

### **ONLINE SERVICES—**

Please bring ID to the reception; we can then register you for online services which will enable prescription requests to be made without the need to visit the practice. You will also be able to access your medical records, including test results, when the NHS makes the National Access available.

### **HOLIDAY VACCINATIONS**

A full holiday vaccination and immunisation service is available by appointment with the Nurse. Please ask a receptionist for further information, and a holiday vaccination check form.

### **DATA PROTECTION**

This Practice adheres to current legislation with regard to patient access to records, Data Protection and other confidentiality matters. The Practice is registered under the Data Protection Act 1998. Patient information is only available to NHS personnel. Any outside agency, e.g. solicitors, requesting information would only be released with written consent.

### **COMPLAINTS PROCEDURE**

If you wish to discuss any issue informally, please contact the Practice Manager, either by telephone or by e-mail – [Practice.managerf81088@nhs.net](mailto:Practice.managerf81088@nhs.net) – any complaints received in writing will be dealt with according to the Practice Complaints Procedure, a copy of which can be obtained from reception.

### **ZERO TOLERANCE**

This Practice operates a Zero Tolerance Policy. We would like to make it clear that abusive, aggressive or violent behaviour is unacceptable and any patient acting in this manner will be removed from our Practice list immediately.

# **SOUTHEND ROAD SURGERY**

**271a SOUTHEND ROAD**

**STANFORD-LE-HOPE**

**ESSEX SS17 8HD**

**Tel: 01375 679316**

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

**E-mail: [southendroad.surgery@nhs.net](mailto:southendroad.surgery@nhs.net)**

**PRACTICE INFORMATION LEAFLET**

We would like to welcome you to our Practice. Our aim is to provide the best service possible to all of our patients in a friendly and caring environment.

### **PRACTICE TEAM**

Dr. Anand Deshpande	Male
Dr Esi Folsom	Female
1 Regular Locum Doctor	Male
Ms. Julie Hoskin    Practice Nurse	Female
Mrs.A. McQuade	Practice Manager
5 reception staff	

Our reception staff are the first point of contact in the Practice. They are experienced in their work and are here to help you where possible. Please do be aware that the reception staff are unable to make appointments where none are available, but will do their best to help you get further assistance.

### **JOINING THE PRACTICE**

All persons making an application to join our Practice list must do so by requesting or downloading a Registration Form (GMS1). Please check with our staff that you live within our boundary. You will need to provide photographic identification and proof of residency. A new patient health-check appointment may be made with the nurse for any

Monday to Friday	08:00-18:30
Extended access Mon & Fri and week-ends in the locality—by appt. only	18:30 - 20:00 Mon & Fri Weekends 09:00 to 17:00

patient who wishes to discuss the most appropriate medical service or who has complex needs.

### **SURGERY OPENING TIMES**

### **CONSULTATIONS**

Consultations are by appointment, and may be booked up to one week in advance. You may telephone or call into the surgery or make an appointment online if available. Should you be unable to keep your appointment, please contact the surgery or cancel online so that the appointment may be offered to another patient.

### **HOME VISITS**

Home visits are reserved for patients who are housebound or incapable of coming into the surgery and should be requested before 10.30 a.m. if possible.

### **REPEAT PRESCRIPTIONS**

We are unable to take repeat prescriptions over the telephone. If you are unable to bring in your prescription, you can either post, email, or request online. Your request will be dealt with within 48 hours.

### **RESULTS OF INVESTIGATIONS**

Please telephone the surgery between 12.00 p.m. and 1.00 p.m. for test results to avoid congestion of the telephone lines.

### **REFERRALS**

If the Doctor decides you need to be referred on to Secondary Care for specialist treatment, the national system called “Electronic Referral Service” will be used. The system’s primary objective is to offer the patient a choice of hospital where treatment is offered and a choice of appointment date and time.

### **CLINICS**

Diabetic	By appointment
Asthma	By appointment
CHD	By appointment
Baby immunisations	By appointment
Family Planning	By appointment
Cervical Smear testing	By appointment