

## **Patient Conduct**

The staff at Laindon Medical Group treat all patients with respect and expect this to be reciprocated. We have a zero tolerance policy to abusive or violent behaviour by patients. Any patient who is abusive or violent to staff will be removed from our list.

## **Accidents and Emergencies**

If you are unsure whether your problem is a medical emergency, please call 111 who will advise you. You can also telephone the surgery. Call 999 for medical emergencies. The nearest Accident and Emergency Department is at Basildon Hospital.

## **Suggestions and Complaints**

Constructive comments and suggestions are welcome. We always respond to complaints and these should be addressed to the Operations Manager.

## **Data Protection**

We are a registered user under the Data Protection Act, and all information is treated with the strictest confidence.

## **The Health & Social Care Information Centre (HSCIC)**

If you do not wish your personal information to be shared with the HSCIC, please contact the surgery to opt out of this. More details are available from the surgery or on our website to enable you to make an informed decision.

## **Friends and Family Test**

Survey cards are available to complete in the surgery or you can go to our website and click the link.

## **Patient Registration**

If you live within the area and wish to register as a patient at the surgery, please see our website or telephone the surgery for details.

## **Facebook**

We have a Facebook page

[www.facebook.com/laindonmedicalgroup](http://www.facebook.com/laindonmedicalgroup)

## **Clinical Commissioning Group**

*NHS Basildon and Brentwood CCG, Phoenix Court,  
Christopher Martin Road, Basildon, Essex SS14 3HG*

*Tel: 01268 594350*

## **NHS England**

*Tel: 0300 311 2233*

*[nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk)*

Details correct as at 8/6/2022 E&OE

# **LAINDON MEDICAL GROUP**

High Road

Laindon

Essex

SS15 5TR

[www.laindonmedicalgroup.nhs.uk](http://www.laindonmedicalgroup.nhs.uk)

Telephone: 01268 448200

Appointment Cancellation Line: 07840 208638

## **General Practitioners**

Dr Anita Pereira (Female)

MBBS, MD, FRCGP, MFPHM, DFSRH, reg 1995, Mstud Public Health (Cantab)

Dr Sunita Dhanjal (Female)

MBBS, MRCGP, reg 2004

Dr Chandrababha Thavakulasingam (Female)

MBBS, GPVTS, reg 2002

Dr Timor Ahmed (Male)

MD, MRCGP, reg 2003

Dr Keith Hopcroft (Male)

MBBS, FRCGP, DRCOG, DGM, reg 1985

Dr Abdullah Al-Mahmood (Male)

MBBS, MRCGP, reg 2012

Dr Daniel Ward (Male)

MBBS, MRCGP, reg 2013

Dr James Clemence (Male)

MRCGP, MRCP, MB BChir with Distinction, MA (Cantab)

Dr Nadia Yousif (Female)

MBBS, BSc, MRCGP

Advanced Nurse Practitioner:

Michelle Monk

Pharmacists:

Denise Rabbette, Tolani Morafa & Yewande Bankole

Practice Nurses:

Patricia Allgood, Lisa Johnson, Anne-Marie Wallace, Siji Joy & Ritha Karuvelil

Practice Manager:

Carly-Jane Temple-Manning

### **Surgery Opening Times**

Monday to Friday 8:00am - 6:30pm. Reception is closed 12:00 to 1:00pm (During this time if you require medical assistance, please telephone 07934 997561).

To access medical assistance outside of our above opening times, call 111. **For emergencies call 999.**

The surgery is closed on public holidays and from 1:00pm on the first Tuesday of every month for training.

### **How to Make an Appointment**

You can make an appointment via the following services: **Patient Partner** which is an automated telephone service accessed with a PIN number (please call the surgery for a PIN number).

**SystmOnline** via our website or the SystmOnline App. (You will need to register to use this service. Please call reception for details).

**AccuRx** - via our website.

**NHS App** - via smartphone (The NHS App is available on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.)

**Call the Surgery** - on 01268 448200 and press option 1. The doctors and nursing team are moving towards a 'remote consulting' approach using telephone/video as a first port of call.

All patients have a named accountable GP - please ask if you are unsure of the name of your named accountable GP. The doctors prefer you to speak to this GP whenever possible, however, if you wish to speak to an alternative doctor, please speak to reception.

Our receptionists have been trained in care navigation and will ask you the reason for your call so that they can direct you appropriately.

**Please ensure you telephone the surgery's dedicated cancellation line on 07840 208638 if you wish to cancel an appointment.**

### **Practice Nurses**

Our practice nurses undertake a variety of general nursing duties, they also offer travel vaccinations and run diabetic, cervical smear, flu and other specialist clinics. The nurses are seen by prior appointment, please call the surgery to book an appointment or to speak to a nurse.

For travel vaccinations - download the form from our website or a copy can be emailed to you by reception.

Once you have completed the form and returned it to us, a pre-travel appointment will be booked with a nurse.

For cervical smears - call the surgery to book an appointment.

Child vaccinations: attendance is by pre-booked appointment - contact the surgery to book.

### **Training Practice**

Laindon Medical Group is a training practice, we have GP Registrars in attendance and also, from time to time, medical students from Anglia Ruskin University. If you do not wish to have the medical students in the room whilst you are with the doctor, please let reception know.

### **Home Visits**

Please telephone 01268 448200 and press option 1 before 11:30am if you think you need a home visit from a

doctor. You will be asked what your problem is and the duty doctor will phone you and, if appropriate, will arrange for a doctor to visit you.

### **Test Results (Blood, X-ray etc.)**

Please telephone 01268 448200 and press option 1 (between 1:30am and 4:00pm). You will be advised on telephoning whether your result is normal or abnormal and whether it is necessary for you to see or speak to your doctor. Our reception staff are not clinically trained and cannot give out specific details on your results.

### **Repeat Prescriptions**

Please note that we do not accept requests for repeat prescriptions over the telephone. You can post your request to us, put it in our letterbox, order via the NHS app or via our website [www.laindonmedicalgroup.nhs.uk](http://www.laindonmedicalgroup.nhs.uk) (you need to register to use this service, contact the surgery for details). Your prescription can be sent to your preferred pharmacy electronically. You can register your preferred pharmacy by contacting the surgery or your pharmacy. Repeat prescriptions are only available to patients who are stabilised on medication. Your condition will need to be reviewed from time to time by your doctor. Repeat dispensing is also available for patients who are stabilised on repeat medication.

### **District Nurses & Health Visitors**

The district nurse and health visitor teams work in co-operation with the surgery to provide community care to patients.

### **Midwife**

You can self-refer to maternity services via the Basildon and Thurrock University Hospitals website.

### **Disabled Access**

There is full access to all treatment areas for patients with disabilities. If you require any assistance whilst attending the surgery, please ask reception.

### **Patient Reference Group**

The practice has a Patient Reference Group. Information on this group can be found on our website and also on a noticeboard in the downstairs foyer. If you wish to join, please email us at [laindon.healthcentre@nhs.net](mailto:laindon.healthcentre@nhs.net).

### **Chronic Disease Management**

We ensure that our patients with ongoing illness such as diabetes, heart trouble and lung disease (such as asthma or COPD) are reviewed at least once per year (usually around their birthday). Invitations for these reviews (most of which are done over the telephone) are sent out automatically.