

DRS SIDDIQUI, CUNNINGHAM & HALL



Sidney House Surgery

Strutt Close, Hatfield Peverel, CM3 2HB

Website: <http://www.sidneyhouseandthelaurels.nhs.uk>

Appointments/visits: **01245 380324**

Dispensary E-mail: hatfielddispensary@nhs.net

Open Mon - Fri 8am - 6.30pm



The Laurels Surgery

Juniper Road, Boreham CM3 3DX

Open Mon - Fri 9am - 12pm and 2pm - 5pm

PRACTICE INFORMATION



WELCOME TO OUR SURGERY

PARTNERS

Dr Wasim I Siddiqui	MBBS MRCGP FRCS
Dr Tom Cunningham	BMedSci MBBS DCH MRCGP PGCert Med Ed
Dr Karen Hall	MBBS BSc, DRCOG, MRCGP , Dip Derm

SALARIED GPs EMPLOYED BY THE PRACTICE

Dr Barbara Edmondson	State Exam Medicine, Dusseldorf 1996, Certificate of Prescribed Experience JCPTGP 2002, DFFP 2002
Dr Natalie Acors	MBChB BSc (Hons)
Dr Marianne Cronin	MB BCH

PRACTICE MANAGER

Mrs Beverley Jones

PRACTICE OPERATIONS ADMINISTRATOR

Mrs Alexandra Jones

PRACTICE SERVICES ADMINISTRATOR

Mrs Katrine Brewer

TEACHING PRACTICE

We are a teaching Practice and train Doctors, Nurses and Medical students. We have Registrars, who are fully qualified Doctors, undertaking further training in general practice. They are closely supervised and supported by the GP trainers and experienced GPs. They are a great benefit to both the Practice and our Patients.

On occasions video recordings of consultations are made. Patient consent is obtained before the recording can take place. The tapes are strictly confidential and destroyed after use. On occasions Registrars undertake joint surgeries with a trainer but you will always be informed.

From time to time Patient records may be viewed by representatives of the Deanery for audit and quality assessment purposes. Please advise the Surgery if you wish to be excluded from this.

THE PRACTICE TEAM

NURSING TEAM

Mrs Lucinda Kemp	RGN, Dip Asthma/COPD/Diabetes/Family Plan
Mrs Carmel Beard	RGN, Dip Asthma/ Dip COPD
Mrs Jane Chapman	RN, Dip CHD,
Mrs Vicki Freeman	RGN
Mrs Diane Cobden	Phlebotomist
Mrs Stacey Gardiner	RGN Dip HE (Adult) Nursing) Nurse Prescriber
Ms Rachel Markey	Healthcare Assistant
Mr James Lofton	Healthcare Assistant
Mrs Julie Blaney	Healthcare Assistant
Hannah Broadbridge	Physiotherapist

MIDWIFE Employed by the Trust

Rebecca Brewer	Midwife
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HEALTH VISITORS Contracted by the CCG

Mrs Rita Chesson	contact at Witham : 01376 302765	Mobile contact : 07534986859
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ADMIN/SECRETARIAL STAFF

Caroline	Hatfield Peverel
Angela - Audit	Boreham
Tracey	Hatfield Peverel
Julia	Hatfield Peverel
Sharon - Rotas	Boreham
Sharon	Hatfield Peverel

PRACTICE RECEPTIONISTS

Debbie - Reception Supervisor/Back Office Support	HP & Boreham
Rachel	HP & Boreham
Diane	Hatfield Peverel
Carla	HP & Boreham
Elizabeth	HP & Boreham
James	HP & Boreham
Kathy	HP & Boreham
Maxine	HP & Boreham
Beverley	HP & Boreham

MEDICINE CONSULTANT/CLINICAL PHARMACIST

Adenike Odusote	HP & Boreham
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DISPENSERS

Zoe
Florenta

CHAPERONE

If you feel you would like a Chaperone present at a consultation during a procedure please let the GP or Nurse know.

DISPENSARY

The Dispensary at Hatfield Peverel is open: Monday to Friday from **8:30am to 6:30pm**
Repeat prescriptions will be issued, for Patients on long-term treatment, and regular medicine reviews are undertaken. Requests for repeat prescriptions should be left in one of the 'repeat prescription boxes' provided. Please use the repeat slip wherever possible and allow **THREE COMPLETE WORKING DAYS** before collection. Alternatively, repeat prescriptions can be requested via e-mail: hatfielddispensary@nhs.net

Patients who are registered for on-line services can also order repeat medication using this facility. If not already registered for on-line access and wish to do so, please ask Reception for details.

The Dispenser at Hatfield Peverel will answer the telephone daily between 09:00 and 10.00am and from 15.00 to 16.00. for **medication queries only**.

It is our policy, and that of the Government, to issue one month's supply of drugs at a time. We are only allowed to dispense medicine to those patients who live more than one mile from a Pharmacy

ON-LINE SERVICES:

We offer on-line appointments, to request repeat medication and enable to view a summary of your care record. If you would like to register for this service, please ask for details at Reception You will be required to bring two forms of identification (one must be photograph ID) Please see our website for further information.

APPOINTMENTS

The Practice operates a telephone triage system. Please telephone the Surgery for an appointment, or book online. Some appointments may be booked up to three months in advance. We are committed to providing adequate time and quality of care to every patient. Please note that occasionally Emergencies and other medical situations may cause Surgeries to run late. There is no restriction as to whom you see at the Practice.

CANCELLATIONS

If you are unable to keep an appointment please telephone and choose the cancellation line option so that your appointment can be offered to someone else.

The Practice has a dedicated mobile number to text for cancelling appointments, this is **07594715982** for ALL appointments.

HOME VISITS

We encourage Patients to attend the Surgery wherever possible as you will be seen under more appropriate conditions, however, if you are unable to attend the Surgery please try to request a home visit before 10:30am.

The Doctor may telephone you to clarify further details of your problem in order to provide the best possible care.

OUT-OF-HOURS EMERGENCIES

Between the hours of 6:30pm and 8:00am, please contact NHS 111. This service will also be available throughout the weekend and Bank Holidays.

If necessary you may be asked to attend the emergency centre. If you are unable to attend the Centre due to the nature of your complaint, a home visit will be arranged for you. Please note that this is for genuine URGENT problems only. If in doubt, ask for telephone advice.

For Out-of-Hours emergencies - NHS urgent, but not emergency call 111

For 'life threatening' situations call 999

GENERAL INFORMATION

REPEAT PRESCRIPTION

Please allow at least **THREE COMPLETE WORKING DAYS** notice of your repeat prescription request using the computer printed forms where possible. This reduces the chance of error. We do not accept telephone requests. It is now also possible to e-mail a repeat request to the following address:

hatfielddispensary@nhs.net or order online - Please ask reception for details.

Prescriptions may be collected from Monday to Friday during morning or evening Surgeries, as the dispensary may not be manned at other times. The computer slip will remind you it is time for a review; please book your appointment then and do not leave it until the last minute!

TEST RESULTS

Test results can be obtained by telephoning the results line, which is open from 11.00 am to 13.00 pm, or by calling into the Surgery in person. To ensure confidentiality, results will only be given to the Patient concerned.

TO REGISTER

Our registration list is temporarily closed.

CHANGE OF PERSONAL DETAILS

Please advise us of any change to name, address or telephone numbers so that our records are kept up to date. Please include all mobile telephone numbers if appropriate. Please provide appropriate proof of changes of details.

DATA PROTECTION ACT

We ask you for personal information so that you can receive appropriate care and treatment. This information is held in your records and recorded on our computer system.

Patient information may be shared with members of the health care team in order to provide appropriate care. This information is protected by the Data Protection Act.

All staff are bound by confidentiality agreements and, as such, Patient details will only be shared with the appropriately authorised persons.

The Practice computer system supports the Summary Care Record, and uploads any changes on a daily basis, unless you have opted out of the SCR scheme.

FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme, which is a guide to the 'classes' of information the practice intends to routinely make available. The scheme is available on the Freedom of Information website which can be found at www.foi.nhs.uk

CONFIDENTIALITY:CODE OF PRACTICE

Anything you discuss with any member of the Practice team will remain confidential and no information will be divulged without your explicit written consent.

You have a right to see your health record in accordance with the law.

No-one else can see these records or obtain details from them without your written consent.

You are not entitled to ask for information about others unless they have given written consent

NON-NHS FEES

There are some charges which arise out of provision of private medical certificates, private letters, insurance medicals, HGV licences and holiday cancellation policies. If you are in doubt, please see the noticeboards, our website, or ask at Reception for details of fees.

DISABLED PERSONS ACCESS

Both surgeries are fully accessible to wheelchairs. Please ask for any help you may require.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the Surgery who abuses GPs, staff, or other persons be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the Police to remove offenders from the Practice premises.

THE PRACTICE AREA

The Practice covers the two villages of Hatfield Peverel and Boreham. In addition we accept Patients from Terling and parts of Great Leighs, North Springfield, Little Baddow, Nounsley, Langford, Wickham Bishops and South Witham.

This list is not comprehensive and if you are unsure if you reside within the Practice area please check the registration page on our website or contact the Surgery.

IMPORTANT TELEPHONE NUMBERS

Appointments and Home visits 01245 380324

USEFUL TELEPHONE NUMBERS

Broomfield Hospital main switchboard	01245 362000
Citizens Advice Bureau - Chelmsford	01245 205656
- Witham	0344 4994719
Farleigh Hospice	01245 457300
Mid-Essex CCG	01245 398750
Free NHS Urgent (not emergency)	111
PALS (Patient Advice and Liaison Service)	01245 514130
Relate	01245 258680
Registrar of Births Deaths and Marriages	0345 6037632
Samaritans	01245 357357
Samaritans National Help Line	08457 909090

COMPLAINTS PROCEDURE

We endeavour to provide a high standard of service to all our Patients and we would be disappointed to receive a complaint if we have not met your expectations. If there is a need to raise a complaint please give the Practice an opportunity to resolve any outstanding issues, by contacting the Practice Manager at your earliest convenience. Tel: 01245 380324. Alternatively, please ask Reception for a copy of our policy document or view from our website.

All complaints will be handled in the strictest of confidence and you can expect an acknowledgement within three working days and a response within 30 working days.