

**Welcome to Baddow Village Surgery
Longmead Avenue
Great Baddow
Chelmsford
Essex
CM2 7EZ**



Opening times

Monday – Friday
8.00am – 6.30pm

Main Line

Appointments and
General Queries
01245 473251

Dispensary Line

01245 472449
8.30am - 1.00pm
3.00pm – 6.30pm

Fax

01245 478394

Website

[www.baddovvillage
surgery.co.uk](http://www.baddovvillage
surgery.co.uk)

The Doctors

Dr Peter Stern (London 1984) MB BS MRCP

Dr Waseem Ahmed (London 1985) MB BCh MRCP

Dr Anja Vermeulen (Antwerp 1998) GP Diplome Antwerp (Belgium)

Dr Moira Langdale-Brown (Manchester 1987) BSc MBChB (Hons) DRCOG MRCP

Dr Claire Medhurst (2004) MB BS MRCP DFRH LoC

Dr Prabha Venkatesh (1986) MB BS MRCP DGO DFFP

Dr Sara Luck (2016) MBBS MRCP DRCOG iBSc

Dr Elizabeth Field (2011) MBBS BSc Phd MRCP DFRH DRCOG PGCertMedEd

The Practice is committed to protecting Children and Vulnerable Adults and we will make their welfare our highest priority. Where additional support is necessary this will include working with other agencies. If you have any concerns about a child or Vulnerable adult please speak to your GP or Practice Nurse.



Services Offered

Appointments

The surgery operates an appointment system and we endeavour to give an appointment with your usual GP wherever possible. Please ask reception if you are unsure of who your usual GP is.

We offer urgent on the day appointments for acute problems. Patients are advised to phone at 8am to book an urgent appointment.

Routine GP appointments can be booked up to 4 weeks in advance. To register for our online service, please complete an Online Registration Form available from reception. You will need to bring in photo ID and proof of address.

Nurse appointments may be booked up to 12 weeks in advance.

Routine appointments are for 10 minutes and it is not normally possible to cover more than one topic per appointment.

Surgeries are generally from 8.00-8.30am to 12.30pm and 3.00pm to 6.30pm.

Home Visits

Patients are asked to telephone before 10.00am if a visit is required the same day. Home visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to home visits. Home visits are usually reserved for housebound patients - please attend the surgery if at all possible.

Out of Hours Cover

The out of hours service can be contacted by telephoning the main surgery telephone number 01245 473251 and listening to the full message. Patients may be asked to attend a care centre or will be seen at home as appropriate. Telephone advice is often given as a first measure.

Test results

Please telephone 01245 473251 for your test results after 3.00pm.

Specimens

Any specimens to be tested by the hospital must be brought to the surgery before 2pm to ensure that they are in time for the hospital collection.

Dispensary

The Dispensary is open Monday to Friday 8.30am – 1:00 pm and 3pm - 6.30pm. Telephone lines are switched on between 8.30am – 1.00pm and 3.00pm – 6.30pm. Please complete the repeat slip wherever possible and leave requests in one of the 'repeat prescription boxes' provided. Alternatively, repeat prescriptions can be requested by accessing our website www.baddovillagesurgery.co.uk. Please note that repeat prescriptions cannot be requested by telephone. Please allow two full working days before attempting to collect your prescription. It is our policy, and that of the Government, to issue one month's supply of drugs at a time.

Contraceptive Services

We offer full contraceptive services at the surgery and all of our nurses are trained in family planning.

Antenatal Clinic

The midwife holds her antenatal clinics on Tuesday afternoons and Thursday mornings.

Cervical Smear Screening

In line with health authority policy, we recommend a smear every three years for women aged between 25-49 and every 5yrs for women aged 50-65 years, unless greater frequency is advised.

Minor Surgery

We offer some surgical procedures at the surgery, please speak to your GP who can advise or refer you onto another service.

Medical Examination

Medical examinations for special purposes, e.g. pre-employment and fitness to travel, may be arranged by special appointment. A fee will be payable please ask on booking appointment.

Travel Immunisations and Vaccinations

Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover, please ring reception for more details. A charge will be made for vaccinations not covered by the NHS.

A travel questionnaire needs to be completed in the first instance – these are available from reception. A charge of £5 per patient is payable to assess for travel vaccinations required.

Anticoagulant Clinic

An INR anticoagulant clinic is held twice weekly at the surgery providing a convenient and comprehensive service.

Parking

The practice does not accept responsibility for any damage to vehicles whilst parked at the surgery. Owners park entirely at their own risk. If parking outside of the practice car park please be considerate to our neighbours – please do not block private driveways or double park on access road.

Disabled Access

Patient services are provided at ground level and a lift is available to access the first floor. A disabled patient toilet is provided. We will be happy to provide any assistance required.

Chaperone

If you feel you would like a chaperone present at a consultation then please let reception, or the clinician know.

Childhood immunisations

We strongly recommend that all children receive the childhood immunisations. A clinic is held weekly on a Wednesday afternoon. Please book with reception. If anyone other than the parents or usual guardian brings a child for immunisation, written consent must be provided by the parent or usual guardian. Please check the following points before bringing your child to the surgery

- Is your child suffering from a feverish illness?
- Is your child taking steroid treatment?
- Does your child suffer from a severe reaction to eggs?
- Has your child suffered from a reaction to any previous immunisation?
- Has your child got a high temperature?

If the answer to any of the questions above is yes then tell the nurse prior to immunisation.

Flu Vaccinations

Flu vaccinations are available for anyone the Government deems at risk, currently:

- * Patients aged 65 years and over
- * Patients with respiratory, heart, kidney, liver or neurological disease
- * Patients with diabetes
- * Immuno-compromised patients
- * Pregnant women

Health Promotion

We offer advice and practical help to those patients who want to improve or maintain their health. Our nurses have specific training in areas such as asthma, diabetes, smoking, alcohol and heart disease prevention. Please ask the nurse for details. We encourage all of our patients to share responsibility for their health, both in preventing disease and in managing existing diseases. Many conditions can be prevented by a healthy lifestyle and without the need for drugs. Please feel free to discuss general health and your lifestyle with the nurse.

Blood Tests

We offer blood test to our patients every morning, please speak to reception to make appointment with the Phlebotomist.

Practice Staff

Practice Management Team

- **Practice Manager: Alana Shears**

Alana is the Practice Manager and has overall responsibility for the practice. If you have any comments regarding the practice, suggestions or complaints, please feel free to contact her on 01245 473251.

Nursing Team

- **Practices Nurses: Jill (Lead Nurse), Sue, Clare, Rachel, Danielle and Katie**

Our practice nurses are highly qualified and can advise patients on many topics. They also provide general nursing services such as dressing, ear syringing, removal of stitches and can advise on immunisations to prevent childhood diseases as well as for foreign travel. They also run specialised clinics such as asthma, diabetes, coronary heart disease, smoking cessation and well person. These are all by appointment only.

Health Care Assistants: Lorraine, Jude and Sophie

Our HCAs provide services under the direction of the nursing team including dressings, ECGs, blood pressure monitoring, new patient health checks and smoking cessation support.

Reception Team

- **Lead Receptionist: Janet**

Our reception staff will be happy to assist in making routine and emergency appointments. They are also available to deal with any routine enquiries after 9am.

Dispensary Staff

- **Dispensary Manager:** Caroline (Registered Pharmacy Technician GPHCS001035)

- **Lead Dispenser: Allyson**

Our dispensary staff deal with all aspects of repeat prescription generation and are available to answer any queries you might have about your prescription. You

can contact them on their direct line 01245 472 449 between 8.30am – 1.00pm and 2.00pm – 6.30pm.

Secretaries

- Secretaries: Lorraine and Jane

The secretaries deal with referrals on behalf of the doctors and process requests for medical information.

GP Registrars and Students

Our practice is a training/teaching practice. Our registrars are fully qualified doctors and they have a great deal of hospital experience. They are attached to our practice for 12-18 months and usually become general practitioners after completing their training. On occasions you may be asked for permission to video record the consultation for training purposes (a signed consent form would be required). Intimate physical examinations would not be recorded and the camera would be switched off at any point at your request.

Complaints

If at any time you consider that we have failed to meet your expectations, please let us know and we will attempt to resolve problems swiftly and take action as appropriate. Please discuss any problems with the Practice Manager or complete a Complaints Form available from reception. Please see the surgery's website for our Complaints Policy www.baddovillagesurgery.co.uk.

Patient Confidentiality

We regard all information concerning patients to be strictly confidential and we will ensure that this requirement is maintained at the highest level by all staff.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Any one attending the surgery who abuses the GPs, staff or other patients, be it verbally, physically or in a threatening manner will risk removal from the practice list. In extreme cases, we may summon the police to remove offenders from the practice premises.

Practice Mission Statement

The practice team strives to provide high quality care based on carefully evaluated and monitored ethical practices and professional standards.

We strive to ensure co-ordination of services with good communication in the practice and liaison with hospitals and associated agencies.

We seek to ensure patient safety at all times in a relaxed and comfortable environment.

We seek to ensure that patients and their carers are welcomed in a courteous and considerate manner respecting privacy and maintaining confidentiality at all times.

Your Rights

- To receive quality health care including prevention and health screening, as well as continuing care.
- To be referred to a specialist by your own GP when considered appropriate.
- To be provided with information on all aspects of your care, including the alternatives available before you agree to treatment.
- To receive prompt treatment in an emergency.
- To access your health records (an administrative charge will be made for these services). Certain details may be withheld if your GP believes this is in your best interests. You will be told if this is the case. A form can be obtained from reception to apply for these services and more information on request.
- To have complaints investigated thoroughly, speedily and without prejudice.
- To expect confidentiality at all times.

Our Standards

We will uphold your rights as an individual and ensure respect for cultural and religious backgrounds.

We recognise your need to discuss your concerns in private and will ensure privacy for consultations and confidentiality at all times.

If your case is urgent, you will be able to see a doctor the same day.

Patients will be advised if clinics are running more than 30 minutes late by way of signs in reception or on the patient information screen.

To those patients who are entitled to receive dispensing services, we will provide a high quality efficient dispensing service that is sensitive to patients' needs.

We will ensure that cleanliness and hygiene are observed throughout the dispensary during all dispensing procedures.

We will comply with all laws and regulation applicable to a dispensing service.

We will ensure that patients are provided with appropriate information and advice concerning their medications.

Prescriptions will be dispensed within two working days unless the medication has to be ordered or reauthorized.

Reception will always be staffed by at least one receptionist.

All messages or requests will be recorded and passed to the relevant person.

Request from the Surgery

Patients should notify us as soon as possible if they are unable to keep an appointment as this allows other patients to be seen and keeps waiting times down. Patients requesting a home visit should telephone the surgery before 10am, except in an emergency.

Patients waiting in surgery make allowances for the fact that emergency cases may be given priority.

Patients asking for test results should telephone after 3.00pm only.

Other Services (Private Services)

ELITE Physiotherapy Services - Chartered Physiotherapists Mark Harrison & Paul Harrison BSc (Hons) MCSP SRP AACP.

Telephone: 0845 544 0456 elitephysiotherapy@yahoo.co.uk

Useful Telephone Numbers

Broomfield Hospital 01245 362000

Mid Essex Primary Care Trust 01245 398770

PALS (Patient Advice and Liaison Service) 01245 243486

Central Referral Service 0300 123 0771

District Nursing Service 0300 0031 902

Our Practice Area

Great Baddow

Galleywood

Hanningfields

Sandon

Rettendon Common

For more information please speak to our reception who will be happy to advise.