



# PRACTICE INFORMATION LEAFLET

22 High Street  
Aveley, Essex RM15 4AD  
**Tel:** 01708 899490

**Bluebell Surgery**  
Darenth Lane  
South Ockendon  
Essex RM15 5LP  
Tel: 01708 855801

**Website:** [aveleymedicalcentre.co.uk](http://aveleymedicalcentre.co.uk)  
**Email:** [aveley.generalenquiries@nhs.net](mailto:aveley.generalenquiries@nhs.net)



## PRACTICE OPENING HOURS

Monday to Friday 8.00am – 6.30pm

Extended hours on a Wednesday until 8.40pm

### GP PARTNERS

Dr. Raymond Arhin: BSc, MBChB, MRCP, PGCE

Dr. Gurvinder Saluja: MBBS, MS(Orth) MRCS MRCP

### SALARIED DOCTOR

Dr Cartriona Munro: Bsc, MBBS, MRCP, DCP, DRCOG

### PRACTICE MANAGER

Elaine Robinson

## RECEPTION TEAM

Our receptionist and administration team work hard in keeping the practice running smoothly and look after the interests of the patients. The phones and reception desk can be very busy so if you have to wait we ask that you are patient.

## NURSING TEAM

Sandy and Beryl, Nana as practice nurses working in the practice. They work along with the practice Health Care Assistants Marilyn and Jodie. We also have advance Nurse Practitioners

## OPENING HOURS

The surgery is open Monday to Friday 8am to 6.30pm with extended opening until 8.40pm on a Wednesday. The telephones are often busy early in the morning; therefore if your call is not for an appointment please call later in the day. Patients are seen at the surgery by appointment only.

## APPOINTMENTS

Appointments can be made by ringing 01708 899490 for Aveley or 01708 855801 for Bluebell or by calling into the surgery between 9am and 6.30pm. Appointments can be booked in advance or on the day which are generally for urgent illnesses or symptoms. We also offer E-consultations, online bookings via our website and telephone consultations. You may see a clinician of your choice however this may limit availability of appointments. In addition we have access to extended access appointments. These appointments may involve you travelling to another practice.

## HOME VISITS

If you are too ill to attend surgery then please telephone before 10am on 01708 899490 for Aveley or 01708 855801 for Bluebell to request a Home Visit. We will need to ascertain the symptoms as this will assist the doctors in planning their rounds. When the Surgery is closed, Please ring 01708 899490 for Aveley or 01708 855801 for Bluebell and a recorded message will advise you which number to call.

NHS 111 is a service that been introduced to make it easier for you to access local NHS Healthcare Services. You can call NHS 111 when you need medical help quickly but it is not a 999 emergency. NHS 111 is available 24hrs a day, every day of the year and is staffed using qualified NHS to direct you to the most appropriate care.

## LOCAL PHARMACY

Your local pharmacy can give you advice on minor ailments, such as hay fever, allergies, coughs and colds. All pharmacies have a qualified pharmacist on duty and some even have consulting rooms to ensure your privacy is maintained. By using your local pharmacy for minor ailments you could save yourself time and anxiety with quicker access to medical care.

## REPEAT PRESCRIPTIONS

If you regularly need medication, the computer will generate a repeat request slip each time and item is repeated. The slip must accompany each request to ensure that the correct medication is prescribed; therefore telephone requests cannot be accepted. If the repeat slip is lost or mislaid please submit a written request for the items required.

Otherwise the request can be dropped in at the surgery or emailed to [aveyleymed.repeat@nhs.net](mailto:aveyleymed.repeat@nhs.net) It will be ready for collection after 48hours, excluding weekends and bank holidays. Patients on regular repeat medication will be reviewed at least annually by their doctor.

Please allow 48 hours for your prescription to be processed:

You can order your repeat prescription online via our website [www.aveyleymedicalcentre.co.uk](http://www.aveyleymedicalcentre.co.uk) if you are not registered for this service please speak to the reception team Please make sure you have enough medication to cover you over weekends and bank holidays. Should you run out do NOT go to the A&E or Out Of Hours. The Out of Hours will not supply medication if you run out. Please go to your usual pharmacy and they may give you sufficient supplies to see you through and there maybe a charge for this.

## RESULTS OF INVESTIGATION

Please telephone after 3pm for the results of tests, x-rays etc. To protect patient's confidentiality results will only be given by telephone to the actual patient concerned (or power of attorney). Please check that your results are back before attending for any follow up appointment.

### Registering as a new patient

If you wish to register at the Practice and are within the practice boundary, ask at the reception for a new patient registration form. You will be asked to complete this and a patient questionnaire. You will need to bring along photographic ID and confirmation of your address to register. If you wish, an appointment can be made for a new patient health check, which will be carried out by one of our clinicians.

This practice does not discriminate on the grounds of protected characteristics which are race, gender, social class, age, religion, sexual orientation or disability.

## ACCESS TO MEDICAL RECORDS

Patients have the right to access their medical records; if you wish to view your medical records please contact reception and an appointment will be made for this information to be made available for you. We will need to have proof of your identity before sharing any information.

## ARE YOU A CARER?

If you care for someone who is frail or has a disability or a vulnerability, please let us know. We may be able to help you and there is a wealth of information on the practice website [www.aveleymedicalcentre.co.uk](http://www.aveleymedicalcentre.co.uk) or on the NHS choices website <https://www.nhs.uk/conditions/social-care-and-support-guide/>

## MEDICATION REVIEWS

In order to safeguard your wellbeing it is necessary for the doctors to review your

medication with you regularly. If you are coming to see the GP on another matter they will perform the review then. Otherwise they may want to talk to you on the telephone or face to face. If you do not attend for a regular review it may delay the issuing of your repeat prescriptions.

## DOCTOR'S TELEPHONE APPOINTMENTS

You may not need to see a GP face to face. On average only 23% of appointments require an actual face to face appointment. On occasion you can ask to go on the doctor's telephone list. If the doctor needs to examine you they will ask you to make an appointment to come in.

Please ensure that you give the receptionist an up to date number that you can be contacted when making your request.

## HEALTH CHECKS

A free health check is available at the practice. If you are a new patient or you are over 75 years old and have not been seen in the last year at the surgery or if you are aged 16-74 years and have not been seen in the last 3 years you can ask at reception for an appointment.

## NHS HEALTH CHECKS

These are for adults aged between 40 and 74 without a pre-existing condition. The check is like an MOT. It will check your circulatory and vascular health which will help prevent diabetes, heart disease, kidney disease, stroke and dementia.

Cervical Cytology (Smears) tests

Regular screening of women aged 25-64 years is recommended to prevent cervical cancer. The test is simple and painless and can be carried out in the surgery. If you have not had a test in the last 3-5 years please discuss this with your GP or nurse.

## LIVE WELL ESSEX

The livewell campaign is designed to engage communities, families and individuals with the aim of providing information about all that is on offer in Essex to improve

health and wellbeing. There is a real need to collectively find solutions that contribute towards wellbeing in order to reduce the cost of health and social care. All Essex Local Authorities and our partners have come together to collaborate on the health and wellbeing agenda and work towards achieving better health outcomes for people across Essex <https://www.livewellcampaign.co.uk/>

### Minor Surgery Operations

We offer joint and soft tissue injections for certain conditions in house at the practice. We also offer other minor surgery procedures. Your GP will be able to advise if appropriate.

### TRAVEL CLINICS

The nurses provide travel immunisation and health advice. Please contact the surgery with plenty of time as some treatments can take time to be effective. Please be aware that some vaccinations are non NHS and therefore will incur a cost.

### MATERNITY CARE

The Health Visitor team and the community midwife offer all aspects of care during and after pregnancy. The surgery can provide you contact details.

### HEALTH VISITORS

The health visitors can be contacted on 01

### DISTRICT NURSES

We have District Nurses attached to the practice who provide nursing care for patients confined to their homes. They can be contacted on 0300 3001712

### FIT NOTES

A doctor's note is not needed for the first seven days of illness. Self-certification forms are available from the Medical Centre or your employer. If you require a Fit Note after this you will need to make an appointment to see a doctor.

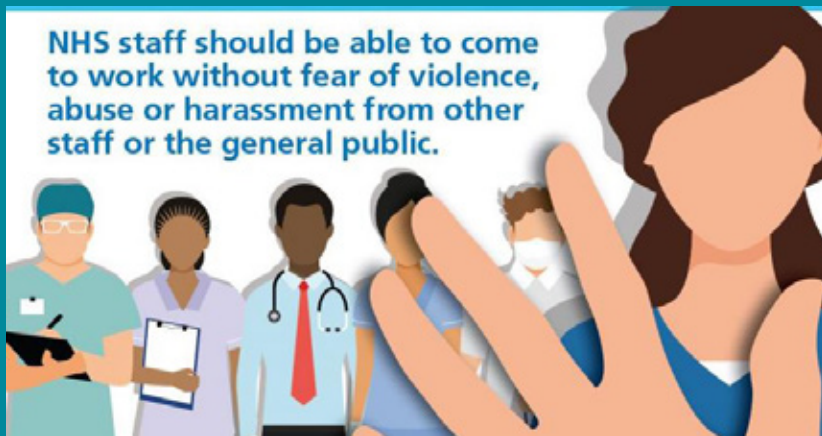
## PRIVATE MEDICAL CERTIFICATES & EXAMINATIONS

Please note that fees are payable for Non-NHS Services. This includes non-clinical letters and medical reports for example. Please speak to our reception team who will be able to advise of the current charges. Using our On-Line Services Via Systmonline, Patients can register to access some services via our website. By registering you are able to do the following:

- Repeat prescriptions
- Make appointments
- Cancel appointments
- Update your details
- Access your medical records - please note access to some areas of your records maybe restricted

You can either register online or by coming into the surgery. Both methods will

## #ZERO TOLERANCE POLICY



require you to bring proof of identification such as a passport or driving licence to the surgery so that we can check that no-one is trying to access your data fraudulently. So if you register online you will have limited access until you attend the surgery with your identification.

If you experience any difficulties please ask reception for assistance.



For the safety and benefit of patients and staff, the Aveley Medical Centre operates a zero tolerance policy towards abusive, aggressive and violent behaviour. In such cases a patient may be asked to leave the premises without being treated and may be removed from the surgery register altogether.

In cases of violent behaviour it is our policy to contact the police.

Please treat the doctors, nurses and reception staff with the same standards of courtesy and respect that you would expect to receive. We will not tolerate rudeness or abuse of any kind. By registering at the practice you agree to abide by these rules.

## HELP US TO HELP YOU

Please remember the following:

- Telephone lines and the surgery may be busy when you call so please be patient
- If you are unable to keep the appointment that you have made please telephone and let us know so that another patient can have your appointment. Millions of pounds are wasted every year with patients not attending surgery appointments.
- If you are unhappy with any aspect of the service you receive from any member of the surgery team please ask to speak to the practice manager. They will discuss your concerns with you and explain the complaints procedure. Your feedback is always valued whether it is good or bad.

## MAKING THE MOST OF YOUR APPOINTMENT

Be prepared. Thinking ahead may save you having to come back for a further examination or test ie will you need to do a urine test as you could bring one with you.

Take someone with you. It is helpful if you are getting important results and there is a lot to take in. also if you have problems with your memory or are anxious you may not remember what has been said.

Discuss your most important problem first as you will only have 10 minute appointments to discuss these.

Ask for a longer appointment when booking if you feel that your problem is going to require

more than 10 minutes ask for a longer appointment when booking. We kindly request that when requesting longer appointments it is for a genuine need.

Know your history. Getting your story straight is vital. Most diagnostic clues are found in what you tell the doctor so be clear and concise.

Say what you think you need. This will save you and the doctor time if you say what you need early on in the consultation. The doctor may not agree with you but this gives you time to talk things through properly.

Ask if you don't understand. It's easy to feel intimidated at the doctors. Words may be used that you don't understand, by asking this helps both you and the doctor check what you think is meant.

One person one, appointment. It may be tempting to ask about family members who are with you but the time available in an appointment is limited. If you take longer this affects the patients who are waiting behind you.

Be a patient. Sometimes emergencies occur that are outside the control of the practice or patients may require longer due to the medical problems and this may lead to the clinical staff running behind time. If you have been waiting more than 30 minutes and you are unsure please ask a receptionist if there is a delay and they will advise and help you re-book if you are unable to wait.

## RIGHTS AND RESPONSIBILITIES

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural. Patients have the right to request which practitioner they see. Please let the receptionist know when you are booking. Due to different working patterns and days off it does mean that you may experience a delay if you want to see a specific clinician.

## CONFIDENTIALITY

The NHS is dedicated to protecting your information

Everyone working for the NHS has a responsibility and a legal duty to protect your information, so that information is not disclosed to unauthorised bodies or people.

Information is recorded, either on paper or electronically. However, it is all treated with the same strictly controlled confidential care.

We need to be able to move electronic information from system to system, extracting the data and modifying it for the next system. Tests will need to be made periodically on the data, to check that it has been transferred correctly. This is done under secure carefully controlled conditions.

The law strictly controls the sharing of some types of very sensitive personal information.

We are continually reviewing ways in which confidentiality improvements can be made and it is important for us to know and understand the views of patients and users of the services including carers.

Your information may be shared with other healthcare professionals to ensure continuity of care. If you do not wish for your data to be shared in this way please do notify reception or your doctor. We recommend you discuss with your doctor before making a decision.

## COMPLAINTS

If you have a concern or complaint you should ask to speak to the practice manager. We appreciate patient feedback on all the services we provide and if there are any problems we operate an in-house complaints procedure.

If you remain dissatisfied with the response to your complaint you have the right to ask NHS England to investigate.

**You can contact them:**

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Contact Number: 0300 311 2233

Postal Address: NHS England  
PO BOX 16738  
Redditch



22 High Street  
Aveley, Essex RM15 4AD

**Enquiries / Emergencies / WAppointments**

Tel: 01708 899490

Fax: 01708 891658

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

**Email:** [aveley.generalenquiries@nhs.net](mailto:aveley.generalenquiries@nhs.net)