

# THE PRACTICE TEAM

## PRACTICE MANAGER

April Jefferson

## PRACTICE NURSES

Julee Moon  
Sue Armitage Belinda Squires  
Julie Sanders

## HEALTH CARE ASSISTANT

Margaret Garland Elaine Nailard  
Lucy Everitt

## ADMINISTRATION/ SECRETARIAL

Mel Dean  
Judy Wilson Nicola Bown  
Linda Bower Chloe Chubb Jemma Hardiman

## RECEPTION TEAM LEADER

Jo Evans

## Assistant Team Leader

Julia Robertson

## RECEPTIONISTS

Carol Bandy Julie Boxall Kelly Foote  
Steph Knight Ruth Harger Annie Mace

## MIDWIFE

Becky Scott

## District Nurse Team

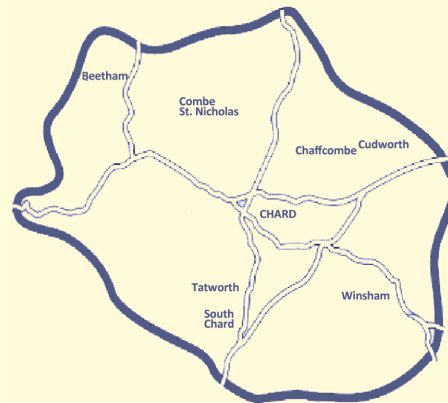
Direct line 0300 323 0023  
Out of Hours 111

## Health Visitor Team

Direct Line 01460 238735  
Messages can be left for the  
Midwives on 01460 63071

Please ask at reception if you would like a  
bigger print version of this leaflet

# THE PRACTICE AREA



## SURGERY OPENING HOURS

We offer morning and afternoon consultations  
each weekday.

Phone lines open at 8.00am Doors open at 8.30am

Monday	8.30 to 6.30	
Tuesday	8.30 to 6.30	
Wednesday	8.30 to 6.30	
Thursday	8.30 to 1.00	3.00 to 6.30
Friday	8.30 to 6.30	

## Extended Hours - For GP appointments

Wednesday last appointment 7.30pm

For Nurse & HCA appointments

Thursday last appointment 7.20pm

All by appointment only

Alternate Saturdays 8.00am - 11.30am

by appointment only

The emergency line – 01460 63101 is open  
from 8.00am each day

Out of Hours

(before 8.00am & after 6.30pm) ring 111

# ESSEX HOUSE MEDICAL CENTRE



59 Fore Street Chard Somerset TA20 1QA

## Dr Paul J Denner

MB ChB (Birmingham 1979) DRCOG DCH MRCGP

**Dr Ian Wilcox** MBBCh (Cardiff 1999) DFSRH MRCGP

**Dr Emeline Dean** MBBS MRCGP DRCOG DFSRH

## Dr Karen Barwise

BSc (Hons) BM MRCGP MRCGPCH DRCOG DFFP DCH

**Dr Chris Wachsmuth** MBBS (London 1990)

**Dr Jo Dennett** MB ChB (Dundee 1998)

## Contacts

For Emergencies	01460 63101
For Appointments	01460 65046
General Enquiries	01460 63071
Fax	01460 66560
Email : <a href="mailto:essexhouse@essexhouse.nhs.uk">essexhouse@essexhouse.nhs.uk</a>	
Website <a href="http://www.essexhousemedicalcentre.co.uk">www.essexhousemedicalcentre.co.uk</a>	

## Welcome to Essex House Medical Centre

The practice was founded around 100 years ago, and was originally in Monmouth House, now part of Chard School. The present Medical Centre was developed in 1993, adjacent to the site of the old surgery and maintaining our town centre position. The surgery serves a catchment area of approximately 5 miles radius, where we aim to supply a high standard of health care and service for our community.

## Access for the Disabled

The entrance and the exit from the premises have ramps suitable for wheelchairs. All consulting rooms and treatment rooms are accessible.

## How To Book An Appointment

Our appointment line is 65046, and opens at 8.00am. We offer a mix of pre-booked and 'on the day' appointments. The core times for consultations are 9.00am – 11.30am and 3.30pm – 5.30pm Mon- Fri. We offer pre-booked appointments up to 2 months in advance and some late surgeries for those who cannot attend during normal working hours. We are also open on alternate Saturdays. Our full opening hours are on the back of this leaflet.

## Online Access

You can sign up for patient access via our website which allows you to request prescriptions and book appointments.

## Home Visits

If you feel you need a home visit please ring 63071 before 10.30am (except for emergencies). Please give the receptionist as much information as you can so the doctor can give your request due priority. Your request will be passed to the doctor who may call you to assess your problem.

## Emergency Line

We have a dedicated emergency line to help us deal with urgent requests for help. Please ring 63101. The doctor may advise you to ring 999 if the problem needs immediate attention. This line is open from 8.00am to 6.30pm.

## Accessing Care When We're Closed

NHS 111 provide cover when the surgery is closed. They will ask you questions about the problem and advise or arrange for further assessment. Possible outcomes will include a Treatment Centre appointment, recommendation to attend Minor Injuries Unit or A&E, a visit by a Emergency Care Practitioner or contact with an Out Of Hours GP.

There is also an NHS Walk In Centre based in Boots in Yeovil open 8' til 8 seven days a week and on Bank Holidays.

The 24-hour emergency telephone number is 63101 – if you ring 63101 when the surgery is closed you will hear an answer phone message asking you to contact the out of hours service on 111.

Please do not use this service for problems which can wait until normal working hours.

## Repeat Prescriptions

All regular repeat prescriptions are on our practice computer and a repeat request slip is attached to all repeat prescriptions for easy re-ordering. To order a repeat prescription please call at the surgery with your repeat slip or post it to us, having ticked the items you want. You can also request a prescription via our website. Your signed prescription can then be collected from the surgery, or from the chemist of your choice in Chard or we can post your prescription to you if you provide a stamped addressed envelope. Please allow two working days for all repeat prescriptions to be issued by the surgery.

Please note that we cannot take prescription requests over the phone for safety and security reasons.

If you are on long-term medication, this and the condition that is being treated should be reviewed regularly. You may therefore be asked to see your doctor before a further prescription can be issued. If it is more than six months since you last saw your doctor, you should check whether it is still OK to continue the medication without being seen. If you are on long term medication, please keep several days' supply in stock and re-order before you run out.

## Investigations & Enquiries

We will try to contact you if we receive any results which are serious and need urgent attention, but we may not be able to get hold of you. Therefore please ring or call in at the surgery 7-10 days after you have had any investigations, to be given the results. X-Rays and scans will often take at least 14 days to be reported. For all enquiries please ring 63071. If you wish to speak to a doctor or a nurse and they are unavailable at the time of your call we will take your details and call you back.

## Childhood Immunisation Clinics

These are held most Thursdays at 3.45pm. Children should receive an invitation to attend through the post, from Patient & Practitioner Services at the appropriate time.

If for any reason you cannot make this appointment, please let us know and we will advise you of the next available clinic. It is very important that all babies and children are immunised, except in very exceptional circumstances. If you have any queries please discuss these with your Health Visitor.

## Other Services Available :

- Cervical Cytology
- Maternity Care
- Minor & Cryo Surgery
- Advice to Stop Smoking
- Influenza & Pneumonia Vaccinations
- Contraceptive Services
- Travel Advice and Immunisations
- Advice is also available on diet and general health matters from our practice nurses

## Data Protection & Your Medical Record

The practice complies with the Data protection Act 1998 and the NHS Confidentiality Code of Practice. We are happy to deal with any queries you may have regarding how we manage your medical record.

## Private Fees

We are fully committed to the NHS and do not have any private patients. However, certain services provided by your doctor are not covered by the NHS and you may be asked to pay a fee.

## Complaints

We try to maintain a high standard, but occasionally misunderstandings and errors can occur. If you are not satisfied with the service you have received, we would be grateful if you could bring it to the attention of the practice manager. We would hope to be able to resolve the matter through informal discussions between you, your doctor and/or the practice manager or others concerned. The practice manager will be happy to give written details of our full complaints procedure on request.

## Your views – Patient Participation Group

We have a Patient Participation Group who help us by providing feedback and ideas for how we can improve the service we provide to our patients. Ask for a form at reception to join or join via the website.

## Friends of Essex House

The Friends of Essex House is a group of patients who get together to support the practice and improve services for fellow patients. They may be contacted through the practice manager.