



STANSTED SURGERY

Working To Support Patients To Keep As Healthy As Possible.

WELCOME

We would like to welcome you to our Practice. This booklet has been produced for you to read and keep, thus enabling you to receive the best possible care from the Practice. We are a team of four doctors, two primary care practitioners, three nurses and two health care assistants, available for your treatment and health promotion.

THE DOCTORS

General Practitioner Partners:

Dr Susan Humphrey	MB ChB 1986 (Sheffield)
Dr Christopher Leeman	MB BCh 1987 (Wits) Dip Med AC DFFP
Dr Harriet Fox	BM 2010 DFSRH 2015
Dr Angus Henderson	MB BS DTM&H MPhil MRCGP MFPH

When you join the Practice you will be registered with one of the partners. You are free to see any of the doctors by appointment.

Practice manager:

Barry Chandler

Our Primary Care Practitioners:

Karen Bentley
Sally Kaemer

Our Practice Nurses:

Jane Buckingham
Helen Croft
Carol Kirby

Our Healthcare Assistants:

Chris Townsend
Kim Berry

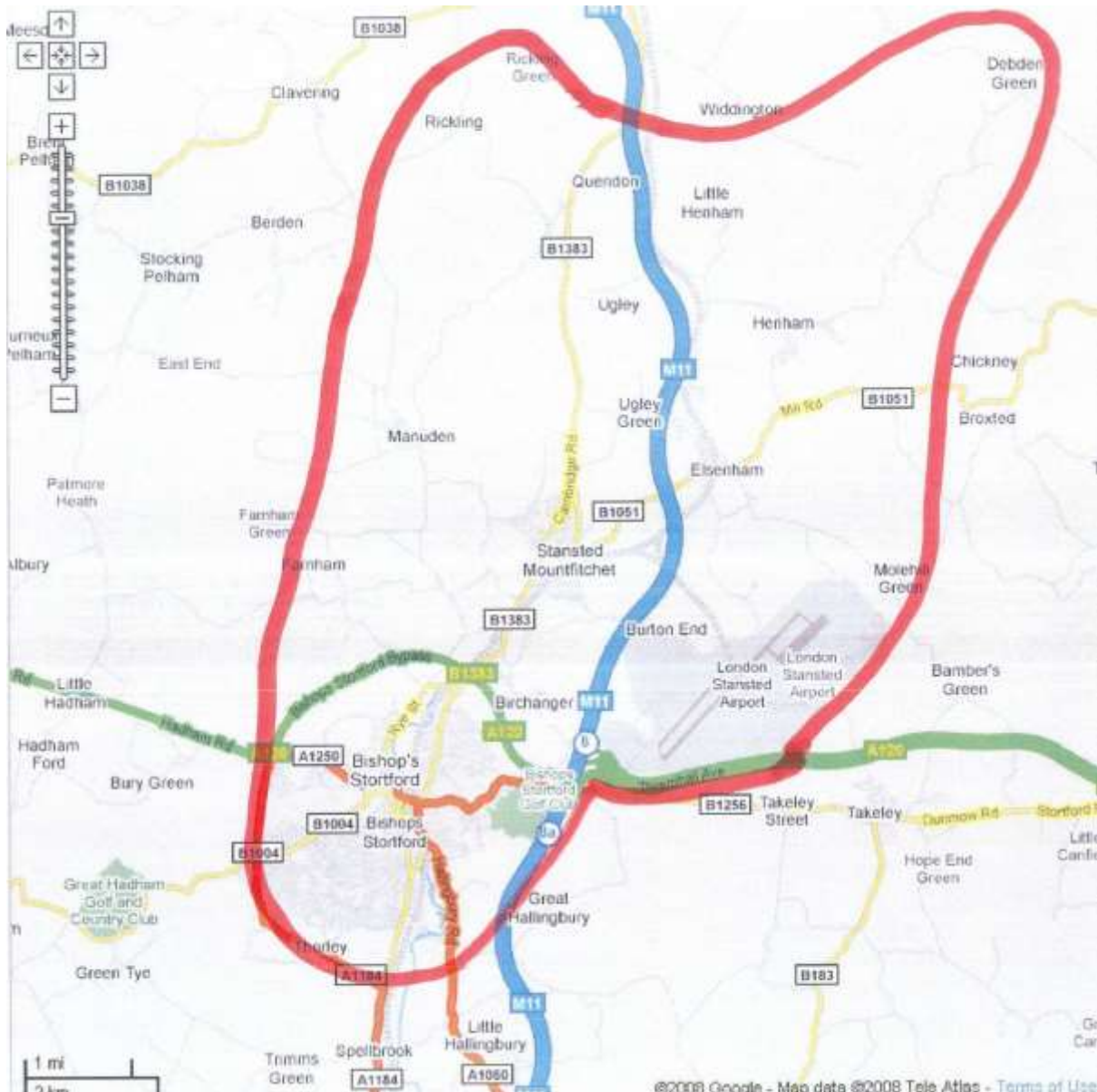
QUICK TIPS & USEFUL INFORMATION

- Register for on-line access to the Practice website and prescriptions.
- Look on-line at 8.00 am before phoning or walking to the surgery to book an appointment.
- The phones are busiest between 8.30 and 9.30 in the morning and are closed between 1.00pm and 1.45pm; you have a much better chance of getting through quickly at other times.
- Phone for results (you may get this by text) at the time stated in this leaflet.
- Tell the receptionist the nature of your problem. They can get you seen by the right person more quickly this way.
- Always arrive on time for your appointment
- Always cancel an appointment you do not need or cannot keep. Please inform us as soon as possible.
- If you have difficulty in negotiating the stairs tell the receptionist and ask them to flag this on your notes as soon as possible.
- Plan well in advance for your prescription needs. Time is needed to process these safely. In addition, the pharmacies have to place an order if out of stock.
- Common reasons why you have to wait a longer than normal time for your appointment:
 - Doctor/Nurse has been called out in an emergency
 - An earlier patient with unplanned or complex needs, or may have required extra time; causing a knock-on effect on subsequent appointments
 - Doctors/Nurses may be liaising with hospital services on patients that need urgent care
 - Patients who turn up late have a delaying effect on the rest of the appointments
- Get involved in our PPG (see page 30)

HOW TO REGISTER

We will register anyone living within our Practice boundary. You will need to call into reception and collect the appropriate forms for each member of your family or download the forms from our website. Please bring the forms to the surgery with photographic ID together with confirmation of your residential address and proof of 6 months UK residence. If you have a medical card please bring it with you. If this has been mislaid we will still be able to help you. As no-one is automatically registered with a surgery, it is important that both you and all members of your household register at the same time.

PLEASE NOTE: It would help us if you could register after 2pm to avoid the very busy periods and save you excessive waiting time.



HOW TO MAKE AN APPOINTMENT

Please call our main switchboard, book on line or call into the surgery. Our appointment system is designed to be as responsive as possible to patient needs.

We aim to have a number of appointments available up to a month in advance although at busy times these may be filled quickly.

If you need to be seen on the day you can either:

- Turn up at the surgery at 8.30am
- Phone in at 8:30 or
- Look for an available appointment on-line.

If you have given us a mobile phone number we will automatically send you a text reminder for your appointments.

If the matter is medically urgent you will always be seen or receive a telephone triage (consultation) on the day but please only use this facility for issues that are urgent.

We have two Primary Care Practitioners who work alongside the GPs. They are well qualified and are able to deal with most issues. They are able to diagnose, prescribe and refer. They will be able to consult with a GP if they are uncertain about any diagnosis.

If you cannot keep an appointment, please inform us as soon as possible as this will allow us to offer the appointment to another patient.

We work in an old building with steep stairs. All GP's work upstairs but will see patients in a downstairs consulting room if necessary. To try and avoid long waiting times for downstairs rooms we now have allocated slots for patients who need to be seen downstairs - please help us by ensuring you mention if you need to be seen downstairs so we can allocate an appropriate slot.

Emergency contact

If you need to contact us in an Emergency please call **01279 812908**

If you call this and it is not an emergency then we will ask you to go through the main number 01279 813200.

COMPLAINTS AND COMPLIMENTS

The practice welcomes constructive feedback on your experience with us and is positive about using this to improve what we do. We record all complaints and compliments and this gets fed back to our staff.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

Within 12 months of the incident or within 12 months of you discovering that you have cause for complaint giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority.

We are able to provide you with a separate complaints form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects.

Please send your written complaint to:

Practice Manager, Stansted Surgery

86 St Johns Rd Stansted Essex CM24 8JS or e-mail stanstedsurgery@nhs.net

We will acknowledge receipt of your complaint and respond as soon as feasible depending on the circumstances of the complaint. You may then receive a formal reply in writing, via – e-mail, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take a long time to look into we will keep you informed as the investigation progresses.

We look to settle complaints as soon as possible and usually within 20 working days of receipt.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this, and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint outcome will be determined and a final response sent to you.

Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the outcome of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

NAMED ACCOUNTABLE GP

All patients registered at the practice have a named accountable GP. You can find out who this is by contacting the practice or asking during your next consultation.

Whilst this GP is accountable for your care it does not mean that you have to see that GP and it is highly likely that you may be seen by another available clinician.

This is to ensure that patients can be seen in a timely manner as the need arises. You may of course ask for the next available appointment for the GP or PCP of your choice.

HOME VISITS

Our doctors typically see four patients at the Practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the Practice if at all possible. Please ring the main switchboard between 9.00am and 10.00am to request a visit. Please be prepared to tell the receptionist about your condition so that we can visit the most urgent cases first. The doctor will usually call for further information before carrying out a visit. Home visits are normally made after 12.30.

WHY A NURSE/HEALTHCARE ASSISTANT INSTEAD OF A DOCTOR/PRIMARY CARE PRACTITIONER?

Our nurses and Healthcare Assistants have been specially trained to undertake certain procedures, as well as healthcare monitoring for patients with long-term conditions. If patients see our nurses/HCAs for routine healthcare needs or for straightforward medical help it means that our doctors have more time to see patients with more complex healthcare needs. It also means that our GPs have more time to undertake procedures, such as minor surgery, that used to be done only in hospital.

The reception staff can generally advise whether an appointment with the nurse/HCA will be satisfactory for your particular health problem. However, you do not have to inform the reception staff of your condition if you prefer to wait for an appointment with a GP.

CHANGE OF PERSONAL DETAILS

If you change your name, address or contact details (such as your telephone number), please let us know as soon as possible so that we can update our records. This should be done in writing and include your name and date of birth so we can identify you. If you are receiving treatment at a hospital it is also a good idea to inform them of any changes so that our records are consistent when we communicate with them. For a change of name, documentation will be required (e.g. Marriage Certificate, Deed Poll).

CARERS

We recognise the important role of Carers in looking after dependent relatives or friends. Caring for someone is an important and valuable role in the community, often a 24-hour job that can be very demanding and isolating for the Carer.

Please make it known to the receptionist if you are caring for someone so that you can be offered access to accurate information on a range of topics such as entitlement to benefits and respite care, and not least, a listening ear when things get too much.

OUR PATIENT PARTICIPATION GROUP (PPG)

Stansted Surgery is committed to continually improve our services by learning from and listening to our patients.

If you would like to contribute to the development of the Practice and have your say in how we operate please complete a short on-line application form on our website under "PPG". We welcome your contribution.

Join us on Facebook!

<https://m.facebook.com/groups/1494331380886328?view=info>

HOW TO CONTACT THE DOCTOR – 01279 813200

EMERGENCY ONLY LINE – 01279 812908

OPENING TIMES

Monday to Friday (excluding Public Holidays): 08:30am to 6.30pm

Appointments are bookable from 8.30am.

Telephones lines are open from 8.30am.

If you would like to book your appointments **on-line**, please ask Reception to register for this service.

Email address for general communications: stanstedsurgery@nhs.net

WE OFFER EXTENDED ACCESS APPOINTMENTS AS FOLLOWS:

Wednesday, Friday : 7:00am to 8:00am

Monday, Tuesday, Thursday : 6.30pm to 7:00pm

During extended hours reception is only open for patients with appointments.

LATE NIGHT CHEMISTS OPEN FOR EMERGENCIES:

Refer to “Useful Telephone Numbers” in this booklet (P25).

CHEMISTS OPEN AT WEEKENDS AND PUBLIC HOLIDAYS

Please refer to local press (Herts & Essex Observer) which publishes a duty chemist rota.

MINOR ACCIDENTS

We have a well-equipped minor surgical room and can usually offer appointments to treat minor injuries. However, out-of-hours or for serious accidents you should attend the Accident and Emergency Department at Harlow or Cambridge. There is a Minor Injuries Unit (adults and children over 2 only) at Herts & Essex Hospital, Haymeads Lane, Bishops Stortford — open Monday-Friday 9.00am-4.30pm.

HOW TO GET A PRESCRIPTION

If you think you may need a prescription medicine, please make an appointment with a Doctor/Primary Care Practitioner. If you have previously been given a prescription for a straightforward condition, such as hay fever, we may be able to issue a prescription after a telephone consultation which the receptionist will be able to book for you. Your local pharmacist should be able to give you advice for non-prescription medication.

HOW TO GET A REPEAT PRESCRIPTION

Repeat prescriptions are normally for patients with long-term conditions who receive regular treatment. The doctor will decide when a repeat prescription is suitable. From time to time we will ask you to see the doctor to review your medication.

You can ask for a repeat prescription:

- By logging on to our website www.thestanstedsurgey.nhs.uk and completing the on-line request form.
- by ticking the appropriate boxes on the counterfoil from your last prescription request, indicating where you want to collect your medication;
- by calling into the surgery where we will provide you a copy of your list of repeat prescriptions;
- by post, enclosing a stamped, addressed envelope if you want the prescription to be sent to you. Please allow 7 days for the prescription to get back to you.

Please allow at least 2 full working days before collection. We cannot take telephone requests for repeat prescriptions because of the possibility of error. If you request your prescription very early it may not be processed until near the due date unless you advise a reason for early collection, e.g. going on holiday.

PRACTICE STAFF

The Practice Manager

Our Practice Manager oversees the administration and smooth running of the Practice, and will be pleased to help with any general enquiries you may have. If you are not sure who to speak to regarding a specific problem, please do not hesitate to ask for him. 01279 813200

The Reception Staff

Our receptionists are here to help you. They have a lot of information to hand and in most cases will be able to help with your enquiry, ensuring you see the most appropriate person.

Anything that is discussed with the receptionists or any other member of the team is treated in strict confidence. We can offer privacy in a separate room if your enquiry is sensitive, although at busy times we may have to ask you to wait until a room is free.

Please respect the privacy of other patients by standing well back from the reception desk.

Administrative Staff

We employ a range of staff who provide valuable support to the Practice in maintaining a high standard of patient services. Administrative staff includes Practice Co-ordinator, Secretary, Prescription Clerks and Clerical Officers.

Practice Nurses

Our Practice Nurses and Health Care Assistants are experienced and knowledgeable and can help you with:

- General Health Advice
- Health Checks
- Family Planning and Pre-Pregnancy Advice
- Cervical Smears
- Immunisations and Vaccinations, including Travel Advice
- Blood Pressure Checks
- ECGs
- Dressings and Stitch Removal
- Hearing Tests and Ear Syringing
- Blood Tests
- Diabetes
- Asthma
- Hypertension
- HRT
- Cardiac Care
- Immunisation
- Clinic for patients over 75 years of age

SERVICES & CLINICS

- **Health Checks**

For patients aged 40-74 we offer a health check medical with our Health Care Assistant. Please contact us for more details.

Patients aged over 75 years are also invited by letter to make an appointment for a health check. Again please contact us for more information.

- **Diabetic Clinic**

This is run by the specialist diabetic nurse in conjunction with the dietician and health care assistant. If you have not had a review in the last 15 months please contact us.

- **Asthma Clinic**

This is run by our nurses during normal surgery hours.

- **Cervical Smears**

This clinic is run by the Practice nurses. Women aged 25-49 are offered this test free every 3 years, and every 5 years for women aged 49-65. You should receive a reminder.

- **Child Development and Immunisation Clinic**

This is run by Dr Humphrey for 8 week old child developmental checks and immunisations in conjunction with a Practice nurse, and allows an opportunity to discuss other problems, e.g. sleeping, feeding and child health worries with a doctor or health visitor. Please contact us to book an appointment before your baby is 8 weeks old.

- **Travel Immunisations/Vaccinations Clinic**

We offer a full range of vaccinations for foreign travel. For all advice and information regarding foreign travel please make an appointment with the Practice nurse at least four to six weeks (longer for backpackers) in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

- **Yellow Fever Vaccinations**

Stansted Surgery is an authorised Yellow Fever Vaccination Centre.

- **Shingles and Pneumococcal Vaccinations**

Please ask reception for details.

- **Flu Vaccinations**

An influenza vaccination is particularly recommended for patients over 65 with heart, lung or kidney disease or diabetes and for residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this service. Your G.P. may also advise you to have a 'flu jab if you are the main carer of an elderly or disabled person.

- **Smoking Cessation**

These clinics are run by our health care assistants and our Practice nurses.

Family Planning Clinic

Contraceptive care is provided by the doctors, primary care practitioners or Practice nurses during surgery hours. Emergency contraception is also available.

- **Antenatal Clinic**

Patients are seen during surgery hours. Please ask reception for more information regarding the Whooping Cough Vaccination for pregnant women.

- **Minor Surgery**

Dr Leeman carries out minor surgical procedures such as removing moles or skin tags by excision or cautery as well as cryotherapy and joint injections. This can be arranged by appointment at Stansted Surgery. The doctors will be happy to advise you on this.

- **Heart Disease**

The primary care practitioners and health care assistants run these review clinics. You will usually be sent an appointment for a review. If you have not had a review in the last 15 months please contact us.

- **Chronic Obstructive Airways disease**

This service is run by the Practice nurse.

- **Registration Health Check**

We offer all new patients over the age of 7 a registration health check.

- **Health Coach**

Sam Whiteman provides a session on Friday for lifestyle and healthy living advice. Please contact the Practice for details.

- **Patients Over 75 Years**

If you are aged 75 years or over, you should be seen annually either by your doctor, the Practice nurse or district nurse. This can be arranged at via the surgery.

- **Medical Examinations**

The doctors are happy to offer non-NHS services to patients by appointment. These include private sick notes; letter; adoption, pre-employment, fostering, HGV, driving medicals and insurance medicals. Please contact Reception for further details and charges.

OUR APPROACH TO YOUR HEALTHCARE

We promise to treat everyone as an individual, with no discrimination. Our patients will be treated as people, not just a medical condition. This means we plan care which emphasises the patient's individual needs with dignity and strict confidentiality.

The care given will be research-based and delivered to the highest standard. Advice, support and information will be available in order to help our patients make the right choices. We will set standards of care and review them periodically, in the form of audits, and we will act upon these appropriately.

LABORATORY SPECIMENS

If you are asked to provide a specimen, please ask for a specimen container from reception or the nursing team. Please ensure you write your name and date of birth clearly on the outside of the container. In the interests of hygiene, the specimen container should be placed in the bag provided. Specimens are sent to the hospital laboratory Monday to Friday at 12 noon - **please ensure that we receive any specimens before 12 noon.**

LABORATORY TEST RESULTS

- You will be advised of the usual length of time before we can expect your test results to come back from the hospital. We receive hundreds of results a week and do not routinely phone patients with their results although we will always try to do so if the result requires follow up. You may however receive a text message that says whether you need to contact the surgery or not for follow up. If you have several tests you may get several text messages.
- If you are concerned please telephone the surgery for the results of their investigations **between 2pm and 4pm on 01279 818051.**

The Receptionist will tell you what message the doctor has been recorded by the doctor; he/she is unable to interpret the results herself. If the result is complicated, or if the doctor wants to see you about the result, we will offer you an appointment. We are bound to maintain patient confidentiality and therefore results will only be disclosed to the patient or to the parent/guardian of minors.

CHAPERONES

Should you need a chaperone present at a consultation or procedure then please alert reception staff who can ensure that a chaperone is available for the appointment.

DISABLED ACCESS

Because we currently occupy an old building disabled access can be a problem. If you are unable to manage the stairs arrangements can be made for you to be seen in a consulting room downstairs so please mention this when booking your appointment. We have a slight ramp up to our front door so wheelchair access is via the rear of the building. Unfortunately we are currently unable to offer a disabled toilet. If access proves difficult to any of our disabled patients we are happy to consider any suggestions for improvement.

PARKING

There is limited parking in front of the building.

IN AN EMERGENCY

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

During opening hours call our emergency line is:

01279 812908

(Please only use for genuine emergencies)

OUT OF HOURS ARRANGEMENTS:

If you require urgent medical assistance, which cannot wait until the surgery re-opens, please contact the NHS 111 service.

Please Dial 1-1-1.

All calls to the 111 service are free from landlines and mobiles.

This service has replaced the Emergency Doctor Service and is available from 6.30pm to 8.00am weekdays.

The 111 service is also available over weekends and Public Holidays.

THE DISTRICT NURSES

The District Nurses attached to the Practice are provided by the West Essex Primary Care Trust. The District Nurses are responsible for giving nursing care, support and advice to those people suffering acute, long-term and terminal illnesses, both in their own homes and within residential care.

THE DISTRICT MIDWIVES

A team of District Midwives care for pregnant women until 10 days after the baby is born. Antenatal and Parenting classes are held at the Dunmow Clinic and Stansted Clinic. If you think you are pregnant, please make an appointment with your doctor in the first instance.

THE HEALTH VISITOR

The role of the health visitor is to improve public health by working with individuals, families and communities. Our health visitor's work is focused mainly on families with children from birth to five years.

The health visitor can be contacted on 01279 814805 (answer phone) or by leaving a message at reception. She holds a Child Health clinic at the Spangles centre on a Wednesday afternoon 1.30 – 3.30

(Lower St Stansted, Essex CM24 8LR)

ASSOCIATED SPECIALISTS

There is also a limited service provided at the surgery by a Dietician. Your doctor may refer you.

WHAT TO DO IN TIME OF BEREAVEMENT

If death occurs at home:

1. Telephone the doctor. He or she will visit to confirm death has taken place. Please let us know if a cremation is planned.
2. Contact the funeral director.
3. Collect the doctor's death certificate from the surgery. (You will be told when this will be available for collection.)

When death occurs in hospital:

1. Contact the funeral director to inform them that their services will be required.
2. Collect doctor's certificate of death from the hospital.

Then:

1. Take the death certificate to the registrar's office for the area in which the death took place. Also take the deceased's medical card if available.
2. Take the green form (which you will receive when you receive the death certificate) to the funeral director who will take over complete responsibility for arranging the funeral.

Patient Rights and Responsibilities:

How You Can Help Us

In order to assist in the smooth-running of the surgery, we would ask that you to be aware of the following –

You have the right to:

- Be seen by the clinician of your choice but please remember that you may need to see any available clinicians if your need is urgent.
- Receive emergency care.
- Receive appropriate drugs and medicines.
- Be referred for specialist or second opinion if you and the GP agree.
- See your medical records or a copy, subject to certain laws.
- Know that by law, everyone working for the NHS must keep the contents of your medical records private.

Your responsibilities:

- Be on time for your appointment.
- Inform the surgery, **as soon as possible**, if you are unable to keep an appointment. You can do this on line through the website or messages can be left on our cancellation-line.
- Call for a home visit or urgent appointment before 10 am.
- Ring for test results on 01279 818051 between 2pm and 4pm.
- Do not smoke in the surgery building or on the surgery grounds.
- Switch off your mobile phone in the surgery building out of courtesy to other patients.
- Advise us of any change of personal details at your earliest convenience.

Policy on violent or abusive patients

The Practice is committed to providing high quality care to our patients. The relationship between the patients and those working in the surgery is important. Therefore, in order to protect both the staff and other patients the following inappropriate behaviour will not be tolerated:

- **Shouting**
- **Swearing**
- **Threatening or abusive behaviour**
- **Drunkenness**
- **Verbal/physical abuse**

Such behaviour has a serious effect on staff and other patients and where it is observed, we reserve the right to withhold treatment from the offender and to ensure that person's removal from the premises. This type of behaviour may lead to a patient being removed from the Practice register and, where relevant to a prosecution.

FEEDBACK ON OUR SERVICES

We are proud of the service we offer and constantly look to improve. We are always pleased to receive your comments and feedback.

The best way to influence the service is to be part of our PPG, but you can also use the patient suggestion box and give feedback on the touchpad at reception through the friends and family test. The NHS Choices website (www.nhs.uk/Service-Search/GP/Stansted-Mountfitchet/) also allows you to rate our service.

The Practice Manager is always willing to arrange an appointment to discuss your issues.

Clinical Commissioning Group (CCG)

The commissioner of local community and hospital services (Not GP services)

West Essex CCG
Spencer Close
St Margaret's Hospital
The Plain
Epping CM16 6TN

Phone: 01992 561666

Fax: 01992 566138

ACCESS TO PATIENT INFORMATION:

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. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the health care team at the Practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

The Data Protection Act 1998 gives you rights about how your personal information is used, including the right for you to see the information we hold about you. If you have any questions about how we use your personal health information please contact our Practice Manager.

USEFUL TELEPHONE NUMBERS:

Stansted Surgery:

01279 813200

Fax 01279 812426

Website www.thestanstedsurgery.nhs.uk

Out of Hours Doctor Service Provided by 1 1 1

Chemists:

Boots (Bishop's Stortford) 01279 653294

Boots (Stansted) 01279 812278

Tesco (Bishops Park) 07872 478541

Williamsons (Snowley Parade) 01279 652759

Essex Young People's Drug & Alcohol Service 01245 493311

Hospitals:

Addenbrookes (A & E) 01223 245151

Herts & Essex : (Community Hospital) 01279 655191

Princess Alexandra Harlow :(A & E) 01279 444455

Health Visitor 01279 814805

Patient Advice & Liaison Service (PALS) 0800 7833396

Essex Police 01376 551312

Essex Social Services: 03456 037630