

— AUDLEY MILLS SURGERY —

Telephone: 01268 209309

Website: www.audleymills.co.uk



57 Eastwood Road
Rayleigh
Essex SS6 7JF

WELCOME TO AUDLEY MILLS SURGERY

The doctors and staff welcome both old and new patients. We hope this information booklet will be useful to you and will inform you of the services we provide.

DOCTORS IN PRACTICE

DR C P M LEWIS	MA, MB, BChir Cambridge 1982, FRCGP, DCH, DRCOG, FPCert, Cert Diabetes Care, Dip Med Ed
DR C HORNER	MA, MB, BCH, BAO, PhD, MRCGP, DFFP Dublin 1981
DR R GENTHE	PhD State Exam Berlin 1996, MRCGP London 2014
DR T WRIGHT	MBBS, BSc (Hons), DRCOG, MRCGP London 2002
DR A REHAL	MBBS, BSc (Hons), DRCOG, DCH, MRCGP London 2001
DR O ARIKAWA	MChB, MRCGP, DRCOG, DFFP Ogun 1994
DR L SAVILLE	MBBS, MRCP, DFFP London 1997
DR L WHITING	BSc (Hons), MB ChB (Leeds 2003), MRCS (Ed), MRCGP, DRCOG
DR M O'KEEFE	MBBA, MA (Cambridge) MRCGP
DR K MONK	MBBS 2008, BSc, MRCGP
DR S WHITEAR	MBBS, UCL London 1992, FRCGP, DRCOG, DFFP

ASSOCIATES

DR Z KEEBLE	MBBS MRCGP ACA MBA
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SURGERY HOURS

The surgery premises are open between 7.00am and 8.00pm Monday and Thursday and 7.00am and 6.30pm on Tuesday, Wednesdays and Fridays. The precise surgery times can vary although we try to offer a wide range to suit all our patients. If you are telephoning the surgery, please note that the telephone switches over from the out-of-hours service at 8.00am in the morning and back again at 6.30pm.

Every six weeks or so, the surgery closes at 12.45pm for staff and GP training. Notices advising the date will be put up in the surgery.

WEEKEND GP AND NURSE APPOINTMENTS

As part of working with other practices, there are now some weekend appointments for our patients. These are NOT walk-in appointments. They must be booked through the practice and take place in different premises on different days. You may be seen at Audley Mills, but not necessarily by one of our GPs.

Weekend appointments are available to be booked on Saturdays, Sundays and bank holidays.

GP appointments 9.00am – 3.00pm

Nurse appointments 9.00am – 2.00pm

Please contact Audley Mills's surgery to book one of these appointments or to book on the day by calling NHS 111 or the number of the surgery you wish to attend (below):

Audley Mills Surgery, 57 Eastwood Road, Rayleigh, Essex. SS6 7JF (01268) 740501

Hawkesbury Road Surgery, 1A Hawkesbury Road, Canvey, SS8 0EX (01268) 682303

HOW TO JOIN THE PRACTICE

To register, please call in to the surgery or go online to www.audleymills.co.uk and download the new patient forms. You will also need to supply I.D. of your current proof of address when registering. You will be offered a new patient interview with our healthcare assistant once you have been registered.

HOW TO SEE THE DOCTOR

SURGERY APPOINTMENTS

Appointments to see the doctor can be made by calling in at or telephoning the surgery, or by booking online (see SystmOnline).

Audley Mills Surgery 01268 209309

(The telephone switches over from the out of hours NHS 111 Service at 8.00am and back to the out of hours at 6.30pm.)

When booking an appointment, you can always express your desire to have an appointment with a specific doctor. For continuity of care, it may be more beneficial for you to wait a couple of days for non-urgent cases to see the same doctor. Please advise the receptionist if you have a preference. The only exception is if a patient needs to be seen as an emergency. In this case, they will be seen by whoever the emergency doctor is on that day.

- From now on when you contact the surgery you may select whether you wish to have a telephone appointment or a face to face appointment.
- If you request a face to face appointment this will be booked directly without an initial phone call from a doctor.
- Some of these appointments will be made available to book online through SystmOnline but others will be kept for patients who do not have online access to be booked by phone or in person at the reception desk.
- If you are unsure, then a phone-back appointment is probably a good starting point – sometimes we arrange tests after a phone consultation and then a face to face appointment to review the results. This is more efficient than bringing you in three times for the same problem.
- We will aim to continue to supply a minimum of 2000 appointments per week but if we run out of appointments then the on-call doctor will still be available to deal with GENUINE emergencies that cannot wait until the following day. We would kindly ask that these emergency appointments are respected for those that really need them.

APPOINTMENT CANCELLATIONS

There is now a text number for you to cancel appointments: 07902 199337 or you can cancel your appointment online if you are registered for this service.

SMS TEXT MESSAGE SERVICE

We are now able to send a text message to all patients when they make an appointment if they have supplied us with a mobile phone number. To receive this message you will need to supply us with your current mobile phone number, which you would like us to use and this number will then be placed on your records. Once you book an appointment, you will receive an SMS text message showing the appointment details. You will also receive a reminder for this appointment 48 hours beforehand.

By supplying us with your mobile phone number you consent to us contacting you in this way.

AUDLEY MILLS MEDICAL EDUCATION CENTRE

We now also operate from The Audley Mills Medical Education Centre. This is an extension of the surgery and consists of six new consulting rooms, two new nurse treatment rooms, teaching/training space etc. When you are booking an appointment, please make sure you know which building your appointment is in, either the surgery or the Education Centre. The surgery is where you will need to book your appointments, collect your prescriptions, make enquiries and hand in your samples. All post should also go to the surgery.

The meeting rooms on the second floor of the Education Centre are available to hire. For more information please contact the surgery.

Why use a solicitor to write your will?

- They are regulated by the Solicitors Regulation Authority.
- They carry professional indemnity insurance to protect you if things go wrong.
- They have been through several years of training in order to practise.



Legal advice when you need it most

- > Conveyancing
- > Company Law
- > Employment Law
- > Equity Release
- > Wills and Probate
- > Commercial Law
- > Personal Injury
- > Powers of Attorney



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Why Your Business Needs A Website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

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Advertising Feature



Transplants save lives

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0300 123 2323
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HOME VISITS

If you need to see the doctor but are not well enough to get to the surgery please telephone on **01268 209309** before 1.00pm.

Please remember that a doctor can see six patients in the surgery in the same time as one house-call. On occasions the doctor will need equipment only available in the surgery. Please can you make every effort to get to the surgery using help from a neighbour or taxi, if necessary.

House calls are only available for patients who are medically unable to come to the surgery. It is for the doctor to decide whether it is appropriate to visit.

If you request a house call, our receptionists are under instruction to obtain sufficient information so that the doctors can judge whether a home visit is necessary and how urgent it is. Please anticipate appropriate questioning.

Please see guidelines towards the back of this booklet.

Audley Mills Surgery is now working with other local practices to employ Emergency Care Practitioners (ECPs) and Advanced Nurse Practitioners (ANPs). You may be visited by one of these clinicians if the doctor thinks it is appropriate.

OTHER INFORMATION

SYSTMONLINE

For those of you who have access to the internet, our website www.audleymills.co.uk allows you to use Systmonline. Once you have registered for this service at reception, you will be issued with your username and password. You will then be able to order a repeat prescription, book a telephone consultation or ask a simple question. To register, you will need to present with two forms of identification e.g. passport, driving licence, utility bill etc. showing your current address. Children can be registered under their parent/guardian's log in until the age of 16 when they will automatically be removed and will need to register for this system themselves. Please note only doctors and phlebotomy (blood test) appointments can be booked online, NOT Nurse or Healthcare Assistant appointments as some procedures require a specific room with the necessary equipment.

SYSTMONLINE – CHILDREN 13-16 YEARS

In line with GDPR regulations, children will now be required to provide written consent to allow parents/guardians to have online access to their medical records to enable them to book appointments or order prescriptions on their behalf. Please ask for a form at reception.

AUDLEY MILLS OPTICIANS

The partners opened an Opticians in 2008 at 43 Eastwood Road, Rayleigh (opposite M&S). Telephone: 01268 772213.

The partners believe this will add to services already provided. As well as offering the usual ophthalmic high street services, Audley Mills Opticians also offers a comprehensive range of eye care products.

PARKING

There is **NO** parking available at the surgery. A bollard system operates for doctors and staff only. Please use the pay and display at Webster's Way.

Please do not leave your vehicle unattended in front of the barrier at any time. The entrance needs to be kept clear for emergency vehicles to access the premises at all times.

ACCIDENT AND EMERGENCY

The nearest Casualty Department is at the Southend Hospital in Prittlewell Chase - Telephone **01702 435555**.

Attract more business by placing your advert here. Simply call 0800 0234 196.

PATIENT TELEPHONE NUMBERS

It would help us a great deal if you gave us your telephone number including a mobile number (especially if you are ex-directory) as well as your postcode and email address if you have one, in case we need to contact you for any reason.

ARRANGEMENTS FOR THE DISABLED

There is suitable access for the disabled in both premises and disabled parking spaces adjacent to the surgery in Webster's Way car park.

TEST RESULTS

Please phone after 3.00pm, 72 hours after your test for your result on **01268 209309**.

TELEPHONE LINES

The surgery attempts to answer your telephone call as quickly as possible. Once connected you will be held in a queuing system until the receptionist becomes free. Please try not to ring the surgery on Monday morning for routine enquiries and appointments as we are particularly busy at these times.

OUTSIDE SURGERY HOURS

If you need to see the doctor outside of normal surgery hours in an emergency, please telephone **111** (this is a free call to the out of hours provider).

REPEAT PRESCRIPTIONS

Requests: in normal surgery hours, if you hand in your request before 10.30am (Monday to Friday) your prescription will be ready after 2.00pm the same day to collect or it can be sent electronically to your nominated pharmacy. If you hand in your request after 10.30am your prescription will be ready after 2.00pm the next working day. Requests for repeat prescriptions are not taken by telephone. **If the surgery is closed**, requests can be posted through the main surgery letterbox. Prescriptions CANNOT be ordered more than three weeks in advance and only a maximum of two months supply can be given at any one time. The only exception is if you are going on holiday, you must make this known by writing it on the prescription when you hand it in for the repeat to be issued.

Collection: prescriptions are available at the reception desk when the surgery is open or from your nominated pharmacy if your prescription is sent electronically. For patients who cannot get to the surgery during opening times, we are working with Audley Mills Pharmacy to provide an extended service as follows:

7.00am - 12 midnight Weekdays

9.00am - 5.00pm Saturdays 10.00am - 5.00pm Sundays

You are not obliged to have your prescription dispensed by Audley Mills Pharmacy.

SPECIMENS

All specimens to go to the laboratory should be brought to the main surgery building by 12 noon.

BLOOD TESTS

These are now carried out most mornings here at the surgery between 7.00am and 1.00pm. You must have obtained a form from the doctor and must have booked an appointment with reception or online at the surgery before you go for your test.

SUPPORT STAFF

In addition to the doctors, the following make up the healthcare team:

PRACTICE MANAGER

Mrs S Mason ILM 3, NVQ 3 Practice Management

She is available to answer any queries relating to the practice. She is supported by a full complement of efficient ancillary staff. If you have any comments, good or otherwise, to make about the service we offer, please let her know.

PRACTICE BUSINESS MANAGER

Mr S Doherty LLB, FCIB, AMSPAR Dip M

FIRST CONTACT PHYSIOTHERAPIST/CHARTERED PHYSIOTHERAPIST

Steve Swindell – Assessment Physiotherapist – MSc (Hons), BSc (Hons), MCSP, MHPCP, MAACP

Steve works alongside the doctors to ensure you get the care you need as quickly as possible. You can book an assessment with him directly without the need to see a doctor first. He provides advanced assessment and advice on musculoskeletal conditions (such as bones, joints, muscles, ligaments, tendons and nerves). He can also help with cervicogenic dizziness, benign paroxysmal position vertigo (BPPV), cervicogenic headaches and assist with the diagnosis of rheumatology conditions such as rheumatoid arthritis, polymyalgia rheumatic, fibromyalgia and hypermobility syndrome.

Should you require a referral to specialist services, X-RAYS, ultrasound scans and blood tests, he is able to refer you if necessary to assist with the diagnosis and management of your presentation.

PRACTICE NURSES AND HEALTHCARE ASSISTANTS

Nurse Davidson – Practice Nurse/ANP Trainee – DipHE RN (Adult), BSc (Hons) Adult Acute Care, Non-Medical Prescriber – MSC (ANP) pathway.

Nurse Richardson – Practice Nurse – RGN, FP Cert, Dip. CHD, Diabetes Care, Travel

Nurse Wren – Practice Nurse – Adult Nursing DipHE

Nurse Musengezi – Practice Nurse – RGN, Asthma, Diabetes

Nurse Clark – Practice Nurse – BSc (Hons) Nursing, Cervical Cytology, Baby Imms, Travel & Asthma

Mrs Webster – Healthcare Assistant – Smoking Cessation – Level 2 Cert.

Mrs Williams – Healthcare Assistant – Smoking Cessation – Level 2 Cert.

We have a team of practice nurses, assisted by healthcare assistants, who work alongside the doctors. They are available to see emergencies during the day and answer your telephone enquiries. They are responsible for general nursing, immunisations, cervical smears, new patient medicals and various general health clinics.

PHLEBOTOMISTS

Mrs M Browne – Phlebotomist – Venipuncture Cert.

Mrs A Morris – Phlebotomist – Venipuncture Cert.

Mrs J English – Domiciliary Phlebotomist – Venipuncture Cert.

The surgery has two phlebotomists who work most mornings performing blood tests for the patients of Audley Mills Surgery and one domiciliary phlebotomist for strictly housebound patients.

ASSESSMENT PHYSIOTHERAPIST

Mr S Swindell - Assessment Physiotherapist – BSc (Hons) Physiotherapy, BSc (Hons) Sports Science, MSc Advanced Physiotherapy, Foundation in Acupuncture

You can now book directly to see our Assessment Physiotherapist who can assess you and diagnose your problem/condition. Refer you on if necessary and advise how best to manage your condition. Please book appointments for the Assessment Physiotherapist in the usual way.

DISTRICT NURSES AND HEALTH VISITORS

The district nurses can be reached on 01702 372070. The health visitors can be reached on 0300 2470013 option 4.

MIDWIFE

Antenatal and postnatal care is often shared by your GP and midwife who work closely together for the successful outcome of your pregnancy. Midwife appointments are booked through the Pregnancy Booking line, details of which are supplied by the doctor upon confirmation of your pregnancy.

RECEPTIONISTS

They are fully trained and have a difficult job to do. Please remember that if you are kept waiting or are asked some apparently irritating questions, it is because our policy is aimed at the smooth and safe running of the practice and we need to assess the urgency of particular requests.

OTHER SERVICES

HEALTH PROMOTION

We are actively engaged in health education and disease prevention and we are always happy to discuss this with you. In particular, we can arrange the following clinics by appointment:

ASTHMA CLINIC

To help and advise patients who suffer from this complaint. Fully trained asthma nurses run this clinic.

CONTRACEPTION

We are able to advise and provide a full range of contraceptive care (except condoms) including the morning after pill.

DIABETIC CLINIC

One of the doctors and a practice nurse run regular clinics to monitor and advise our diabetic patients.

MINOR SURGERY

Minor surgery procedures can be carried out at the surgery under local anaesthetic.

NEW PATIENTS

New patients are asked to make an appointment to see a healthcare assistant when registering, so that all important health details can be recorded, thereby assisting the doctor, before your notes are forwarded from your previous GP. The healthcare assistant will check your blood pressure, weight, height and give general advice should it be needed.

TRAVEL CLINICS

For travel vaccinations and advice, please ensure you book an appointment for this clinic at least six weeks prior to travel. A risk assessment form must be completed before you attend your appointment (available from reception).

COPD (CHRONIC OBSTRUCTIVE PULMONARY DISEASE)

To help advise and support patients who suffer from this complaint.

OTHER CLINICS

Baby Clinics and Heart Disease.

PRACTICE PHILOSOPHY

We are committed to providing a wide range of effective, evidence-based medical services in a professional and accessible way. A 'wide range' means that wherever possible we will endeavour to provide the help you need at the surgery - by ourselves or other health professionals. We will refer you to the hospital if necessary, but GPs and their staff are becoming more highly trained and are able to deal with many conditions that previously were treated at the hospital. We also encourage the development of special interests within the partnership - this means that in a large practice like ours you benefit from a range of expertise. Sometimes you may be referred to another partner in the practice for a second opinion or for minor surgery or other procedures. 'Evidence based' means we are scientific in our approach to medicine, basing decisions on the best available evidence, not necessarily on the latest 'breakthrough' reported in the press. This means we must keep up to date and each of us spends a great deal of time reading medical journals, attending meetings and going on courses to keep us up to date and effective. We hold weekly clinical meetings at which we learn from each other's successes and problems; an atmosphere of openness and honesty is the key to the success of this approach.

We know we are not perfect and we operate within a health service which has been, and remains, chronically underfunded. However, within these limitations we believe we provide a high quality service and we are continually looking to the future to develop these services further. We greatly value your support, understanding and constructive suggestions for making our practice better.

TRAINING

We are also committed to training the next generation of healthcare workers. You may come across trainee nurses, medical students and qualified doctors who are training to become GPs. We have been approved as a Training Practice for GPs since 2003. A typical GP registrar (trainee) will spend one year in the practice, having completed medical training and having spent at least three years working in the hospital as a junior doctor. They therefore have considerable experience in treating patients but may not have spent much time in general practice up to this point. You will always be asked if you mind seeing a trainee GP or nurse, and you may decline. From time to time we video record consultations for training purposes; again you will be told if this is planned and you may ask for your consultation not to be recorded - or to be erased after the consultation if you are not completely happy. The registrar works under the close supervision of a trainer - currently this is Dr Wright, Dr Rehal or Dr Whiting, Dr Arikawa and Dr Saville. We are proud to be a training practice; it keeps us all up to date with the latest hospital treatments and is a recognition of the quality of service we offer.

PRACTICE COMPLAINTS PROCEDURE

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria. If you have a complaint, please collect a complaints form from reception. It will be a great help if you are as specific as possible about your complaint.

SAFEGUARDING

Audley Mills Surgery has a statutory duty of care towards children (Section 11 Children Act 2004) and young people at risk. Audley Mills Surgery is committed to a best practice which safeguards children and young people irrespective of their background, and which recognises that a child may be abused regardless of their age, gender, religious beliefs, racial origin or ethnic identity, culture, class, disability or sexual orientation.

Having safeguards in place within any organisation not only protects and promotes the welfare of children and young people at risk, but also enhances the confidence of staff, volunteers, parents/carers and the general public. Protecting children and young people from abuse, neglect and exploitation, preventing impairment of health and development, and ensuring children grow up in circumstances consistent with the provision of safe and effective care enables them to have optimum life chances and enter adulthood successfully.



Let our practice
publications
promote your
business
for you!

To place a business
building advertising feature
in our vitally important
Practice Booklets
simply email
marketingadmin@opg.co.uk

Audley Mills Surgery are committed to safeguarding children, young people at risk and have a responsibility to ensure that their practice staff know what to do if they encounter child or adult abuse or have concerns that they may be at risk of harm. The practice is committed to working within agreed policies and procedures and in partnership with other agencies to ensure that the risks of harm to a child or young person are minimised. This work may include direct and indirect contact with children, (access to patient's details, communication via email, text message/phone).

We aim to ensure that Audley Mills Surgery is a child-safe practice.

HOLIDAY INFORMATION

If you are going abroad, please book an appointment with the local travel centre for all holiday advice at least six weeks prior to travel. Our practice nurses will only be able to vaccinate you with the standard NHS travel vaccines if necessary as advised by the travel centre.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

PATIENT CONFIDENTIALITY / GDPR

GENERAL DATA PROTECTION REGULATION

GDPR (General Data Protection Regulation) replaces Data Protection Act 1998 (DPA) and is designed to match data privacy laws across Europe. GDPR is still based on the same data protection principles as before regarding security of information within the practice.

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent.

The Practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant.

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.

HEALTHY LIFESTYLE

DIET

Living and eating in an unhealthy way can make you age much more quickly than necessary. Living and eating in a healthy way can prevent many diseases happening in the first place, from colds to cancer.

Simple general advice:

- Eat the right number of calories for how active you are so that you balance the energy you consume with the energy you use.
- Eat a wide range of foods to ensure you're getting a balanced diet - choose wholegrain varieties as they contain more fibre and can keep you fuller for longer.
- Eat lots of fruit and veg - aim for 5-a-day.
- Eat more fish - Especially oily fish to prevent heart disease - 2/3 portions per week.
- Cut down on saturated fat and sugar - too much saturated fat can increase the amount of cholesterol in the blood which increases the risk of developing heart disease.
- Eat less salt - Salt can raise blood pressure.
- Get active and be a healthy weight - being physically active may help reduce the risk of heart disease, stroke and type 2 diabetes.
- Don't get thirsty - 1.5 litres everyday should be consumed to stop us getting dehydrated.
- Don't skip breakfast - breakfast is an important part of a balanced diet - try wholemeal cereals or fruit to help us control our weight.
- Limited your alcohol intake - Men should not exceed 21 units per week. Women should not exceed 14 units per week (none if you are pregnant or trying to get pregnant)
X1 pint of beer = 2 units. X1 standard glass of wine = 2 units. X1 shot of spirits = 1 unit.

EXERCISE

The human race was not designed to commute to an office and then watch TV all night. Everyone should have three periods of 30 minutes' vigorous exercise a week. This applies equally to the elderly and teenagers - not just the middle-aged who are starting to 'spread'.

For the elderly, exercise improves muscle and bone strength, keeping you mobile as well as ensuring that your heart, lungs and arteries stay healthier. Lack of exercise between the ages of 15 to 24 is associated with a greatly increased risk of having a stroke when older. Exercise should not stop when you leave school!

SMOKING

Assuming you adhere to the foregoing advice on diet and exercise, you can greatly reduce the benefits by using a substance that overwhelms the body's repair systems, ie tobacco. Cigarettes damage virtually every system in the body and make you age rapidly (look at a smoker's face). If you are still smoking try again to stop. It takes on average six (genuine) attempts. We know it is highly addictive and extremely difficult but please keep trying because tens of thousands of smokers die every year in the UK. If you are serious about giving up smoking, you can contact the Smoking Cessation Clinic on (01268) 464552 or ask your doctor to refer you to our Smoking Cessation Clinic.

GUIDELINES FOR HOME VISITS

GP VISIT RECOMMENDED

GP home visiting makes clinical sense and is the best way of giving a medical opinion in cases involving:
The terminally ill
The truly bed-bound patient, for whom travel to premises by car would cause a deterioration in their medical condition or unacceptable discomfort.

GP VISIT MAY BE USEFUL

After initial assessment over the telephone, a seriously ill patient may be helped by a GP's attendance to prepare them for travel to hospital - that is, where a GP's other commitments do not prevent them from arriving before the ambulance. Examples of such situations are:
Heart attack Severe shortness of breath Severe haemorrhage

It must be understood that if a GP is about to start an emergency surgery in which all patients believe they are urgent and a call for an urgent visit is made as in the examples above, it may be in the patient's interest to call an emergency paramedical ambulance.

GP VISIT IS NOT USUAL

In most of these cases, to visit would not be an appropriate use of a GP's time:

Common symptoms of childhood: fevers, cold, cough, earache, headache, diarrhoea/vomiting and most cases of abdominal pain. These patients are usually well enough to travel by car. It is not harmful to take a child with a fever outside. These children may not be fit to travel by bus or to walk, but car transport is available from friends, relatives or taxi firms. It is not a doctor's job to arrange such transport.

Adults with common problems, such as a cough, sore throat, influenza, back pain and abdominal pain are also transportable by car to a doctor's premises.

Common problems in the elderly, such as poor mobility, joint pain and general malaise, would also best be treated by consultation at a doctor's premises.

PRACTICE CHARTER

OUR SERVICES TO YOU THE PATIENT

We do our best to look after your health needs by treating and preventing illness. You should find our services helpful, kind, caring and absolutely confidential.

You may expect us to respond immediately to an emergency situation requiring life-saving treatment.

When you attend the surgery, we will provide you with service as promptly as possible and will not leave you waiting more than 30 minutes for your appointment without an explanation.

When you are medically unfit to come to the surgery you may expect a home visit, at your doctor's discretion.

You have a right to know as much about your medical condition as you want to know and we will always tell you the full truth, unless you ask us to do otherwise. We will not discuss your case with anybody else, unless you wish us to and have given your consent first. You are welcome to see your health records and discuss the contents with the doctor if you wish.

We have a complaints procedure and if you are not happy about any services you should tell us. We will take the matter seriously and do our best to set it right for you.

Where patients are requesting to join the practice list, the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

YOUR RESPONSIBILITIES AS PATIENTS USING OUR SERVICES

Please do what you can to avoid wasting your own as well as the doctor's time. Do not come with minor coughs and colds or tummy bugs which do not require a doctor's help. A chemist can advise on simple measures and over-the-counter remedies.

Try not to come to the doctor with problems which are not at all medical. Doctors are not lawyers, financial advisers or housing experts.

If you cannot keep your appointment, please cancel it. It may then be given to someone else rather than wasted.

Please do not abuse our services - in particular do not ask for home visits when you are able to travel to the surgery. Please do not call the doctor out after hours for routine matters or at night for problems which could easily wait until the morning.

Please also take responsibility for your own health. Follow advice from the doctor or nurse. Take medication properly; keep follow-up appointments and attend for screening procedures. Try not to abuse your body - think about your lifestyle.

Please help the receptionists to help you. Do not mislead them by making a non-urgent matter seem like an emergency. It is unfair on the patients who really are emergencies, and who have to wait longer while the doctor deals with you.

Please be sure to attend appointments made for you at the hospital, unless you no longer need to, in which case inform both us and the hospital. Millions of pounds are wasted each year by patients who fail to keep appointments.

We will not tolerate verbal or physical abuse towards any staff member. We reserve the right to immediately remove such patients from the practice list.

Thank you for giving these points your attention. Your co-operation is greatly appreciated by all of us at the practice.

PATIENT PARTICIPATION GROUP - PPG

The 'user group' exists to work with the practice to continually improve the service on offer. The group at present comprises 10 patients with a particular interest in improving Audley Mills Surgery. Most of the members have been patients of the surgery for many years, so they've seen the service develop hugely from the early days. We would like the group to be more representative of younger people so do consider whether this might be for you. If you would like to join, please contact our practice manager Mrs S Mason **practice.managerF81123@nhs.net** or hand a letter into reception.

EPS – ELECTRONIC PRESCRIPTION SERVICE

The Electronic Prescription Service (EPS) is an NHS service which gives you the chance to choose where you collect your prescription from. You will now have more choice as you can collect from a pharmacy near to where you live, work or shop. Please let the pharmacy of your choice know if you wish to nominate them.

You can still collect your prescription from the surgery if you choose not to nominate a pharmacy.

PALS (PATIENT ADVICE AND LIAISON SERVICE)

PALS Southend Hospital is: 01 702 385333 or PALS Basildon & Thurrock is on: 01268 524900 Ext: 4440

PALS is here to help when you need advice and have concerns or don't know where to turn.

PALS is a completely confidential service, and can help if:

- you are unhappy with the service you have received but do not necessarily wish to make a formal complaint
- need advice or have concerns but are unsure who to speak to
- would like to be put in touch with voluntary support, advocacy services or need information on other NHS services

FRIENDS AND FAMILY

This practice takes part in the Friends and Family satisfaction survey. To give feedback, please complete one of the forms at the surgery and leave in the box provided or alternatively visit www.iwantgreatcare.org to complete an online review. All feedback is greatly appreciated by the partners and is discussed at their meetings and also with the Patient Participation Group.

Details of Primary medical services in this area may be obtained from:

NHS England Essex Area Team, Swift House, Gedgerows Business Park
Colchester Road, Chelmsford, Essex CM2 5PF Tel: 0300 311 2233

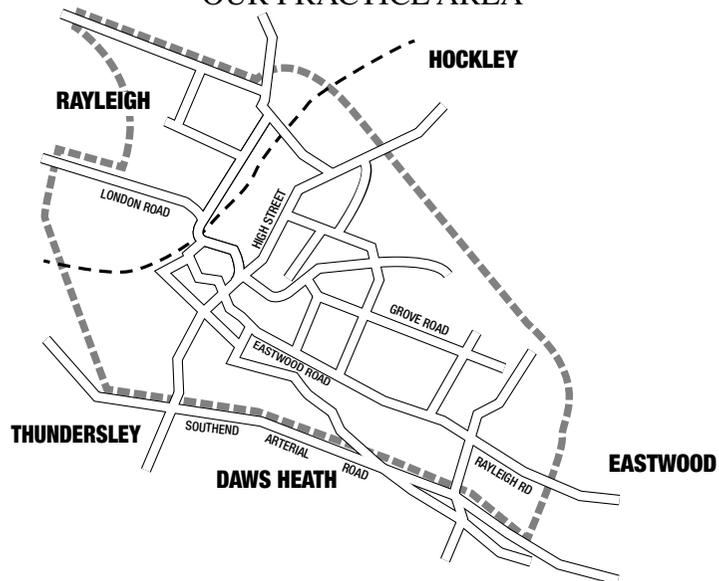
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Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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OUR PRACTICE AREA



USEFUL TELEPHONE NUMBERS

Audley Mills Opticians	01268 772213
Audley Mills Pharmacy.....	01268 776479
Basildon Hospital	01268 533911
Carers (National Association)	020 7490 8818
Choose And Book	0845 608 8888
Citizens Advice Bureau.....	0344 477 0808
Cruse - Bereavement Care	01702 710683
Department of Social Security.....	01702 782777
Out-of-Hours NHS 111	111
Police (Rayleigh).....	01268 775533
RELATE	01702 342901
Samaritans.....	01702 611911
Social Services (Rayleigh)	0845 603 7630
Southend Hospital	01702 435555
Spire Wellesley Hospital	01702 462944