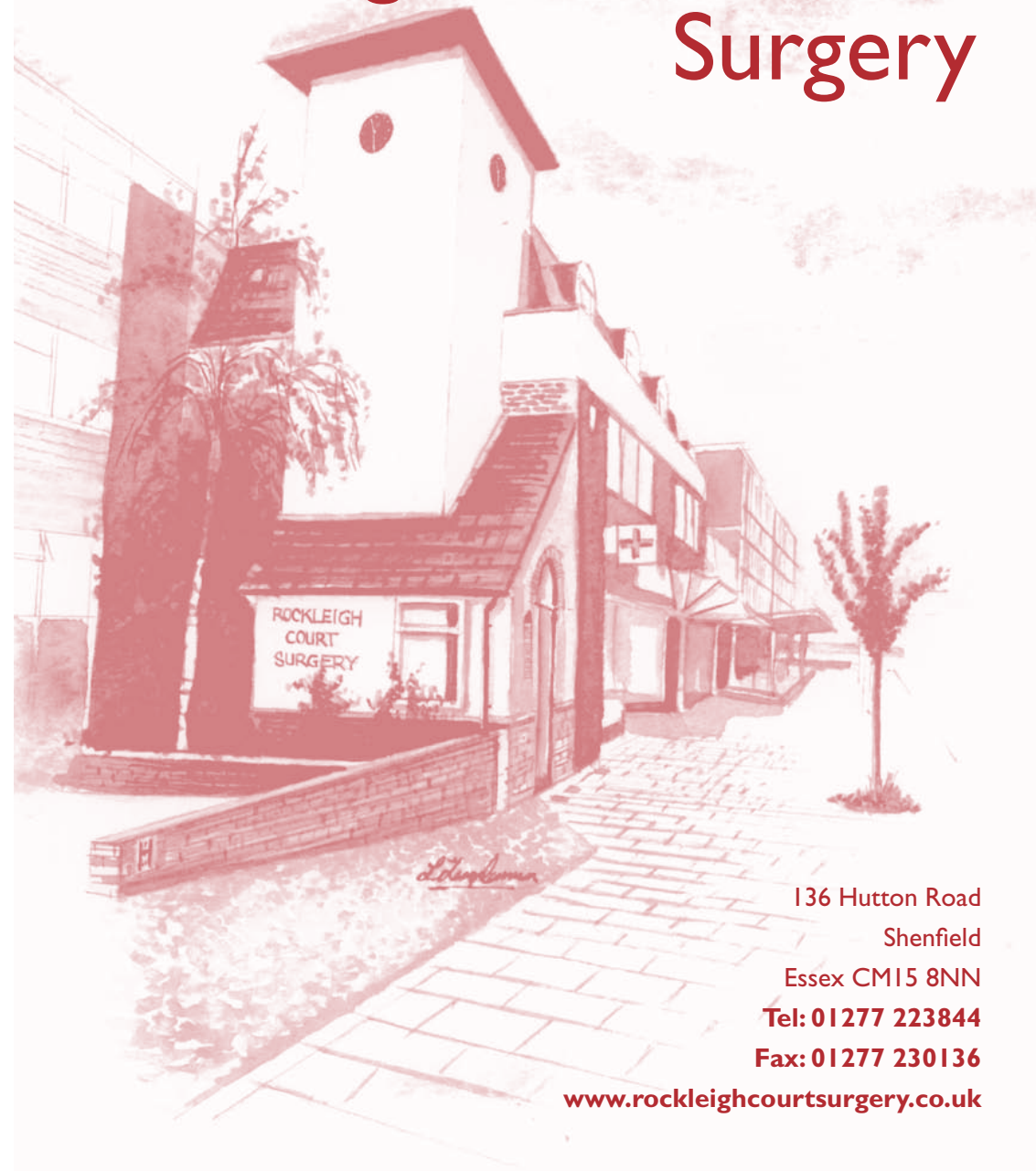


Rockleigh Court Surgery



136 Hutton Road

Shenfield

Essex CM15 8NN

Tel: 01277 223844

Fax: 01277 230136

www.rockleighcourtsurgery.co.uk

WELCOME TO ROCKLEIGH COURT SURGERY

OUR SERVICES TO YOU THE PATIENT

We are committed to giving you the very best possible service. This is best achieved by working together.

What we will do for you:

1. You have the right to complete confidentiality. (Please read the confidentiality section later in this booklet)
2. You will be given courtesy and respect at all times.
3. You are entitled to emergency care when you need it and will be seen within 24 hours.
4. Every effort will be made for you to be seen at the time of your appointment. Emergencies sometimes inevitably delay the doctor and nurse so try to be patient.
5. Requests for home visits should be made before 12 noon to ensure that one of the doctors will visit on the day of request. Home visits are for patients who are too frail/ill to attend the surgery and are made at the discretion of the doctor.
6. Under normal circumstances we will give you an appointment with a doctor within two working days.
7. We will deal with your request for a repeat prescription within 48 hours. Requests for repeat prescriptions should be made on the slips provided or must be put in writing. We **do not** accept requests by telephone.
8. Any complaint you make will be acknowledged within two working days and we aim to have looked into your complaint within 10 working days.

YOUR RESPONSIBILITY AS A PATIENT USING OUR SERVICES

1. Please avoid asking for an appointment for colds, coughs or tummy bugs. A pharmacist can advise on simple matters.
2. If you cannot keep an appointment, please cancel it. There is always someone else to take up that appointment.
3. Do not telephone the surgery after hours for routine matters which can wait until the morning.
4. Keep any appointment made for you at the hospital. If you find you no longer need the appointment telephone the hospital so that it can be allocated to someone else. If you cannot contact the hospital please let the surgery know.
5. Take responsibility for your own health. Take medication properly, keep follow-up appointments and attend for screening regularly.
6. Notify any change of name and/or address immediately to avoid unnecessary mistakes later.
7. Always remember to use the computerised tear-off portion when ordering a repeat prescription. Tick the items you require and do not add items that you have not been prescribed before. Always bring the tear-off portion of your computerised prescription with you when you attend for an appointment with your doctor.
8. To behave with civility to the doctors and staff and do not act in a disruptive manner in the waiting room.

For the latest information click to: www.rockleighcourtsurgery.co.uk

THE DOCTORS

Details of the doctors, their qualifications and services they provide are listed below:

Dr David P Ainsworth MB BS (London 1978) Cert. In Diabetic Care
Male partner - maternity medical services, contraceptive services, minor surgery, child health surveillance. He has a particular interest in diabetes.

Dr Yaso Sathananthan MB BS (Sri Lanka 1976)
Female partner - maternity medical services, contraceptive services, minor surgery, child health surveillance.

Dr Kevin I Mead MB BCh DRCOG DFFP (Wales 1992)
Male partner - maternity medical services, contraceptive services, minor surgery, child health surveillance.

The partnership is not a limited one and all the doctors are general partners.
The doctors do not undertake teaching or training of other health care professionals.

SURGERY HOURS

	Dr Ainsworth	Dr Sathananthan	Dr Mead
Monday	8.30 - 11.30am 4.30 - 6.10pm	8.30 - 11.00am 2.30 - 4.30pm	8.30 - 11.30am 4.30 - 6.10pm
Tuesday	8.30 - 11.00am 2.30 - 4.30pm	----- -----	8.30 - 11.30am 4.30 - 6.10pm
Wednesday	8.30 - 11.30am 4.30 - 6.10pm	8.30 - 11.00am 2.30 - 4.30pm	----- -----
Thursday	----- -----	8.30 - 11.30am 4.30 - 6.10pm	8.30 - 11.00am 2.30 - 4.30pm
Friday	8.30 - 11.30am 4.30 - 6.10pm	8.30 - 11.30am 4.30 - 6.10pm	8.30 - 11.00am 2.30 - 4.30pm
Saturday	8.40 - 11.00am	8.40 - 11.00am	8.40 - 11.00am

Saturday morning appointments are available to book seven working days in advance.
We no longer have emergency appointments or carry out home visits on a Saturday morning. If you need to see a doctor in an emergency on a Saturday and no routine appointment slot is available, you need to contact the out-of-hours emergency doctor on 0845 602 1807.

OCCASIONAL AFTERNOON CLOSURES

On about eight afternoons a year - varied between Tuesdays, Wednesdays and Thursdays - Rockleigh Court Surgery closes, along with all the other surgeries in Brentwood, from 1.00pm for the rest of the day, so that doctors, nurses and other staff can meet for training purposes. At these times, emergency cover is provided by the deputising doctor service to which calls are diverted when patients telephone the surgery.

Stay in touch with our website: www.rockleighcourtsurgery.co.uk

SUPPORT STAFF

Practice Manager

Mrs Jackie Channa is our practice manager and she will be pleased to discuss any non-medical problem you may have and to receive any complaints or suggestions for improving the services offered.

Practice Nurses

The practice has three nurses: Mrs Dianne Ainsworth (RN1), Mrs Anne Beddoe (RN1) and Mrs Liz Pearce (RN2). The nurses are available each weekday by appointment and can help with a wide range of health matters.

Removal of sutures	Dressings	ECG tests
Child/adult immunisation	Travel advice and immunisation	Contraceptive advice
Ear syringing	Cervical cytology (smear tests)	Asthma checks
HRT checks	Routine health checks	

There is a district nursing team attached to the practice who provide home nursing services when necessary. They work closely with the doctors and practice nurses.

We have health visitor(s) attached to the practice. They hold baby clinics at Coram Green on a Wednesday afternoon between 2.00 - 4.00pm for weighing and to discuss feeding and the general welfare of children under five.

The community midwife works out of Brentwood Community Hospital.

The district nurses, health visitors and midwife are employed by the Primary Care Trust, not by the practice.

Receptionists/Secretary

The practice employs a secretary and six receptionists/clerical staff. All our receptionists have undergone extensive training. They have a lot of information to hand and will often be able to answer your questions without reference to a doctor. You can rest assured that the rules of confidentiality apply equally to all practice staff.

SERVICES PROVIDED

The following services are provided at the surgery:

- The provision of primary medical services during core hours to patients registered with the practice or patients living temporarily within the practice boundary who are accepted for registration as temporary residents
- Cervical screening services
- Contraceptive services
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Child health surveillance services
- Maternity medical services
- Minor injuries
- Minor surgery
- Influenza vaccinations to those aged 65+ and those in designated 'at risk' groups.
- Anti-coagulation monitoring
- The provision of near patient testing
- Care of patients with depression

Visit our website on: www.rockleighcourtsurgery.co.uk

CLINICS HELD AT THE SURGERY

Antenatal Clinic

Antenatal appointments for the doctor can be booked during normal surgery hours.

Diabetic Clinic

All diabetic patients are encouraged to have an annual check. Nurse Pearce runs a diabetic clinic on Monday afternoons where diabetic patients can be monitored.

Coronary Heart Disease Clinic

Nurse Ainsworth runs a weekly clinic on Friday afternoons from 2.30 - 3.50pm, to review and monitor patients suffering from CHD.

Chronic Obstructive Pulmonary Disease Clinic

The practice has a spirometer and the practice nurses undertake the review and monitoring of patients with chronic lung disease at various times by appointment.

Asthma Reviews

All patients with asthma, who have requested a prescription for an inhaler within the previous 12 months, will be invited for a review with a practice nurse.

Flu Clinic

Flu clinics are held from late September through to early November at various times on Tuesdays, Wednesdays, Fridays and Saturday mornings. Influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and asthma. All persons residing in nursing and residential homes and anyone over the age of 65 are also strongly recommended to have this vaccination.

Family Planning

The practice nurses provide contraceptive advice and care during surgery hours.

Travel Vaccinations

We offer a travel advice and vaccination service to all patients who are travelling abroad on business or holiday. Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover.

Non NHS Examinations

The doctors are happy to carry out medicals - eg insurance and driving medicals - by appointment outside surgery hours. Please telephone the surgery to make an appointment. These services are not undertaken under the NHS and are charged for privately. Please ask at reception for details of these charges.

REGISTERING WITH THE PRACTICE

The practice is open to new patients. You can register by bringing in your medical card, or by completing an application form (GMS1) at reception. When registering, you can express a preference to be looked after by a particular doctor and your request will be noted in your record. Any preference should be made in writing and attached to the registration request. If, for any reason, it is not possible to comply with your request, the reason will be explained to you.

When making an appointment, you can ask to see any of the doctors but may have to wait longer for a doctor of your choice. You cannot specify a particular doctor when requesting a visit. If the doctors decide not to accept your request to register, you will be given the reason in writing. Once registered a new medical card will be issued from the health authority.

For the latest information click to: www.rockleighcourtsurgery.co.uk

VIOLENT OR ABUSIVE PATIENTS

Any patient who is abusive to, makes racist comments to or who uses or threatens violence to:

- any doctor or
- any member of the healthcare team or
- any other member of staff or
- any other person present

either on the surgery premises or any other place where treatment is being provided, will be reported to the police and the patient will be removed immediately from the practice list.

DISABLED ACCESS

The building is accessible at ground level and there is a lift to the upper floors. Toilet facilities for the disabled are also provided.

APPOINTMENTS

An appointment system is in operation. Appointments may be made personally or by telephoning the surgery 01277 223844 between 8.00am - 6.30pm Monday to Friday and between 8.30 - 11.30am Saturday.

If your own doctor is not personally available to see you, you will be able to see one of the other doctors in the practice. Please do not ring the surgery for an appointment before 8.00am or after 6.30pm as the surgery switchboard is not open outside these hours.

BLOOD TESTS

Blood tests are no longer undertaken at the surgery, unless authorised exceptionally by a doctor, as the local Primary Care Trust (South West Essex PCT) has made alternative provision for Brentwood patients at Brentwood Community Hospital or Queens Hospital. Appointments must be made for all blood tests except at Queens, which is an "open access" service.

CHAPERONES

Chaperones are not routinely provided to patients during an examination by a doctor. Some patients may prefer to have a chaperone with them; the doctor will fully understand the patient's concerns and will be happy to arrange for an appropriate member of staff to be present during the examination at the patient's request - please do not be afraid to ask.

Provision of a chaperone may not always be practical without prior notice, however, and it may be necessary for another appointment to be made.

HOME VISITS

Home visits are only for those who are too ill or infirm to come to the surgery. The doctor can see several patients in surgery in the time that it takes to make one home visit and they have better equipment and facilities at the surgery to examine you and treat your problem. Transport problems are not an acceptable reason for requesting a home visit. Requests for home visits should be made before 12 noon to give the doctors time to plan their day and ensure the visits can be made.

For the latest information click to: www.rockleighcourtsurgery.co.uk



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Leading specialists,

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Email: brentwood@mdihealth.com web: www.mdihealth.com

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What You Need To Do When A Death Occurs

At Home - Telephone our Surgery to arrange for your G.P. or a duty Doctor to attend and confirm death; the Doctor will advise you how to obtain the Medical Certificate of Cause of Death. Contact the appropriate Funeral Directors. In the event of the patient having not been attended by a Doctor within the last fourteen days, the attending doctor is legally obliged to report the death to your local HM Coroners office who will arrange for a Coroners officer to attend immediately and advise you accordingly.

In Hospital or Care - The facility will have a thorough procedure to assist in the most efficient and dignified way.

Registration Procedure - To ensure a smooth registration procedure, once in possession of the Medical Certificate of Cause of Death (issued by either: the GP, Coroner or Hospital Doctor) contact the Registrar of Births, Deaths and Marriages in the district in which the death occurred, to arrange an appointment.

Who Can Register? - Any relative of the deceased, person present at the death, residential care home owner, person arranging the funeral.

What the Registrar Requires - The Medical Certificate of Cause of Death. The Registrar will also require information found within the Birth or Marriage Certificate and Medical Card.

The Funeral Director - An understanding of local culture and tradition, of good repute, attention to detail, extensive freedom of choice and also high standards in care and dignity are the essential attributes of a trustworthy Funeral Director.

Funeral Directors who are members of SAIF or NAFD adhere to a strict code of practice and as such employ high standards.

Free Guides

*"What to do when
a death occurs"*

*"Peace of Mind
Funeral Planning"*

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EMERGENCIES

During surgery hours telephone the receptionist on 01277 223844 and make it clear that the case is urgent. She will be able to make you an urgent appointment or, if necessary, ask a doctor to telephone you to discuss the problem.

When the surgery is closed please still telephone 01277 223844. The Primary Care Trust have responsibility for providing care for our patients outside surgery hours and the call will automatically be diverted to the emergency service they have arranged.

HEALTH CHECKS

If you are aged between 16 and 74 and have not seen a doctor within three years, you may request a health check. Patients aged 75 and over may request a health check annually. These checks will normally be undertaken by one of the practice nurses. In the case of housebound patients aged 75 or over, the check can be arranged at the patient's home.

REPEAT PRESCRIPTIONS

If you are on regular treatment your doctor will authorise the issue of repeat prescriptions which will be entered on the computer so that you can obtain supplies of your medication without seeing your doctor on each occasion.

Your doctor will still wish to see you at intervals to monitor your progress and modify your treatment as necessary. When you receive your prescription there will be a tear-off portion giving details of your repeat medication. This should be returned to the surgery when you need further medication after ticking the items that you require.

Please give 48 hours' notice when requesting a repeat prescription and DO NOT leave it until you have run out completely.

A maximum of two months' medication is given on repeat prescription with the exception of the contraceptive pill, which is six months. Patients needing longer supplies, eg because they are going on extended holiday, or working on contract abroad, can have up to three months' medication.

Repeat prescriptions may be requested:

1. Personally, by putting it in the box in the entrance hall or in the box by reception
2. By post, enclosing a stamped, addressed envelope
3. By fax 01277 230136

If you wish to collect your prescription from Assura Pharmacy (the chemist downstairs), please mark the request "C" for chemist.

We do not accept requests for repeat prescriptions over the telephone. *This is to avoid mistakes, to save overloading our switchboard (which is often very busy) and to make the most effective use of staff time.*

TELEPHONE ADVICE

There are often times when a little advice from the doctor or nurse about a health problem or medication is all that is needed. Please telephone either before or at the end of surgery times for this information.

NHS DIRECT

You can phone NHS Direct at any time for advice on 0845 46 47, or contact **NHS Direct online** at www.nhsdirect.nhs.uk

RESULTS OF TESTS (EXCLUDING PREGNANCY)

You will be told approximately how long it will take for a test result to come to the doctor. Please telephone the surgery after this period between 1.00 and 4.00pm.

Results will only be given to the patient, or in the case of young children, to the parents/guardians, not to anyone else phoning on the patient's behalf.

Sometimes it will be necessary for you to speak to the doctor directly or make an appointment with them. The receptionist will advise you if this is necessary.

PREGNANCY TESTS

Results of pregnancy tests are not given over the telephone. At the time of arranging the test, patients will be asked to make an appointment with the doctor for a week ahead when they will be advised of the test result.

SICKNESS CERTIFICATES

You do not require a doctor's certificate for any illness lasting six days or less. Your employer may require you to fill in a self-certification form (obtainable from your employer) or you can collect form SC2 from the surgery.

If you are self-employed or unemployed you can obtain a form SC1 from the surgery. Any illness lasting longer than six days will require an appointment with a doctor who can decide whether a sickness certificate is necessary.

COMMENTS/SUGGESTIONS

We are constantly monitoring our services to patients and would welcome any comments, including praise and constructive criticism, which can be placed in the repeat prescription box in the entrance hall.

COMPLAINTS

We offer an in-house complaints procedure that meets national criteria.

We hope that most problems can be resolved as they arise, with the person concerned.

If this is not possible and you wish to complain, please speak to the practice manager or one of the doctors in the first instance. Any complaint should be brought to our attention as early as possible so that it can be investigated while the matter is fresh.

We will acknowledge your complaint within two working days and aim to have investigated and responded within 10 working days.

Our aim will be to:

- establish the facts and determine where anything has gone wrong
- make it possible for you to discuss the problem with those concerned, if this is what you wish
- make sure you receive an apology, where this is appropriate
- identify anything we can do to make sure the problem does not happen again

The practice manager is available most weekdays to give you further information about the procedure and to try to deal swiftly with any problem that may occur.

If you are totally dissatisfied with us or with the services we provide, you have the right at any time to leave our list and to register with another practice.

We also have the right to have patients removed from our list. In general we will only exercise this right in the case of patients who repeatedly and persistently ignore their own responsibilities to us and to other patients after due warning has been given. We will remove from our list immediately patients who are violent or seriously abusive towards any of the practice staff.

CONFIDENTIALITY

The practice policy on confidentiality is in compliance with guidelines provided by the British Medical Association. We subscribe to the view that the duty of confidentiality owed to a teenager even if under the age of 16 is as great as the duty owed to any other person. All information in your medical records is confidential and will not normally be disclosed to anyone without your prior consent. Exceptions are:

- in compliance with any legal requirement, such as a court order or statutory notification of infectious and notifiable diseases
- disclosure to other healthcare professionals on a "need to know" basis where, in the doctor's judgement, this is necessary for the best treatment of the patient. Other healthcare professionals would include consultants to whom a patient is referred for a specialist opinion, practice and district nurses and health visitors
- disclosure to NHS management for the purposes of audit and accountancy. It is sometimes necessary to allow Health Authority auditors access to records to enable them to verify achievements claimed by GPs. Such staff are subject to rules of confidentiality which are written into their contracts of employment. You have the right to object to such a disclosure. If you do, please put your objection in writing, addressed to the practice manager and your letter will be retained with your notes
- in the public interest. An example would be notifying the DVLA of the name of a patient who is unfit to drive, and who has failed to notify the DVLA of their condition themselves.

ACCESS TO MEDICAL RECORDS

Under the terms of the Data Protection Act 1998 patients are entitled (subject to certain exemptions) to have access to, and copies of, their medical records. Applications must be made in writing and addressed to the practice manager. A fee (£10 as at February 2008) is payable for access with further charges payable for copies (up to a maximum of £50). Access/copies must be provided within 40 days of request and payment of the fee.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many minor illnesses get better on their own or can be treated by medicines easily available over-the-counter at the chemist. Pharmacists can give advice or will tell you to contact your doctor if they feel it is necessary.

Back Pain

This is usually caused by over-use or bad posture. Initially take paracetamol and rest but if the pain persists more than a few days it is advisable to consult a doctor.

Sore Throats, Colds And Influenza

These are often caused by a virus for which there is no need for antibiotics. Most symptoms get better on their own with rest and plenty of fluids. Some relief can be gained by using throat lozenges and soothing drinks. Soluble aspirin gargles can ease the pain of a sore throat. (Aspirin is NOT suitable for children.)

Diarrhoea And Vomiting

This is a common complaint for which patients ring the surgery for advice. It is usually due to food poisoning or a virus. Both usually settle within 24 - 36 hours. Drink small quantities of fluid like glucose water (Lucozade) frequently and starve for 24 hours. If symptoms persist for more than 24 hours or are accompanied by severe pain consult your doctor.

Burns

Apply running cold water to the affected area as soon as possible. This will ease the pain. If the skin is unbroken apply a loose dressing. If the burn is large or if the skin is broken consult your doctor or the casualty department. Do not try to remove clothing which is stuck to the skin.

VISIT OUR WEBSITE - www.rockleighcourtsurgery.co.uk

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

THE PRIMARY CARE TRUST (REFERRED TO AS THE PCT)

Rockleigh Court Surgery is within the South West Essex PCT.

The PCT can provide details of primary medical services in the area. Contact details are:

South West Essex Primary Care Trust

Head Office

Phoenix Court

Christopher Martin Road

Basildon

Essex

SS14 3HG

Tel: 01268 705000

Fax: 01268 705100

Email: info@swessexpct.nhs.uk

PATIENT ADVICE AND LIAISON SERVICE (PALS)

The PALS service provides confidential, on the spot advice and support, helping people sort out any concerns and guiding them through the different NHS services. It acts independently and can refer patients and families to specific local or national support agencies. SW Essex PCT's PALS, can be contacted on 01268 705180.

USEFUL TELEPHONE NUMBERS

NHS Direct	0845 4647
Blood Test Appointments.....	01268 242159
North & South Essex Health Authorities (Clacton)	01255 206000
Queens Hospital.....	0845 130 4204
.....	01708 435000
Basildon Hospital	0845 155 3111
Broomfield Hospital	0844 822 0002
Brentwood Community Hospital.....	01277 695000
Brentwood Clinic.....	01277 302550
Coram Green Clinic.....	01277 245000
Essex Nuffield Hospital	01277 695695
Spire Hartswood Hospital.....	01277 232525
Brentwood Diagnostic Centre	01277 214800
Assura Pharmacy	01277 225789
Brentwood Social Services	0845 603 7630
DSS Basildon.....	0845 608 8575
GU Clinic (for sexually transmitted diseases)	01708 435526
Alcohol Advisory Service	01708 740072
Alcohol and Drug Advisory Service.....	01268 583154

For 24 hour information click to: www.rockleighcourtsurgery.co.uk

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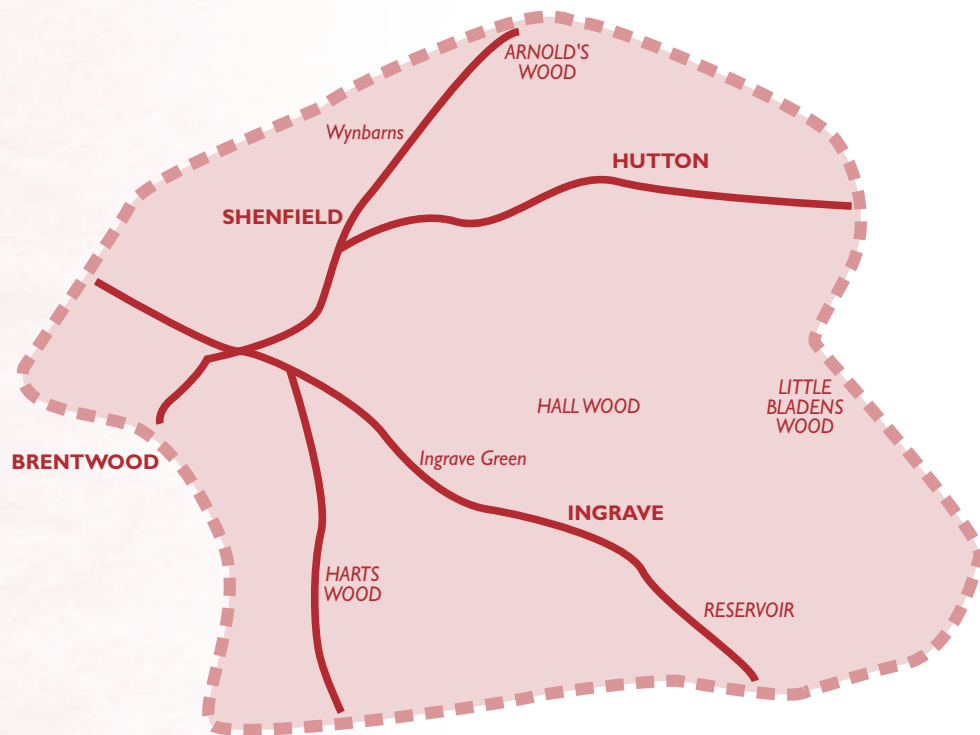
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PRACTICE BOUNDARY



The practice boundary is the area within postcodes CM13, CM14 and CM15 as far south as Eagle Way, Warley to the Billericay Road, Herongate, as far north as Hatch Road and as far west as Weald Road/Kings Road/Warley Hill.