

## SURGERY TIMES – DOCTORS

<b>Monday</b>	9.00 – 11.30am	3.30 - 6.00pm
<b>Tuesday</b>	9.00 – 11.30am	3.30 - 6.00pm
<b>Wednesday</b>	9.00 – 11.00am	4.00 – 6.00pm
<b>Thursday</b>	9.00 – 11.30am	4.00 – 6.30pm
<b>Friday</b>	9.00 – 11.30am	3.30 - 6.00pm

10 min appointment time – please allow one problem per appointment  
– maximum 2 problems per surgery (i.e. double appointment)  
Late Night Surgery (by appointment only)

<b>Wednesday</b>	6.30 – 7.15pm, Dr Sathanandan telephone consultations only
<b>Thursday</b>	6.30 – 7.00pm, Nurse Clinic

## SURGERY TIMES – NURSES

<b>Monday</b>	8.30am – 1.00pm	2.00 - 3.00pm
<b>Wednesday</b>	7.30am – 2.00pm	
<b>Thursday</b>	11.00am – 1.00pm	2.00 – 7.00pm

The telephones are manned between 8.00am – 6.30pm.  
For special clinics please check with receptionist for details.

## MATERNITY CARE

Booked directly with Southend Hospital, please attend the surgery for details and book an appointment to discuss your care.

## BABY CLINIC

Baby checks completed at six weeks of age, by Dr Sathanandan when we offer the post natal checks for mothers.

## PRACTICE LEAFLET



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

(near the Old Vienna Roadhouse Restaurant)

**DR. SANKARAKUMARAN SATHANANDAN (Male)**  
MBBS(1979), LRCP, MRCS(1982), MRCP(1985)  
FAMILY PLANNING CERTIFICATE  
Date of first registration with General Medical Council 1981

**TELEPHONE** (01702) 470336  
**FAX** (01702) 476210

## SURGERY OFFICE HOURS

Monday to Friday 8.00am - 1.00pm and 2.00pm - 6.30pm  
Wednesday 6.30pm - 7.15pm Dr telephone consultations  
Thursday 6.30pm - 7.00pm Nurse appointments  
Phone lines are open Monday to Friday 8.00am – 6.30pm.

## 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

## **MISSION STATEMENT**

Our Mission is to provide quality, caring, patient-centred 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 office feeling their concerns have been heard and questions answered. To achieve complete satisfaction for each patient is our ultimate goal.

## **PRACTICE PREMISES AND GENERAL INFORMATION**

- Bright Modern Surgery
- Large car park
- Pram shelter is also on site.
- 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.

## **PRACTICE TEAM**

### **Clinical Staff**

- **Dr Sankarakumaran Sathanandan** (Principle GP)  
MBBS(1979), LRCP, MRCS(1982), MRCGP(1985) Family Planning Certificate Date of first registration with General Medical Council 1981
- **Dr Harter** (Long Term Locum GP)
- **Dr Jasper-Boesch** (Long Term Locum GP)

### **Practice Nurse**

Julie Newman (SRN)

### **Non-clinical Staff**

### **Practice Manager**

Janice Nightingale

### **Administration Staff**

Janice Webber (Secretary)

### **Receptionists**

Margaret, Sue, Ellen, Karen, Ann, Diane

### **Attached Visiting Staff**

District/Community Nurses Health Visitor – contact Leigh Primary Care Centre 01702 482859

## **Palliative Care**

Dr Sathanandan for clinical care.

Practice Manager for help and advice or just as a contact point.

## **District/Community Nurses**

Our District/Community Nurses will see the elderly and the housebound for most services at home on our behalf.

Our Practice Nurse also takes part in this service (after communicating with patients and arranging approximate time of visit).

## **Health Visitor**

Although no longer able to see patients at the surgery due to meeting Dept of Health criteria – she still sees patients at the Leigh Primary Care Clinic (01702 482859). Please contact the surgery if you have any difficulty in contacting her.

## **APPOINTMENTS**

### **Telephone 01702 470336. (or in person)**

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. Please allow 10 minutes per patient per problem. If you have more than one problem please book a double appointment. Sometimes due to unforeseen circumstances clinics do run late. We ask for your understanding and patience regarding this. We will try to give you an appointment within 1 day for the nurse & 2 days with one of the doctors on call. All emergencies and urgent cases will be attended to on the same day. RECEPTIONISTS ARE ALWAYS HAPPY TO SPEAK TO THE GP ON YOUR BEHALF FOR ENQUIRIES / TELEPHONE CONSULTATIONS THAT CAN BE DEALT WITH OVER THE TELEPHONE – DR. OR THE 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 doctor's request i.e. making appointments to see him or the nurse, getting bloods done etc.

## **MEDICATION**

Doctor has strong views and follows the local guidelines with regards to prescribing unless there is a definite reason why not adhered to (this would be discussed by doctor).

## **REPEAT PRESCRIPTIONS**

May be obtained by request in writing, either by post (enclosing a SAE), or direct from 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.

WE ARE UNABLE TO ACCEPT TELEPHONE REQUESTS FROM ALL BUT THE HOUSEBOUND, ELDERLY OR DISABLED 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

**Non-Urgent visit - requests should be made by 10am if you are able to.** If possible, please try to attend the surgery where more clinical facilities are available for the staff.

It is preferable if patients can possibly get to 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 to contact from the surgery as we often have to wait for them to get back to us. If necessary, we can meet you from the car with a wheelchair and we also allow patients to park, with permission granted, behind doctor's car at the front of the building – this is why we like to keep it free!

## 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.

## COMPLAINTS & SUGGESTIONS

Complaints - Please contact the Practice Manager (working days Monday to Friday) or speak to Margaret (Receptionist) or Dr Sathanandan. If you would prefer to make your complaint to someone who has not been directly involved in your care, you can contact NHS Customer Centre -Tel: 0300 311 2233 or email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Also see patients notice board for information and guidance

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

## TELEPHONE CONTACT WITH A DOCTOR OR PRACTICE NURSE

For doctor please phone Mon - Fri between 11.30am & 12.30pm. For the nurse please phone between 12.45 – 13.30 pm & 9.30am Mon & Wed. and 13.30 – 14.00 pm Thurs.

For contact with the Practice Manager, please ring Monday to Friday or leave a message with the receptionist on duty and she will pass it on.

## PRACTICE NURSE

The following services are offered in consultation with the Doctor and/or Practice Nurse, daily by appointment.

- 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 Check
- CVD (cardiovascular disease prevention) Assessment
- Lifestyle Advice: Diet, exercise, smoking cessation etc.
- Pre-conceptual counselling.
- Smoking cessation

- Chlamydia (under 25's) – urine sample – see nurse for details
- Prescribed care

### Special Services

- Phlebotomy (Mon & Weds am )
- Family Planning Clinic – clinics by Dr Sathanandan
- Well man and woman clinic
- Travel clinic
- Antenatal & postnatal clinic
- Diabetic, Asthma, Cardiovascular (i.e. post MI/Stroke etc)
- Hypertensive Clinic
- Child Health Clinic

## PRACTICE CHARTER

### 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.

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. The **Patient Participation Group** can be used to liaise between the surgery and yourselves.

### 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.

## 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

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.

## FREEDOM OF INFORMATION

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. This scheme is available on request from the practice manager.

## 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.

## NEWSLETTER

We have a Patient Participation Group who have input into the production of the newsletter which endeavours to keep you up to date of any changes, or information, of interest. If you would like to join the group please advise reception or the practice manager. We are also looking for patients email addresses to past on relevant information.

## 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!

## 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.

## USEFUL TELEPHONE NUMBERS

NHS 111 Service (free service for out of hours assistance)	<b>111</b>
COMMUNITY DRUG & ALCOHOL SERVICE	<b>01702 608170</b>
ST LUKES WALK IN CENTRE Pantile Avenue, Southend SS2 4BD	<b>01702 611505</b>
LEIGH PRIMARY CARE CENTRE	<b>01702 482800</b>
PALS (PATIENT LIAISON)	<b>0800 5879159</b>
SOUTHEND HOSPITAL	<b>01702 435555</b>
WELLESLEY HOSPITAL	<b>01702 462944</b>
BASILDON HOSPITAL	<b>01268 523232</b>
ROCHFORD HOSPITAL	<b>01702 538000</b>
DISTRICT NURSE LIAISON	<b>01702 608250</b>
MACMILLAN TEAM	<b>01702 608250</b>
SOUTHEND CCG	<b>01702 314299</b>
SOUTHEND CCG WEBSITE	<a href="http://www.southendccg.nhs.uk">www.southendccg.nhs.uk</a>

*SOUTHEND CCG - FREEPOST RTBZ-GAKR-AECG*  
Suffolk House, 102-104 Baxter, Avenue, Southend on sea SS2 6HZ