

**DRS. SIDDIQUI, CUNNINGHAM & HALL  
(Non Limited Partnership)  
Sidney House & The Laurels Surgery**



**Sidney House Surgery**

Strutt Close  
Hatfield Peverel  
Chelmsford  
Essex  
CM3 2HB

08:00 – 18:30\*

**The Laurels**

Juniper Road  
Boreham  
Chelmsford  
Essex  
CM3 3DX

09:00 – 12:00\*

14:00 – 17:00\*

\*The surgeries offer *pre-booked* Extended Access Appointments outside of these times.  
General access is between the advertised times.

Main Line: 01245 380324  
08:00 – 18:30

Dispensary  
01245 380324 – option 2 between  
09:00 – 10:00 and 15:00 – 16:00

Email: [sidney.laurels@nhs.net](mailto:sidney.laurels@nhs.net)  
Dispensary: [hatfielddispensary@nhs.net](mailto:hatfielddispensary@nhs.net)

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

**Mission Statement:**

*"To maintain and if able, improve the health and wellbeing of those Patients  
for whom we care"*

## The Practice Team

### GP Partners

Dr Wasim Siddiqui

MBBS MRCGP FRCS

Dr Thomas Cunningham

BMedSci MBBS DCH MRCGP PGCert MedEd

Dr Karen Hall

MBBS iBSc DRCOG MRCGP

### Salaried GPs

Dr Barbara Edmondson

State Exam Medicine, Dusseldorf 1996, Certificate of Prescribed Experience JCPTGP 2002, DFFP 2002

Dr Natalie Acors

MBBS (2008) MRCGP

Dr Marianne Cronin

MBBch. (1989)

Dr Eve Sloan-Brittain

BMBS (2013), DRCOG (2015), PGDipClinDerm (2019), MRCGP

### Paramedic Practitioner

Lisa Locker

IHCD Ambulance Paramedic

### Practice Nurses

Stacey Gardiner

DipHE Adult Nursing, Independent Prescriber

Catarina Carvalho

RGN

Batul Shah

RGN

### Health Care Assistants

Julie Blaney

Sharon Lower

Diane Cobden (Phlebotomist)

### Dispensers

Rachel

### Practice Management Team

Alexandra Jones

Practice Manager

Daniela Burley

Operations Manager

Debbie Kehoe

Reception Supervisor

## Trainees and Students

The Practice is approved for GP training. We can have up to two GP registrars working under the supervision of Dr Cunningham and Dr Hall. Registrars are experienced, qualified doctors gaining the skills to work independently as a GP. As part of their training, it is occasionally necessary to video some consultations. Patient consent will always be sought in these circumstances.

From time to time medical and nursing students will be on placement at the Practice and may be involved in delivering patient care under appropriate supervision. Patients have the right to refuse to have a student in their consultation.

## The Practice Area

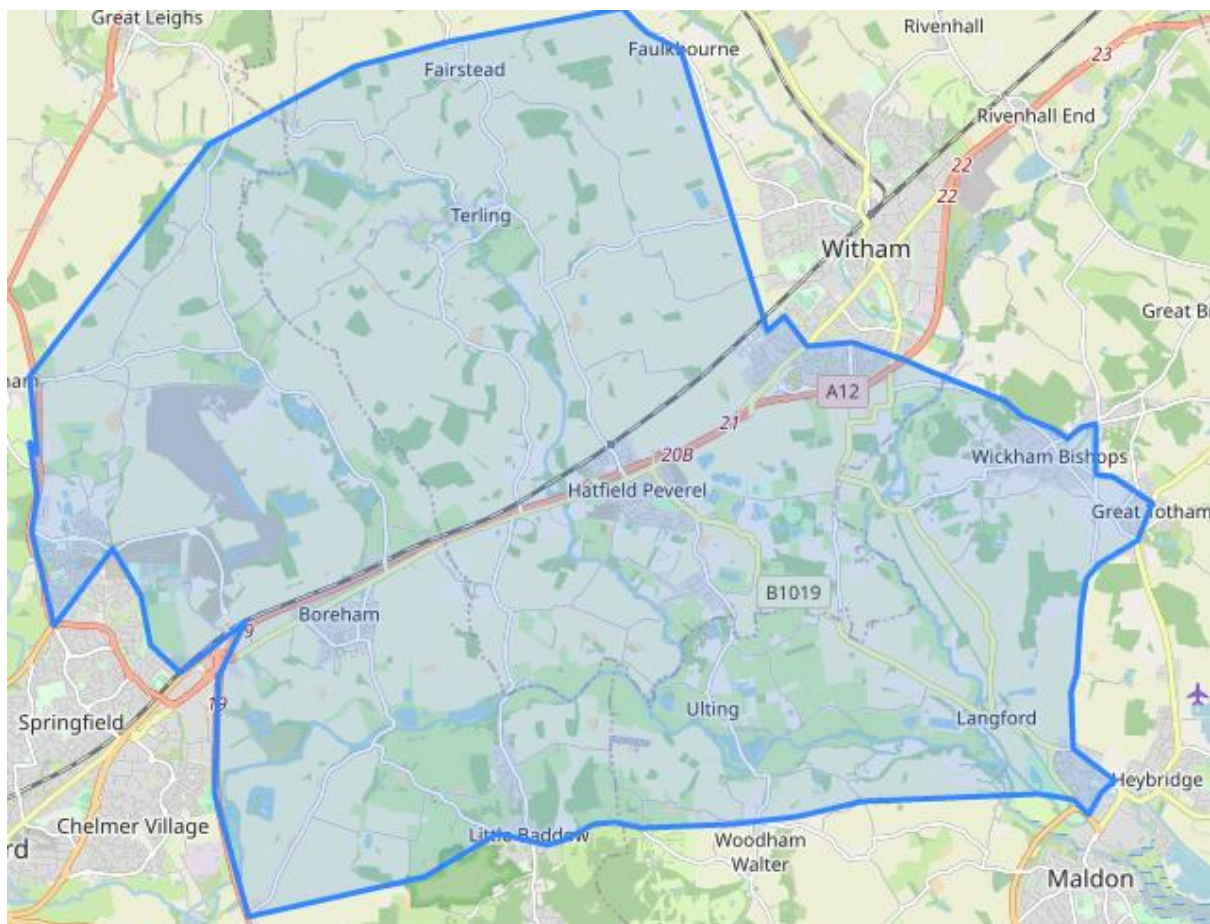


Fig.1: Practice area

Please check the 'New Patients' section of our website to use the postcode checker, or enquire at reception to check whether you are within our boundary.

Due to the high demand for services, we regret that we cannot accept registrations from patients outside of our boundary. If an existing patient moves to outside of our boundary they will be required to register at another surgery.

## How to Register

To reduce environmental impact, we encourage new patients to register via our website wherever possible. If new-patients are unable to use the website, a paper registration pack can be obtained from the reception team.

Where possible, it is helpful for patients to provide photographic ID and proof of address. However, registration will not be refused if this cannot be provided (e.g. for asylum seekers, the homeless or those from travelling communities)

We aim to process new registrations within five working days.

## Accountable / Named GP

The Practice is required by the government under the terms of the current GP contract to allocate all patients a named accountable GP on registration, and providing a reminder on their turning 75 years of age.

Having a named GP does not prevent you from seeing any other doctor at the Practice if this is your preference.

## Patient Rights and Responsibilities

- Patients are responsible for cancelling appointments in good time; persistent non-attenders may be removed from the patient-list
- Please ensure you keep us informed of any changes to your address, contact phone numbers and email address.
- Chaperones – a patient or clinician can request a trained chaperone for any appointment, especially for those involving intimate examinations. Please inform reception if you would like a chaperone prior to your consultation.
- Patients will receive quality healthcare with an appropriate clinician for their presenting issue. This does not always need to be with a GP.
- Patients will be provided with the information they need on all aspects of their care, including alternative treatments, prior to agreeing to treatment.
- Referral to a specialist will be arranged when clinically indicated and this will be explained to you.
- Patients will receive prompt treatment for acute, urgent issues.
- Patients will be given access to the records in accordance with our policy. Certain details relating to third parties or safeguarding concerns may be withheld if this is thought to be in your best interest.
- You will be treated with respect and dignity; we ask that you treat us in the same way.
- Any complaints will be managed promptly, thoroughly and without prejudice.
- Your confidentiality will be maintained at all times.

## Appointments and Accessing Patient Services

We offer patients the choice of telephone and face-to-face appointments. Not all matters require patients to attend in person; the reception team will be able to advise you if necessary.

The reception team will book you with the most appropriate clinician for the problem you are experiencing; this does not necessarily need to be with a GP.

Appointments can be requested in one of the following ways:

- By calling 01245 380324 (there is a call back service. If you press the option for this service you will not lose your place in the queue and will get a call back from the surgery when it is your turn).
- By using 'SystmOnline' online services – requires individual passwords - see our website or speak to reception for more information
- By using eConsult – via the NHS App or our website
- In-person at reception
- We CANNOT accept appointment request via email or letter.

### Extended Access Appointments

- To meet the needs of our patients we are able to offer some appointments outside of our core hours (08:00 – 18:30).

Monday 07:00-08:00	Blood tests	On site at Sidney House
Monday 07:00-08:00	GP appointments	Telephone only
Tuesday 07:00-08:00	GP appointments	Telephone only
Tuesday 07:00-08:00	Minor Illness with Paramedic	Telephone only
Thursday 07:00-08:00	Blood tests	On site at Sidney House
Thursday 18:30 – 20:00	Chronic Disease reviews with Nurse	Telephone only
Friday 18:30 – 20:00	GP appointments	Telephone only

- These are booked in advance and where the appointment is face-to-face, arrangements will be made for you to access the surgery building.
- General enquiries made in person or via the telephone are not available during these times
- On Bank Holidays, these appointments will be offered on an alternative day.

### Urgent Appointments

- We reserve a portion of appointments each day for urgent bookings, particularly appropriate for acute illnesses and the most clinically vulnerable.

- The reception team have been trained by the doctors to recognise what is appropriate for these urgent appointments.
- Please remember we are not an Emergency Service. If we have reached our safe working capacity, we may need to direct you to other healthcare providers such as pharmacies, minor illness units, NHS111 or A&E.

#### Out of Hours

- Between 18:30 and 08:00 Monday to Friday, at the weekend, on Bank Holidays and pre-arranged staff training afternoons, the surgery is closed. If you require medical attention during these times, dial 111 for the out-of-hours provider. You will receive telephone advice initially, and may be asked to attend a local care centre if appropriate.
- A list of planned 'shut down' training afternoons is published on our website.
- Only dial 999 for serious, life-threatening emergencies.

#### Home Visits

- Patients who are housebound – those who are unable to leave their home at all, whether on a long-term or temporary basis – can request a home visit.
- Requests must come in by 10:30 so that visits can be allocated in the most effective way. Requests coming in after this time may not get a same-day visit.
- A doctor or the paramedic may telephone you first; a visit will only be carried out if in the judgement of the clinician, it is justified by clinical need.
- The majority of home visits are carried out by the paramedic practitioner and will take place after morning surgery.

#### Services We Provide

- Chronic Disease and Long Term Condition Management such as for Diabetes, Asthma, COPD, Heart Failure, Dementia, Mental Health, Cancer
- Immunisations – for babies and children, flu, shingles, pneumococcal
- Travel Vaccinations – requires patients to complete a form up to 12 weeks in advance of travel
- Family Planning and Contraception including pill checks, depo injections, coils and implants
- Cervical Screening – usually offered from age 25 to 49 - at three yearly intervals and 50 – 64 at 5 yearly intervals.
- Health Checks (by invitation)
- Blood Tests
- Anti-coagulant monitoring (INR)
- Some minor surgery, including steroid injections into joints
- Medication Reviews

#### Non NHS services and Private Appointments which will incur a fee

For patients who are not unwell, but need a doctor for:

- Medical examinations for HGV/taxi drivers,
- Insurance reports
- Fitness to travel / holiday cancellation forms
- Shotgun licencing
- Private referral letters
- 'To Whom it May Concern' letters e.g. to support housing requests,

This list is not exhaustive; a full list of fees can be found on our website and in the surgery.

We will always prioritise our NHS work, private work is not our priority and we are not obliged to accept it.

### Dispensing and Prescriptions.

Under the current GP contract, we are only able to dispense prescriptions to patients who live more than one mile away (in a straight line) from a chemist.

We follow the Commissioners guidelines to only prescribe one month's worth of medication at a time. This is for safety purposes and to reduce drug waste.

Over the Counter (OTC) medicines

- Clinicians will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.
- These medicines include, but are not limited to, the treatment for headlice, hay fever, mild dry skin, sore throats, mouth ulcers and cold sores.

Repeat Prescriptions:

- If you require prescriptions for regular and continuing treatment, it is not always necessary to see the doctor each time.
- Generally, a medication a doctor has put 'on repeat' can be issued either six or twelve times before you will need a medication review.

Requests can be made by:

- Using 'SystemOnline' online services
- The NHS App
- By emailing [hatfielddispensary@nhs.net](mailto:hatfielddispensary@nhs.net) clearly stating your name, date of birth and address, and what you require
- Ticking the relevant boxes on the paper slip that is issued with your medications and returning to the surgery
- Completing the repeat medication request slip from either of our receptions.
- We CANNOT accept requests over the telephone, they must be in writing.

We require 72 hours' notice to fulfil prescription requests (excluding weekends and bank holidays).

### Test Results

Patients can view their test results using online services, alternatively you can call and select option 3 between 11:00 – 13:00.

We will contact you if there is any aspect of your test result that the clinician wishes to discuss with you.

### Disabled Access

Wheelchair access is possible to all consultation rooms at both surgery sites. Currently there are no automatic doors installed and doorbells are available for reception support where required.

### Complaints, Comments and Feedback.

If you are dissatisfied with any aspect of your care at the surgery, we welcome the opportunity to address your concerns and put things right. Complaints should preferably be in writing, addressed to the Practice Manager. Our complaints policy can be found on our website.

If you are pleased with your care, we welcome feedback and will share it with the relevant staff if you wish.

You can also share your feedback by completing a 'Friends and Family Test' on our website, or filling out a form from reception.

### Patient Participation Group (PPG)

Generally made up of a group of volunteer patients, the Practice Manager and one or more of the GPs from the practice, our PPG meets four-six times a year to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

PPGs are an excellent way for practices to keep in touch with the patient perspective and improve the patient experience. There is no set way in which they work - the aims and work of each group entirely depends on local needs - but they all have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

Patients interested in getting involved should contact the Practice Manager.



## Zero Tolerance Policy

We have a zero-tolerance policy towards any patient or visitor who is verbally or physically abusive, or behaves in a threatening manner. On occasion, such behaviour may result in a patient being deregistered and facing police action.

## Useful Contacts

Broomfield Hospital Switchboard	01245 362000	
Patient Advice and Liaison Service Mid & South Essex ICB	01245 514130	mse.public.response@nhs.net
Referral Support Service	0300 123 0771	<a href="http://www.midandsouthessex.ics.nhs.uk/health/personalised-care/referral-support">www.midandsouthessex.ics.nhs.uk/health/personalised-care/referral-support</a>
Provide Care CoOrdination Centre	0300 1310 111	<a href="http://www.provide.org.uk/care-co-ordination-centre">www.provide.org.uk/care-co-ordination-centre</a>
Boreham Pharmacy	01245 466200	borehampharmacy.co.uk
Boots Chemist, Hadfelda Square	01245 380130	