



AUDLEY MILLS SURGERY

01268 209309

www.audleymills.co.uk

57 Eastwood Road
Rayleigh, Essex SS6 7JF



By Lily Pound - Age 10 Years

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 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	MBChB, Ogun 1994, FRCGP, DRCOG, DFFP PGA (Med) Ed
DR L SAVILLE	MBBS, MRCP, DFFP London 1997
DR M O'KEEFE	MBBS, MA (Cambridge) MRCGP
DR K MONK	MBBS 2008, BSc, MRCGP
DR S WHITEAR	MBBS, UCL London 1992, FRCGP, DRCOG, DFFP
DR Z KEEBLE	MBBS, MRCGP, ACA, MBA

ASSOCIATES

DR G COOPER	MBChB (Hons), MRCGP
DR R SUBASINGHE	MBBS Trinidad, BSc Biochem London, MRCGP, DRCOG, PGCert (Medical Education)
DR TALA KHAZIM	MBBS MRCGP (2022) PGDip(CAIT)
DR MATTHEW OGUNSANYA	MBBS, BSc, PgDipSEM, MFSEM, MRCGP
DR HEATHER KENNEDY	MBBS, DCH, MRCGP, RCGP, DFFP

SURGERY HOURS

The surgery premises are open between 7.00am and 8.00pm Monday and Thursday and 7.00am and 6.30pm on Tuesday, Wednesday and Fridays. Despite the reception being open at 7.00am, please note, no appointments will be booked until 8.00am Monday to Friday.

From 8.00am until 9.00am appointment booking ONLY. For general enquiries, please contact us after 9.00am.

WEEKEND GP AND NURSE APPOINTMENTS

We have a local arrangement in place for the Rayleigh & District PCN which will offer prebooked appointments at either Audley Mills Surgery, Rayleigh or The Jones Family Practice in Hockley on alternate Saturdays.

A clinician will be available for these appointments between 9.00am and 5.00pm. To prebook a Saturday appointment please contact the surgery during our core opening hours Monday and Friday. This is NOT a walk-in service.

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.

NHS APP

We recommend all our patients register for the NHS App. The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or App store. You can also access the same services in a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

WHAT YOU CAN DO WITH THE NHS APP

You need to prove who you are to get full access to the NHS App. With full access you can:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- Book and manage appointments.
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results).
- Book and manage COVID-19 vaccinations.
- Register your organ donation decision.
- Choose how the NHS uses your data.
- View your NHS number.
- Use NHS 111 online to answer questions and get instant advice or medical help near you.

APPOINTMENTS

Our telephone lines are open from 8:00am, please call 01268 209309 to book an appointment with a Nurse, HCA, Physiotherapist or Phlebotomist.

If you require a GP consultation, please complete an online triage form - known as Anima. The link for this is on our home page in a purple box. All requests will be triaged by a clinician within 24 hours, allocated to an appropriate member of staff, and actioned. If an appointment is required, this will be arranged.

If you are housebound and require a home visit, please also submit your request via the online triage form, preferably before 12 noon.

This service is strictly for housebound patients only and will be reviewed by a doctor before a visit is confirmed. Same day visits are NOT guaranteed. This will be decided by the doctor at review. If you are digitally excluded for any reason meaning you cannot use the online form, our care navigation team on reception can complete the form for you over the phone. We also have an iPad in reception which you are welcome to use.

ANIMA

We offer an online consultation service via Anima. This service allows patients to raise both clinical and non-clinical requests including requesting a GP appointment.

Requests will be triaged by a clinician, allocated to an appropriate member of staff, and actioned. If an appointment is required, this will either be booked or a link sent via reception.

We aim to respond to all requests on the same day, however there may be occasions where demand is high or staffing levels low in which case you may not get a response to a routine query until the following day. We will, as always, do our best to avoid this happening. If you feel it cannot wait, then we would advise you to contact 111 or attend A&E.

If you do not have access to the internet or struggle to use it, if you have a language barrier, a disability, impaired sight, are in mental health crisis or are neurodivergent, then our care navigation team on reception can assist you or even complete the form for you over the phone or in person. We also have an iPad in reception which you are welcome to use.

Our team are all trained to help and advise if you have any difficulties using this new system. The aim of Total digital triage is to help avoid the "8.00am rush" as well as ensuring patients are seen by the appropriate clinician in the right place at the right time, therefore improving patient care and experience.

NHS England supports the use of online consultations and have set out new guidelines in the GP contract we hold with them. This approach has been introduced to help ease the significant strain that GP Practices are under with the ever-increasing demand for appointments. We have been using this system for routine requests over the past three months and it has been working well. As it is now being extended to all appointments, there may be some initial teething problems. If you experience any issues, please let us know so we can address them as we work through this change together. We appreciate your patience and understanding during this transition and hope this will become a successful and effective way for patients to communicate with the surgery.

CALL RECORDING

All calls are recorded for training and monitoring purposes.

The purpose of call recording is to:

- Protect practice staff from nuisance or abusive calls.
- Identify any issues in practice processes with a view to improving them.
- Support clinicians with a record of telephone consultations.

Patients who wish to opt out of call recording will be asked to come to the practice and speak in person.

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 confirmation of your appointment to all patients when an appointment is booked. 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.

HOME VISITS

If you need to see a doctor but are registered as housebound and unable to attend the surgery, please submit an online triage request via ANIMA available from our website. Please submit this before 12 noon. If you are unable to complete this, please phone 01268 209309. Your request will be triaged by a clinician who will decide if you require a visit. You will be notified of the outcome. Please remember that a doctor can see six patients in the surgery in the same time as one house-call. We ask therefore, that every effort is made to attend the surgery if possible.

If a visit is deemed necessary, you will be seen by an ECP – Emergency Care Practitioner or a doctor.

AUDLEY MILLS MEDICAL EDUCATION CENTRE

We also operate from The Audley Mills Medical Education Centre. This is an extension of the surgery and consists of six consulting rooms, two 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.

ARMED FORCES VETERAN FRIENDLY PRACTICE

Audley Mills is an Armed Forces veteran friendly accredited GP practice. This means that as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment. If you are a veteran, please let us know that you have served so we can better understand your health needs. Please email audley.millsf81123@nhs.net

DEMENTIA FRIENDLY PRACTICE

All staff have received Dementia training, and the surgery has recently been accredited as a Dementia Friendly Practice.

SURGERY POD

We have two Surgery Pods, one in each of our buildings. These are for patient use and are connected to their medical records. The Pods allow patients to check their blood pressure, weigh themselves, answer questions about their health and update their health record as well as many other features. The Surgery Pod is a touchscreen system with easy to follow instructions. We encourage all patients to use the Surgery Pod before an appointment with a GP.

OTHER INFORMATION

SYSTMONLINE – CHILDREN 13-16 YEARS

In line with GDPR regulations, children will require written consent to allow parents/guardians to have online access to their medical records to book appointments etc. Please ask reception for a consent form.

SYSTMONLINE

For those of you who have the NHS app or SystmOnline app you will be able to book appointments online. Our website www.audleymills.co.uk has a link to Systmonline to enable you to book appointments online.

To register for this service you will need to provide reception with two forms of ID (one photographic ie passport / driving license). Once you have registered for this service you will be issued with a username and password to access the system. This will enable you to book a face to face appointment with a doctor, order any medication that is on repeat or ask simple questions. Children can be registered under their parent/guardian's login until the age of 15 years when they will automatically be removed upon their 16th birthday. They will need to register for this system themselves following this.

PHARMACY FIRST

If you are suffering from any of the following conditions listed below, you will be directed to attend a pharmacy for treatment. Pharmacies participating in 'Pharmacy First' can offer a consultation and prescribe medications including antibiotics.

Sinusitis – Adults & Children aged 12 and over.

Sore throat – Adults & Children aged 5 and over

Acute Otitis Media (Ear ache) – Children aged 1 to 17 years

Infected insect bite – Adults & Children aged 1 year and over

Impetigo – Adults & Children aged 1 year and over

Shingles – Adults aged 18 and over

Uncomplicated urinary tract infections – Women aged 16 to 64 years

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 A&E is at the Southend Hospital in Prittlewell Chase - Telephone **01702 435555**.

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.

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 this time.

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

Please use the NHS App to request your medication where possible.

Requests: in normal surgery hours, if you make your request before 10.30am (Monday to Friday) your prescription will be ready after 2.00pm the following day and will be sent electronically to your nominated pharmacy. If you hand in your request after 10.30am your prescription will be ready after 48 hours. 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.

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:

8.00am - 9.00pm 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 every morning here at the surgery between 7.00am and 12.30pm. This is not a walk-in service and you must have a blood request form authorised by a clinician.

THE AUDLEY MILLS TEAM

MANAGERS

Mrs S Mason ILM 3, NVQ 3 Practice Management

Mrs L Rich NVQ 3 & 4 Business Management

They are available to answer any queries relating to the practice. They are supported by a full complement of ancillary staff.

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 Richardson	– Lead Practice Nurse – RGN, FP Cert, Dip. CHD, Diabetes Care, Travel
Nurse Wren	– Practice Nurse – Adult Nursing DipHE
Nurse Smith	– BSc Honours Adult Nursing
Nurse Wessell	– BSc Adult Nursing
Mrs Webster	– Senior Healthcare Assistant
Mrs Williams	– Long Term Conditions Lead
Mrs Crawford	– Healthcare Assistant
Miss Roberts	– Healthcare Assistant

PHLEBOTOMISTS

Mrs A Morris	– Phlebotomist – Venipuncture Cert.
Mrs N Smith	– Phlebotomist – Venipuncture Cert.
Mrs S Harris	– Phlebotomist – Venipuncture Cert.

ADVANCED NURSE PRACTITIONER - ANP

ANPs can take a comprehensive history, undertake physical examinations to diagnosis, treat medical complaints and to prescribe.

ANPs can see adults or children aged 16 and above suffering from an acute new medical complaint including:

- Infections – chest, skin, ears, urine, nose, throat
- New Indigestion
- New Leg swelling
- Suspected DVTs
- Minor injuries
- Diarrhoea and Vomiting
- Constipation (not chronic)
- Vertigo
- Minor rashes

EMERGENCY CARE PRACTITIONER – ECP

Emergency Care Practitioners (ECP) are qualified paramedics who have acquired additional skills through further training. If you request a home visit, you may be visited by an ECP who can assess and triage patients providing treatment and prescribe medication.

CLINICAL PHARMACIST

If you require a medication review, please request an appointment with the Clinical Pharmacist. Some also perform minor illness clinics similar to an ANP.

SOCIAL PRESCRIBER

Social Prescribers can help deal with non-clinical concerns affecting health and wellbeing. Examples include:

- Patients with mental health problems affecting home life including anxiety, depression or bereavement support.
- Support managing patients with long term conditions ie COPD/Stroke
- Assist with work/employment/training/volunteering
- Lifestyle management & physical exercise
- Educational support, Support with allowances, benefits etc.
- Housing options
- Health & Wellbeing support including toenail clipping, carers support, isolation/loneliness, befriending, family mentoring, dementia support, parenting courses, teenage behaviour problems.
- Welfare support (help with shopping, transport, home help IT Services, fire safety)
- They also sign post to Sexual health or legal support services, hate crimes.

Please telephone: 01268 214000

Alternatively, email: rayleigh.pcnspp@nhs.net or visit www.cavsorg.uk

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 available online.

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

CONTRACEPTION

DIABETIC CLINIC

MINOR SURGERY

NEW PATIENT CHECKS

TRAVEL CLINICS

For travel vaccinations and advice, please ensure you book an appointment 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) CLINIC

BIRTHDAY REVIEWS

Long term conditions are reviewed at your birth date anniversary each year.

BABY CLINICS

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 aim to help you as far as possible here on site. 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 also means we must keep up to date in reading medical journals, attending meetings and courses. 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 six months to 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. The registrar works under the close supervision of a trainer - currently this is Dr Rehal, Dr Whitear, Dr Arikawe and Dr Monk. We are proud to be a training practice; it keeps us all up to date 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.

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.

PATIENT CONFIDENTIALITY / GDPR GENERAL DATA PROTECTION REGULATION

GDPR 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.

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.

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 unable to come to the surgery you may request 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.

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.

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 managers Mrs S Mason or Mrs Rich on practice.managerF81123@nhs.net or hand a letter into reception.

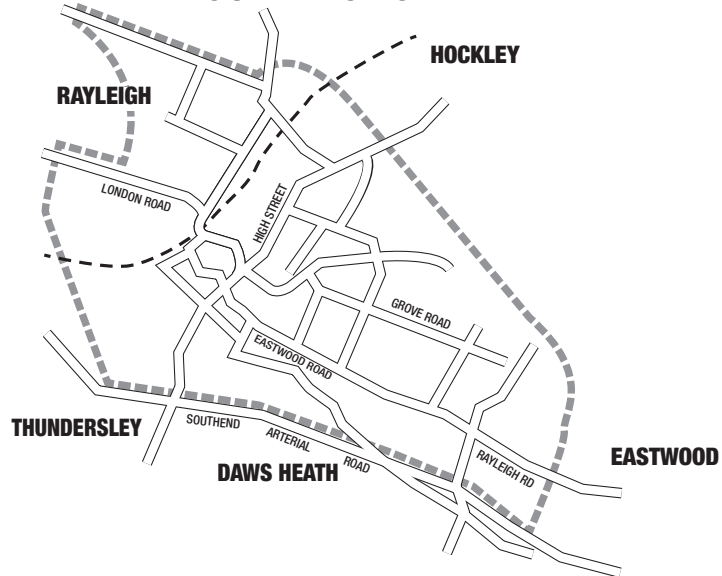
FRIENDS AND FAMILY

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

OUR PRACTICE AREA



USEFUL TELEPHONE NUMBERS

Audley Mills Pharmacy	01268 776479
Basildon Hospital	01268 533911
Carers (National Association)	020 7490 8818
Choose And Book	0845 608 8888
Citizens Advice Bureau	0800 144 8848
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

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