

PRACTICE BOOKLET

North Chelmsford NHS Healthcare Centre

Sainsbury's, 2 White Hart Lane,
Chelmsford CM2 5EF

Telephone - 0300 123 3366

Email:

mseicb-me.NCHC@nhs.net – general enquiries

mseicb-me.NCHCpatients@nhs.net – for prescriptions

Website - www.nchc.gpsurgery.net

PICK UP A FREE COPY TODAY!

Welcome to North Chelmsford NHS Healthcare Centre

A Member of NHS Mid Essex Clinical Commissioning Group

We are part of the Elizabeth Courtauld Partnership. The partners are: Dr K Salmon, Dr M Abidhar, Dr D Kreis-Alsoyad, Dr A Al-Sawaf, Dr A S Prasad, Dr G Khalsa and Dr P Rashmi. The partners based at North Chelmsford Healthcare Centre are: Dr A S Prasad and Dr G Khalsa

The Surgery

North Chelmsford NHS Healthcare Centre is a purpose-built GP surgery. Accommodation is on the first floor with good access for visitors with disabilities. Facilities available in the surgery include facilities for the disabled which includes a specially adapted WC, wheelchair access and hearing loop. There are some allocated car parking spaces available for patients attending the surgery or patients can park in the general Sainsbury's car park.

We are a training practice. Drs Prasad and Khalsa are trainers and are responsible for training and mentoring the trainee GPs who work in the practice.

Registering at the Practice

In order to register with the practice, you should fill in an application form (available from reception or via the website) and you will be allocated a doctor. If you would prefer a particular doctor, we will do our best to respect

your wishes.

If you are on any medication, please bring in a list of this when you are registering. Please make sure you have an ample supply of your medication from your existing practice to tide you over the registration process.

Please nominate a local pharmacy that we can send your prescriptions to electronically.

Our Staff

Practice Manager - Carrie McSpadden

Operations Manager – Julie Chinnick

Our Doctors

**Dr Abidhar Saradananda Prasad MB BS D-Ortho (India)
MRCGP**

After completing postgraduate training in orthopaedics from India, I joined the practice in 2007. I have a special interest in musculo-skeletal problems. I am married with two children. I enjoy playing indoor as well as outdoor sports.

Dr Geetu Khalsa MBBS MRCGP DRCOG

To pursue my professional career as a GP, I undertook 3 years intensive training under Chelmsford GP-VTS scheme. Alongside, I developed a special interest in women's health and palliative care. I have been with this practice first as a GP trainee and subsequently as a qualified GP since October 2014. I am married with one child. I keep myself fit by practising yoga. I love travelling, swimming and spending time with my family.

Dr A Vijay

Dr U Alladu

All doctors are registered with the GMC in the year after

qualification.

Nursing Staff

There are four practice nurses working part time. They hold clinics by appointment treatment such as dressings and routine immunisations. They will also give travel vaccinations and carry out routine cervical smears. Our nurses also provide special clinics for asthma, diabetes, coronary heart disease, family planning and high blood pressure. We have an HCA working part-time that holds various clinics, including blood tests, warfarin checks, ECGs and blood pressure checks.

Nurse Practitioner	Sarah Davies
Practice Nurse (Diabetes and Asthma)	Jenny Wijekoon
Practice Nurse	Serena Rae
Practice Nurse (Diabetes)	Suzanne Howard
Practice Nurse (Diabetes and Asthma)	Catherine Gregory
Health Care Assistant (HCA)	Amanda Antoniou

How to make an appointment

The surgery is open for consultations from 08:00 to 20.00 Monday to Friday, and on Saturdays and Sundays, the telephone lines are on from 9-11am.

All appointments are 10 minutes long, so if you have complex problems please ask to book a double appointment.

We provide:

- Morning, afternoon and evening surgeries. These are a mixture of face to face and telephone appointments. Late appointments are available every evening (until 19:45). There is a limit to how many patients we can see in a day so you may need to wait for an

appointment, but you can book up to four weeks in advance.

- Urgent appointments are available each day for serious conditions that cannot wait until the next day. You will need to tell the receptionist what the nature of the problem is so the doctor can prioritise the return telephone calls.
- Clinics for long term conditions such as diabetes, high blood pressure, asthma and COPD.
- Minor surgery clinics.
- COIL and implant clinics.

Patients will be given appointments with the most appropriate practitioner for their needs. To this end our receptionists will need to ask for some detail of the illness/problem in order to steer you to the correct clinician.

We have a multi-disciplinary team within the surgery including a Nurse Practitioner, Physician's Associate and Paramedic. They are fully qualified in minor illnesses and can prescribe the same medication as a GP.

Our Nurse Practitioners can deal with the following minor illnesses:

- Sore throat or coughs
- Earache
- Sinus problems
- Hayfever
- Chest infections
- Minor stomach complaints
- Constipation, diarrhoea
- Urine infections
- Skin complaints
- Rashes
- Minor allergic reactions
- Muscle, bone and joint injuries e.g. sprains, strains and soft tissue injury
- Emergency contraception
- Cystitis
- Thrush
- Contraception advice
- Breast examination
- Refer you to another service.

We are not an emergency service. If you have severe or life threatening symptoms then you should call 999, or go to A&E at Broomfield Hospital. We are no longer a "Walk-in Centre".

Surgery/Clinic Times

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
Dr Prasad		AM/PM	AM/PM		AM/PM		
Dr Khalsa	AM/PM		AM/PM	AM/ PM			
Dr Alladu	PM til 8pm			AM/ PM			
Dr Vijay	AM/PM	AM/PM		AM/ PM			
Weekend GP						9-5	
Nurse Practitioner	AM/PM		AM/PM				
Physician's Associate	AM/PM			AM/ PM	AM/PM		
Paramedic	AM/PM				AM/PM		
Social Prescriber			AM/PM				
Health and Well-being Coach			AM/PM				
Clinical Pharmacist			AM/PM	AM/P M			

Canceling Appointments

If you are unable to make your appointment, please contact the surgery as soon as possible to notify us you are unable to make it. We can then make the appointment available to someone else.

Home Visits

Please telephone before 10.30am wherever possible to arrange a home visit. This helps us to plan our day. Please state whether you require a visit urgently (to help us assess

priority). Please do not ask for a home visit if you are able to come to the surgery. The GP or Nurse Practitioner may call you to assess your needs.

Out of Hours

When the surgery is closed and you have an urgent problem that cannot wait until the surgery opens again, always telephone the usual surgery number, 0300 123 3366. Your call will be automatically forwarded to the out-of-hours service. This service is commissioned by NHS Mid Essex CCG and provided by NHS 111. You can also call NHS 111 at any time of the day or night for advice. Calls are free.

Allocated GP

From the 1st April 2015, practices are required under their contract to allocate a named GP to ALL patients including children. All patients at the surgery have been allocated a named GP who is responsible for generally over seeing your medical care but for your day to day consultations. You can see any available GP one of the multi-disciplinary team clinicians depending on the reason for your appointment.

As a patient you do not have to take any further action but if you have any queries regarding this, please do not hesitate to contact the practice manager to discuss this further.

If you would like to know who your allocated GP is please ask at reception.

Medication

Repeat Prescriptions

There are six ways of obtaining repeat prescriptions: two working days' notice is required, so please plan ahead - especially at holiday times. We are unable to accept prescription requests over the telephone.

1. Place your repeat prescription request in the box in the waiting room.
2. Send in your repeat prescription by post.
3. Some of the local pharmacies operate a system whereby you can order your regular medication from them. They will obtain the prescription from us and have your medication prepared and ready for you to collect.
4. Visit the website and follow the links to Our Services and then to Repeat Prescriptions. You can order online from here.
5. Ask at reception for log in details for SystmOnline, the surgery's online appointment booking and prescription request service.
6. Register for the NHS App via your smartphone where you can order prescriptions.

If you require Repeat Dispensing (six months of regular repeat prescriptions which your pharmacy can dispense for you), please ask at reception or at your local pharmacy. This option is not available for some medications.

Results of Tests

Results of tests can be obtained by telephoning the surgery between the hours of 11:00-15:00 and selecting option 3

for our results line.

Telephone Advice

If you wish to telephone one of the doctors for advice, it is likely that your name and telephone number will be taken, so that the doctor can telephone you back. We cannot unfortunately give a time that the GP or Nurse Practitioner will call you. Please be available on the telephone number given to the receptionist.

Our Phone Options:

- | | |
|----------|---|
| Option 1 | To book, amend or cancel an appointment. |
| Option 2 | Prescription queries between the hours of 11:00-15:00 |
| Option 3 | Test results between the hours of 11:00-15:00 |
| Option 4 | To speak to our Administrative Team regarding your referral between 11.00-15:00 |
| Option 5 | Insurance requests |

Working Together

We are committed to helping you to look after your health. This is made possible by working together as a partnership.

What We Will Do For You

- We will treat you with courtesy and respect at all times.
- We will treat you as a partner - explaining any medical conditions and discussing possible treatments.
- We will keep the contents of your health records completely confidential.
- You may see your health records and discuss them with

your doctor, subject to any limitations in the law.

- We will respond immediately to life-threatening conditions.
- We will see you the same day for urgent problems.
- We will not keep you waiting at the surgery for more than 30 minutes without an explanation.
- We will refer you to a specialist when your GP or Nurse Practitioner thinks it is necessary.
- We will refer you for a second opinion when you and your GP or Nurse Practitioner thinks it necessary.
- We will do our best to obtain good quality hospital services for you.
- We will listen to any complaints about our service, and reply within two working days.
- We will help you to get the best from our services, and tell you if you are misusing them.

What You Can Do For Us

- Treat us with courtesy and respect at all times.
- Try not to waste the doctors' time with minor ailments – a pharmacist can offer good advice for these.
- Use emergency services only in a genuine emergency.
- Cancel appointments you no longer need, so that someone else may use them.
- Please only ask for a home visit if the patient cannot attend the surgery through illness or infirmity.
- Tell us how we may improve our services. Constructive advice is always welcome.

Compliments, Comments, Concerns and Complaints

We aim to provide patients with the best care we can but we may, sometimes, fall short of the mark. If you have any compliments, comments, concerns or complaints about our service, we want to hear about them.

We would encourage you to speak to whoever you feel most comfortable with - your doctor, a nurse, a receptionist or manager - but if you would prefer to give your feedback in writing, please send it to the Practice Manager, Carrie McSpadden, at the surgery. You can also leave a note or letter in the suggestion box in the waiting room or email the practice.

We will give an initial reply to your compliment, comment, concern or complaint within two working days. Our information leaflet and other guidance is available in reception.

Confidentiality

All members of our practice team are bound by strict rules of confidentiality that apply to all aspects of their work. The practice is computerised and is registered with the Information Commission's Office. We are bound by legislation under the Data Protection Act and the General Data Protection Regulation.

You can be sure that anything you discuss with any member of this practice - family doctor, nurse or receptionist - will stay confidential. Even if you are aged under 16, nothing will be said to anyone - including parents, other family members, care workers or tutors - without your permission. The only reason why we might have to consider passing on

confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere, it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving. If you have any worries about confidentiality, please feel free to ask a member of staff.

Special Services to Patients

Care for Patients with Diabetes

Our highly motivated Diabetes Specialist Nurses help patients both newly diagnosed and already living with diabetes, to understand and manage their diabetes with a 21st century approach. Six-monthly and annual reviews are offered.

Care for those with High Blood Pressure

One of our nurses will carry out a regular review of people with high blood pressure.

Care for those with Asthma or COPD

Asthma is very common now, and our nurse has been trained to run a clinic-type service. Modern asthma care has been shown to be most successful at both reducing symptoms and preventing attacks and exacerbations. Even if you have had asthma for many years, you should attend the nurse's clinic to make sure you are having the most appropriate regime for you; many asthmatics who have suffered for years have had their lives greatly improved by a more modern regime.

Warfarin Clinic

Patients on Warfarin can have their regular blood tests carried out at the surgery and the results will be made available to them immediately.

Minor Surgery

This is carried out by Dr Prasad. An examination or telephone assessment will take place prior to booking an appointment for the minor surgery.

COIL and Implant Clinic

These are carried out by Dr Rashmi and Dr Vijay. The reception team will ask you a series of questions when you are booking your appointment.

Self-Treatment of Illnesses

Many minor ailments can be treated by your local pharmacist

Colds

There is no cure for the common cold, which lasts for seven to ten days. Take plenty of drinks, use paracetamol for headaches and temperatures and inhale over hot water (do not use boiling water) to relieve nasal congestion. Antibiotics do not have any effect on the common cold.

Sore Throats

Most sore throats are caused by viruses which do not respond to antibiotics. They usually last four to five days and respond to the same treatment as for colds.

Vomiting and Diarrhoea

Again, most cases are due to a viral infection and do not require antibiotics. Treat with frequent small amounts of liquid and avoid milk and food for 24 hours. As the stomach settles, take simple solids such as dry biscuits or toast before returning to a normal diet.

Consult your doctor if: vomiting and/or diarrhoea is accompanied by continuous stomach pains; symptoms persist longer than six hours in an infant or small child; an

attack comes shortly after a visit abroad; the patient or parent is anxious or worried.

How to Look after a Child with a Temperature

Most childhood infections are caused by viruses and do not respond to antibiotics. The main aim of treatment is to try to bring down your child's temperature and make them feel better.

1. Give your child paracetamol (Calpol, Disprol etc) at the maximum dose for that age. Children under the age of 16 years should not be given aspirin.
2. Dress your child in cool clothes, e.g. vests, shorts and keep the room cool.
3. Give plenty of cool drinks, as fluid is lost with a fever, and encourage small amounts frequently. Try ice lollies etc.
4. Sponge your child down with lukewarm water and dry them carefully.
5. Repeat the dose of paracetamol every four hours.
6. If your child does not improve or appears particularly ill, consult the doctor.
7. Ill children will always be seen as soon as possible if brought to the surgery. You will not make your child worse by taking them in a pram or car to see the doctor. Often the fresh air makes feverish children feel better.

Carers

If you are a carer for another adult or child, please let us know so we can support you. This may mean offering an appointment to discuss your needs or a referral for a carers' assessment.

Accessible Information Standard

We are committed to providing a service to patients with a sensory impairment and can adapt our communication to suit patients as necessary. Please visit our website for further information or see leaflet enclosed in our registration pack.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Pride in Practice

The practice believes in fairness and equality, and above all, values diversity. All practice staff have ongoing equality and diversity training, and our equality and diversity policies are reviewed annually. We would welcome any LGBT patients joining our virtual Patient Participation Group so that they can be involved in future planning of services. Practice staff have undergone training from the LGBT Foundation and are committed to supporting LGBT patients. The practice has a LGBT resource folder which they can refer to for advice and guidance. We also have information on our website and displayed on our noticeboard in the patient waiting area.

Useful Telephone Numbers

The Samaritans - 01245 357357

Broomfield Hospital - 01245 362000

Relate - 01245 676930

Out of Hours - 111

Provide Community Nursing – 0300 0031 902