

ABRIDGE SURGERY

Patient Information Booklet 2022

37 Ongar Road, Abridge

Romford, Essex RM4 1UH

**Telephone: 01992 812961**

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

Welcome to

ABRIDGE SURGERY

# THE PARTNERS

**Dr Douglas Colvin** MB BS BSc (London 1988)

**Dr Ben Isinkaye** MBChB (1983) MRCOG (1995) MRCGP

# PRACTICE STAFF

Monika Smith looks after the day-to-day running of the surgery and is particularly keen to receive any feedback on how we are doing, so comments and suggestions are always welcome. Please put these in writing addressed for the attention of the practice manager, Monika Smith.

**Monika Smith** Practice Manager

**Sue Surridge** Administrator

**Mrs Jacqueline Pover** Practice Nurse

**Charlotte Murray** Practice Nurse

**Emma Smith** Health Care Assistant

**Mrs Angela Vane** Receptionist

**Laraine Oliver** Receptionist/Referrals Administrator

**Lindda O’Connor** Receptionist

**Liz Kenny** Receptionist

**Sharon Bacon** Receptionist

**Katherine Smith**  Summariser

All staff work within strict confidentiality guidelines.

# SURGERY OPENING TIMES

Monday 8.00am – 6.30pm

Tuesday 8.00am – 6.30pm Wednesday 8.00am – 1.00pm Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

**RECEPTION IS AVAILABLE FOR TELEPHONE CONTACT FROM 8.00am - 6.30pm on**

**Monday, Tuesday, Thursday and Friday, and 8.00am - 1.00pm on Wednesday. APPOINTMENTS CAN BE BOOKED DAILY FROM 8.00am and 2.00pm.**

The surgery doors open from 8.30am – 6.00pm except on Wednesday when they open from

8.00am – 1.00pm.

# CONSULTATION TIMES

We are now only booking telephone triage appointments with the Doctor.

Appointments are being delivered face-to-face, online and over the telephone and you will be advised the best approach for you when you speak to the Doctor.

For the latest information click to: [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk/)

# PRACTICE NURSES AND HEALTH CARE ASSISTANT (HCA)

We have two Practice Nurses and a Health Care Assistant who are available by appointment at the following times:

Monday 9.00am - 1.00pm Nurse Jacqueline Pover

Tuesday 9.00am - 1.00pm HCA Emma Smith

5.00pm-6.30 pm Nurse Charlotte Murray

Wednesday 8.00am – 1.00pm Nurse Jacqueline Pover Thursday 9.00am – 1.00pm HCA Emma Smith

1.30 – 6.00pm Nurse Jacqueline Pover

Friday 9.00am – 1.00pm HCA Emma Smith

1.30 – 4.00pm Nurse Jacqueline Pover

Our nurses and HCA are trained to deal with many conditions, including:

health checks, stop smoking service, baby and travel vaccinations, smears, contraception advice amongst many others. Please call the surgery to ask about specific conditions.

# APPOINTMENTS

Appointments can be booked between 8-12 am up to two weeks ahead and also between 14:00-18;00 also up to two weeks ahead. If you require an urgent appointment, please ring the surgery at 8:00am or 2:00pm.  On that day, these appointments are for emergency on the day issues. Please be aware that there are only limited number of these appointments and if you need further assistance, please see poster included #ChooseWell.

All our consultations by GP are provided by telephone appointment at the surgery, if the GP decides that it is necessary for you to be seen, they will offer you a time for a Face-to-Face appointment.  To ensure that you are seen by the most appropriate member of the surgery team, the receptionist will ask you for information that is essential for booking your appointment. The receptionist will ask you to give them a summary of the reason you are calling. They may ask whether this is a new or on-going problem. If you prefer you can reply 'it's personal'.

This information is to direct you to an appropriate appointment or call from our team. It is essential that you co-operate with the receptionists and understand that it may be more appropriate for a nurse, healthcare assistant, clinical pharmacist, social prescriber or first contact practitioner to speak to you.

**It is NOT always essential to be seen by a doctor. We have a team of 'attached' clinical staff who can also advise you.**

The receptionists are all bound by strict rules of confidentiality.

We understand that sometimes you may not be able to attend an appointment that you booked or you may need to re-schedule.

If you cannot keep your appointment please inform us as soon as possible so it may be offered to another patient. 

**You must inform the surgery if you change your contact telephone numbers - your home and mobile.**

**Please remember one appointment per person and one issue per appointment.**

**Please Note**: If you are running late for your appointment please phone the surgery to let them know. If you arrive more than 10 minutes after your appointment you may be asked to re-book or be seen at the end of the surgery at the clinician's discretion.

## **Unfortunately, any patient who arrives 10 minutes late won’t be seen that day and will have to re-book. We operate on two ring policy, the GP will call twice half an hour apart on the provided number.**

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# APPOINTMENT CONFIRMATIONS

We confirm your appointment by text message. Please check with reception that we have your correct mobile number and you will receive a text message on booking your appointment.

If you do not wish to receive text messages, please also let reception know.

# OUT OF HOURS

The surgery telephone lines are available on 01992 812 961 and are open daily from 8.00am – 6.30pm on Monday, Tuesday, Thursday and Friday and on Wednesdays 8.00am – 1.00pm.

Emergency cover is provided between 1.00 - 6.30pm on a Wednesday by PELC.

Between the hours of 6.30pm - 8.00am and at weekends or Bank Holidays please replace the handset and dial NHS 111 - if you require urgent medical attention.

The West Essex GP extended access service offers some additional, pre-booked appointments at convenient times to suit your needs. It is run by Herts Urgent Care (HUC) who offer appointments to you either with a GP, nurse or health care assistant.

# HOME VISITS

If you require a home visit, please ring the surgery on 01992 812961, if possible between 8.30

-11.00am with your request, and pass on as much information as you can to the receptionist. Your details will then be passed on to the Emergency Care Practitioner (ECP) who now carries out home visits instead of GPs.

# HOW TO REGISTER

We can register you at the surgery after 11.00am daily. You may register at the surgery by bringing two up-to-date bills to reception, showing your address for example utility bill and bank statement (no mobile phone bills). Every patient has a registered GP. You will be registered with the practice and not an individual GP, although you may see any GP within the practice if available.

# PRESCRIPTIONS

## Ordering a Prescription

Option 1: Talk to your pharmacist Option 2: Order your prescription online

Option 3: Order your prescription in writing

We do not accept requests or issue prescriptions by telephone, fax or email. The only exception for telephone requests are for housebound patients only. It takes 72 hours (three complete working days) to process requests.

You can continue to post your routine prescription requests in the post box located outside by the main entrance. Please use the form and return the completed form to the practice.

Alternatively, if you are registered for on-line services please order your repeat medications via the link on our website.

If you would like to register for on-line services please contact Reception.

Remember therefore to make allowances for weekends and public holidays, and do try not to let your stock of medication at home get too low or run out altogether.

If you wish, we can arrange for your prescription to be sent electronically to your nominated chemist – ask your pharmacist for details.

Any unnecessary prescription telephone requests do take up valuable time on the telephone which can be used to book appointments for waiting patients – we thank you for your understanding.

For the latest information click to: [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk/)

# DISTRICT NURSES

District nurses provide care to patients in their homes. They will only visit housebound patients.

# BABY CHECKS

All babies must be registered at the surgery as soon as possible after birth. Please provide their NHS numbers (found in the baby’s red book) and birth certificate. An eight week check can only be booked once the baby has been registered.

# DIETITIAN

We have a visiting dietitian who helps with the care of our diabetic and coronary care patients. Patients will need to be referred by the practice nurse or doctor. This is a monthly service.

# SOCIAL WORKER

The surgery has a Social Worker who will evaluate and determine your needs and will be able to advise on the following, amongst other services: benefits, form filling and can assist in providing telephone numbers of services, information for the elderly and any social needs.

Please call reception to book an appointment in the usual way.

# ‘ATTACHED STAFF’

**CLINICAL PHARMACIST** – attends surgery weekly. Contact surgery to book an appointment in the usual way to discuss medication, prescriptions.

**SOCIAL PRESCRIBER** – attends surgery weekly. She is there to listen to you, and put you in touch with the people and activities that might help you to feel better. They might help you find legal advice or debt counselling or help you find information and guidance.

**EMERGENCY CONTACT PRACTITIONER** – available daily – paramedic

**FIRST CONTACT PRACTITIONER** – patients can self-refer. Works at the surgery on a Wednesday. Reviews patients in areas relating to soft tissue, muscle and joint pain.

**MENTAL HEALTH NURSE** – call the surgery for further information.

# TEST RESULTS

Results for blood tests and any other results are available by ringing the surgery after 11.00am.

# ONLINE SERVICES

You can order your repeat prescriptions and make appointments online via Systmonline.

To use this service, you will need to come into the surgery with photo ID to get your login details.

# PATIENT RESPONSIBILITIES

Please let us know as soon as possible if you need to cancel an appointment as this obviously releases the appointment for someone else. If you change your address or telephone number please remember to inform reception, so that we can keep your records up to date and to help stop any delay in correspondence that we or the hospital may need to send you.

Please let us have your mobile number and email address so that we can add it to the system.

For the latest information click to: [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk/)

# PRIVATE FEES

Some medicals, certificates and insurance forms are not covered by the GP contract and so we charge a private fee for their completion. A comprehensive list of services offered and the fees charged is available at reception.

Payment must be made upon collection of the paperwork.

# TRAVEL IMMUNISATIONS/VACCINATIONS

Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is available in our waiting area and on our website.

**Vaccinations cannot be arranged at short notice. Do plan ahead, even if you are thinking about booking a last minute holiday. Don’t leave your vaccinations until the last minute.**

## Travel Health Questionnaire

To help us offer the appropriate advice, before coming to see the nurse, please fill out the form available from reception.

# COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

We welcome your feedback. Should you wish to raise any compliments, complaints or suggestions relating to your experience at Abridge Surgery, please put them in writing addressed to the Practice Manager and your comments will be addressed.

[https://www.nhs.uk/services/gp-surgery/dr-d-colvin-and-dr-o-b-isinkaye/F81184/ratings-and-r](http://www.nhs.uk/services/gp-surgery/dr-d-colvin-and-dr-o-b-isinkaye/F81184/ratings-and-reviews)eviews

We love to read your positive feedback and take any negative feedback as a learning opportunity.

Examples of some recent positive feedback

"Great practice."

"I have been visiting the surgery several times to have my wounds dressed following a nasty fall. All three nurses who have dealt with me have been excellent and very friendly.

"I am extremely grateful to each one of them for their care."

*Anonymous*

# COMPLAINTS

The surgery has an in-house complaints process. If you have any concerns please put them in writing addressed to the Practice Manager. Any letter received will be acknowledged by a letter from the manager. The issues raised in any patient letter will then be discussed with the relevant members of staff and a letter sent to the patient with the results of any investigation. Results of internal complaints investigations will be fed back to the patient within 28 working days.

If the patient still has concerns after this process, you can contact the following: Parliamentary and Health Service Ombudsman,

Millbank Tower, Millbank, London SW1P 4QP <http://www.ombudsman.org.uk/make-a-complaint> Or email – [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Their advice line telephone number is – 0345 015 4033

# DISABLED ACCESS

The surgery is accessible by wheelchair and has disabled toilet facilities.

For the latest information click to: [www.abridgesurgery.co.uk](http://www.abridgesurgery.co.uk/)

# ZERO TOLERANCE

In order to ensure the safety and welfare of the staff and patients of Abridge Surgery we operate a zero tolerance policy regarding abuse or violence from patients or relatives. We reserve the right to remove such patients from our list with immediate effect.

# PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

*How Abridge Surgery uses your information to provide you with healthcare:* We keep medical records confidential and comply with the General Data Protection Regulation (GDPR).

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

Please see Abridge Surgery Privacy Notice in the surgery and on our website.

Children Aged 16 And Over

If a child aged 16 or over wishes their parents to continue contacting the surgery or the surgery contacting them, they must put this in writing giving their consent to do so. This is then kept in the patient’s record.

# CQC

Our practice has been inspected by the Care Quality Commission and is rated as 'good' by CGC.

# INFECTION CONTROL

Abridge Surgery is committed to implementing high standards of infection prevention and control by maintaining a safe environment and practices. This minimises the risk to patients, their families and staff members from acquiring an infection. The nominated person responsible for infection control i.e. the Infection Control Lead is Jacqueline Pover (Practice Nurse).

“Good infection prevention and control are essential to ensure that people who use health and social care services receive safe and effective care. Effective prevention and control of infection must be part of everyday practice and be applied consistently by everyone.

Good management and organisational processes are crucial to make sure that high standards of infection prevention and control are developed and maintained”.

The Health and Social Care Act 2008 Code of Practice on the prevention and control of infections and related guidance (DH 2010).

Abridge Surgery has been awarded the Covid-19 secure assessment certificate by the IPC team and Hertfordshire & WECCG. This evidences that the surgery has implemented measures to reduce the risks of transmission of COVID-19.

ZZ/JC 04.22 Q04360D

PATIENT PARTICIPATION GROUP (PPG)

The PPG is a group of patients registered with Abridge Surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients’ views and to work voluntarily and in partnership with the surgery to provide services that reflect what patients want and need.

We meet quarterly at the Surgery and aim to gather patients from as broad a spectrum as possible to gain a truly representative sample.

Please contact Reception at Abridge Surgery on 01992 812961 if you are interested in joining our group and we will send you an application form.

USEFUL TELEPHONE NUMBERS

St Margaret’s Hospital 01992 561666

Princess Alexandra Hospital 01279 444455

Queens Hospital 0330 400 4333

Whipps Cross Hospital 020 8539 5522

King George Hospital 020 8983 8000

Harold Hill Walk-in Centre (Gibbons Lane 8-8) 01708 792000

Social Services 01992 565100

Samaritans 01279 421110 Registrar, Births, Deaths and Marriages 01992 572788

PALS (Patient Advice and Liaison Service) 01279 827473

Safer Places (Domestic Violence) 0301 025811

Essex Domestic Abuse Helpline 0330 333 7444

NSPCC 0808 8000 5000

Macmillan West Essex 01279 698673

CATCHMENT AREA

We accept patients from the following areas: Abridge, Stapleford Abbotts, Lambourne End, Stapleford Tawney and Theydon Bois.