



Mid and South Essex
Integrated Care
System



Working in
partnership with

everyone
ACTIVE

Rose Villa SURGERY

6 Rectory Park Drive Basildon
SS13 3DW.

How to register as a patient

The practice welcomes new patients. You do not need to inform your current GP that you are leaving - your notes will be transferred straight to our practice.



Contact information.

Address: 6 Rectory Park Drive
Basildon SS13 3Dw
Telephone: 01268 552999
Website: rosevillasurgery.net
Email: swerosevillasurgery@nhs.net

GPs

Dr C Ukpaka
Dr S Ukpaka

Opening hours

Monday 8am - 6.30pm
Tuesday 8am - 6.30pm
Wednesday 8am - 6.30pm
Thursday 8am - 6.30pm
Friday 8am - 6.30pm

Consultations are by appointment only. Please make a separate appointment for each member of the family that requires attention.

Evening and weekend appointments

Weekday evening and weekend appointments are available via the Central Basildon PCN.

Every weekday 6.30pm - 8pm
Saturdays 9am - 5pm

Location varies. Contact the surgery to arrange an appointment.



If you are unable to keep an appointment, please let us know, even at short notice, so it can be given to another patient.

Emergency and out-of-hours support



For urgent care or advice when the surgery is closed visit 111.nhs.uk or call:

111

For Out of Hours doctor

111

For non-emergency medical advice

999

For medical emergencies

Booking an appointment

Please telephone the surgery on **01268552999** to arrange an appointment. Phone lines are open from 8am in the morning.

Alternatively, get help or advice from the practice online <https://rosevillagpsurgery.net.webgp.com/> and surgery will respond to your queries, also eConsult are used as well.

All calls will be triaged by a clinician who will call you back to discuss your condition and any treatment necessary. You may be asked to come into the practice for a face-to-face appointment.



Video/Phone call: Initially you will speak with one of our clinicians via phone or video-link. However, we will still ensure that your appointment meets all your needs.

Where photos are requested by the clinician, they will be confidential and saved in your relevant medical records.



Face-to-face: If you require a face-to-face appointment, a time will be arranged for you to come to the practice.

Chaperones

Please let us know if you would like someone to accompany you during your examination or consultation.

Further service information

Our team include:

Trainee doctor

We have a trainee doctor available Thursday & Fridays, who can deal with many of the problems that a GP would normally see. The trainee doctor will also get guidance from the doctor on site.

Physician Associate

PA's see minor illness under the supervision of a GP, they can also assist GPs in requesting investigations such as blood test and imaging.

Practice Nurse

Vaccination, Immunization, Wound care, Diabetic Foot check, Annual Asthma and COPD check, Contraception, and other injections.

Healthcare Assistant

Health check, Blood test, ECG.

Clinical Pharmacist

Medication review, Acute prescription.

Mental Health Practitioner

Stress, Anxiety, Trouble sleeping to name a few.

First Contact Physiotherapist

Musculoskeletal problems like joints and back pain.

Social Prescriber

social issues and signposting.

Physician Associate

Minor illness, Blood, and x-ray results.

Health & well Being coach

The health and well being coach will support your self-management especially for patients with long term conditions, e.g., COPD, Diabetes or prediabetes

Home visits

If possible, please try to telephone reception if you require a home visit. These can only be made on the day. You may only request a home visit if you are housebound or are too ill to visit the practice.

Also please use QR Code to complete for patient's survey give us your feedback.

<https://forms.office.com/e/QrficMbrPC?origin=lprLink>

