dr Helen Burke - Partner

Dr Jessica Lord – Partner

Dr Thomas Lawes- Partner

Tel: 01277 658117

Website: www.westernroadsurgery.co.uk

[Administration Email \(not for consultation or clinical enquiries\)](mailto:admin.mailboxf81013@nhs.net)
admin.mailboxf81013@nhs.net

Opening Times:

Monday – Friday* 8 am to 6.30 pm

Sunday & Bank Holidays Closed

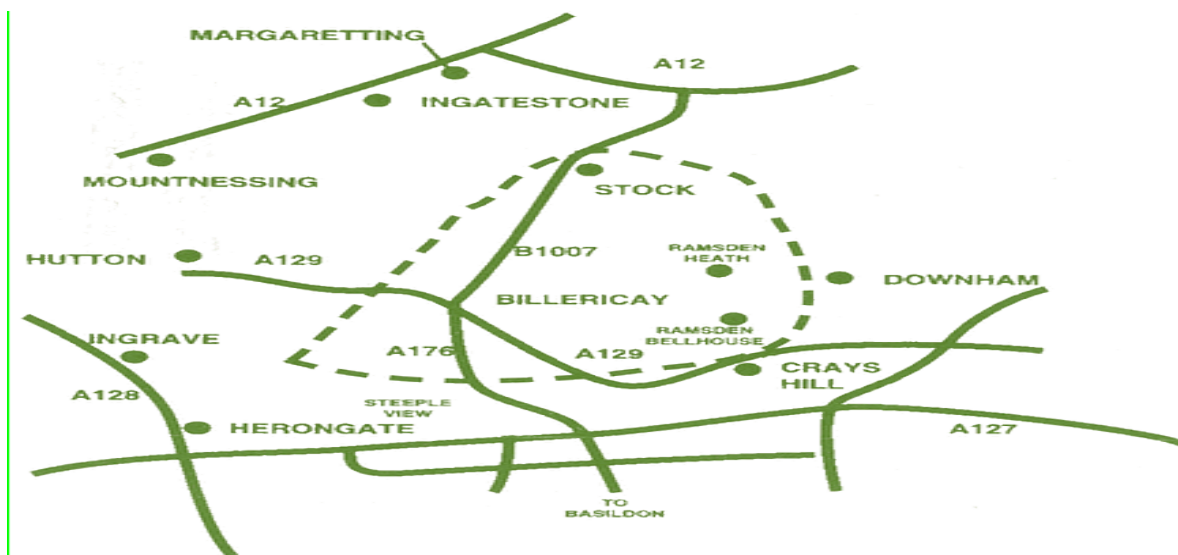
*We will be closed on the first Tuesday afternoon of each month for training.

Practice Contact Details: Telephone: 01277 658117

Our Practice telephone lines are open during the opening times noted above. In the case of urgent need when the Practice is closed you can call NHS 111.

Accessibility & Parking:

We have a ramp at the front of the building and there is an accessible toilet on the ground floor. There is an intercom system to gain entry. The car park is at the rear of the building. If you are driving to the surgery but are too infirm to then walk around to the front of the building, please do use the back door. There is a bell for use in such instances but please do give us time to get to you.



Our Practice Boundary is within the dotted lines on the map.

We do not go into Stock or Crays Hill and only cover as far as St Agnes Road off of Noak Hill Road. Our Receptionists can confirm whether or not you reside in our boundary if you are considering registration with our Practice.

Contacting us by Email

Email Addresses: Please do not use any of these email address for clinical matters that may require medical attention – you must ring for appointments or use the econsultation service which can be found on our website

Reception Email: reception.westernroadsurgerybillericay@nhs.net

For prescription requests, to advise of blood pressure readings or photographs (the latter only when requested by a clinician). ***Please do not use this email address to routinely send in requests for appointments or to send photographs without prior request from the surgery.***

Administration Email: admin.mailboxf81013@nhs.net

For registration enquiries, change of address, copies of hospital letters, change of name (to be supported by marriage certificate, deed poll etc), or general enquiries about the Practice. ***Please do not use this email address to routinely send in requests for appointments or to send photographs without prior request from the surgery.***

Secretarial Email: secretaries.westernroadsurgerybillericay@nhs.net

For queries relating to referral matters only or for contact by Insurance Companies or Solicitors for medical reports/subject access requests. ***Please do not use this email address to routinely send in requests for appointments or to send photographs without prior request from the surgery.***

Practice Manager Email: manager.westernroadsurgerybillericay@nhs.net

This email can be used to contact the Practice Manager if you wish to suggest how we can improve our service, if you have any complaint or grievance you wish to discuss or for general matters relating to the operation of the Practice. ***Please do not use this email address to routinely send in requests for appointments or to send photographs without prior request from the surgery.***

The Practice has been established for over 50 years and we are supported by the following staff:

GP Registrar (Dr Yousuf Khan)

Maternity locum cover for doctors (Dr Janaka, Dr Teresa, Dr Ahuja)

Practice Nurses (Maria Cervi, Jayne Bevis and Laura Dwane)

Maternity locum cover for nurses (Gayle Donaldson, Julia Riley)

Practice Manager (Ruth McMahon)

Business Manager (Julie Jackson)

Practice Administrator (Debra Sofflet)

Administration Assistants (Debra Sparrow)

Secretaries (Tracy Jones, Susan Butcher)

Receptionists, Lisa Ladlow, Karen Harris, Lauren Washbrook, Jo Beckwith, Shanna Crawford, Charlotte Carter, Louise Eaton, Annette Board, Abigail Campbell, Gail Harris, Vicki Power, Jackie Hatch.

We are a training Practice which means we support Doctors who are experienced in hospital medicine and wish to make a career in General Practice. This means each year we will have a different Doctor allocated to the surgery to work with us to train and look after our patients.

We also work with colleagues across all the Practices in Billericay and are part of the Billericay Primary Care Network and BB Healthcare Services. The Primary Care Network come together to provide services across Billericay as a whole. BB Healthcare Services provide all Billericay Practices with a home visiting service for housebound patients and they provide our extended hours service in the evenings and at weekends. All of our dressings, stitch removals and wound management services are undertaken outside of our Practice and by BB Healthcare services at one of their sites. Working this way enables us to offer a wider range of appointment times.

Patient Group

We have a very loyal and committed Patient Participation Group (PPG) who we meet with three or four times a year to discuss the running of the Practice, the services provided and what is happening across the NHS. We also have a virtual group. You can join the virtual group at any time and, if you can also request to join the actual PPG. If you are interested please email our Practice Manager at julie.jackson4@nhs.net

How to register with the Practice

If you have moved into our Practice area and wish to register with us you can either download registration forms from the website and email them back, or walk into reception to fill in the same forms. Please bring photo ID so we can set you up with an online log in.

Carers: If you are a carer for someone who is elderly or has a disability/impairment, please download the carers form from our website at www.westernroadsurgery.co.uk, complete and return this to admin.mailboxf81013@nhs.net so that we can update your records accordingly.

How to book an appointment

We offer emergency appointments for those patients whose condition requires on the day attention. You can also book, up to two weeks in advance, to see a GP. Nurse appointments are bookable up to six weeks in advance.

Our Receptionists will book appointments for you when you call them on 01277 658117. Please note that as we operate a triaging model of primary care our Receptionists will ask you for details of the reason why you require a consultation. Please be assured that anything you tell them is confidential. The purpose of this is (a) for them to ensure that there is not a more appropriate pathway you should be directed to, or (b) to determine any urgency and to be able to flag this to the GP, or (c) to provide you with more appropriate advice. Whilst the consultation will initially be a telephone consultation, the GP will arrange to see you on a face to face basis if clinically appropriate. Nurse appointments can be booked the same way albeit the majority of nurse appointments are face to face unless you are advised otherwise when you call.

You can also consult with a GP via our e-consultation service which can be found on our website at www.westernroadsurgery.co.uk Please note that we will respond to your e-consult by the end of the following day from which we receive it.

How to obtain your prescription

You can request your prescription online on your SystemOne account, by emailing reception.westernroadsurgerybillericay@nhs.net or by coming in to reception. Patients on repeat medication will be asked to have a medication review at least once a year. This will be undertaken either by the GP or by our Pharmacists (Company name FIRZA). We will let you know when this is due and whether you need any tests doing.

What do you do if you need a Home Visit

Whilst we encourage all patients to see a telephone consultation before requesting a home visit, we appreciate that there will be some conditions or situations where someone who is house bound will need to have a Doctor visit them at home. Your medical condition must warrant a home visit and the Doctor will arrange for our Partners, BB Healthcare Services to come and visit you.

Visit requests must be made on the day required before 11 am whenever possible.

What to do if you cannot attend an appointment

Please do ring us to cancel your appointment. If your appointment has been booked online you can also cancel this online as well. It is really important that you cancel as soon as you can so that the appointment slot can be offered to another patient.

Zero Tolerance

Abuse of staff or patients, which includes (but is not limited to) homophobia, biphobia, transphobia, racism, sexism, ageism, disability, sexual orientation, religion or belief, will not be tolerated. People who are abusive may be asked to leave and could be removed from our patient list.

SMS Text Messaging & Email Consent: If you do not wish to receive text messages or emails from us please do make this known to one of the receptionists or the administration team so that they can record this in your records. Such messages will only be in relation to direct care activities.

Privacy: Your privacy is important to us. The Practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you i.e., from community services such as the district nurses and hospital services
- To help you get other services i.e., from the social work department (we will ask for your consent to do this as appropriate)
- When we have a duty to others i.e., in child protection cases. Anonymised patient information will also be used at local and national level to help the plan for services.
- Our Reception & Administration staff require access to your medical records to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

If you do not wish anonymous information about you to be used in such a way, please do let us know. There is currently lots of press regarding the sharing of patient data. Please do visit <https://digital.nhs.uk> for further information.

Our Privacy policy can be found on our website at www.westernroadsurgery.co.uk.

Compliments & Suggestions: It pleases all our staff when the Practice receives a compliment whether this is for one individual or the whole team. If you wish to offer us your compliments please email the Practice Manager at julie.jackson4@nhs.net or, alternatively, you can go online to the NHS Choices web pages, search for this Practice and place your compliments there (It's a bit like Trip Advisor!). Additionally, if you have any suggestions for improving our services, please do email the Practice Manager to let her know.

Complaints

How to complain: We do hope that we can sort out any problem easily and quickly, often at the same time your concern is raised and with the person concerned. If however you do

wish to make a formal complaint, please do so as soon as possible. Ideally complaints should be made within a matter of a few days of any concern. This will enable us to establish what happened more easily. If doing that is not possible, your complaint should be submitted within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem. You should address your complaint to Mrs Julie Jackson, Practice Manager, Western Road Surgery, 41 Western Road, Billericay, Essex. CM12 9DX. You can also email julie at manager.westernroadsurgerybillericay@nhs.net.

Complaining on behalf of someone else: We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf, you must have their permission to do so. An authority, signed by the person concerned, will be required, unless they are incapable (due to illness or capability) of providing this. Please speak with Julie who can help you determine how you notify us.

What we will do: We will acknowledge any complaint within 3 working days and aim to have fully investigated within 20 working days of the date it was received. If we expect to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we investigate the circumstances; we make it possible for you to discuss the problem with us if you wish and we ensure that you receive a full and detailed response. Whenever appropriate, we will make sure that you receive an apology and take steps to make sure that a similar matter does not arise again.

If you would like any independent support in pursuing your complaint you are entitled to seek free assistance from the NHS Complaints Advocacy Service, who can be contacted as follows:

NHS Advocacy Service

Telephone: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer' with your name and number to 81025.

Email: pohwer@pohwer.net

Skype: pohwer.advocacy

Fax: 0300 456 2365

Post: PO Box 17943, Birmingham, B9 9PB

Taking things further: If you remain dissatisfied with the outcome of any complaint you may refer to:

PALS (Patient Advice & Liaison) NHS England, Swift House Hedgrows Business Park Colchester Road	The Parliamentary and Health Service Ombudsman Millbank Tower Millbank
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Essex. CM2 5PF Telephone: 01245 398770	London. SW1 4QP Telephone: 0345 015 4033 www.ombudsman.org.uk
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Non NHS Services

The Practice provides non NHS Services such as the completion of medical reports, pro-forma forms for gym membership/clubs, attendance at stage school/performing etc along with HGV/DVLA medicals, Ofsted forms, etc. This list is not exhaustive however any such forms, medicals or letters which do not form part of the NHS Contract is a chargeable service. If you would like information regarding the fees applied please email our secretaries at secretaries.westernroadsurgerybillericay@nhs.net

Useful Telephone Numbers:

NHS England	0300 311 2233
Basildon and Brentwood Clinical Commissioning Group	01268 594350
NHS 111 (Out of hours service)	111
Shadforth's pharmacy – High Street	01277 622927
Shadforth's pharmacy – Stock Road	01277 652241
Boots pharmacy – High Street	01277 655233
Boots pharmacy – Queens Park	01277 653035
Day Lewis pharmacy – South Green	01277 624862
CONNECT, Self-referral Musculo Skeletal Service	01268 904 102
Minor Injury Unit – Orsett	0300 300 1527
Basildon Hospital	01268 524900
Broomfield Hospital	01245 362000
Single Point of Access (Community Nursing Team)	0300 300 1712