

## USEFUL TELEPHONE NUMBERS

NHS 111 Service - dial 111  
DRUG & ALCOHOL SERVICE - 01702 608170  
LEIGH PRIMARY CARE CENTRE - 01702 482800  
PALS (PATIENT LIAISON) - 0800 5879159  
SOUTHEND HOSPITAL - 01702 435555  
WELLESLEY HOSPITAL - 01702 462944  
BASILDON HOSPITAL - 01268 523232  
ROCHFORD HOSPITAL - 01702 538000  
DISTRICT NURSE LIAISON - 01702 372070  
MACMILLAN TEAM - 01702 608250  
HEALTH VISITOR - 01702 534914

### **SOUTHEND CCG contact details:-**

NHS Southend Clinical Commissioning Group, Floor 6, Southend-on-Sea Borough Council, Victoria Avenue, SS2 6ER  
01702 215050

## PRACTICE LEAFLET



9 BLENHEIM CHASE  
LEIGH-ON-SEA, ESSEX  
SS9 3BZ

### **DR. SANKARAKUMARAN SATHANANDAN (Male)**

M.B.B.S.(1979),L.R.C.P.,M.R.C.S.(1982),  
M.R.C.G.P.(1985). FAMILY PLANNING CERTIFICATE  
Date of first registration with General Medical Council 1981

TELEPHONE (01702) 470336  
Fax (01702) 476210

Website: <http://www.dr.sathanandanspractice.co.uk/>

## PPG



This surgery has an excellent Patient Participation Group which you too could be a part of!

Have your say on issues affecting the surgery, make suggestions on how to improve it and keep up to date with all the latest practice news and events.

The PPG meet every 3months at the surgery and also send out a regular newsletter to PPG members.

To join please inform Reception or the Practice Manager or contact our PPG Lead Jenny Atkinson by email on [j.atkinson75@btinternet.com](mailto:j.atkinson75@btinternet.com)

### SURGERY TIMES - DOCTORS

Monday to Friday

9am - 11.30am and 3.00pm - 6.00pm

*(10 min appointment time - please allow one problem per appointment - maximum 2 problems per surgery i.e. double appointment)*

### SURGERY OFFICE HOURS

Mon. to Fri. 8am-1pm & 2pm-6.30pm

Telephones manned 8.00am - 6.30 pm

### APPOINTMENTS-

Telephone 01702 470336. (or in person)

### WHAT TO DO WHEN THE SURGERY IS CLOSED

If you require urgent medical attention which cannot wait until the surgery re-opens, please dial 111. Calls to the 111 service are free to landlines and mobiles.

**If you have a life threatening emergency please dial 999**

## PRACTICE AREA

### FACING PRACTICE FROM BLENHEIM CHASE

Belfairs/Woodcutters Jctn	<	>	Elmsleigh Drive & Blenheim Ch
London Rd/Highland Blvd	<	>	Elmsleigh Dr/London Road A13

## NEW PATIENTS

The only exception to registering a patient is if the applicant lives outside the practice catchment area, or there has been a Dr/patient relationship breakdown in the past or they are known to be violent. We do not discriminate against any person regardless of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. Your rights and responsibilities are set out in the patient charter.

## PRACTICE PREMISES AND GENERAL INFORMATION

- Bright Modern Surgery
- Large car park
- Ramps to enable access for wheelchairs and prams.
- Toilet facilities for disabled (with alarm) and able-bodied patients.
- Amenities for patients with a disability
  - Allotted parking spot
  - Braille directive/fire signage
  - Visual and audible fire alarm
  - Hearing loop (please request this if you need its use as this is portable)
  - Automatic patients entrance door
- Leaflets and information are available from reception, waiting room and nurse on various subjects, eg. breast self-examination, lifestyle advice etc

Please note Dr Sathanandan is the allocated named accountable General Practitioner for all patients BUT patients can be seen by any of the GP's who work in the surgery.

## CQC

The surgery had a very successful visit in July 2015; please see the surgery website for the complete report.

**FREEDOM OF INFORMATION ACT (2000)** - Under the law, public bodies, including GP practices, must: proactively publish and update information about their activities and respond to requests for information from members of the public.

**DATA PROTECTION ACT & CONFIDENTIALITY** - The surgery uses computers in many aspects of its day-to-day running. The computer is also used during consultations as it enable us to keep your records up to date and helps to maintain an efficient register of our patients. All patient information is stored on our computer system and is managed in accordance with national guidelines of the Data Protection Act. We always work to ensure that your information is managed to the highest standard of confidentiality. All staff have completed a confidentiality agreement within their contract.

**GDPR** - GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches - up to 20 million euros

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery and abusing the GPs, staff or other patients, whether verbally, physically or in a threatening manner whatsoever, will risk removal from the practice list. In extreme cases we will contact the police to remove offenders from the premises. Please treat us in a way that you would like us to treat you!

## COMPLAINTS & SUGGESTIONS:

**Complaints** - Please contact the Practice Manager or speak to the Reception staff or if you would prefer to make your complaint to someone who has not been directly involved in your care, you can contact NHS England -Tel: 0300 311 2233 or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Suggestions** - We always welcome your suggestions, you can either speak to Reception or the Practice Manager or leave your suggestion in the box in the waiting room

**WE ARE UNABLE TO ACCEPT TELEPHONE REQUESTS FROM ALL BUT THE HOUSEBOUND, ELDERLY PATIENTS.**

- Please allow **2 WORKING DAYS** before you collect your prescription (for urgent requests - please speak to the receptionist).
- **Special arrangements are available for the Housebound, Elderly and Disabled, to have a local chemist collect the prescription from the surgery and deliver it to them.**

**TEST RESULTS AND GENERAL ENQUIRIES** - Allow 3-5 working days for results to reach us - please phone after 3pm to speak to a receptionist. Please be aware that if you are enquiring about a test that has been ordered by a consultant we will ask you to contact their secretary for the result. The GPs will only discuss results of tests they have requested

**HOME VISITS** - It is preferable if patients can possibly get to the surgery that they do so. Although it may be difficult for you to attend rather than be visited at home please remember that a lot of the time it is much easier for the Doctor to examine you properly at the surgery. Also if Doctor feels that it is necessary to refer directly to hospital, it is easier for him to contact them from the surgery as we often have to wait for them to get back to us. Please be aware that your visit will be triaged by the GP and may be appropriate to send to our locality home visiting team where you won't be visited by the GP but our Paramedic instead.

**CHAPERONES** - Patients have the right to ask for a chaperone to be present if they wish or they can bring someone with them to their appointment.

The GP also has the right to request that a chaperone be present if he feels it is appropriate to do so.

**MEDICAL EXAMINATION & OTHER SERVICES - NOT COVERED BY THE NHS:** These services can be arranged with the reception staff. There will be a fee to pay in accordance with the current BMA fee guidelines. Referral for private consultations and completion of medical forms will also be chargeable. PLEASE ENQUIRE AT RECEPTION FOR DETAILS.

**MOBILE PHONES** - Please respect other patients and staff by turning off or putting to silent mobile phones whilst on surgery premises. If you need to answer the phone please do so outside the building - just inform the reception staff that you are doing so and we will call you.

**YOUNG CHILDREN & BOOKS** - We respect it is difficult at times to keep children entertained whilst you may have to wait, we have therefore provided some books please tidy away and clear the floors before you go in to see the doctor or nurse for the safety of others. Thank you.

## **Mission Statement**

Our Mission is to provide quality, caring, patient-centered healthcare. We want our patients to feel they are being viewed by the doctors and staff, as unique, whole people, with individual needs. We will attempt to understand each persons needs by listening carefully then doing our utmost to meet them.

We will strive to provide efficient, courteous customer service to the best of our ability at all times.

Our goal is to develop mutually fulfilling doctor-patient relationships based on open communication and respect. Patients can trust that our doctors are giving medical opinions based on their best, most current knowledge. The doctors will attend continuing medical education courses regularly to be sure the information they impart is as up to date as possible.

It is our intention, to be sure each patient leaves our surgery feeling their concerns have been heard and questions answered. To achieve complete satisfaction for each patient is our ultimate goal.

## **MEET THE PRACTICE TEAM**

### **CLINICAL STAFF:**

- Dr. Sathanandan - Principal GP (M)
- Dr. M Bobnis - Long Term Locum GP (M)
- Dr M Carpenter - Long Term Locum GP (M)
- Dr S Iyer - Long term Locum GP (F)

### **PRACTICE NURSES**

- Lynn Acreman
- Justine Dael

### **NON-CLINICAL STAFF**

- Practice Manager - Charlotte Eady
- Administration Staff - Janice Webber (Secretary)
- Receptionists - Ellen, Karen, Ann, Denise, Maria, Lexie

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## PRACTICE NURSES

### SURGERY TIMES - NURSES

Mon	10.00am - 4pm
Tue	12.00pm - 4pm
Wed	8.00am - 12pm
Thurs	9.00am - 3pm

The following services are offered:

- Cervical Smears.
- Contraceptive Services (including emergency contraception).
- Coil checks
- HRT & Pill check and advice.
- Advice on breast checks (self- examination).
- Vaccinations - childhood, routine injections (including flu & pneumonia) & holiday travel, Zoladex, B12 injections etc.
- Suture and staple removal.
- Dressings.
- Ear irrigation
- Minor injuries.
- Blood pressure checks
- 24hr BP monitoring -refer to appropriate clinics (locally)
- Pre Op monitoring
- ECG - at doctors discretion
- Health Checks
- Lifestyle Advice: Diet, exercise, smoking cessation etc.
- Smoking cessation
- Chlamydia (under 25's) - urine sample - see nurse for details

### **Special Services**

- Travel clinic
- Antenatal & postnatal clinic
- Diabetic, Asthma, Cardiovascular (i.e. post MI/Stroke etc)
- Hypertensive Clinic

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### PATIENTS' RIGHT & RESPONSIBILITIES

Patients who use our services have a right to expect a high level of care. There are also certain things patients can do to ensure they receive this.

**As a patient, you can expect....**

- To be treated with courtesy and respect for your privacy and dignity.
- To receive treatment on the basis of your clinical need.
- To be able to choose to have a relative or friend with you during consultations and examinations.

- Staff to understand that you might be feeling unwell and anxious and that this may affect the way you behave.
- To be informed on arrival at an appointment if delays are occurring.

**As a patient, you have a responsibility...**

- To treat the staff who care for you with courtesy and respect at all times. We have a Zero Tolerance Policy in place for rudeness or unruly behaviour
- To inform the surgery of any change in contact address or telephone number, in writing.
- To inform the surgery of any change in names, with proof of change.
- To attend appointments on time, or give reasonable notice of inability to attend.
- To understand that there are pressures and limitations of resources on the health service and those working within it.
- To consider the outcome of refusing treatment or not following medical advice and accept responsibility for your own actions.
- To let us know if you have any allergies or sensitivities to medications.
- To give clinical staff full information about your condition.
- To tell the doctor or nurses if you do not understand or are uncertain of anything that you have been told in respect of treatment.
- To take medicines as instructed and seek advice from the doctors before stopping or changing.
- To treat other patients with courtesy and respect.
- To attend follow up appointments as requested.

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**APPOINTMENTS** - Please try and make sure you always keep appointments or let us know as soon as possible if you are unable to attend so that someone else can benefit. Sometimes due to unforeseen circumstances clinics do run late. We ask for your understanding and patience regarding this.

All emergencies and urgent cases will be attended to on the same day. Our Receptionists are always happy to speak to the GP on your behalf for enquiries/telephone consultations - the Doctor or Receptionist will then call you back at some point the same day. Non-urgent queries received once surgery in progress may not be dealt with until next morning.

**REGULAR CHECKS** - long term condition patients please help us to help you by carrying out the doctor's request i.e. getting bloods done etc.

**MEDICATION**- the Doctors follow the local prescribing guidelines set by the CCG.

**REPEAT PRESCRIPTIONS** -May be obtained by a request in writing, either by post (enclosing a SAE), or given direct to the Surgery. To order your requests PLEASE USE THE PRINTED COUNTERFOIL FROM YOUR PREVIOUS PRESCRIPTION, or, print your name, address and medication required, clearly on a piece of paper. You can also order repeat medication online via SystemOnline (please speak to Reception to get this set up) or via the NHS app.

