

BRICKFIELDS SURGERY



Dr Suzanne Everett	MBBS DRCOG – Senior Partner
Dr Melissa Harverson	MBBS DRCOG MA MRCP DCH MRCGP
Dr K Jayasekara	MBCHB MBBS DFSRH
Dr Devant Prajapati	MBCHB MBBS DFSRH



**4 Brickfields Road
South Woodham Ferrers
Chelmsford
CM3 5XB**

**Tel: 01245 328855
Fax: 01245 329849
Email: brickfieldssurgery@nhs.net
Website: www.brickfieldssurgery.co.uk**

Welcome to Brickfields Surgery

We aspire to:

- Offer a high standard of medical care, which recognises the importance of physical and psychological factors for health and well-being.
- Work in a partnership with our patients to provide care which is centred on the needs of each patient.
- Value and respect each person, regardless of age, sex, race or religion.
- Use the resources available to us equitably and as effectively as possible.
- Provide a positive model of General Practice care for those who train and learn with us.

Brickfields Surgery is contracted to the NHS to provide all core medical services during working hours, and also enhanced services including childhood immunisation and influenza immunisations for at-risk groups.

We do not take private patients except for foreign nationals etc., but non-NHS work is done on a fee basis.

Wheelchair access is possible to all downstairs consultation rooms and the treatment rooms. If you have a problem with your mobility and cannot climb the stairs, please let the Receptionists know, who will inform the Doctor or Nurse to see you downstairs.

How to Register with the Practice

You may register by presenting yourself at the reception desk. You may register by completing the relevant form available from reception. You will be asked to provide photo identification and proof of address, e.g. utility bill. You will then need to make an appointment

with the nurse to record basic medical details for your file.

You have the right to express a preference to see a particular Doctor and we will endeavour to meet such a preference where possible and reasonable.

The Practice has the right to refuse your registration on reasonable grounds, e.g. if you live outside the Practice area.

How to find the Practice

We are located on the corner of Merchant Street, South Woodham Ferrers, Chelmsford, Essex.

Surgery Opening Times

Opening hours are from 8:00am to 6:30pm Monday to Friday, when the Reception is open to book appointments. The Receptionist will try and book you with the Doctor of your choice, but if this is not possible an alternative will be offered. If you cannot keep your appointment, please cancel it so that it can be used for someone else.

Consultation times during core hours are generally 8:00am – 11:30am and 1:30pm – 5.50pm Monday to Friday.

Urgent Appointments

A proportion of each day's appointments are reserved for emergency bookings, these are particularly appropriate for acute illnesses.

Un-booked emergency clinic available – Monday to Friday, 9:00am to 11:30am. Please come to the surgery to book in for this daily clinic. Our Receptionists are trained to help you and make the best use of the Doctor's time. We hope you will understand if at times they cannot satisfy your requests completely.

Home Visits

Please contact the Surgery before 10:00am. A Nurse or Doctor may telephone you back as it may be your problem can be dealt with by telephone advice. Visits are only done when, in the judgement of the Clinician, they are justified by clinical need. Home visits should be requested before 10:00am unless an emergency so that they may be allocated to Doctors in the most effective way.

Repeat Prescriptions

Prescription requests should be made (using the computer print-out) in person, by post, by email (brickfieldssurgery@nhs.net), via the Practice website (www.brickfieldssurgery.co.uk) or register for our online services by arrangement with your own chemist to ensure that the correct drugs are prescribed. We do not accept telephone requests for prescriptions. We require 48 hours (2 working days) notice for prescription requests.

You will be asked to see the Clinician from time to time to monitor your treatment; please book an appointment for this.

Test Results

If you would like to check your test results please telephone between 2:00pm and 4:00pm for blood tests, x-rays etc. If you do not have a follow-up appointment with your Doctor, it is advisable to check your own results by contacting the Surgery.

Out of Hours

Between 6:30pm and 8:00 Monday to Friday and at the weekend, the Surgery is closed. In order to obtain general practice medical services at these times please call our telephone answering service on 01245 328855 and this will provide you with the telephone number of the

out-of-hours service and advice may be obtained by calling 111. In serious emergencies dial 999 for an ambulance.

The Practice Team

Doctors

Dr Suzanne Everett (f) Dr Melissa Harverson (f)
MBBS, DRCOG MA, MRCP, DCH, MRCGP

Dr K Jayasekara (m) Dr Devant Prajapati (m)
MBCHB MBBS, DFSRH

Practice Business Manager – Mrs H Tovey AMSPAR

Practice Practitioners – Jennie and Alexis

Practice Nurses – Philippa, Katy and Maura

Clinics and Other Services

Asthma

Cervical Cytology (Smears)

Child Development and Immunisation

Contraceptive Services (provided in a clinic or normal surgery time)

Coronary Heart Disease

Diabetic Clinic

Hypertension

Midwife Clinic (Tuesday pm)

Smoking Cessation

Travel Vaccinations (please note some travel vaccinations are a private service and fees will be payable)

Cryotherapy Clinic (wart treatment)

Patient rights and Responsibilities

Our staff have strict rules of confidentiality and no personal details will be divulged without written consent.

Computer-held information is subject to the Data Protection Act. Medical information that cannot be traced to individual patients may, however, be passed on to third parties for research or statistical purposes. A patient may ask to see their medical record under certain conditions – please contact the Practice Manager for details.

We have a Practice Complaints Procedure to deal with comments, suggestions and complaints about the services we offer. Please write to the Practice Manager who will acknowledge your letter within 3 working days and reply within 10 working days. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that might occur. We also value positive feedback on our services and suggestions for improvements.

Patients have a responsibility to attend appointments or cancel in good time. We have a policy of removing from the list patients who persistently fail to attend. We also have a policy of zero tolerance towards verbal or physical violence towards our staff or other patients. Patients who ignore this will be removed from the list and may face Police action.

Practice Safeguarding Children and Young People Statement

Dr S Everett, Senior Partner at Brickfields Surgery has a statutory duty of care towards children (Section 11 Children Act 2004) and young people at risk. Dr Everett is committed to a best practice with safeguards children and young people irrespective of their background and which recognises that a child may be abused regardless of their age, gender, religious beliefs, racial origin or ethnic identity, culture

class, disability or sexual orientation.

Having safeguards in place within any organisation not only protects and promotes the welfare of children and young people at risk, but also enhances the confidence of staff, volunteers, parents/carers and the general public. Protecting children and young people from abuse and neglect, and exploitation, prevent impairment of health and development, and ensuring children grow up in circumstances consistent with the provision of safe and effective care enables them to have optimum life chances and enter adulthood successfully.

Dr Everett is committed to safeguarding children, young people at risk and has a responsibility to ensure that her practice staff know what to do if they encounter child or adult abuse or have concerns that they may be at risk of harm.

The Practice is committed to working within agreed policies and procedures and in partnership with other agencies to ensure that the risk of harm to a child or a young person are minimised. ~This work may include direct and indirect contact with children (access to patient's details, communication via email, text message/phone).

We aim to ensure that Brickfields Surgery is a child-safe Practice

Online Services

Brickfields Surgery has online services available for registered patients. You can book future appointments, order repeat prescriptions and view your detail coded data patient record online. If you wish to use these online services you will need to register for them at the Practice. For security reasons we require sight of evidence of identity such as your driving licence, utility bill or bank statement. When you register for the online services, you will be given a sheet with a username and password to enable you to log on to the online service through our website www.brickfieldssurgery.co.uk.

Summary Care Records (SCR)

Your Summary Care Record is a short summary of your GP medical records. It tells other health and care staff that care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away for your usual Doctor's Surgery:

- In an emergency
- When you are on holiday
- When your Surgery is closed.
- At out-patient Clinics.
- When you visit a Pharmacy

You can add more information by asking your Doctor; this could include:

- Health problems like dementia or diabetes.
- Details of your Carer
- Your treatment preferences.

When you are treated away from your usual Doctor's Surgery, the health care staff there cannot see your GP medical records. Looking at your SCR can speed up your care and make sure you are given the right medicines and treatment. Staff will ask your permission to look at it (except in an emergency where you are unconscious for example) and only staff with the right levels of security clearance can access the system, so your information is secure. You can ask an organisation to show you a record of who has looked at your SCR – this is called a Subject Access Request.

Opting out – SCR's improve care, but if you do not want to have on you can opt out. Tell the Doctor or fill in an SCR opt-out form and give it to your Reception.