

BLANDFORD MEDICAL CENTRE

# A Guide To Our Services

**Mace Avenue, Braintree, Essex, CM7 2AE**

**Telephone: (01376) 347100**

**Fax: (01376) 349934**

**[www.blandfordmedicalcentre.co.uk](http://www.blandfordmedicalcentre.co.uk)**

***Surgery Opening Hours:*** Monday to Friday 8am until 6.30pm  
(The switchboard is closed daily from 1pm to 2pm and 6 to 6.30pm)

***Extended Opening Hours are now offered please ask Reception for details***

***Dispensary Opening Hours:*** Monday to Friday  
8am to 6.30pm

Evenings and weekends out-of-hours service **0844 736 0276**

## THE DOCTORS

**Dr D Williams**  
**Dr R E P Mayo**  
**Dr E Jessa**  
**Dr S Thompson**  
**Dr E Hopgood**  
**Dr J Gill**

MBBS DRCOG PGDipDE  
MD MBBS MRCGP DRCOG DCH DA  
MBBS FWACS MRCOG MRCGP PGCE (Camb)  
BSc MBChB DFFP MRCGP PGDipDerm  
MB ChB DRCOG MRCGP DFFP MSc  
MB ChB MRCGP MRCS DLO MSc

## HOW TO REGISTER

If you live in our practice area and would like to register with us, please complete a registration form available at reception. You will be registering with the practice rather than an individual GP.

## HOW TO SEE THE DOCTOR/NURSE

Consultations are by appointment only. You can make an appointment by telephoning or calling in person to the surgery. You will be offered an appointment with your preferred doctor if he/she is available. You can expect to see a doctor on the same day.

Appointments with the nurse should be booked well in advance whenever possible. It is necessary to inform the receptionist of the reason for your nurse appointment to ensure that the correct amount of time is allocated.

You can help us by:

- Arriving on time for your appointment
- Letting us know if you need to cancel

Appointments with a doctor are available at varying times between 8am and 11.30 and again between 3pm and 5.30pm. The exact times will depend on which doctor you see on which day of the week.

## HOME VISITS

A home visit will only be provided if your condition prevents you from travelling to the surgery. Please telephone 01376 347100 before 10.30am to request a home visit. You must let us know if your condition is urgent.

## EMERGENCIES/OUT-OF-HOURS

In an emergency situation, day or night, telephone 0844 736 0276.

## TEST RESULTS

All test results (with the exception of pregnancy tests) are available by telephone after 2pm. Please call 01376 347100 and select **Option 1 first then Option 4**. The receptionist will advise you whether any action is necessary. You must telephone yourself to collect your results. They will not be given to a third party. If you have regular tests and are happy for someone else to collect them for you, you must write to the practice manager to this effect, naming the person who will be collecting your results on your behalf. Your record will then be flagged to indicate this. Pregnancy test results must be collected in person and will not be given over the telephone.

## CHANGE OF PERSONAL DETAILS

It is very important that you notify us of any change to your name, address or telephone number as soon as possible. Please write to us giving details of all family members affected by the change. Forms are available at reception if you prefer.

## PRESCRIPTIONS

You may be eligible to have your prescriptions dispensed at the surgery. Please ask the dispensary staff.

Dispensary opening times: Monday – Friday  
8am - 6.30pm

The dispensary staff process repeat prescriptions for all patients. You can request a repeat prescription by:

- Telephone (01376) 347100 **Option 2**  
**Between 10 - 11am and 4 - 5.30pm only**
- Fax (01376) 550557
- E-mail [blandford.dispensary@nhs.net](mailto:blandford.dispensary@nhs.net)
- Online (ask in surgery for details)
- Post
- Hand delivery

Most of the local chemists operate a prescription collection service for your convenience. You should contact them direct for information on this service. Please let us know when ordering which chemist your arrangement is with.

If you supply a stamped addressed envelope with your request, we will post your prescription back to you.

**You must allow 2 complete working days for us to process your prescription.**

We provide a repeat dispensing service for eligible patients. The dispensary staff can give you details.

## KEY STAFF

Practice Manager	Mrs Caroline Hird
Practice Nurses	Sister Laura Groves Sister Tracey Whelan Sister Jola Richardson Sister Laura Lee
Health Care Assistants	Mrs Sue Tudor Mrs Anne Holder Mrs Debra Young

The practice has a full complement of administrative and support staff:  
4 dispensers  
3 secretaries  
Reception Supervisor + 10 receptionists  
7 administrative support staff

The receptionists and dispensers will be able to help you with most queries.

## ATTACHED STAFF

Although not directly employed by the doctors, the practice also has a team of District Nurses to look after patients in their homes and Health Visitors, with a support team, who monitor our patients under 5 years of age. Details of how to access these services are available from reception.

## CLINICS

The practice holds various clinics as given below:

Child Immunisations	Various
Child Health Surveillance	Wednesday
Open Access Health Visitor Clinic	Wednesday
Family Planning	Various
Respiratory Disease Monitoring	Various
Diabetes Monitoring	Various
Chronic Heart Disease Monitoring	Various
Minor Ailments	Daily

All of our nurses are trained in disease management. They each hold clinics on varying days and times. Please ask the receptionist for an appointment that is most convenient for you.

## SERVICES PROVIDED

Other services provided by the practice include:

- Adult immunisations
- Travel vaccinations
- Routine injections
- Wound management
- Blood pressure management
- Audiology
- Spirometry
- Minor Surgery
- Treatment of minor injuries
- Health screening
- Cervical screening
- Ante- and post-natal care
- Smoking cessation advice
- Well Man Clinic

## CARE DURING PREGNANCY

When your pregnancy is confirmed you will be offered a 'booking' appointment with your doctor at the surgery or you can book directly with the midwives at William Julien Courtauld Hospital. You will then be seen regularly throughout your pregnancy by the midwives at the ante-natal clinic at WJC.

## STOPPING SMOKING

The practice supports patients who smoke and want to give up. Our health care assistants are fully trained smoking cessation counsellors. You can self-refer for this service. You do not need to see the doctor first. Please speak to the receptionist for details.

## PATIENTS WITH SPECIAL NEEDS

We have four car parking spaces close to the door reserved for disabled visitors. The building is wheelchair accessible and we have a lift for patients seeing doctors consulting on the first floor. There are toilet facilities for wheel chair users on both floors.

We make every effort to accommodate those with mobility difficulties if any special arrangements need to be incorporated into your visit, please advise reception when booking your appointment and we will endeavour to provide the necessary assistance.

A portable loop is available for those patients who are hard of hearing. Please ask at reception if you would like to use this.

A sign language interpreter can be arranged if required. Please tell the receptionist and allow as much notice as possible when booking your appointment.

## FEES FOR SERVICES

Some services are not available as an NHS service and therefore a fee is payable. These include:

- Completion of forms
- Letters requested by patient, e.g. employer, housing, school etc.
- Certificate for the first 7 days of sickness
- Countersignature
- Some vaccinations
- Full medical examinations
- Medical reports

This list is not exhaustive. The receptionist can advise you of current charges.

## COMPLIMENTS AND CRITICISMS

Whatever you think about our services, we would like to hear from you. Compliments are always welcome, of course, but if you have a bad experience or have any difficulty with our services, please let us know so that we can try to rectify the problem or offer some explanation.

You can pass on your comments to any member of staff. We have systems in place for ensuring that all feedback is notified to the practice manager.

The practice operates a formal complaints system. An information leaflet outlining the procedure is available at reception.

## DATA PROTECTION

All information held on an individual is protected by the Data Protection Act 1998. On no account will details about you be given to any other individual, even members of your family, without your prior written consent. If you wish to access your medical records at any time, please ask the receptionist for details of how to go about this.

## FREEDOM OF INFORMATION

In accordance with the Freedom of Information Act 2000, the practice has adopted a publication scheme, a copy of which is available on request.

## ALTERNATIVE SERVICES

As well as our surgery, there are other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as coughs, colds and indigestion by keeping a well stocked medicine cabinet at home.

### **Home Treatment**

We suggest the following:

- Paracetamol
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy
- Travel sickness tablets
- Sunscreen
- Sunburn treatment
- Tweezers and sharp scissors
- Thermometer
- A selection of plasters, bandages and dressings

### **Remember**

- ✓ Keep medicines in a secure, locked place out of reach of small children
- ✓ Always read the instructions and use the suggested dose
- ✓ Do not keep or use medicines beyond their expiry date
- ✓ Take all unwanted and out-of-date medicines to a pharmacy for safe disposal

### **Local Pharmacist**

Your local pharmacist will give you free advice at any time. You don't need an appointment. Pharmacists operate a rota for late and weekend opening. See local press for details.

### **NHS Direct**

NHS Direct offers free expert advice and health information 24 hours a day. You can telephone them on 08 45 46 47 or log on to their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) For those who are deaf or hard of hearing, a telephone service is available on 0845 606 4647.

## YOUR LOCAL PRIMARY CARE ORGANISATION

The area served by our surgery is in the district covered by NHS Mid Essex. They are responsible for ensuring that you have access to all the services you need. For details of all primary care services in the area and other useful information, check out their website at: <http://www.midessex.nhs.uk/>

Their contact details are as follows:

NHS Mid Essex  
Swift House  
Hedgerows Business Park  
Colchester Road  
Chelmsford, Essex  
CM2 5PF

Telephone: 01245 398770  
Fax: 01245 398710

## ZERO TOLERANCE

We aim to treat our patients courteously at all times and we expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff and patients. All incidents are reported to the practice manager and followed up with a letter reminding the patient that such behaviour is not acceptable and that persistence may result in them being removed from the practice list of patients.

## USEFUL TELEPHONE NUMBERS

Appointments/Information	01376 347100
<b>Option 1</b>	
Emergencies	01376 347100
<b>Option 1 then 7 (during normal hours)</b>	
<b>Option 7 between 1-2pm and 6 - 6.30pm</b>	
Dispensary	01376 347100
<b>Option 2</b>	
Practice Manager	01376 347100
Secretaries	01376 347100
<b>Option 3</b>	
Fax	01376 349934
Dispensary Fax	01376 550557
District Nurses	01376 555700
Health Visitors	01376 347100
Family Planning Clinic (St Michael's Day Hospital)	01376 556860
WJC Hospital	
0844 822 0002	
Broomfield Hospital	
0844 822 0002	
<a href="http://www.meht.nhs.uk">www.meht.nhs.uk</a>	
The Gables	01376 555700
NHS Mid Essex	
01245 398770	
NHS Direct	08 45 46 47

# MAP SHOWING PRACTICE AREA

