

Surgery Opening Times

Monday to Friday 8:00am - 6:30pm

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 1:00 pm on the first Tuesday of every month for staff training.

Patient Registration

Registration can be completed online, at www.laindonmedicalgroup.co.uk. This is the preferred option. Alternatively you could send us a text to 07840 208638 or email us at laindon.healthcentre@nhs.net and our registration team will be in touch with you. You can also come to the surgery to collect registration forms from reception.

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.

Patient Participation Group

The practice has a Patient Participation Group. Information on this group can be found on our website and also on a noticeboard in the waiting room. If you wish to join, please email us on laindon.healthcentre@nhs.net.

Repeat Prescriptions

- Order your prescription via the NHS app
- Order your prescription via our website
- Post your request
- Put your request in our letterbox
- Email your prescription to laindonprescriptions@nhs.net

Repeat Prescriptions are only available to patients who are stabilized on medication. Your condition will need to be reviewed from time to time by your doctor. Repeat dispensing is also available, if you require this please discuss with reception.



Suggestions and Complaints

Constructive comments are welcome. We respond to all complaints within 28 days. Complaints are taken very seriously and it's our aim to resolve issues where possible.

Data Protection

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

Friends & Family Test / Patient Feedback

Survey cards are available to complete in the surgery or you can go on our website to complete it online.

Car Parking

Car Parking for visitors to Laindon Medical Group. Please be advised that, when visiting Laindon Medical Group, parking is available in the Danacre Car Park which is a few steps away from us and is free to park for up to 3 hours.

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

Facebook

We have a Facebook page: @LaindonMedicalGroup

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 behavior by patients. Any patient who is abusive or violent to staff will be removed from our list.

Mid & South Essex Integrated Care Board, NHS
Mid & South Essex ICB,
PO Box 6483,
Basildon, SS14 0UG
mseicb.enquiries@nhs.net
Tel: 01268594350



Laindon Medical
Group

Information Leaflet

Laindon Medical Group
High Road,
Laindon,
Essex SS15 5TR

www.laindonmedicalgroup.nhs.uk

01268 209363

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 Chandraprabha 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 James Clemence (Male)

MRCGP, MRCP, MB BChir with Distinction, MA (Cantab) reg 2013

Dr Daniel Ward (Male)

MBBS, MRCGP, reg 2013

Dr James Watson (Male)

MBBS BSc (HONS) MSC MRCGP reg 2015

Dr Nadia Yousif (Female)

MBBS, BSc, MRCGP reg 2011

Dr Imogen Ovenden (Female)

MBBS, MRCGP reg 2024

Advanced Nurse Practitioners:

Michelle Monk

Practice Nurses:

Patricia Allgood, Lisa Johnson, Anne-Marie Wallace & Mary Aikpitanyi, Tracey Rooney

GP Assistants

Gemma Sultana & Gemma Parodi

Healthcare Assistant:

Connie Payne

Pharmacist Team:

Denise Rabbette, Jonathan Andrews, Tolani Morafa,

Yewande Bankole, Yee Sang Tan & Joshua Taylor
(technician)

Practice Management:

Practice Manager: TBC

Operational Manager: Denver Pieterse

How to Make An Appointment

You can make an appointment via the following services:

ACCURX Online Consultation - Please visit our website and click on the ACCURX link at www.laindonmedicalgroup.co.uk

Home Visits

Should only be requested for those who are unable to come to the surgery because of illness and infirmity. They should be requested before 11:30 am. Wherever possible we prefer to see you in surgery. If you do not feel well enough, we can always make alternative arrangements.

Pharmacists

Clinical Pharmacists are available for medication reviews. They deal with a variety of medication queries, post discharges, hospital letters and work closely with the GPs to ensure safe prescribing.

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.

Services

Services include Childhood Immunisation, Travel Vaccines, Family Planning, Cervical Smear, Weight Management Support, Chronic Disease Management, Smoking, Minor Surgeries, Maternity Services, Over 70s Checks and Private Medicals

Training Practice

Laindon Medical Group is a training practice, we have GP Registrars and 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.

Chronic Disease Management

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

Practice Nurses

Our practice nurses undertake a variety of general nursing duties, they also offer travel vaccinations and run diabetes, 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. Once you have completed the form and returned it to us, a pre-travel appointment will be booked with a nurse. Please arrange this at least four weeks prior to travel.

For Cervical Smears - call the surgery to book an appointment.

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

Test Results (Blood, X-ray etc)

Please telephone 01268 209363 and press option 3 (between 1:30pm and 4:00pm). You will be advised upon 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.

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 or by calling 01268 394660.

Chaperones

All patients are entitled for a chaperone to be present in all consultations. Please request this at the time of booking or speak to your GP.