

# ELSENHAM SURGERY

*Working To Support Patients To Keep Themselves As  
Healthy As Possible.*

---

Elsenham Surgery Station Road Elsenham Bishops Stortford Herts CM22 6LA

Tel: 01279 814730

Fax : 01279 647342

[www.elsenahmsurgery.nhs.uk](http://www.elsenahmsurgery.nhs.uk)

Page 1

# WELCOME

We would like to welcome you to our Practice. This booklet has been produced for you to read and keep, thus enabling you to receive the best possible care from the practice. We are a team of 3 GP Partners , 2 nurses and a health care assistant, available for your treatment and health promotion.

## THE DOCTORS

### General Practitioner Partners:

Registered 1973 (female)

**Dr David Whooley** MB BAO BCh MRCP

Registered 1995 (male)

**Dr Fiona Macleod** MB BS MRCP

Registered 1995 (female)

**Dr Noshad Khan** MB BS MRCP

Registered 2013 (male)

All of our patients are allocated a named GP who is responsible for your overall care. However, you are free to see any of the doctors of your choice by appointment. During the summer we often look after medical students in order to give them experience of country practice.

## **How to register**

We will register anyone living within our practice boundary. To check if your postcode is within our practice catchment area, please visit our website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk).

Please bring your medical card and ID with your address on it with you to the surgery; if these have been mislaid we will still be able to help you. As no-one is automatically registered with a surgery, it is important that both you and all members of your household register at the same time.

Registration Packs are available either directly from the Surgery or you can download our packs at [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

If you have any specific needs to help us help you access our services for example – the use of sign language or interpreters etc please let our Receptionist know when you are registering.

## **Carers**

We recognise the important role of Carers in looking after dependent relatives or friends. Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the Carer.

Please make it known to the receptionist if you are caring for someone so that you can be offered access to accurate information on a range of topics such as entitlement to benefits and respite care, and not least, a listening ear when things get too much.

For more information on support for Carers and useful contact information please visit our website: [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

## **How to Contact the Doctor – 01279 814730**

### **Opening Times**

Monday to Friday (excluding Public Holidays)

8.30am - 6.30pm

If you would like to book appointments **on-line**, please ask Reception to register for this service.

### **Consulting Times for Doctors**

Mon 9.00 - 12.30 15.00 – 17.30

Tues 9.00 - 12.30 15.00 – 17.30

Wed 9.00 - 12.30 15.00 – 17.30

Thurs 9.00 - 12.30 15.00 – 17.30

Fri 9.00 - 12.30 15.30 – 17.30

## **Elsenham Surgery Dispensary**

As a rural practice we can dispense medicines at the surgery to patients who live more than 1 mile away from a chemist. When you join the surgery you will be asked whether you wish to use this service.

### **Dispensary Opening Hours (Tel: 01279 818000 between 2.00pm and 6.30pm)**

Monday to Friday (excluding Public Holidays)

8.30am - 6.30pm

### **Emergency Medication**

When our Dispensary is closed, call **1-1-1** and you will reach the Emergency Doctor Service.

### **Late night chemists open for emergencies:**

Refer to "Useful Telephone Numbers" in this booklet.

### **Weekends and Public Holidays**

Please refer to local press (Herts & Essex Observer) which publishes a duty chemist rota.

### **Repeat Prescriptions**

If your Doctor has agreed, you can request repeat prescriptions either by: returning the tear off strip in person or by post, faxing 01279 647342, or via Patient Access (please ask at reception)

Please allow 48 working hours for repeat prescriptions. You may be asked to make an appointment with the Doctor if you are overdue for a check-up.

Repeat Prescription requests **MUST** be made in writing.

## **PRACTICE STAFF:**

### **The Practice Manager**

Our Practice Manager oversees the administration and smooth running of the practice, and will be pleased to help with any general enquiries you may have. If you are not sure who to speak to regarding a specific problem, please do not hesitate to ask for her. 01279 818006

### **The Reception and Administration Staff**

Office/reception supervisor, practice administrator, receptionists, secretaries, notes summariser, audit clerk; all of whom will deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality.

Our receptionists and administration staff have a lot of information at their fingertips and will be able to answer many of your queries. They also act as a link between other members of the team.

If you are in doubt about any matter, ask the receptionist. Anything you tell her will be treated in absolute confidence; if she does not know the answer, she will ask someone who does.

Our Practice Manager, Receptionists and Administrators always do their best to help you. Sometimes it may not be possible to offer you the exact appointment that you want, but we would hope to offer a suitable alternative. We would ask you to be patient, as at times the reception staff are very busy.

### **Dispensers:**

As a Dispensing Practice, we have two qualified Dispensers who can dispense for our patients under the supervision of the General Practitioners. If you have a prescription query which you would like to discuss in private, please ask our Dispensing staff.

## **Practice Nurses**

Our Practice Nurses and Health Care Assistants are experienced and knowledgeable and can help you with:

- General Health Advice
- Health Checks
- Family Planning and Pre-Pregnancy Advice
- Cervical Smears
- Immunisations and Vaccinations, including Travel Advice
- Blood Pressure Checks
- ECGs
- Dressings and Stitch Removal
- Hearing Tests and Ear Syringing
- Blood Tests
- Diabetes
- Asthma
- Hypertension
- HRT
- Cardiac Care
- Immunisation
- CCard available on request
- Over 75 years clinics

# Health Promotion Clinics

- **3 Yearly Health Check**

This clinic is run by our health care assistants in conjunction with the practice nurses and includes blood pressure, weight, urine test, and smoking and drinking advice.

- **Diabetic Clinic**

This is run by Dr Khan monthly on a Wednesday once a month between 1.30pm and 4.00pm, in conjunction with the practice nurse and a dietician.

- **Asthma Clinic**

This is run by our Senior Nurse, by appointment only.

- **Cervical Smears**

This clinic is run by the practice nurses. Women aged 25-49 are offered this test free every 3 years, and every 5 years for women aged 49-65. You should receive a reminder. Private smears are available if you wish to have the test more often.

- **Child Development and Immunisation Clinic**

These clinics are run by our health visitor and a Doctor for child developmental checks and immunisations in conjunction with a practice nurse, and allow an opportunity to discuss other problems, e.g. sleeping, feeding and child health worries with a doctor or health visitor.

- **Travel Immunisations/Vaccinations Clinic**

Run by practice nurses to offer advice on vaccines and medicines needed for travelling. Please make an appointment at least eight weeks (longer for backpackers) 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. Please download our Travel Vaccination Questionnaire from 'Our Documents' on our website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

- **Yellow Fever Vaccinations**

Elsenham Surgery is an authorised Yellow Fever Vaccination Centre.

- **Shingles and Pneumococcal Vaccinations:**

Please ask reception for details.

- **Flu Vaccinations**

An influenza vaccination is particularly recommended for the over 65s; patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility. Your G.P. may also advise you to have a 'flu jab if you are the main carer of an elderly or disabled person.

- **Smoking Cessation**

These clinics are run by our health care assistant and our practice nurses.

### **Family Planning Clinic**

Contraceptive care is provided by the doctors or practice nurses during surgery hours.

- **Antenatal Clinic**

Patients are seen during surgery hours. Please ask reception for more information regarding the Whooping Cough Vaccination for pregnant women.

- **Minor Surgery**

The doctors carry out minor surgical procedures such as removing moles or skin tags by excision or cautery at Elsenham Surgery by appointment. The doctors will be happy to advise you on this.

- **Registration Medical:**

We offer all new patients over the age of 7 a registration health check.

- **NHS Health Checks:**

For patients aged 40-74 we offer a health check medical with our Health Care Assistant. Please ask reception for more details.

- **Patients Over 75 Years**

If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse or district nurse. This can be arranged at the surgery or, if that is not possible, a home visit can be arranged.

- **Medical Examinations**

The doctors are happy to offer non-NHS services to patients by appointment. These include private sick notes; letter; adoption, pre-employment, fostering, HGV, driving medicals and insurance medicals. Please contact Reception for further details and charges.

## **Laboratory Specimens**

If you are asked to provide a specimen, please ask for a specimen container from reception or the nursing team. Please ensure you write your name and date of birth clearly on the outside of the container. In the interests of hygiene, the specimen container should be placed in the bag provided. Specimens are sent to the hospital laboratory Monday to Friday at 12 noon - **please ensure that we receive any specimens before 12 noon.**

## **Laboratory Test Results**

Your doctor sees all test results and x-rays before they are filed. Please ask reception if you would like a Doctor or Nurse to call you.

## **Chaperones**

Should you need a chaperone present at a consultation or procedure then please alert reception staff who can ensure that a chaperone is available for the appointment.

## **Wheelchair Access**

The surgery is modern and purpose built, and has been designed to accommodate the disabled. It is ground floor level with an easy ramp leading to the front door. The toilets are suitable for wheelchair use.

**If you have any special requirements please let the receptionist know.**

## **Longer Appointments**

Your appointment with a Doctor is 10 minutes. If you have more than one problem you wish to discuss or would like to spend longer with the Doctor please book a double appointment.

Nursing appointment lengths vary depending on the nature of your consultation, the receptionist will allocate sufficient time at the point of booking.

## **Home Visits**

If you are too unwell to attend the surgery, please contact us **before 10.30am** on the date you want a visit. It is very helpful if you can give us as much information as possible over the phone to enable the doctor to prioritise the cases. The doctor may telephone you back for further information before carrying out a visit. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

## **Access to a Clinician via the Telephone**

If you have a problem which you feel does not require seeing a doctor or practice nurse in person or does not involve a physical examination, the receptionist would be happy to arrange a time for a telephone consultation with your doctor or the practice nurse.

## **Minor Accidents**

We have a well-equipped minor surgical room and can usually offer appointments to treat minor injuries. However, out-of-hours, or for serious accidents, you should attend the Accident and Emergency Department at Harlow or Cambridge. There is a Minor Injuries Unit at Herts & Essex Hospital, Haymeads Lane, Bishops Stortford — open Monday-Friday 9.00am-4.30pm.

# Out of Hours Arrangements

If you require urgent medical assistance, which cannot wait until the surgery re-opens, please contact the NHS 111 service.

**Please Dial 1-1-1.**

All calls to the 111 service are free from landlines and mobiles.

This service has replaced the Emergency Doctor Service and is available from 6.30pm to 8.00am weekdays.

The 111 service is also available over weekends and Public Holidays.

### **The District Nurses: Tel 01279 357214**

The District Nurses attached to the Practice are provided by the South Essex Primary Trust (SEPT). The District Nurses are responsible for giving nursing care, support and advice to those people suffering acute, long-term and terminal illnesses, both in their own homes and within residential care.

### **The District Midwives – Tel 01371 877415**

A team of District Midwives care for pregnant women until 10 days after the baby is born. Antenatal and Parenting classes are held at the Dunmow Clinic and Stansted Clinic. If you think you are pregnant, please make an appointment with your doctor in the first instance.

### **The Health Visitor – 01799 642 300**

The role of the health visitor is to improve public health by working with individuals, families and communities. Our health visitor's work is focused mainly on families with children from birth to five years.

The health visitor can be contacted on 01279 814805 (answer phone) or by leaving a message at reception. She holds a Child Health clinic at the practice on every 1<sup>st</sup> and 3<sup>rd</sup> Thursday from 2.00pm - 4.00 p.m. She also visits families with children under 5 years old at home.

### **Associated Specialists**

There is also a limited service provided at the surgery by a Dietician. Your doctor may refer you to these.

## **What to Do In Time Of Bereavement**

### **If death occurs at home:**

1. Telephone the doctor. He or she will visit to confirm death has taken place.
2. Contact the funeral director.
3. Collect the doctor's death certificate from the surgery. (You will be told when this will be available for collection.)

### **When death occurs in hospital:**

1. Contact the funeral directors to inform them that their services will be required.
2. Collect doctor's certificate from the hospital.

### **Then:**

1. Take the death certificate to the registrar's office for the area in which the death took place. Also take the deceased's medical card if available.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

## Patient Responsibilities:

### How You Can Help Us:

In order to assist in the smooth-running of the surgery, we would ask that you -

- Be on time for your appointment.
- Inform the surgery, **as soon as possible**, if you are unable to keep an appointment. Messages can be left on our cancellation line.
- Call for a home visit or urgent appointment before 10.30am
- Ring for test results after 3.00pm
- Do not smoke in the surgery building or on the surgery grounds.
- Switch off your mobile phone in the surgery building.
- Advise us of any change of personal details at your earliest convenience.

## Zero Tolerance:

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. This practice has the right to remove violent or abusive patients from our list. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

# Comments/Complaints/Praise:

We are proud of the service we offer and constantly look to improve. We are always pleased to receive your comments and feedback.

If, however, you have a complaint about any aspect of the service we provide, please write/e-mail to the Practice Manager on [kgreaves1@nhs.net](mailto:kgreaves1@nhs.net) or contact her on 01279 818006.

We would also like to encourage you to leave comments about our Surgery on the NHS Choices website.

You may also approach PALS for help or advice:

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

or Freephone 0300 311 22 33

Thank You.

## **Patient Participation Group**

Elsenham Surgery is committed to continually improve our services by learning from and listening to our patients.

We now have a Patient Participation Group and we are always looking for new members. Please submit the form on our website, or contact Karen Greaves the Practice Manager for further details 01279 818006

## **Clinical Commissioning Group (CCG)**

West Essex CCG  
Spencer Close  
St Margaret's Hospital  
The Plain  
Epping CM16 6TN

Phone: 01992 561666

Fax: 01992 566138

Please visit our website for further information regarding the values and vision of the CCG, together with useful links to further information regarding their work, meetings and aims.

## GDPR

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed. GDPR determines how your personal data is processed and kept safe and the legal rights that you have in relation to your own data. The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

What GDPR will mean for patients:

- Data must be processed lawfully, fairly and transparently
- It must be collected for specific, explicit and legitimate purposes
- It must be limited to what is necessary for its intended purposes
- Information must be up to date and accurate
- Data must be held securely
- It can only be retained for as long as necessary
- Patients are informed about how their data is used
- Patients have access to their data
- Patients can ask to have incorrect data changed
- Patients can restrict how their data is used.
- Move their patient data from one health organisation to another

**What is consent?** Consent is permission from a patient – an individual's consent is defined as *“any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.”* The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records. Individuals also have the right to withdraw their consent at any time.

**Karen Greaves Practice Manager and Data Protection Officer**  
[Kgreaves1@nhs.net](mailto:Kgreaves1@nhs.net)

### ***What Is Patient Data?***

***Patient Data is information that relates to a single person, such as his/ her diagnosis, name, age, etc.***

Scan this code with your mobile for more on GDPR



## **Safeguarding:**

### **Elsenham Surgery – Children, Young Person and Vulnerable Adults Safeguarding Statement:**

Safeguarding children, young persons and vulnerable adults is a fundamental goal for Elsenham Surgery.

Our policy has been written in conjunction with legislative and government guidance requirements, our local Clinical Commissioning Group child and adult protection procedures and relevant internal policies.

Our policies are the practice-agreed policies, applicable to all clinicians and staff as well as official visitors to the premises, and it represents the means by which the practice intends to keep children and vulnerable adults safe. Our policies are detailed and lengthy but are no substitute for staff – clinical as well as administrative – ensuring they are aware of local and national procedures and maintaining their up-to-date training.

Our safeguarding policies are available on request.

#### **Advice and Support for Parents**

Teachers at your child's school, and health visitors and GPs at your local health centre can provide info about where to find the right support for you and your child.

Asking for advice early on can lead to you receiving the right support and services.

Services are free and all parents, or people caring for a child, can seek help and advice. You can also find out what help is available for children who have disabilities, children with long-term ill health, school problems or bullying, and children with special educational needs and children who are young carers.

#### **Help Numbers:**

**NSPCC Child Protection Helpline 0808 800 5000**

**Social Services - Children 0345 603 7627**

**Adults and Vulnerable People call SAL – 08452 66 66 63**

**[www.asksal.org.uk](http://www.asksal.org.uk)**

# **Useful Telephone Numbers:**

## **Elsenham Surgery:**

01279 814730

Fax 01279 647342

Practice Manager 01279 818006

Website [www.elsenhamsurgery.nhs.uk](http://www.elsenhamsurgery.nhs.uk)

**Out of Hours Doctor Service** Provided by 1 1 1

## **Chemists:**

Boots (Bishop's Stortford) 01279 653294

Boots (Stansted) 01279 812278

Tesco (Bishops Park) 01279 697600

**Essex Young People's Drug & Alcohol Service** 01245 493311

## **Safeguarding Concerns:**

Adults and Vulnerable People SAL – 08452 66 66 63

NSPCC Child Protection Helpline 0808 800 5000

Social Services - Children 0345 603 7627

## **Hospitals:**

Addenbrookes (A & E) 01223 245151

Herts & Essex : (Community Hospital) 01279 655191

Princess Alexandra Harlow :(A & E) 01279 444455