

# Longfield Medical Centre

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[www.longfieldmedicalcentre.nhs.uk](http://www.longfieldmedicalcentre.nhs.uk)

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## Surgery Times

Monday	8am – 6.30pm
Tuesday	7am – 6.30pm
Wednesday	8am – 7.30pm
Thursday	7am – 6.30pm
Friday	7am – 6.30pm

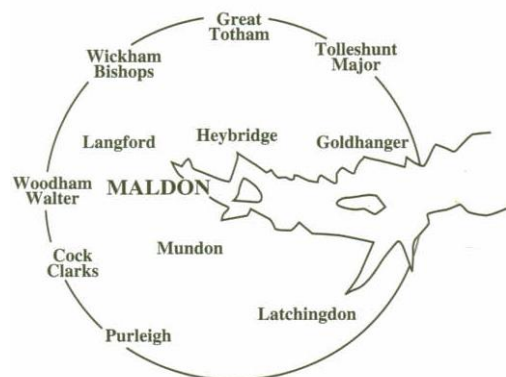
## Welcome to Longfield Medical Centre

We have attractive premises from where family medicine of the highest standard is provided for the benefit of our patients. The doctors and staff are here to help and this leaflet explains how to use the services provided.

## Mission Statement

To provide the best possible healthcare for our patients within the NHS, and to achieve a high level of job satisfaction for the staff.

## Practice Area



## Practice Nurses

Our qualified Nurses provide a full range of services Monday to Friday by appointment. They are trained to deal with contraceptive services, urinary, throat and ear infections. You are recommended to make an appointment with the nurse for asthma, diabetes and coronary heart disease monitoring, as our nurses specialise in the management of these diseases. We also have a Health Care Assistant who can take blood tests for you on site.

## The Staff

Our team includes a Practice Manager and an Operational Practice Manager, Receptionists, Secretaries, Dispensers and Administrators who are trained to help you. The staffs have a difficult task as they have to keep both doctors and patients happy! They keep the practice running smoothly whenever possible. Occasionally they may need to ask you for more details. Confidential data will be shared within the practice health care team and with other health care professionals to whom you are referred to for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit. Staff are bound by the same rules of confidentiality as the doctors.

We work with the Data Protection Act (1998) and the seven Caldicott principles. Please help them to help you.

**Our Attached Staff Comprises of:** District nurses, Health visitors & Therapists.

## How to See Your Doctor

You may consult with any doctor in the Practice by making an appointment at Reception either in person, by telephone or online. All patients are assigned an accountable GP on registration. Every effort will be made to give you a convenient appointment with the doctor of your choice, but if this is not possible, then the receptionist will suggest an alternative.

**IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, PLEASE INFORM US AS SOON AS POSSIBLE SO THAT ANOTHER PATIENT MAY BENEFIT FROM YOUR CANCELLATION.**

## Booking of Appointments

Urgent – same day	Ring between 8 & 9:30am
Routine	Ring after 10:30am, bookable up to 4 weeks in advance
Heybridge branch surgery	Appointments available on a Monday, Thursday & Friday at variable times throughout the day
Health agency appointments	Tuesday & Wednesday by referral only

## Home Visits

Please telephone before 10am but do not ask the GP to call unless the patient is genuinely bedbound. A temperature or a rash does not usually merit a visit. When the condition of the patient does require a home visit, please give details of the patients name, address, age and telephone number and reason for the visit, enabling the GPs to plan their calls, allowing urgent visits to be dealt with promptly.

## Emergencies – Out Of Hours

We wish to **stress** that **Out of Hours** services are strictly for **emergencies only**. From 6:30pm until 8am Monday to Friday and from 6:30pm Friday until 8am Monday patients can contact the Out of Hours service by telephoning the surgery on **01621 876433** where they are advised by voice message the telephone number to ring. You can also contact NHS 111 Service on 111.

## Dispensary

Dispensing patients are able to obtain medication on prescription from the Prescription Department, where other services are available and our qualified staff are on site to assist you. The Dispensary is open from 8am – 6:30pm Monday & Wednesday / 7am – 6.30pm Tuesday, Thursday & Friday / 9am – 1pm Saturday.

## Repeat Prescriptions

PLEASE ALLOW AT LEAST TWO DAYS (excluding weekends and bank holidays) FOR THE REPEAT PRESCRIPTION TO BE GENERATED. ALLOW A FURTHER DAY IF YOU REQUIRE THE PRESCRIPTION TO BE DISPENSED. A Medication Delivery Service is available for housebound patients. *There is a patient Query/Advice line available on 01621 876436, this line is for general enquiries only and not for ordering of prescriptions.*

## Disabled Access/Parking

Wheelchair access can be made through the front door. The toilets are suitable for disabled patients. Designated parking is available.

## Parking

Very limited parking is available for use whilst attending the surgery. Abuse of this facility causes congestion, which could delay emergency services. Additional parking is at the Public car park off Maldon High Street. Parking in the Access road to the Practice has limited spaces.

## Test Results

Test results are dealt with by the GP's. If you require your test result please ring 01621 876433 between 11am & pm selecting option 6.

## Patients under 16 years old, 16 -75 &75+

An adult should accompany any patient under the age of 16 years old. Registered patients aged 16 – 75 who have not been seen for 3 years may request a consultation. Registered patients over the age of 75 who have not been seen in the last 12 months may request a consultation.

## Change of Personal Details

Please notify us of any change of name / address or telephone number. In an emergency this may be vital. Please make sure that you include all relevant members of your household. If you move out of our practice area you will have to register with a practice in your new area.

## Clinics

Clinics held at this surgery include asthma, diabetic, child health surveillance, minor operations and INR monitoring.

## Additional Services

Patients on the Unplanned Admission Avoidance Register who have **urgent** clinical needs should call the practice to discuss their requirements and where necessary follow up arrangements (e.g. home visits, face to face consultation or visit by community team etc will be made). The same day telephone conversation will be with the duty doctor and not necessarily their named GP.

Patients identified as having an increased risk of heart disease and strokes are monitored regularly and given advice about diet and lifestyle.

## Travel Vaccinations

Non-NHS travel vaccinations incur a charge and where appropriate VAT will be added. Payment will be required before ordering. Patients should collect a travel form from reception, which they should complete and return to the practice. Please allow plenty of time before the intended journey. You will be asked to contact the practice as soon as the nurse has generated the vaccine requirement. We are a licensed Yellow Fever Centre.

## Children's Immunisation Programme

Immunisations are by appointment only.

## Registration Checks

New patients may be invited to attend a registration medical. This includes informing us of your past medical history and a short medical examination (height, weight and blood pressure). Please bring a urine sample with you.

## Cervical Smears

Female's aged 25 – 49 are recommended to have a three yearly smear test and age 50 – 64, it is recommended that you have a test every five years. You will receive a recall letter generated by the Health Authority. This test makes it possible to detect and treat the early stages of abnormalities in the cervix before symptoms become apparent to you. The test is quick, simple and painless. It is usually performed by the nurse.

## Local Care Commissioning Group (CCG)

Write to: Mid Essex CCG, Wren House, Hedgerows Business Park, Colchester Road, Chelmsford CM2 5PE  
Tel: 01245 398750.

## Non – NHS Examinations

We are able to perform a wide range of medical examinations such as insurance, driving and sports medicals. Please ask at reception for details. These examinations incur a charge and where appropriate VAT will be added.

## Online Access

**If you are a new user to our online services you will need to obtain a user name and password.**

To obtain this please call at reception and **bring some photo identification** with you (such as a passport, driving licence or birth certificate) as we will need to verify your identification. We will not be able to give you your letter without this ID verification.

**For security reasons we cannot give out account details by phone, email or post.** If you have a condition that prevents you getting to the surgery, you may nominate a relative or carer to collect the details on your behalf (at your own risk).

You can **book or cancel a routine appointment with a GP, request a repeat prescription, see a summary of your medical record, or request detailed coded or full record access.**

## Other Information

The NHS operates a Zero Tolerance policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect in order to safeguard all personnel with a Police incident number. If a situation occurs we are obliged to notify the patient in writing of their removal from the list and record this in the patient's medical records, stating the fact of removal and circumstances leading to it. The CCG is then responsible for providing further medical care for such patients.

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. In return we expect you to treat us in a courteous and polite manner.

If you are not satisfied with our service you should write to the Practice Manager or the Operational Manager, alternatively complete a suggestion or complaints form from reception.