

BLYTHS MEADOW SURGERY

**TRINOVANTIOAN WAY
BRAINTREE
ESSEX CM7 3JN**

**Dr. K Htun
Dr. J M T Win
Dr. L De Vivo
Dr. S Roshen**

A GUIDE TO OUR SERVICES

Telephone Number – (01376) 552508

Fax Number – (01376) 552690

www.blythsmeadowsurgery.nhs.uk

Surgery is open Monday to Friday
between 8am – 6.30pm

(Switchboard closes between 1 – 3pm each day
for emergency call (01376) 552690)

Evening and weekends call
Out-of-hours service on NHS111

THE DOCTORS

Dr K Htun (m)

Dr JMT Win (f)

Dr L De Vivo (m)

Dr S Roshen

Salaried:

Dr D Ambroze

HOW TO REGISTER

If you would like to register with us, please complete a registration form and associated paperwork provided by our reception team and return to the practice as soon as possible.

HOW TO SEE THE DOCTOR/NURSE

Consultations are by appointment only. You can make an appointment by telephoning or calling in person to the surgery. You will be offered an appointment with your preferred doctor if he/she is available.

We will offer you the first available doctor; however should you wish to see a particular doctor you may have to wait longer. If it is not possible to offer you an appointment due to high demand for appointments, the surgery will offer advice by telephone if appropriate.

Appointments with the nurse should be booked well in advance whenever possible. It is necessary to inform the receptionist of the reason for your nurse appointment to ensure that the correct amount of time is allocated.

PATIENTS – NOMINATED DOCTOR

All practices are required to provide their patients with a named accountable GP who will have overall responsibility for the care and support that the surgery provides to them.

As the surgery is large it would be an impossible task to inform you all individually by letter, and ask that should you wish to know who your GP is please speak to our receptionists who will gladly give you this information.

Having a named GP does not prevent you from seeing any other GP in the practice at any time.

HELP US, HELP YOU

- ❖ Arriving on time for your appointment
- ❖ Letting us know in plenty of time if you need to cancel with at least 24 hours' notice
- ❖ It is the patients' responsibility to inform us of any change to personal contact details including third party access consent to your medical record.

Appointments with a doctor are available at varying times between 8.30am and 11.20am and again between 4pm and

6.00pm. The exact times will depend on which doctor you see and on which day of the week.

CANCELLATION POLICY

- ❖ Patients are required to contact the surgery as soon as possible to cancel an appointment. In the event the appointment has not been cancelled the practice will write to you on each occasion and the information recorded within your medical record.
- ❖ If you fail to attend on 3 occasions throughout a 12 month period you may be removed from the practice and have to find an alternative GP practice

HOME VISITS

A home visit will only be provided if your condition prevents you from travelling to the surgery. Please telephone (01376) 552508 before 10.30am to request a home visit. You must let us know if your condition is urgent.

EMERGENCIES/OUT-OF-HOURS

In an emergency situation between Monday – Friday daytime, telephone (01376) 552508

If the surgery is closed and you require urgent medical attention, please telephone NHS 111 for the out-of-hours service. All calls from landlines and mobiles are free of charge.

PRESCRIPTIONS

You must allow 4 complete working days for us to process your prescription.

You request a repeat prescription by:

- Dropping in your repeat slip to reception
- Post
- Email: blyths.meadow@nhs.net
- Telephone request only for housebound patients
- Order via Pharmacy

The practice encourages patients to sign up at local chemists who operate a prescription collection service for your convenience. You should contact them directly for information on this service. Please let us know when ordering your prescription which chemist your arrangement is with and we will update your medical record.

If you supply a stamped addressed envelope with your request, we will post your prescription back to you.

TEST RESULTS

All test results are available by telephone after 3pm. The receptionist will advise you whether any action is necessary. You must telephone yourself to collect your results. They will not be given to a third party. If you have regular tests and are happy for someone else to collect them for you, you must write to the practice manager to this effect, naming the person who will be

collecting the results on your behalf. Your record will then be flagged to indicate this.

CHANGE OF PERSONAL DETAILS

It is very important that you notify us of any changes to your name, address or telephone number as soon as possible, evidence will be required. Please write to us giving details of all family members affected by the change as this will support our text message service to confirm an appointment.

ATTACHED STAFF

Although not directly employed by the doctors, the practice also has a team of District Nurses to look after patients in their homes and Health Visitors, with a support team, who monitor patients under 5 years of age. Details of how to access these services are available from reception.

Health Visitors Telephone Number: (01376) 556863

CLINICS

The practice holds various clinics as given below:

- Diabetes Monitoring
- Child Immunisations
- Child Health Surveillance
- Chronic Heart Disease Monitoring
- Respiratory Disease Monitoring
- Family Planning
- Well Woman/Well Man

SERVICES PROVIDED

Other services provided by the practice include:

- Adult immunisations
- Travel vaccinations with 8 weeks prior notification of travel
- Routine injections
- Wound management
- Blood pressure management
- Spirometry
- Minor surgery
- Treatment of minor injuries
- Health screening
- Cervical screening
- Ante and post-natal care
- Smoking cessation advice via reception. Self-referral via reception as they have the forms
- IAPT Community Mental Health Team counselling service

CARE DURING PREGNANCY

When your pregnancy is confirmed please advise the surgery who will then provide you with details of the midwives who will monitor you throughout your pregnancy. You will be seen regularly throughout your pregnancy by the midwives at Braintree Community Hospital (Tel: 01376 560 010).

STOPPING SMOKING

The practice supports patients who want to give up smoking. You can self-refer for this service. You do not need to see the doctor first. Please speak to the receptionist who will provide you with the relevant details.

PATIENT WITH SPECIAL NEEDS

We have two car parking spaces close to the surgery entrance door reserved for disabled visitors. There is a ramp to the door for wheelchair access and disabled toilet facilities are available on the 1st and ground floors. Consultation rooms are accessible via the lift to the first floor.

FEES FOR SERVICES

Some services are not available as core services via the NHS and therefore a fee is payable. These include:

- Completion of forms
- Letters requested by patient, e.g. Employer, housing, school etc.
- Certificate for the first 7 days of sickness
- Countersignature
- Some vaccinations
- Full medical examinations
- Medical reports

This list not exhaustive. The receptionist can advise you of current charges. All fees for services must be paid prior to completion of the work.

COMPLIMENTS AND CRITICISMS

Whatever you think about our services we would like to hear from you. Compliments are always welcome, of course, but if you have a bad experience or have had any difficulty with our services, please let us know so that we can try to rectify the problem or offer some explanation.

You can pass on your comments to any member of staff. We have systems in place for ensuring that all feedback is notified to the Practice Manager.

The Practice operates a formal complaints system. An information leaflet outlining the procedure is available at Reception or on our website: www.blythsmeadowsurgery@nhs.uk

DATA PROTECTION

Change in General Data Protection Regulations – as a practice we can confirm that any information held on an individual is protected by the regulations. On no account will details about you be given to any other individual, even members of your family, without your prior consent. If you wish to access your medical records at any time, please ask the receptionist for details of how to go about this.

CONSENT

In order to ensure we are compliant with Patient Confidentiality we need your consent for us to discuss any booked

appointments, outstanding letters or referral information, provide test results and or to leave a message on a home answerphone or mobile device for a nominated person of your choice. Please collect a form from our reception team.

FREEDOM OF INFORMATION

In accordance with the Freedom of Information Act 2000, the Practice has adopted a publication scheme, a copy of which is available on request.

ZERO TOLERANCE

We aim to treat our patients courteously at all times and we expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff and patients. All incidents are reported to the Practice Manager and followed up with a letter reminding the patient that such behaviour is not acceptable and may well lead to the removal of the patient from the practice registered list.

ALTERNATIVE SERVICES

As well as our surgery, there are other local NHS services you can contact for health advice, information or treatment. Remember that you can treat many minor ailments such as coughs, colds and indigestions by keeping a well stocked medicine cabinet at home. NHS Choice also provide good medical advice if you are concerned. We suggest the following:

- Paracetamol
- Mild laxatives
- Anti-diarrhoea medicine

- Re-hydration mixture
- Indigestion remedy
- Travel sickness tablets
- Sunscreen
- Sunburn treatment
- Tweezers and sharp scissors
- Thermometer
- A selection of plasters, bandages and dressings

REMEMBER

1. Keep medicines in a secure locked place out of reach of small children.
2. Always read the instructions and use the suggested dose.
3. Do not keep or use medicines beyond their expiry date.
4. Take all unwanted and out of date medicines to the pharmacy for safe disposal.

LOCAL PHARMACIST

Your local pharmacist will give you free advice at any time. You do not need an appointment. Pharmacists operate a rota for late and weekend opening. See local press for details.

NHS 111

NHS 111 or NHS Choices website offer free expert advice and health information 24 hours a day. You can telephone them on 111 or log on to their website www.nhs.uk

YOUR LOCAL PRIMARY CARE ORGANISATION

The area served by our surgery is in the district covered by NHS Mid Essex. They are responsible for ensuring that you have access to all the services you need. For details of all Primary Care services and other useful information you can check out their website at www.midessex.ccg.nhs.uk.

Their contact details are as follows:

Mid Essex CCG
Swift House
Hedgerows Business Park
Colchester Road
Chelmsford
Essex CM2 5PF

Tel: 01245 398770
Fax: 01245 398710