

# DELL MEDICAL CENTRE

## TRAINING GP PRACTICE

Grays Surgery	111 Orsett Road, Grays, RM17 5HB	Tel. 01375 369 265
Stanford le Hope Surgery	19 Wharf Road, Stanford le Hope, SS17 0BZ	Tel. 01375 641 623
Website	<a href="https://www.dellandstanford-le-hopemedicalcentres.nhs.uk/">https://www.dellandstanford-le-hopemedicalcentres.nhs.uk/</a>	

### Doctors

Dr J-M Wendorff (M) MD, DFFP, MRCGP

Dr S Lie (M) MD, DROCG

Dr S Taylor (F) BSc, MBBS, MRCGP

Dr M Bashar (M) BSc, MSc, MBBS, MRCGP

Dr P Mervyn (F) MD, MRCGP

Dr A Siddiqui (M) BSc(Hons), MBBS, MRCGP

We also employ several regular locum doctors.

It is an NHS requirement that all patients have a named doctor who is administratively responsible for their overall care at the practice.

The fact that you have a named doctor does not prevent you from requesting to see any doctor; nor does it entitle you to see your named doctor. We will always try to accommodate your request where there are appointments available for the doctor you request.

### Practice nurses

Tina Mills SRN (Grays Surgery)

Sara Lamb SRN (Stanford Surgery)

Afusat Osewa ANP (Grays and Stanford Surgeries)

The Practice Nurses work closely with the Practice Team and do a range of tests and procedures. The nurses are also able to give travel advice and inoculations as well as general nursing work such as dressings, suture removal, and ear syringing. They also undertake reviews of long-term conditions such as COPD, asthma, diabetes and hypertension.

### Management

Magda Wendorff is our Practice Manager and Karen Sutton is our Deputy Practice Manager. They can help you with any administrative or non-medical aspects of your health or treatment. They are also available to discuss any complaints. If you have any suggestions for improvement, please contact them.

### Reception & opening hours

Our fully trained receptionists have a difficult job. Please remember they need to establish the urgency of your request and periodically may need to ask you to fill out forms. The purpose of this is to help the Practice to run smoothly.

Our opening hours are as follows:

Monday	08.00 – 19.30
Tuesday – Friday	08.00 – 18.30

We operate both a same day access system and an advance-booking system. Our appointment lines open at 09:00 and we suggest that you phone early and remain in the queue as demand is usually high.

We cannot put calls through to the doctor whilst he/she is in

consultation. We will take a message and will get back to you.

### Online access

You can book an appointment with the doctor 7 days a week by registering for our online service. You can also cancel your appointment if you no longer need it. You cannot book appointments with our nurses.

You can also order your repeat medicines and view your medical record.

If you would like to register for online services, please collect an application form at reception.

### Medical care outside normal opening hours

If you require urgent medical attention outside of normal hours, please ring 111.

### Patient records

All our patient records are fully computerised and completely confidential. It is essential for us to maintain accurate records and we ask you to advise us of any change in your personal details such as name, address and telephone number. Confidentiality is a prime concern. In accordance with the Data Protection Act you have right of access to your computer records.

### New patients and introductory visits

To register, fill in our application form available at reception. You will need to let us know the name and address of your previous GP. For children we will need their immunisation history.

New patients may be asked to attend an introductory visit, which is usually undertaken by a nurse. We need to know details of your previous health and family history, and we will record your height, weight and blood pressure and test your urine.

### Trainees

The Practice is approved to take on trainee doctors. A trainee is usually in post for a year and is a fully qualified doctor and an integral part of the Practice team.

### Home visits

Please call before 11:00 if you think you may need a visit. This helps us to organise our day. Please do not ask for a visit if you can get to the Surgery. We can see several people at the Surgery during the time it takes to do one home visit.

### Test results

Please telephone after 10:00 for test results and allow two or three days after the test before you telephone. We will let you know whether you need to be seen as a result of the test.

### Repeat prescriptions

If you are on regular medication your prescription comes with a copy of your drugs on the right-hand page. This page must be used when re-ordering. To re-order your prescription

please post your request into the box provided in the waiting room. Alternatively, you may find it convenient to send your prescription request to us by post with a stamped addressed envelope.

You can also order repeat medication using our online services (please see above to register for this).

Your prescription will be sent directly to your pharmacist electronically.

Please let us know of any alterations in your medication and if you are no longer taking certain items. This helps us keep our records accurate. We do not accept telephone requests for repeat prescriptions as these can result in errors.

#### **Minor illnesses**

We prefer to let these resolve without specific treatment; please do not expect a prescription for every ailment.

#### **Health promotion and other services**

##### *Immunisations*

We believe that all children need to be vaccinated against diphtheria, tetanus, whooping cough polio, rotavirus and meningitis. Children should also receive vaccinations against measles, mumps and rubella. We start vaccinations at the age of 2 months and all injections should be completed before the age of 18 months. We have never seen any serious problems from vaccinations and complications are very rare.

##### *Minor Surgery*

Joint injections/aspirations are performed in the Surgery. Times and appointments will be arranged after assessment by one of the doctors.

##### *Cervical Smears*

This is a simple procedure for early detection of cervical cancer and is done by the Practice nurse. We need to do the test on all women between the ages of 25 and 64 years. The test should be repeated every 3-5 years, dependent on age.

##### *Blood Pressure*

High blood pressure rarely causes any symptoms but if left untreated for a long period of time it substantially increases the risk of stroke or heart attack. If it is detected early, many strokes can be prevented. Our practice nurse is trained in the routine management of high blood pressure and we have a blood pressure machine available to you in our waiting room.

##### *Smoking, Alcohol, Weight*

You know the risks as well as we do! Do you need help with these problems?

##### *Travel Abroad*

Please let us know where and when you are travelling at least 6 weeks in advance. We will advise on a vaccination programme for you. We will also advise you about staying healthy when abroad and about malaria prevention if appropriate.

##### *Family planning and contraception*

Please make an appointment with the practice nurse.

#### **Video-taping of consultations**

From time to time the doctor may need to videotape a consultation. This is for training purposes for the evaluation of the trainee doctor. It will only ever be done with your

consent and you will be told about it beforehand. Only the conversation is recorded, not any physical examination. You will be given full details at reception on the day and asked to sign a consent form.

#### **Comments and complaints**

We need to know what you think of the service we offer. If there are any difficulties, you should write to, or ask to see the Practice Manager. You can request a copy of our complaints procedure at reception.

#### **Attendance at Accident & Emergency**

Please do not attend A & E for routine medical matters. A & E is for accidents and emergencies only such as fractures, extreme breathing difficulties and chest pain.

Urgent medical matters during the day can be dealt with by our doctors who will make an assessment as to whether you need to be seen urgently. This is not a walk-in service – you must telephone first.

A minor injury unit (cuts, minor burns, etc.) is located at Orsett Hospital (open 10:00 – 19:30 Monday/Sunday).

#### **Out of hours care**

For medical attention in the evenings and at weekends please ring 111., you can also get advice and help via e – consult by going to our website.

#### **Confidentiality**

We adhere to national 'Caldicott Guidelines' and to current data protection legislation in order to ensure confidentiality of all of our patient records. Your medical records may be reviewed by other doctors to ensure that our record-keeping meets accepted standards. This review is necessary for our accreditation as a Training Practice.

For full details of how we treat your records please request a copy of our Privacy Notice.

#### **Practice Charter**

- We aim to provide cost-effective, evidence-based care to the best of our ability.
- We treat all patients with respect and courtesy.
- We keep your health records confidential and will not divulge any information without your consent.
- We will give you access to your health records in accordance with NHS policy.
- We will refer you to a specialist when a second opinion is necessary.
- We operate a zero-tolerance policy in relation to violent and abusive patients.

In return we ask you to:

- Let us know immediately if you change your name, address or telephone number.
- Let us know immediately if you wish to cancel or alter your appointment.
- Make a separate appointment for each person who wishes to see the doctor.
- Use our emergency service only in emergencies