

# Whitley House Surgery

Crompton Building, Writtle Road, Chelmsford, CM1 3RW | Tel: 01245 347539



## WHITLEY HOUSE SURGERY CONTACT NUMBERS:

Updated January 2019

TELEPHONE: 01245 347539 FAX: 01245 454600



### PHONE LINES OPEN

8:00AM – 6:30PM

### SURGERY OPENING HOURS

**Monday:** 8:00AM – 6:30PM

**Tuesday:** 7:00AM – 6:30PM

**Wednesday:** 8:00AM – 6:30PM

**Thursday:** 7:00AM – 6:30PM

**Friday:** 7:00AM – 6:30PM

**Weekend:** *CLOSED*

### TEAMS SUPPORTING OUR PATIENTS

**Midwives Community Office:**

TEL: 01245 396855

**Health Visitors Community Office:**

TEL: 01245 506282

**District Nurses and Community Matron  
via Central Point of Access:**

TEL: 03000031902

**Broomfield Hospital:**

TEL: 01245 362000

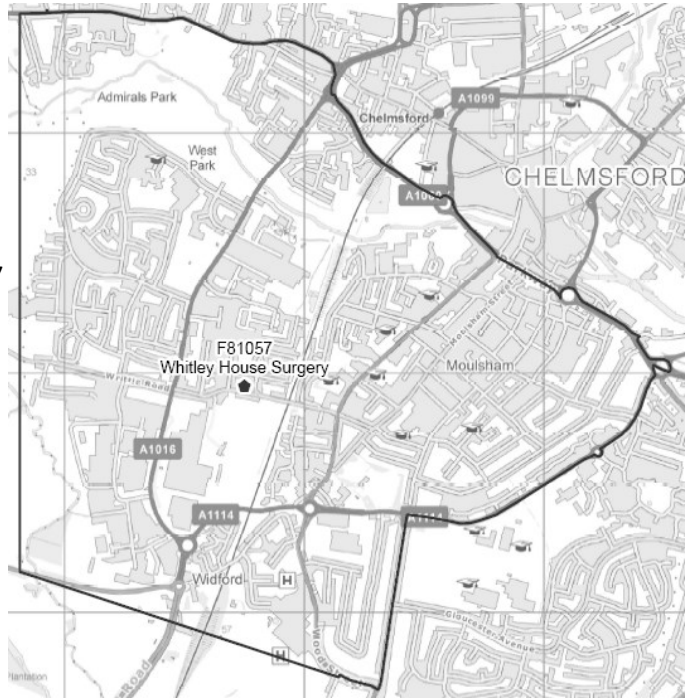
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## NEW PATIENTS



*The Practice boundary is shown inside the bold line on the map. We are unable to register patients living outside this area.*



New patients applying to register with us are requested to provide evidence of their residency in our practice area. Patients already residing in the UK are requested to provide a copy of a utility bill, a solicitor's letter or rent book which must be dated within the last three months.

If you are a new patient arriving from overseas, in addition to the above, you should ideally provide your passport or ID card and any relevant visas. A Receptionist will provide you with a registration pack and take you through the registration process.

Any regular medication (including contraception) will need to be recorded on the form. If you wish to become a temporary resident to receive immediate or necessary care, either call or visit the Surgery and a Receptionist will guide you through the process.

### ACCESS TO PRACTICE PREMISES

We have disabled access via a ramp at the rear of the building where patients will also find reserved parking spaces. If you have any difficulties with accessing the Surgery for treatment, please contact the Practice Manager to discuss what alternative arrangements we can put in place for you.



## MEET OUR TEAM

### DOCTORS

We are a partnership practice with five Doctors, three male and two female.

<b>Dr Elizabeth Towers</b>	Qualified: 1980 St Bartholomew's MB BS
<b>Dr Neil Monsell</b>	Qualified: 1987 London MB BS DRCOG MRCGP
<b>Dr Stuart Newman</b>	Qualified: 1988 London MB BS DGM DRCOG MRCGP
<b>Dr Deanne Hooper</b>	Qualified: 1996 UCLMS MB BS DRCOG DCH MRCGP
<b>Dr Will Bentley</b>	Qualified: 2008 Manchester MBChB MRCGP

### SALARIED GP

**Dr Hollie McNaughton-Garratt**

**Dr Lavinia Christy**

### TRAINING PRACTICE

Whitley House Surgery has been a training practice for many years and our Junior Doctors have worked in hospitals before joining us. They work as valued members of the Surgery Team.

<b>Practice Manger</b>	Amy Brass
<b>Practice Administrator</b>	Jane Davey.

### NURSES

We have highly skilled Nursing Staff Jo Gemmill, RGN, Liza Benson RGN, Sandra Swales RGN, Marian Borton RGN, Sarah Wells RGN, Health Care Assistants Colleen Hurren, Tracey Rooke, Donna McQuire.

### ADMINISTRATIVE STAFF

Karen Barnes, Julie Bishop, Nicola Jones, Alex Lione, David Moffat, Joy Richardson

### RECEPTION STAFF

**Reception Manager:** Jan Brown

**Receptionists:** Jill Cotton, Marjie Islin, Joanne Reval, Anne Richardson, Carol Murphy, Lisa Brooker, Ann Prior, Wendy Cockburn, Sue Bulmer.



## **WELCOME TO WHITLEY HOUSE SURGERY**

### **PRACTICE HISTORY**

The Practice was founded by Dr Theo Whitley in 1927 when it was located at Thorneybrook in New London Road. It expanded and moved to Moulsham Street where the Surgery was named after Dr Whitley. The Surgery continued to grow and in September 2003 moved to refurbished premises in Writtle Road.

### **MISSION STATEMENT**

Our aim is to provide our registered patient population with high quality, personal health care. We aim to maintain and improve the health of our patients by working in partnership with them. Continuing professional development ensures the entire Practice team work within national and local guidelines for the benefit of its patients.

The Practice provides a comprehensive service that is available to all irrespective of gender, race, disability, age, sexual orientation, religion or belief and respects their human rights.

The Practice promotes equality through services and will pay particular attention to groups or sections of society where improvements in health and life expectancy are not in keeping with the rest of the population.

Access to services will be based on clinical need.

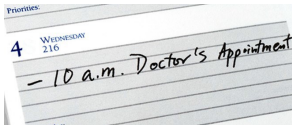
The Practice aspires to the highest standards of excellence and professionalism, and will provide high quality care that is safe, effective and focused on the patient.

All staff have access to training and development appropriate to their role, and will aspire to effective leadership and management.

Practice services will reflect the needs and preferences of patients, their families and their carers. Patients, with their families and carers, will be involved in and consulted on all decisions about their care and treatment.

The Practice will work in partnership across organisations in the interest of patients, local communities and the wider population.

The Practice will be accountable to the public, the community and patients that it serves.



## BOOKING YOUR APPOINTMENT

### HOW TO SEE YOUR DOCTOR OR NURSE

You may consult your Doctor or Nurse in the Practice by making an appointment at Reception, either in person, by telephone or online via our website [www.whitleyhouse.co.uk](http://www.whitleyhouse.co.uk). To book online you will need log in details and a password which you have to collect in person from Reception.

### APPOINTMENTS

We offer a range of same day and pre-bookable appointments to try and accommodate our patients.

Every effort will be made to give a convenient appointment with the Doctor or Nurse of your choice, but if the Receptionist is not able to do so, then an alternative arrangement will be suggested.

A Receptionist will ask you the reason for your call – this is to help ensure you are booked in to see the most appropriate health care professional.

Should you feel that your problem is urgent and cannot wait, please tell the Receptionist, who will pass your concerns on to a Doctor, who will then call you.

If you feel your problem may not require a face to face appointment, you could ask the Receptionist for a GP phone call – you must call before 10:30AM.

### TEXT MESSAGING

We are now able to contact patients via text message to confirm appointments and send reminder messages. If you are happy for us to text you, please let a Receptionist know. You will also receive details in your text about how to cancel your appointment via text if you no longer need it.

### HOME VISITS

If you require a home visit please call Reception before 10:00AM. Home visits are only for those who are housebound or too ill to visit the Surgery. Your GP will decide if your medical condition requires an urgent visit. Wherever possible, it is better to see and treat patients in a surgery setting.



## AVAILABILITY OF APPOINTMENTS

	Monday		Tuesday		Wednesday		Thursday		Friday	
Doctors	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Towers	Y	Y	Y				Y	Y		
Dr Monsell	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Dr Newman	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Dr Hooper			Y	Y			Y	Y	Y	Y
Dr Bentley	Y	Y			Y	Y	Y	Y	Y	Y
Dr McNaughton	Y	Y			Y	Y				
Dr Christy			Y	Y			Y	Y		
<b>Nurses</b>										
Jo Gemmill	Y				Y			Y	Y	
Sandra Swales	Y	Y	Y	Y			Y	Y		
Liza Benson			Y	Y	Y	Y			Y	Y
Marion Borton		Y	Y			Y				
<b>Health Care Asst</b>										
Colleen Hurren					Y	Y	Y	Y	Y	Y
Tracy Rooke	Y		Y	Y						

### PATIENT SUPPORT

**Chaperone:** The Practice offers a chaperone service. Please make your GP, Nurse or Receptionist aware if you would like a chaperone to be present at your consultation.

**Hearing Disabilities:** The Surgery Reception is fitted with an induction hearing loop. Please switch your hearing aid to the 'T' position and advise the Receptionist. Help with booking appointments over the telephone is available from the Royal Association for the Deaf (RAD).

### YOUR RESPONSIBILITY TO US

**Cancelling Your Appointment:** If you are unable to keep your appointment, please cancel it so that we can offer it to another patient.

**Failing to Attend:** Please be aware that should you persistently fail to attend booked appointments without a valid reason you may be asked to register with another surgery.

**Respecting Our Staff:** Our staff work hard to support our patients. Thank you for treating them with respect. Patients who are violent or abusive to any other person (patient or staff) will be asked to leave immediately and the Police may be informed.

## NHS SERVICES WE PROVIDE



### GP-LED SERVICES

**General Clinics:** A normal Doctor's appointment is 10 minutes and is intended for one person. Please make a separate appointment for each person to be seen. If you feel you need more time please ask for a double appointment.

**Statement of Fitness for Work Certificates (Sick Certificates):** You do not require a Doctor's certificate for any illness lasting six days or less. You will need a self-certificate for the first six days which is at [www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf) or from Reception. Please be aware that we are unable to provide duplicate copies of this certificate.

### NURSE-LED SERVICES

**Practice Nurses:** They are qualified Registered Nurses often with specialised training in specific areas.

**General Clinic:** General nursing duties, including healthy living advice, child immunisations, blood pressure checks, dressings, vaccinations, contraceptive advice and smear tests.

**Childhood Immunisations:** You will receive a letter from the Child Health Department. This will inform you when your child's immunisations are due. Once you receive this letter, contact the Surgery to book into a baby immunisations clinic run by one of our Nurses. Children arriving from abroad will need to supply details of previous immunisations.

**One Stop Clinic:** Our Specialist Nurses provide management of your hypertension, diabetes, heart disease, asthma, COPD. They will carry out your annual review, assessing your conditions, your medication and on-going care.

**Warfarin Clinic:** Whitley House Surgery offers an anti-coagulation clinic for patients requiring Warfarin monitoring.

## NON-NHS SERVICES WE OFFER

The following services are not funded by the NHS and therefore charges apply.

ITEM	CHARGES
Basic 'fit to fly'	From £25
Travelling with medication	From £25
Letter to School/College regarding exams	From £25
Holiday cancellation	From £25
Private referral claim form	From £25
'To whom it may concern' letters (e.g. housing)	From £15
Fitness for gym (or other)	From £25
Cancellation of gym membership on medical grounds	From £15
Lighterlife initial form (plus see below)	From £50
Lighterlife subsequent BP requirements—free to use equipment in waiting room, clinician signature on form	From £15 per signature required
Private incapacity certificate (sickness certificate)	From £25
Medicals for HGV, Taxi, PSV; Diving	From £85
Medical report	From £78.25
Fostering/Adoption Medicals	From £90
Ofsted childminder's health declaration	From £87.50

**Please Note: Payment will be required upon collection of a form, letter or report**

Please allow 28 days for processing of your request.

If duplicate copies of the above items are required an additional charge (from £10) will be made.

If you do not wish to pay for these private services at Whitley house Surgery, they are also available from other Private GP's e.g. Chelmsford or Springfield Medical.



**Flu Clinics:** Flu clinics commence during September each year for certain patients. Look out for signs in the Surgery and reminders on prescription counterfoils regarding the timing of these. You will need to contact Reception to make your appointment if you are eligible.

**Family Planning:** Our Nurses offer a range of contraceptive services and advice.

**Stop Smoking Clinics:** A smoking cessation advisor runs regular clinics from the Surgery. Patients can self-refer into this service. Please call 01621 727354.

**Healthy Living Advice:** A health trainer runs regular clinics from the Surgery. Patients can self-refer into this service. Please call 01621 727354.

**Cervical Smears:** Essex Contractor Services send letters inviting women between the ages of 24½ and 64 years of age to attend their Surgery for a smear which one of our Nurses will perform. Once you receive a letter, please call the Surgery to book an appointment.

**Travelling Abroad:** The Surgery operates a limited service for some travel vaccinations. Please contact Reception to book in with a Nurse at least 6 weeks before you are due to travel. Patients with travel health queries are advised to contact: MASTA (particularly helpful in advising on inoculation) telephone 0113 238 7500 [www.masta.org](http://www.masta.org), Travel Health: [www.travelhealth.co.uk](http://www.travelhealth.co.uk), Fit for Travel: [www.fitfortravel.co.nhs.uk](http://www.fitfortravel.co.nhs.uk). If travelling in the European Union, it is advised you have a European Health Insurance Card (EHIC). Please see [www.nhs.uk/ehic](http://www.nhs.uk/ehic) for more information.

## **PATIENT SERVICES PROVIDED OUTSIDE THE SURGERY**

**Blood Tests:** Blood tests are carried out in the Farthing Centre building which is located to the rear of Christchurch in New London Road. You will need to book an appointment for a blood test. For blood tests at Broomfield Hospital you can either book an appointment or attend as a walk-in patient. The number to call for an appointment at the Farthing Centre or Broomfield Hospital is 01245 516963. Your Doctor or Nurse will tell you where to go if you need a blood test.

**Breast Screening:** The Colchester and Chelmsford Breast Screening Service invites women between 50 and 70 years of age for breast screening. A patient's first letter will be sent between the age of 50 and 53 but before their 53<sup>rd</sup> birthday. If you are over 53 years of age and have not been screened, please telephone the screening service on 01206 744749. The screening is not done at the Surgery. Additional random invites are now being sent to women aged 47-50 and 70-73. Call the service for more information.

## ASSOCIATED SUPPORT TEAMS

**MIDWIVES:** We have a community-based Midwifery Service. This means you will be supported during your pregnancy in the community by your allocated Midwife. You will only be referred to hospital if you have any complication or for additional monitoring. Antenatal clinics are held at the Surgery on Mondays and Tuesdays.

**Community Office:** Messages can be left regarding routine matters by calling 01245 513040. The Midwives monitor messages every morning. In the event of an emergency call 999 or the Labour Ward on 01245 513056 or 01245 513057.

The following teams are employed by Provide (formerly Central Essex Community Services—CECS) but are assigned to working with patients of Whitley House Surgery.

**HEALTH VISITORS:** Two Health Visitors are assigned to Whitley House Surgery. Their main responsibilities are for children under 5 years of age. They make home visits, run clinics and provide advice on health, development and parenting. They offer support from Monday to Friday between 9:00AM and 5:00PM. For advice for babies and children under 5 years of age and the opportunity to have your baby weighed go along to one of the Child Health Clinics run by a Health Visitor. For further information ring them at the **Community Office:** 01245 396855

**DISTRICT NURSES (Community Integrated Care Team):** The team carry out nursing care for housebound patients. If you need the team to visit you at home after you are discharged from hospital this will usually be arranged by the hospital. In all other circumstances and when you think the Nurse is needed, please contact the team to arrange a visit.

The team can be contacted by calling 0300 0031902. For urgent matters contact the Surgery on 01245 347539 who will contact the team on your behalf.

**COMPLAINTS:** *Complaints about any of these teams must be made directly to Provide, 900 The Crescent, Colchester Business Park, CO4 9YQ; telephone: 0300 3039999; e-mail: [provide.customerservices@nhs.net](mailto:provide.customerservices@nhs.net)*

### PRIVATE SERVICES AVAILABLE AT WHITLEY HOUSE SURGERY

The individuals who provide these services are not employed by Whitley House Surgery.

<b>Counsellor:</b>	Helen Goddard
<b>Physiotherapy:</b>	ELITE Physiotherapy Services
<b>Acupuncture:</b>	Maria McManus

## MEDICATION PRESCRIPTIONS



### REQUESTING REPEAT MEDICATION

We are unable to take requests over the phone. Repeat prescriptions for regular medication must be requested in writing. If you post your request to us and enclose an SAE, we will post your prescription to you once it has been prepared.

It is now possible to request repeat prescriptions online via our website **[www.whitleyhouse.co.uk](http://www.whitleyhouse.co.uk)**. If you want to register for this service please ask at Reception for details.

### REPEAT PRESCRIPTION PROCESSING TIMES

We require two working days to process repeat prescriptions.

***Please Note: Items that are not on repeat may take an extra day to process.***

### QUERIES WITH YOUR PRESCRIPTION

If you have a query with your prescription, please call the Surgery **after 2:00PM**.

### PRESCRIPTION CHARGES

The NHS prescription charge is a flat rate for each item or quantity of a drug or appliance which successive Governments consider it reasonable to charge for those who can afford to pay for their medicines. Please enquire at your local pharmacy for current charges.

### EXEMPTIONS AND REMISSIONS

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

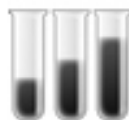
A Prescription Prepayment Certificate (PPC) is available in England and can offer real savings for people who need extensive medication.

There is further information about prescription exemptions and fees on the NHS website at **[www.nhs.uk](http://www.nhs.uk)**

## REVIEW OF YOUR MEDICATION

A review of your treatment and medication is very important and your Doctor will wish to review this periodically. You will be asked to attend the Surgery when this is necessary. We will add a message to your prescription stating “**review is due on [date]**” and you will need to book an appointment. It is important you attend your review to ensure you are given the most appropriate medication.

## TESTS AND RESULTS



Test results are only available by phone **after 2:00PM**.

The Practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you have your test you will be told how long it will be before the results are returned to the Practice.

It is your responsibility to check your results and to make an appointment to discuss them with your Doctor or Nurse if you are advised to do so.

## HOW TO CONTACT US



### FEEDBACK AND COMPLAINTS

The Surgery takes all positive and constructive comments, suggestions and complaints very seriously. Our aim is to provide the highest possible standard of service and we try to deal efficiently with any problems that may occur. Please send any complaints in writing to Jan Brown. We will acknowledge your complaint within 7 working days and reply within 30 working days.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. NHS England provide confidential advice and support to help you sort out any concerns you may have about the care we provide and guide you through the different services available within the NHS. Contact in writing at NHS England, PO Box 1738, Redditch B97 6PT; telephone: 0300 311 22 33; e-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net); textphone: not available.

### CONFIDENTIALITY

Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice. All information about patients is confidential; from the most sensitive diagnosis to the fact of having visited the Surgery or being registered as a patient. All patients can expect that their personal information will not be disclosed without their permission, except in the most exceptional circumstances, when somebody is at grave risk of serious harm. The duty of confidentiality owed to a person under the age of sixteen is as great as the duty owed to any other person.

### ACCESS TO MEDICAL RECORDS

The Practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the Practice Manager for further information. Your records are only accessed when necessary and are accessible by all members of staff. They are treated as highly confidential. If you would like to request a copy of your notes please do so in writing to the Practice Manager. We will decide whether your request can be approved. We can refuse your request if, for example, we believe that releasing the information may cause serious harm to your physical or mental health or that of another person. This is based on Government guidance. We will respond to your request within 21 days.

### SAFEGUARDING CHILDREN AND ADULTS

Safeguarding is a priority at Whitley House Surgery. Our Safeguarding Lead is Dr Hooper but you can discuss safeguarding concerns with any member of our clinical team.

## **FREEDOM OF INFORMATION**

The Freedom of Information (FOI) Act was passed on 30 November 2000. It gives a general right of access to all types of recorded information held by public authorities, with full access granted in January 2005. The Act sets out exemptions to that right and places certain obligations on public authorities. The Freedom of Information Act replaced the Open Government Code of Practice, which has been in operation since 1994. The Freedom of Information Act 2000, requires the Practice to produce a Publication Scheme.

## **COPYING CORRESPONDENCE**

The Department of Health (DH) has a policy of encouraging healthcare professionals to supply patients with a copy of letters relating to their health. These letters will only include copies initiated within the Practice and written to other health care professionals external to the Practice. Should you require any of these copies please make your request in writing. The provision of copies of letters not initiated within the Practice will not be permitted, as the responsibility for the provision of these lies with the originator. However, the patient may still be entitled to receive copies of these under the Access to Medical Records Act, Data Protection Act, or other relevant legislation.

## **SUMMARY CARE RECORDS — YOUR EMERGENCY CARE SUMMARY**

This is a summary which will be created from your GP records and can be accessed by other authorised health care staff providing your care anywhere in England. It will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had. The clinician wanting to view your records will ask your permission before doing so. If you are happy for a summary to be generated, you do not need to do anything. It will be created automatically. If you do not want a record created, please ask a Receptionist for an opt-out form.

## **CARE DATA—SHARING YOUR DATA**

NHS England now has the power to extract confidential data from GP Practices without obtaining patient consent. The intention is to make increased use of clinical information with the aim of improving healthcare. If you do not wish to share your data you can opt out. For more information pick up a leaflet or see our website.

## **NHS ENGLAND AREA TEAM**

The NHS England Area Team can be contacted at Swift House, Hedgerows Business Park, Colchester Road, Springfield, Essex CM2 5PF; telephone switchboard: 01245 398700.

## WHITLEY HOUSE SURGERY PATIENT PARTICIPATION GROUP



Dear Fellow Patients

We are writing as the Whitley House Surgery Patient Participation Group (PPG). The Surgery founded the Group in 2011 to help meet the needs of its patient population.

The Group consists of a core committee that meets every two months and a wider consultative group is contacted via e-mail, post or phone on an ad-hoc basis.

If you would like to be a part of the wider group, to make suggestions and be consulted on various matters, please ask at Reception for more information and you will be provided with a form to complete with your details. Alternatively you can contact the PPG directly by e-mail at ***whitley.ppg@nhs.net***

Whitley House Surgery Patient Participation Group is keen to ensure it represents the patient population registered at Whitley House Surgery. We are always interested in receiving any comments or suggestions you may have. Your comments and suggestions are discussed at our committee meetings at which the Practice Manager and a GP from the Surgery also attend.

### ***The Patient Participation Group's Aims:***

- *To represent the registered patient population;*
- *To put forward comments and suggestions for the goodwill of the Surgery;*
- *To enable the Surgery to maintain the high standards and values that it aspires to.*

# RECEIVING CARE IN CHELMSFORD

## WHITLEY HOUSE SURGERY

Tel: 01245 347539

Whenever possible try to contact the Surgery first if you feel unwell as we have your full history. We can offer same day and pre-bookable appointments or we can call you back to give advice over the phone.

**OPEN**  
**8:00AM – 6:30PM**



**SELF CARE:** Every year millions of us visit our GP with minor health problems that can be easily resolved without a Doctor's appointment. Keeping a well-stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

**LOCAL PHARMACY:** Your local pharmacist can advise, treat many conditions and recommend any medication that does not require a prescription.

**NHS 111: Tel: 111** **Open:** 24 hours a day, 7 days a week.  
Contact for urgent medical help, medical advice and reassurance. Dial 999 for life-threatening and emergency situations.

**NHS 999: Tel: 999.**  
Only dial 999 for life threatening and emergency situations. Otherwise call your GP or dial 111.

**ACCIDENT AND EMERGENCY: Open: 24 hours a day, 7 days a week**  
**ONLY ATTEND FOR ACCIDENTS OR EMERGENCIES**

If you attend with a minor ailment:

- You may have to wait a long time to be seen
- You may be told to contact your GP instead
- You may delay treatment for someone who does require A&E care