*ESSEX WAY SURGERY*

**34 ESSEX WAY**

**BENFLEET**

**ESSEX SS7 1LT**

**Telephone:01268-792000 or 01268-792203**

**Website:** [**www.essexwaysurgery.co.uk**](http://www.essexwaysurgery.co.uk)

**Email: essexway.surgery@nhs.net**

**Our GPs are:**

Dr S.M Khalil MBBS, MRCP.

Dr O. Sangosanya MD

**Session Doctors**

Dr L. Sarsam (Female)

Dr A. Mustafa (Female)

Dr C. Cyrus (Female)

Dr Asma Khalil (Female)

**Our Practice Nurses:**

Sharron Pettitt Diploma - Nursing.

**Health Care Assistant**

 Emma Patterson

**Practice Management Team:**

Miranda Rumble-Practice Manager

Lorraine Baxter

# Welcome to Essex Way surgery

Essex way surgery is conveniently situated in South Benfleet on a major bus route and close to Benfleet rail station. Our practice location is shown on the map below:

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The practice area covers the area between Victoria House Corner in Hadleigh and Sadler’s Farm Roundabout on the A13 and A130, and between Benfleet Station in the south and Rayleigh Weir Roundabout in the north.

We have no car parking on the premises but have the station and short stay car parks close by. Parking is permitted in nearby streets excluding the hours between 2 and 3 pm.

The surgery provides disabled access with a ramp and assisted opening doors. We also have toilet facilities suitable for people with physical impairment. There is a portable induction loop for those with hearing impairment.

Here at Essex Way Surgery, we aspire to:

* Offer a high standard of medical care, recognising the importance of physical and psychological factors for health and wellbeing.
* Work in a partnership with our patients to provide care which is centred around the needs of each patient.
* Value and respect each person, regardless of age, sex, race, religion, or creed.

Essex Way Surgery is part of the Benfleet PCN which consists of the following surgeries:

* Dr Khan and Partners (Rushbottom Lane)
* Dr P A Patel
* The Hollies Surgery
* **Essex Way Surgery**
* St George's Medical Practice (Rushbottom Lane)
* High Road Family Doctors
* Benfleet Surgery

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A primary care network consists of groups of general practices working together with a range of local providers, including across primary care, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations.

You can access the PCN website at: www.benfleetpcn.nhs.uk

# HOW TO REGISTER WITH THE PRACTICE

You may register at the Practice if you are living within the Practice boundary area by presenting yourself at the reception desk. Our Practice covers approximately a 5-mile radius, please discuss your address with the Reception team who will advise you accordingly. You may register by completing the relevant registration form available from the reception or Practice website. You will need to provide photo identification and proof of address, e.g., utility bill/passport. You will need to make an appointment with the Practice Health Care Assistant for a New Patient Health check prior to completion of registration.

You have the right to express a preference to see a particular Doctor and we will endeavour to meet such a preference where possible.

The Practice has the right to refuse your registration on reasonable grounds, e.g., if you live outside the Practice area.

# SURGERY OPENING TIMES

Monday to Friday – Surgeries are by appointment only.

The surgery is open between 8.30am-6.30pm

Telephones are answered from 8.00am-6.30pm.

The Surgery is part of the GP Healthcare Alliance which offers routine appointments with a Doctor or Nurse at weekends. Please contact reception to find out more

There are occasional closures for on-going training, but these are advertised in advance.

# CONSULTATION TIMES

Consultation times during core hours are generally between 9.00am-12.00pm and 2.00pm-6.00pm Monday-Friday. The first available appointment will be given as required. (These may change due to holidays and training). Reception is open to book appointments and answer telephone calls from 8.00am each morning.

**If you are unable to attend an appointment, please let the surgery know as soon as possible as another patient may be able to use it.**

***Can Your Pharmacist Help?***

Your Pharmacist is your most accessible high street health professional. He or she will have had to obtain a Degree in Pharmacy (3 to 4 years at University) and passed entrance qualification examinations to be able to practice.

As well as being on hand to answer any questions you may have about your prescription medications, your Pharmacist can provide treatment and advice on many minor ailments that may not require you to visit your G.P. Many powerful medications are now available without a prescription. Your Pharmacist can help select the medication best suited for you, based on your ailment and other medications, which you may already be taking.

All this without even making an appointment!

If the Pharmacist thinks your complaint needs prescription treatment or is of a more serious nature, then they will refer you to your G.P.

*![dglxasset[1]]()****10 Things To Ask Myself Before I See The Doctor***

1. What Do I Want To Get From this Visit?
2. What Do I Need To Say To The doctor?
3. What Do I Need To Know From The Doctor?
4. What Is My Priority For This Visit?
5. What Am I Already Doing To Help Myself?
6. How Am I Feeling Today?
7. How Have I Felt Since The Last Visit, And What Difficulties Have I Had?
8. What Have I Achieved Since The Last Visit? What Is My Next Goal?
9. What Else Is Happening In My Life To Affect My Health?
10. Is There Something I May Find Difficult To Talk About Today?

#### **ONLINE SERVICES**

#### Essex Way Surgery have online services available for registered patients. You can book future appointments, order repeat prescriptions, and view your detail coded data patient record online. If you wish to use these online services, you will need to register for them at the Practice. For security reasons we require sight of evidence of identity such as your driving licence, utility bill or bank statement. When you register for the online services, you will be given a sheet with a username and password to enable you to log on to the online service through our website [www.essexway.surgery.co.uk](http://www.essexway.surgery.co.uk)

Please email: essexway.surgery@nhs.net or ask at reception for further details.

# URGENT APPOINTMENTS

A proportion of each day’s appointments are reserved for emergency bookings, these are particularly appropriate for acute illnesses and they may be with a Doctor, Practice Nurse or Pharmacist.

Our Receptionists are trained to help you make the best use of Doctor’s time and hope you understand at times they may not be able to satisfy your requests completely.

# HOME VISITS HOUSEBOUND PATIENTS

Please contact the Surgery before 10.30am. A Doctor may telephone you back as it may be that your problem can be dealt with by telephone advice. Visits are only done when, in judgement of the Clinician, they are justified by clinical need. Home visits should be requested by 10.30am unless an emergency so that they may be allocated to Doctors in the most effective way

# REPEAT PRESCRIPTIONS

#### Prescription requests should be made (using the computer print-out) in person, by post, by email to essexway.surgery@nhs.net or via the Practice Website using our online services or by arrangement with your own chemist. We do not accept telephone requests for prescriptions. We require 48 hours (2 working days) notice for all prescription requests. You will be asked to see the Clinician from time to time to monitor your treatment: Please book a review appointment for this.

# TEST RESULTS

If you would like to check your test results please telephone between 2.00pm-4.00pm for blood tests, X-rays etc. If you do not have a follow up appointment with your Doctor, it is advisable to check your own results by contacting the Surgery. You can also register for online services and request that you have access to your blood test results online.

### **OUT OF HOURS**

Between 6.30pm and 8.00am Monday to Friday and at the weekends and Bank holidays the surgery is closed. If you need urgent advice or need to see a doctor during these times, please telephone NHS 111 alternately you can access the service at <http://www.nhs.direct.nhs.uk/>

**If you have a life-threatening medical emergency, please call 999**

**Please not during Bank Holidays you can access Pharmacy opening times via the Practice Website: essexway.surgery.co.uk**

### **CLINICS AND OTHER SERVICES**

**Cervical Smear Tests**

Cervical Smear Clinic is held at the surgery with the Practice Nurse. We encourage women to be checked for the prevention of cervical cancers. Should you not wish would have this, please see our Nurse, and sign the disclaimer.

**Immunisation Clinics**

A Child immunisation clinic is held at the surgery with the Practice Nurse. Please bring your child’s red book with you when you attend for the appointment.

**Diabetic Clinic**

We hold regular diabetic clinics at the surgery offering the opportunity for education regarding diabetes, monitoring its control and enabling the early detection of complications. We review our diabetic patients every 6 months.

**Child Health Surveillance**

Routine child health surveillance checks are carried out at 6 weeks by the Doctor at the same time as the mother’s postnatal examination.

**Antenatal Care**

#### If you are pregnant please contact the Pregnancy booking line on 01702-385393 or email: pregnancybookingline@southend.nhs.uk Please leave a short message and the Midwife will contact you within 5 working days, your details will also be passed to the Community Midwife who will then contact you to arrange your ante-natal care.

**Family Planning**

A full range of family planning services are offered by the Doctors and Nurses. This includes a variety of services such as contraceptive pills, contraceptive injections and coil removal.

**Holiday Vaccination**

If you require any vaccinations relating to foreign travel you need to make an appointment with your local travel clinic or pharmacy (details below) to discuss your travel arrangements.  This will include which countries and areas within countries that you are visiting to determine what vaccinations are required

## **MASTA Travel Clinic -Tel:01702 715615**

## **Daynite Pharmacy -Tel: 01702 559173**

## **Superdrug- healthclinics.superdrug.com**

**Health Screening Checks**

Healthy eating and a healthy lifestyle are important today. We offer screening, monitoring and prevention advice for maintaining the health of the over 40’s . Please ask at Reception for further details.

**Smoking Cessation Services**

As a Practice we are highly motivated to encourage our patients to adapt to positive lifestyle changes. If you would like advice or support to assist you with giving up smoking please ask at Reception for further details.

**Influenza**

We offer annual flu vaccinations for all our registered patients. We recommend vaccinations for those patients at risk with, lung disease, asthma, bronchitis, heart disease, kidney disease and diabetes. All patients over 65 or over and those with lowered resistance to infection.

**Minor Surgery**

DR Khalil undertakes a minor surgery clinic including Sigmoidoscopies on a Thursday morning where several surgical procedures are carried out.

**PRIVATE MEDICAL SERVICES**

The Doctors carry out private medical examinations by appointment, including driving, sporting, and pre-employment needs, they also provide private certificates and reports. There is a charge payable for these services.

**PATIENT RIGHTS AND RESPONSIBILITIES**

All our staff have strict rules of confidentiality and no personal patient details will be divulged about you without your explicit consent.

Computer-held information is subject to the General Data Protection Regulations 2018 and the Data Protection Act.2018. Medical information that cannot be traced to individual patients may, however, be passed on to third parties for research or statistical purposes. A patient may ask to see their medical record under certain conditions, please contact the Surgery for more details.

We have a Practice Complaints Procedure to deal with comments, suggestions, and complaints about the services we offer. Please write to the Practice Manager who will acknowledge your letter within 3 working days, alternatively please send an email to Essexway.surgery@nhs.net Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that might occur. We also value positive feedback on our services and suggestions for improvements.

Patients have a responsibility to attend appointments or cancel in good time. We have a policy of removing from the list patients who persistently fail to attend. We also have a policy of zero tolerance towards verbal or physical violence towards our staff or other patients. Patients who ignore this will be removed from the list and may face Police action.

As a patient some of your key rights are to:

* Not be discriminated against
* Be treated with professional standards by qualified and experienced staff.
* Be treated with dignity and respect.
* Accept or refuse treatment and only be physically examined with consent
* Be given information about proposed treatment, its risks, and alternatives and to be involved in discussions and decisions about your care.
* Have privacy and be dealt with in confidence.
* Have access to your own records and make choices about your care
* Have any complaint dealt with properly and seek compensation if treated negligently.

Some of our key pledges to patients are to:

* Ensure that any transfer between services is as smooth as possible and you are fully involved.
* Provide a clean and safe environment.
* Continually improve the quality of our services.
* Share with you any letters sent between clinicians about you.
* Treat you with courtesy and give support in the handling of any complaint and ensure it has no effect on any future treatment.
* Identify, acknowledge, and learn from mistakes.

For further details about the rights, responsibilities and pledges set out within the NHS Constitution are available at www.dh.gov.uk. There is also an easy-read version available at [www.dh.gov.uk](http://www.dh.gov.uk)

#### **SUMMARY CARE RECORDS (SCR)**

#### Your Summary Care Record is a short summary of your GP medical records. It tells other health and care staff that care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away for your usual Doctor’s Surgery:

#### In an emergency

#### When you are on holiday

#### When your Surgery is closed.

#### At outpatient Clinics.

#### When you visit a Pharmacy

#### You can add more information by asking your Doctor; this could include:

#### Health problems like dementia or diabetes.

#### Details of your Carer

#### Your treatment preferences.

#### When you are treated away from your usual Doctor’s Surgery, the health care staff there cannot see your GP medical records. Looking at your SCR can speed up your care and make sure you are given the right medicines and treatment. Staff will ask your permission to look at it (except in an emergency where you are unconscious for example) and only staff with the right levels of security clearance can access the system, so your information is secure. You can ask an organisation to show you a record of who has looked at your SCR – this is called a Subject Access Request.

#### Opting out – SCR’s improve care, but if you do not want to have on you can opt out. Please ask at Reception for the SCR opt-out form.

#### **FAIR PROCESSING NOTICE FOR PATIENTS**

#### Your information, Your rights

#### Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

#### The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not be used appropriately.

#### A full copy of the Fair Processing notice is available via our website at: [www.essexway.surgery.co.uk](http://www.essexway.surgery.co.uk)

#### **ACCESS TO MEDICAL RECORDS**

#### The practice is registered and complies with the new GDPR regulations. Any request for access to medical records by a patient, patient’s representative or outside body will be dealt with in accordance with the regulations. Please contact the surgery for further information.

#### **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.

## **ZERO TOLERANCE**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GP’s, 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.

**DISABLED ACCESS**

#### The surgery main entrance is on one level and fully wheelchair accessible. All consulting rooms, treatment rooms and toilet facilities are on the ground floor.

**CHAPERONES**

If you wish a chaperone to be present during your consultation, please advise the receptionist, clinician or manager who will arrange this for you.

# COMMENTS / SUGGESTIONS / COMPLAINTS

We welcome your opinion about the services we provide. If you have a complaint, please ask to speak to the Practice Manager. A full copy of the Complaints Procedure is available on request. The Practice will not in any way be influenced when a Patient makes a complaint. The Patient should continue to feel free to consult a GP or Nurse as normal.

If the complaint cannot be resolved using our Practice procedure, you will be directed to the appropriate authority. Should you wish to complain please write to the Practice Manager who will acknowledge your letter within 3 working days, alternatively please send an email to Essexway.surgery@nhs.net

#### **PATIENT GROUP**

#### We are very pleased that we have a patient participation group. The group meets regularly and includes members of our practice of all ages and situations to represent the practice population; new members are always welcome. The aim of the group is to make an important contribution to the wellbeing of the community. initiatives. If you are interested in being involved in the group, please email Sam at: s.giddens@nhs.net

**INFORMATION FOR CARERS**

Caring for another person can sometimes prove to be difficult and may make you feel isolated and in need of help. You may wish to discuss in confidence your concerns and seek professional advice. If you are a carer and wish to discuss your concerns, please ask a member of the Reception Team to direct you to a carer’s help line or book an appointment with a Doctor or Nurse at your earliest convenience. Confidentiality of both parties is guaranteed. Carers are entitled to a Carers Assessment which is carried out by the local Social Services. This assesses the needs of both the Carer and the person being cared for.

Patients who have mobility care needs can obtain advice and benefit application forms by phoning the DWP on 0800 731 0297. A Carers allowance may be available.

#### **USEFUL TELEPHONE NUMBERS**

#### Southend Hospital 01702 435555

Basildon Hospital 01268 524900

#### Spire Wellesley 01702 462944

#### CP & Rochford CCG 01268 464508

#### CCG

#### All details of primary medical services within the local area may be obtained from the Castle Point & Rochford CCG at the following address:

#### Pearl House, 12 Castle Road,

#### Rayleigh, Essex,

#### SS6 7QF

#### **Tel No:** 01268 464508

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

**Email:** CPRCCG.corporate@nhs.net

#### All patients registered with our surgery have been allocated a named GP.