

## **Opening Times**

### **Monday to Friday 8am to 6.30pm**

The surgery doors are open between 8.00am and 6.30pm. The surgery is closed on Saturdays and Sundays and on public holidays and on one Tuesday afternoon per month for training - see our website for dates or ask at Reception.

### **How to See Your Doctor or another Clinician**

For appointments please telephone

### **01277 227711 and press option 1**

This number operates Mon-Fri 8.00am - 6.30pm. Over 70% of our appointments are routine pre-bookable, these are all 10 minute slots. Either ring the surgery to book one of these or book on-line at our website or via the NHS App. (Pre registration to use this service is required - contact reception for information). These can be face to face or telephone appointments.

However, if you have an acute problem and you feel you need to be seen by a clinician on that day, you should ring the surgery from 8am on the day, our Care Navigator will ask you what the problem is and then book you an appointment with the most appropriate clinician, if we have capacity, which could be our Paramedic, Physician Associate, Mental Health Practitioner, Nurse or Doctor or direct you to a Pharmacy, or other service.

### **Continuity of Care/Named Accountable GP**

All patients have a named accountable GP.

### **Practice Nurses - Treatment Room**

Our practice nurses undertake a variety of general nursing duties, they also offer NHS health checks, NHS travel vaccinations and run diabetic, cervical smear, flu and other specialist clinics.

The nurses are seen by prior appointment. Please call reception to book an appointment or to speak to a nurse.

Cervical smears are available every day by pre-booked appointments.

Child vaccinations are given throughout the week. Attendance is by pre-booked appointment - contact the surgery to book.

### **Additional Clinical Staff**

We have other clinical staff who work under the supervision of our Doctors.

We have a Paramedic, Physician Associate, 3 x Pharmacists, an Orthopaedic specialist, a Young Persons Mental Health Practitioner and Adult Mental Health Practitioners and also non-clinical Social Prescribers and an Occupational Therapist who are all available to speak or see patients.

Please discuss these options with our Care Navigators when booking an appointment.

### **Brentwood GP Extended Access Hub**

This service operates Mon-Fri 6.30pm – 8pm, Sat 9am - 5pm.

To book an appointment with a GP or Nurse for this service ring Reception on **01277 227711 Option 1**.

### **Teaching Practice**

The Tile House is a teaching practice.

We have GP Registrars in attendance and also, from time to time, 1st and 4th year medical students. If you do not wish to have the medical students in the room whilst you are with the doctor please let reception know.

### **Armed Forces Veteran Friendly Practice**

Being accredited by the Royal College of General Practitioners means that our practice can better identify and treat veterans, refer them, where appropriate, to dedicated NHS services.

If you are a veteran please let us know.

### **Research Active Practice**

The surgery is an accredited research active practice. You may be contacted, if eligible, to take part in a study. If you do not wish to be contacted please let the surgery know. For full details of all the studies we are currently taking part in please visit our website.

## **Home Visits**

Please telephone **01277 227711 and press option 1** before 10am if you think you need a home visit from our home visiting service. You will be asked what your problem is and the duty doctor will phone you and, if appropriate, will arrange for you to receive a visit. Requests for non-urgent home visits can be made in advance.

### **Test Results (Blood, X-ray etc)**

Please telephone **01277 227711 and press option 3** Mon-Thu 8am to 6.30pm, Fri 8am-5pm. It is your responsibility to check your results and to make an appointment with your doctor if you are advised to do so. Please do not ask Reception staff for information about your test results. Test results will only be given out to the person they relate to, unless that person has given prior permission, or they are not capable of understanding them.

Enquiries about tests ordered by the Hospital should be directed to the relevant hospital. If you would like access to your results online please speak to a member of the Reception staff.

### **Repeat Prescriptions**

Please telephone **01277 227711 and press option 2** Mon-Fri 10am and 5.30pm if you have a query about your repeat prescription, please note that we do not accept requests for repeat prescriptions over the telephone.

Please allow 48 working hours notice (Monday to Friday) when ordering a repeat prescription.

We only accept written requests for repeat prescriptions at the surgery.

The following are ways to request your repeat prescription:-

- placing your request in the box at the repeat prescription counter or post into our letter box at weekends
- by post to the Surgery address
- via your pharmacy
- via the NHS App
- via our website, [www.tilehousesurgery.com](http://www.tilehousesurgery.com). (You need to register to use this service, contact the surgery for details).

All prescriptions are now sent to your preferred pharmacy electronically, you can register your preferred pharmacy by contacting the surgery or your pharmacy.

Repeat prescriptions are available only to patients who are stabilised on medication. Your condition will need to be reviewed from time to time by your doctor.

### **Child Development Clinics**

Dr Indrakumar is the surgery's nominated lead for Child & Young Peoples Safeguarding. A copy of our Child Safeguarding Statement of Intent is available from the Practice. Dr Natarajan and Dr Aung hold clinics at the surgery to undertake child development checks at 6-8 weeks of age. Attendance is by prior appointment.

### **Minor Surgery**

We undertake certain minor surgery procedures, including, joint injections, excision of lumps and toe nail removal.

Contact the surgery for details.

### **Family Planning**

A full range of family planning services are provided. Dr Hildebrand and Dr Rahman fit IUCDs and Implanon. This is by appointment only.

### **District Nurses & Health Visitors**

The District Nurse and Health Visitor teams work in co-operation with the surgery to provide community care to patients.

The District Nurses provide home nursing services mainly for the elderly, the housebound and chronically sick. The Health Visitors usually work with families and young children.

### **Midwifery Services**

If you have a positive pregnancy test you can refer yourself to a hospital of your choice for your maternity care. Basildon Hospital, Broomfield Hospital or Queens Hospital.

### **Out of Hours Emergencies**

The surgery has contracted out of supplying Out of Hours services, these are provided by :

Mid and South Essex Integrated Care System.

Health advice is available 24 hours a day by telephoning **111**

In case of emergency, at any time, please telephone **999**

## Accidents and Emergencies

Some types of Minor injuries may be dealt with at the surgery, if we have an appointment available, please ring to confirm so we can advise you before you attend surgery. Patients can also attend Orsett Minor Injuries Unit, which is open 10am - 7.30pm Monday to Sunday, x-ray appointments need to be booked by 4pm, (there is no x-ray service at Orsett over the weekend.) Please phone first on 01268 592300. For major problems patients should attend the nearest Accident & Emergency departments at Queens Hospital or Basildon Hospital.

## Patient Conduct

The staff at the Tile House treat all patients with respect and expect this to be reciprocated. We have a zero tolerance policy to abusive or violent behaviour by patients, any patient who is abusive or violent to staff will be removed from our list.

## Disabled Access

There is full access to all treatment areas for patients with disabilities, if you require any assistance whilst attending the surgery please ask at Reception.

## Suggestions and Complaints

Constructive comments and suggestions are welcome. We try to respond sympathetically to complaints and these should be addressed to our Practice Manager. In person, by letter or by email [tilehouse.reception@nhs.net](mailto:tilehouse.reception@nhs.net)

## Data Protection

We are a registered user under the Data Protection Act, and all computer files are strictly confidential. Should you wish to access to your clinical record please contact the surgery or email [tilehouse.medicalreport@nhs.net](mailto:tilehouse.medicalreport@nhs.net)

## Patient Participation Group

The Practice has a PPG which was established in January 2012, information on this group can be found on our website and also on a notice board in the waiting room. We are always looking for patients to join our group please contact reception or email [tilehouse.reception@nhs.net](mailto:tilehouse.reception@nhs.net)

## Patient Confidential Information

Patient personal information is available to clinicians and staff of the practice on a need to know basis. Access to patient records by local clinical organisations is by a sharing protocol and consent for this use is requested from patients from time to time. We never disclose information about you without your consent.

## The Health & Social Care Information Centre (hscic)

If you do not wish your personal information to be shared with the HSCIC please contact the surgery to opt out of this, more details are available from the surgery or on our website to enable you to make an informed decision.

## Friends & Family Test

F&FT survey cards are available to complete in the Surgery or you can go to our website and click the link.

## Patient Registration

To register as a patient and find out if you live within our practice area please contact Reception or go to our website. A basic map of the practice area is overleaf.

## Out of Area Registration

Please note that we do not register patients who live outside our practice area.

# The Tile House Surgery

33 Shenfield Road  
Brentwood  
Essex  
CM15 8AQ

[www.tilehousesurgery.com](http://www.tilehousesurgery.com)

Telephone **01277 227711**

**The Tile House Partnership  
General Practitioners  
All are General Partners  
We are not a limited Partnership**

*Sarah Hildebrand (Female) London (1984)*

*MB, BS, DRCOG, DFFP, MRCGP*

*Christopher Villiers (Male) London (1988)*

*MA(Oxon), MB,BS, MRCGP, DGM, DRCOG*

*Sami Yaqub (Male) London (1991)*

*BSc(Hons), MB, BS, DRCOG, DFFP, MRCGP*

*Damian Aung (Male) London (1994)*

*MB, BS, DRCOG, DFFP, MRCGP, PG Cert MedEd*

*Sooraj Natarajan (Male) India (1995)*

*MB, BS, (Kerala), MRCP (CH), MRCGP*

*Ditia Rahman (Female) London (2005)*

*MB, BS, DRCOG, DFSRH, MRCGP*

*Jaarani Indrakumar (Female) London (2009)*

*MB.BS*

Practice Manager — Linda Upson

Surgeries	Morning	Afternoon/Evening
Monday	SH, SY, DA, SN, JI, SAH	CV, DA, DR, SY, SN, SAH
Tuesday	CV, JI, SY, SN, SH, SAH	SN, SH, SY, JI, SAH
Wednesday	DA, SY, DR, SAH, CV	DR, SH, DA, SY
Thursday	CV, DR, DA, SN, JI	, DR, JI, DA, SN
Friday	DR, DA, SN, SY	DR, SY, DA, SN

Mid and South Essex Integrated Care System  
[www.midandsouthessex.ics.nhs.uk](http://www.midandsouthessex.ics.nhs.uk) Tel: 01268 594444

NHS England 0300 311 233  
[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)

Details correct as at 01/04/2024 E&OE

