

How to See / Speak to Your Doctor

For appointments please telephone **01277 218393** and select option 1. This number is operational between 8.00am - 6.30pm, Monday-Friday. To speak to your doctor on the phone please phone the above number and reception will arrange for the doctor to ring you back. Please ring the surgery from 8.30am on the day to book a telephone consultation. The telephones can be very busy especially early in the morning. If possible please telephone after 10am for non same day appointments.

Practice Nurses - Treatment Room

Our practice nurses undertake a variety of nursing duties, offer travel vaccinations and run diabetic, cervical smear, flu and other specialist clinics. The nurses are seen by prior appointment at the following times:

Mon - Fri AM : 8.30am - 12.30pm

Mon - Fri PM: 2.30pm - 6.00pm

To book an appointment please ring receptionist on 01277 218393 and press option 1.

Teaching Practice

The New Surgery is a teaching practice and therefore we have GP Registrars in attendance and also, from time to time, medical students from St Bartholomews and The Royal London hospitals. If you do not wish to be seen by the Registrar or medical students or have a medical student in the room whilst you are with the doctor please let reception know, though we hope that you will support their training in the practice.

Extended Hours Surgery Saturday mornings

The surgery is open between 8.30am and 12.30pm. Saturday appointments are pre-bookable routine appointments.

We have 1 Doctor and 1 nurse by rotation on a Saturday. Emergency Services are not provided, If you have an emergency on a Saturday morning or require a home visit on a Saturday please call NHS 111.

Confidentiality of Patient Data

All patient information is considered to be confidential and we comply fully with the data protection act. All Employees have access to this information in relation to their role and have signed a confidentiality agreement within their contract. Information may be shared, in confidence, with other NHS organisations in the interest of patient care.

CCTV is installed internally in public areas for security. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the practice's data protection registration.

Test Results (Blood, X-ray etc)

Please telephone **01277 218393** and select option 3 **after 2pm** for the results of tests. You will be advised on telephoning whether your test is no further action or whether it is necessary for you to see or speak to your doctor.

District Nurses & Health Visitors

The District Nurse and Health Visitor teams work in co-operation with the surgery to provide community care to patients. The District Nurses provide home nursing services mainly for the elderly, the housebound and chronically sick. The Health Visitors usually work with families and young children.

Midwife

The Maternity Information Service (M.I.S.) is available to all 'mums to be' residing in the Brentwood area. The service is offered by the Queens-Brentwood Midwifery Team who are able to provide detailed, up to date information on all of the maternity service options available. If you would like to find out more & discuss the maternity service options available to you locally please call : 07908 787426

Child Development Clinics

Dr Naeem is the surgery's nominated lead for Safeguarding Children. Dr Naeem & The Health Visitor hold clinics to undertake child development checks at 8 weeks. Attendance is by appointment only, the surgery will book this for you and you will be informed by letter and SMS.

Minor Surgery

We undertake certain minor surgery procedures, including joint injections and excision of lumps. Please make an appointment with your own GP to discuss any minor surgery procedures.

Repeat Prescriptions

Please allow **3 working days** when ordering a repeat prescription. You may order your prescription up to 10 days before it is due by using one of the following options:
Right hand side of the white prescription—please only tick the items you require

Hand written request - which can be put in the letterbox at the front door of the surgery.

Via our practice website - either using e-consult or system online which you will need to sign up for with our receptionists, they will require some form of photographic identification.

PLEASE NOTE: WE DO NOT TAKE REPEAT REQUESTS OVER THE TELEPHONE

The practice now offer electronic prescribing—for further information please speak to either the reception team or your local pharmacy.

Repeat prescriptions are available only to patients who are stabilised on medication. Your condition will need to be reviewed from time to time by your doctor.

Home Visits

Please telephone **01277 218393** before 11.30am if you think you need a home visit from the doctor. You will be asked what your problem is and the doctor may phone you and, if appropriate, request that you attend surgery. (Home visits are not carried out on a Saturday)

How to get help when the surgery is closed

When The New Surgery is closed and you need urgent medical attention you can access the emergency service by calling 111 (free of charge) or alternatively you can call the surgery on 01277 218393 and your call will be routed to the NHS 111 service automatically, however you will be charged for the call.

Although the surgery is open on Saturday mornings, we are only allowed under our contract to provide pre-bookable appointments. Any urgent advice can be obtained by dialling 111 and you will go straight through to the emergency doctor service.

Accidents and Emergencies

For minor injuries patients should attend Orsett Minor Injuries unit opening times 10am-7:30pm Tel: 01268 592300 or Harold Wood Polyclinic opening times 8am-8pm Tel: 01708 574000. For urgent treatment patients should attend the nearest A&E departments at Queens or Basildon Hospital.

Patient Conduct

The staff at The New Surgery treat all Patients with respect and expect this to be reciprocated, we have a zero tolerance policy to abusive or violent behaviour by Patients, any Patient who is abusive or violent to staff will be removed from our list. Patients who regularly fail to attend pre-booked appointments may be asked to register with another practice, please contact reception if you are unable to attend an appointment.

Disabled Access

There is full access to all treatment areas for patients with disabilities, if you require any assistance whilst attending the surgery please ask at Reception.

Suggestions and Complaints

Constructive comments and suggestions are welcome. We try to respond sympathetically to complaints and these should be addressed to our Practice Manager — Jayne Farmer.

Patient Participation Group

The Surgery has a patient participation group that comprises of patients registered at the practice. If you would like to become involved or would like more information please pass your details to a member of the reception team who will be happy to pass your details on.

New Patients

If you live within the catchment area, see map below, and wish to register with us please contact reception or download the registration forms from the practice website. Please note we do not register new patients who reside outside of our practice area.

Safeguarding Adults and Young Children

The Practice have a **Safeguarding Children and Young People Statement** which is available upon request. Please ask a member of the reception team if you wish to view this statement.

Friends and Family Test

Have your say to improve your care.

We would like your feedback on the care or treatment we give you any time you visit the surgery or have contact with the surgery. Please complete the forms available at reception and place in our FFT box which is available on both downstairs and upstairs reception desks.

Patient advice and Liaison service—PALS

The **Patient Advice and Liaison Service**, ensures that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible. To contact PALS please either go online www.pals.nhs.uk or call our local PALS office 0800 5879159

The New Surgery & Brambles

The New Surgery
8 Shenfield Road
Brentwood
Essex
CM15 8AB

Brambles
Geary Drive
Brentwood
Essex
CM15 9DY

Telephone numbers:

01277 218393

Practice Website:

www.thenewsurgery-brentwood.co.uk

Dr Ajaz Naeem (AN)

BSc MBBCh MRCP (Senior Partner)

Dr Sridhara Guniyangodage (SG)

MBBS DRCOG MRCGP DFRSRH PGC (Cardiology)
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Dr Tania Burgess (TB)

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Dr Yasmin Sattar (YS)

MBBS, MRCP(paed), DRCOG, MRCGP, DFFP

Dr Prasanna Goonetilleke (PG)

Bsc MBBS MRCS DOHNS MRCGP

Practice Manager —
Jayne Farmer

The New Surgery Opening times:

Monday to Friday 8am — 6.30pm
Saturday 8.30am — 12.30pm

