

THE BURNHAM SURGERY

Foundry Lane, Burnham-on-Crouch, Essex CM0 8SJ

Telephone: **01621 782054**

Fax: **01621 785592**

Email: prescriptions.f81126@nhs.net

Web: www.burnhamsurgery.co.uk

Surgery Opening Hours:

Monday: 8:00 am – 6:30 pm

Tuesday: 7:00 am – 7:00 pm

Wednesday: 8:00 am – 6:30 pm

Thursday: 8:00 am – 7:00 pm

Friday: 8:00 am – 6:30 pm

Dr F.J. Kamlow MB ChB MRCP (Eng) – *Partner*

Dr A. Rahman MD MRCP – *Partner*

Practice Manager: Mrs Jane Walsh

Deputy Practice Manager: Mrs Sharon Stubbs

Nurse Manager:

Debbie Sams RGN, DN Cert, BSc (Hons), Post Cert NP

Practice Nurses:

Claire Barthorpe RN, **Emily Burke** BSc Nursing (Hons), RN

Bernie Wood RN **Andrea Rhodes** RN

Health Care Assistants:

Donna Ayres & Mel Pitak

Senior Receptionist: Sandra Swanborough

The Practice area covers:-
Burnham-on-Crouch, Althorne and
North Fambridge.



Registration: To register as a patient ask at reception for details. New patients will be invited to make an appointment to discuss their health needs. An initial appointment will be made with a Health Care Assistant for this purpose.

In the interests of continuity of care, the Doctors in this practice have individual patient lists. However, when registering with the practice, where possible patients' choice of Doctor will be accommodated.

Appointments: Registered patients can make an appointment by telephone, online or in person. When making an appointment our reception staff may need to ask you a few questions so that you can be booked with the most appropriate healthcare professional. If you consider your call to be urgent and you need to speak with a health professional, then please ask to be put through to our triage nurse who is available between 09:00-18:30 Monday to Friday.

If you are unable to keep an appointment, please let the Surgery know as soon as possible so that it can be made available for another patient. Many appointments are lost due to patients not informing us of a cancellation.

DNA's: If you are more than **10 minutes late** for your appointment, you will be asked to re-book.

Parking: The car park immediately outside the surgery is free for three hours. There are disabled parking bays and there is a ramp for easy access to the Surgery.

Home Visits: These are for patients who are too frail, disabled or confined to bed and unable to attend the Surgery. To request a visit on the same day, please call reception as soon as possible in the morning. Your call will be referred to the triage practice nurse for assessment.

Out of Hours Service – provided by Mid-Essex Clinical Commissioning Group. For urgent medical treatment outside of normal surgery hours, please call: **111**. For life-threatening emergencies please call **999**. Other alternatives are: For healthcare advice and information 24 hours a day. **NHS Choices** is also available online at <http://www.nhs.uk/>.

GP Out-Of-Hours: This service is now located at: **Orthopaedics Dept.** within **Zone E** at **Broomfield Hospital**. The hours are from **6.30pm to 8.00am Monday to Friday** and from **6.30pm Friday until 8.00am Monday** (and **Bank Holidays**)

The nearest Hospital **A&E** for serious Accidents and Emergencies is at:

**Broomfield Hospital, Court Road, Broomfield
Chelmsford, Essex CM1 7ET**

Tel: **01245 443673**

NHS England: If you require information regarding Primary Medical Services, please contact:-

NHS England – Essex Area Team: Swift House, Hedgerows Business Park,
Colchester Road, Springfield, Chelmsford, Essex CM2 5PF Tel: **0113 824 9113**

GP Clinics: ● Joint Injections ●

Practice Nurse Clinics: Practice nurses and a healthcare assistant are available by appointment and their services are available in the following clinics:

- Asthma Clinic ● BP Monitoring ● Cervical Smears
- Childhood Immunisations ● COPD Monitoring ● Diabetic Clinic
- Ear Syringing ● ECGs ● Family Planning
- Influenza Vaccinations ● INR Monitoring ● Lung Function Tests
- New Patient Health Checks ● Phlebotomy (Blood Test)
- Smoking Cessation ● Travel Vaccinations
- Well Woman Clinic ● Wound Care and Removal of Stitches

Test Results: We will notify patients if any tests or X-Ray results indicate that further treatment or investigation is required.

Travel Immunisations: Patients requiring immunisation prior to travelling should collect a travel form from reception (or you can download a form from our website) at least eight weeks in advance of their travel date. This will then be reviewed by a nurse before you are contacted to make an appointment.

Influenza Vaccinations: Influenza Vaccinations are recommended for patients aged over 65 and for those with chronic conditions such as, Diabetes, COPD, Heart, Lung or Kidney Disease. Patients will be contacted each autumn about the clinic vaccination dates.

Private Medicals: Doctors will carry out medicals for Insurance Policies, Driving Licence renewals and other purposes, by appointment only. To arrange a medical and enquire about charges, please contact the office initially.

District Nurse Team: The District / Community Nurses for this area are based at: **The Knightswood Centre** in **Southminster** and can be contacted on a **Single Point of Access:** Tel: **0300 003 1902**

Prescriptions: To request repeat medication, place your repeat slip in the collection box in the foyer, or through the letterbox if closed. Please enclose an SAE if you would like the prescription to be posted back to you.

You can register for SystmOnline to order repeat prescriptions or book appointments from your computer at home, as well as at reception. You can email a repeat prescription request to: prescriptions.f81126@nhs.net.

For face-to-face ordering of medication or discussing medication, please book in with Reception – available Monday to Friday between 9am until noon.

Two working days are required to renew a prescription. Please allow extra time if you wish to collect your prescription from a chemist.

From time to time patients will be required to make an appointment for a medication review before further prescriptions can be issued. Please ensure an appointment is made with reception **before the medication runs out**.

Burnham Surgery supports the principles of the Mid Essex Policy on: 'Medicines that are available for purchase over the counter'. An increasing range of medicines are available for purchase and it is expected that patients will purchase such medicines after seeking appropriate advice from a community pharmacist or other healthcare professional. This is particularly the case in self-limiting illness.

For further details please see our website or ask the receptionist for the Mid Essex Policy on prescribing of medicines that are available for purchase.

<p>Patient Details: If you change your name, address, telephone / mobile number please fill in a form from Reception so that your records are kept up to date.</p>

Patient Confidentiality: The Burnham Surgery follows the patient confidentiality policy as outlined by NHS England. Any request for a report or copies of notes requires a signed patient consent form.

Patient Behaviour: We have a policy of **Zero Tolerance** towards verbal, physical aggression or violence towards our staff or other patients. Patients who ignore this will be removed from the list and may face police action.

Compliments, Complaints and Suggestions: We aim to provide patients with the best possible service and welcome your comments and suggestions. It is useful to hear from our patients on anything you are happy about, or what may have caused you concern. If you wish to send in any compliments or make a complaint, please write to the Practice Manager in the first instance. We will endeavour to deal with any complaint promptly. You can also ask reception for a copy of our complaints procedure or go on our website.

The Burnham Surgery is not a Teaching or Training Surgery.
The Burnham Surgery is suitable for disabled access.