

## Useful Telephone Numbers

NHS England (for advice on registering with a GP) .....0300 003 2125  
Patient Advice and Liaison Service (PALS) .....0300 311 22 33

## Hospitals

Broomfield Hospital (main switchboard).....01245 362000

## Other Agencies

Alcoholics Anonymous (24 hours).....0845 7697555  
AIDS Information service .....01245 490089  
Carers Assessment (Essex County Council) .....0845 603 7630  
Citizens Advice Bureau .....01245 257144  
Chelmsford City Council .....01245 606060  
[www.chelmsford.gov.uk/contactus](http://www.chelmsford.gov.uk/contactus)  
Maldon Borough Council .....01621 854477  
Farleigh Hospice .....01245 358130  
Essex Sexual Health Clinic.....0300 0031212  
Health in Mind.....0300 3305455  
Lighthouse (crisis pregnancy counselling) .....01245 494838  
Rape Crisis Centre .....01245 492123  
Relate (marriage guidance) .....01245 258680  
Registrar of births, deaths and marriages .....01245 256856  
Samaritans .....01245 357357

## Out of Hours Care

**Should you need medical help outside of the practice opening hours and it is NOT an emergency please call 111**



# Longfield Medical Centre Information Booklet

*Longfield Medical  
Centre*



**Longfield Medical Centre - OUR MISSION STATEMENT**  
*To provide high quality primary care services through an ethos of continuous learning and reflection, whilst ensuring all staff and patients are treated with dignity honesty and respect.*

**[www.longfieldmedicalcentre.nhs.uk](http://www.longfieldmedicalcentre.nhs.uk)**

## Introduction:

If you are a new patient here at Longfield Medical Centre, then welcome! If not, then I hope you find that we are providing a good service for you and your family.

As I'm sure you are aware, the NHS is struggling to cope with an ever-increasing demand these days. Unfortunately we are not immune from these effects, so there will often be times when we cannot provide the service you want exactly when it's convenient to you. We do try our best, but with limited resources and growing demand, we do sometimes struggle and patients have to be flexible.

We are a large sized semi-rural practice with over 14,600 patients to look after across a wide area Mid Essex. We are very fortunate to have a full complement of doctors and nurses, and a great reception, pharmacy and admin team who all work very hard to provide the best possible service. If you ever have any problems, then please do speak to us. We'll always do our best to resolve any issues as quickly as possible.

## Practice Contact Information:

Main telephone number..... **01621 876433**

Longfield Pharmacy.....**01621 876436**

Administration email .....**longfieldmc@nhs.net**

Website..... **www.longfieldmedicalcentre.nhs.uk**

## Out of hours

Outside normal surgery hours you can still phone your GP surgery, but you'll usually be directed to an out-of-hours service. The out-of-hours period is from 6.30pm to 8am on weekdays and all day at weekends and on bank holidays.

If it is not an immediate emergency then call NHS 111. NHS 111 is available 24 hours a day, seven days a week. It can provide medical advice and details of the best local service that can provide care. Telephone consultations and triage (an assessment of how urgent your medical problem is) are an important part of all out-of-hours care.

## Do I need to call 999?

Please only dial 999 or go to your nearest Accident & Emergency if the illness or injury is life threatening or can't wait. You should dial 999 immediately if you or someone else is seriously ill. For example if someone

- has had a major accident
- has problems with breathing
- has severe chest pains
- is unconscious
- has lost a lot of blood

**At all other times**, NHS 111 can tell you what to do if you or your family are feeling ill. Depending upon what is wrong with you, NHS 111 could advise you how to self-care, get in touch with the out of hours GP service, go to a walk-in centre or go to hospital. NHS 111 may need to call an ambulance for you if they think you need help quickly.





## Complaints:

We operate a practice complaints procedure which meets national criteria as part of a National Health Service system for dealing with complaints.

**HOW TO COMPLAIN:** We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to the Head of Operations or any of the Doctors. Alternatively you may ask for an appointment with the Head of Operations in order to discuss your concerns. It would be a great help if you are as specific as possible about your complaint.

**WHAT WE SHALL DO:** We shall acknowledge your complaint within two working days and aim to have responded as swiftly as possible to your complaint within 10 working from the date you raised it with us. We shall then be in a position to offer you an explanation, an apology if appropriate or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint. When we investigate your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

**COMPLAINING ON BEHALF OF SOMEONE ELSE:** Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must have their written permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

We have a dedicated complaints leaflet which will be provided to patients on request. This contains more detailed information including where you can go if you feel that your complaint has not been resolved to your satisfaction.

### Postal Address

### Opening Hours

Longfield Medical Centre  
Princes Road  
Maldon  
CM9 5DF

8.00am to 7.30pm	Mon
7.00am to 6.30pm	Tues
8.00am to 7.30pm	Wed
7.00am to 6.30pm	Thurs
8.00am to 6.30pm	Fri

Longfield Medical Centre  
The Surgery  
Bentalls Shopping Complex  
Heybridge  
Maldon  
CM9 4TU

9.00am to 12.30pm	Mon
CLOSED	Tues
CLOSED	Wed
2.30pm to 5.45pm	Thurs
9.00am to 1.00pm	Fri

## Doctors

**Dr Linda Brown (F)**

**Dr Jane-Marie Deasy (F)**

**Dr Vijay Patel (M)**

**Dr Sally Dowler (F)**

**Dr Samuel Archibong (M)**

**Dr Atul Lotlikar (M)**

**Dr Emma Stephens (F)**

**Dr Samantha Littaur (F)**

## Management

**Head of Operations  
Samantha Young**

## Clinical Pharmacist

**Pavandeep Thethi**

## HCA

**Sharon Walters  
Jill Seabrook**

## Practice Nurses

**Jennie Miller  
Jenny Wijekoon  
Louise Paxman  
Linda Thompson**



## Carers:

**Being a Carer can often affect your own health.**

**By letting your GP surgery know that you are caring for someone could help your GP offer you better support.**

A carer is someone who, without payment, provides care and support to a relative, partner, friend or disabled child who cannot manage without your help. As a carer your health is as important as that of the person that you care for, as it ensures that you can continue to carry out your caring role. Its is important that you visit your doctor regularly and that you tell your doctor that you are in a caring role.

### Longfield Medical Centre can help with:

- Specialist advice & information
- Home visits offering one to one support
- Practical help with completing forms, gaining benefits, grants & other funding and more.

Please ask reception for one of our carers registration forms and we shall ensure your recorded is coded correctly.  
With your permission Longfield Medical Centre forward your information to Carers FIRST who are an independent, charitable organisation supporting and helping people who look after a relative or friend.

## Time to Talk BEFRIENDING Befriending

Everyone needs other people, but not everyone has someone. For people who become isolated because of ill health, disability or social disadvantage, being matched with a befriender often fills a big gap. In conjunction with our PPG Longfield Medical Centre are proud to offer a bespoke befriending service to our patients. If you are in need of some company and would like to be matched with a friend, please contact reception. Your details will be passed to our social prescribing Nurse lead and a match will be made for you.

Do you have time to commit and become a befriender within your local community? Are you interested in other people? a good listener? Longfield Medical Centre are always looking for new volunteers to join our befriending group. Your interests and availability will be matched to someone in need of some company who really needs a friend to talk to. If you can spare some time please contact reception and your details will be passed to our social prescribing Nurse lead who will make contact with you.



## Longfield Medical Centre - A Parkrun Practice

In an exciting and innovative initiative, the RCGP is partnering with [parkrun UK](http://www.parkrun.co.uk) to promote the health and wellbeing of staff and patients. Under this initiative, GP practices across the UK are encouraged to develop close links with their local parkrun to become **parkrun practices**. Longfield Medical Centre is one of the first practice in Mid Essex to adopt this initiative.

- Free, weekly 5k events for all ages from 4+, every Saturday morning, in areas of open space
- 2k junior parkruns for 4-14 year olds and their families on Sunday mornings
- Not races: walk, run, jog, volunteer or spectate
- parkrun is open to all, including those who are inactive or have health conditions or disabilities
- Improve health and wellbeing through physical activity, including volunteering
- Socialise, make friends and be part of a welcoming, supportive community?

## Self Care Self care helps us to help everyone better:

Over the years we've found that patients have become much less self sufficient which is fuelling a huge increase in demand for GP services. Many minor ailments can be treated at home and we would like to urge our patients to consider self care first where appropriate, in order to leave more appointments for patients who need them.

**Please find below a list of ailments you can safely manage yourself:**

**Help the NHS – why wait to see your GP or Practice Nurse?**

Many medicines for minor ailments are available over-the-counter

Pharmacists can help you manage:

- Coughs and colds
- Headaches
- Athlete's foot
- Hayfever
- Allergic dermatitis
- Dry skin conditions
- Spots & acne
- Insect bites / stings
- Indigestion
- Heartburn
- Constipation
- Piles
- Diarrhoea
- Verrucas
- Warts
- Head lice
- Teething
- Cold sores
- Sore mouth
- Thrush

**NHS Mid Essex Clinical Commissioning Group**

*We want everyone in mid Essex to Live Well*

There are other conditions that can be managed at home if they are not related to any other underlying conditions, for example: a cough that doesn't last for more than three weeks, heartburn & indigestion (unless symptoms persist).

### Still not sure what to do?

There is plenty of useful information on the internet, for example:

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

[www.patient.co.uk](http://www.patient.co.uk)

[www.selfcareforum.org](http://www.selfcareforum.org)

There is an excellent leaflet for parents called "When Should I Worry" giving guidance on coughs, colds, earache and sore throats which can be downloaded at [www.whenshouldiworry.com](http://www.whenshouldiworry.com)

**Don't forget you can also get great advice from your local pharmacy!**

## Booking Appointments

We only have a fixed number of appointments to offer and have to ensure that our patients get the appointments they need rather than want. Our receptionists have been carefully trained by the doctors here to ask questions about what you need. Please help them to help you by answering their questions as more often than not, they will be able to find you the earliest appointment. You can politely decline however.

### Pre Bookable Extended Access Clinics:

In order to assist patients who cannot attend surgery during the working day, we are pleased to offer pre bookable clinics on a Wednesday evening 6.30pm–8.30pm and Tuesday and Thursday morning 7.00am–8.00am.

### Non Urgent GP Appointments:

Most non-urgent matters can wait until the next available non-urgent appointment which can be around two weeks ahead, **but** if you feel the matter is urgent then you can ask to be put onto the triage list to speak to the on call doctor. He/she will decide upon the most appropriate appointment for your particular problem. The on call doctor's decision is final however and is based on medical need, not convenience.

### Urgent GP Appointments:

**Please be aware that we do not offer a walk in service. Urgent on the day requests must be made by phone. If you walk in, you will be asked to return home and await a call from the on call doctor.**

If you feel that your issue is urgent enough to need to be seen on the same day, you can again ask to go onto the daily triage list and the on call doctor will call you back, If the doctor agrees it is urgent, you will be given an appointment for that day. If it can wait an appropriate appointment will be found for you on another day, but within a timescale suitable for your medical need.

### Home Visit Requests:

Call early. Where possible please telephone to request a visit before 10.00 am. You will be phoned back by a doctor. You may receive telephone advice for your condition by the doctor or the doctor may ask you to attend the practice. If a visit is deemed necessary, it may not be your registered Doctor who will call.

Try to come to the surgery. **The Doctor is not obliged to visit you at home unless you are housebound or unable to travel due to your condition.** Please, where possible **attend** the practice so that full examinations are possible. Your registered doctor may not necessarily do visits requested later in the day.



**Social prescribing** - Social prescribing is a means of enabling GPs and other frontline healthcare professionals to refer people to 'services' in their community instead of offering only medicalised solutions. Often the first point of referral is a link worker or 'community connector' who can talk to each person about the things that matter to them. Together they can co-produce a social prescription that will help to improve their health and wellbeing.

The community activities range from art classes to singing groups, from walking clubs to gardening, and to many other interest groups. Longfield Medical Centre have found social prescribing incredible valuable, particularly with people who are lonely or isolated; people with mild mental health issues who may be anxious or depressed; and, those who struggle to engage effectively with services.

### **Longfield Medical Centre's own Social Prescribing initiatives –**

**Walking Group** Longfield Medical Centre is working hard to establish a walking group that meet regularly at the surgery to walk around the local area with fully trained walk leaders. If you would like to become a walk leader or join the walking group please give your details to our reception team.

## Things you may not know about your surgery:

**Did you know that Longfield Medical Centre is a small business?** The partners are paid a set amount of money by the Government to provide an unlimited service to all of our 14,600 patients regardless of their needs. This has to pay for doctors, nurses and staff wages, heating and lighting, building maintenance and everything else needed for us to operate. The money we receive has fallen heavily in real terms, but the needs of patients and our costs are increasing all the time. We have to be very careful to provide only what is necessary so that everyone gets the care they need. Unfortunately this is the situation we are in these days. Please therefore help us to help you, by using our services wisely.

**GPs are specialists!** Most people think that the consultants who work in hospitals are more qualified than GPs. This is most definitely not the case! GPs have chosen to specialise in family medicine and their training and experience is at the same high level as hospital consultants. GPs have all worked in hospitals in many disciplines before choosing to specialise in general practice. In many ways GPs have much more knowledge and experience than hospital consultants who specialise in just one area of medicine.

**Patient Participation Group (PPG)** - We have a very committed and active patient participation group who meet bi-monthly at 6.30pm at alternate practice locations. The group is always looking for new members, although you would not be expected to attend every meeting. There is also a "Virtual PPG" for patients who are too busy to attend meetings, where you can influence the meeting agenda, get feedback and receive copies of the minutes. If you would like more information, please send an email to [longfieldsecretaries@nhs.net](mailto:longfieldsecretaries@nhs.net) There is also a dedicated page about the PPG on our website.

**Training Practice** – Longfield Medical Centre has taken part in teaching Medical Students from University over the past 30 years. In addition to this the practice provides placements to F2 Doctors and GP Registrars who are in the final stages of completing their qualifications. To ensure these doctors are provided with the highest quality of training the Longfield Medical Centre and its doctors have completed a detailed accreditation process and our lead training GPs have undertaken a professional training qualification.

## Longfield Medical Centre Home Visiting Policy

For many years it has been clear that the vast majority of primary health care should be provided in the setting of a modern, well-equipped surgery in a well-lit, purpose-built environment with rapid access to affiliated services, such as nursing and a pharmacy.

The decision as to whether or not a visit is required should be based on the clinical condition of the patient and should be made by the assessing clinician.

Home visits should be reserved for situations where it has been determined that a face-to-face consultation is necessary and:

- The patient is housebound, or
- The patient is in the later stages of a terminal illness, or
- The patient may be suffering from a medical condition which would be worsened by traveling.

The vast majority of patients are not harmed by car or taxi travel. Therefore, most feverish children, people with abdominal pain, diarrhoea and vomiting, upper respiratory tract infections, injuries and musculoskeletal problems, who are deemed to require a face-to-face consultation, are fit to be transported to the surgery for assessment.

There exists a grey area where there are no clear medical grounds to justify a home visit but where, for social reasons, patients or their carers feel they are unable to accept the invitation to attend the surgery. There is no requirement to provide a home visit in these circumstances, but the clinician may choose to offer a home visit in these cases as a pragmatic compromise.

Occasionally, if a patient clearly requires hospital admission following triage, this can be arranged without the need for a face-to-face contact following the agreement of the admitting hospital Doctor.

## Getting the most from your appointment:

Unless otherwise specified every appointment lasts for 10 minutes only which is enough time to discuss one medical problem only.

### **If you have more than one problem to discuss, please ensure that you ask for a double appointment in order to have enough time.**

Many medical issues can be dealt with by our nursing staff a lot quicker, so please tell our receptionists what you need your appointment for. This also helps to ensure that you see the right person who can also prepare better if the reason for the appointment is known. If your reason is highly personal, tell the receptionist and they will not probe further.

- Clearly formulate in your own mind what you are worried about and highlight any particular concerns.
- Consider preparing short notes to help you remember what you want to say including a description of your symptoms and exactly how long they have been experienced (in days, weeks or months, not “a while”!)
- Consider what is achievable in your one appointment. Be realistic.
- Get to the point. You do not have to justify being there and don't save important issues to the end when you've run out of time.
- Wear easily removed clothing. If you need to be examined, taking off many layers of clothing and redressing uses up too much of your appointment time and can help to make clinicians run late.
- At the end of your appointment, make sure you fully understand any advice you've been given or steps you must take.
- Don't be put off by a doctor or nurse running late. This is often due to them having to give bad news to a previous patient or dealing with an emergency before you arrived. We all might need a bit of extra time unexpectedly one day so although it might not be convenient to you, please consider others.

**Zero Tolerance Policy:** Longfield Medical Centre operates a zero tolerance policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time.

However, aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the occasional types of behaviour we see that would be found unacceptable:

- Using bad language, swearing or shouting at practice staff.
- Any physical violence towards any member of our team or other patients.
- Verbal abuse towards the staff in any form including shouting.
- Racial abuse, discrimination or sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot be met.
- Being perceived to bully a staff member to obtain something.
- Causing damage/stealing from the practice's premises, staff or patients.
- Obtaining drugs and/or medical services fraudulently.

**Online Services:** The amount of things you can do online is increasing all the time and here at Longfield Medical Centre we are no different. By signing up to our online patient services you can make your life much easier at the same time as helping us to be more efficient. You can use this via a computer or if you have a smartphone or tablet you can use the Patient Access App for iPhones or Android devices.

**Here are some of the things you can do online:**

**Booking GP Appointments** Using Patient access you can book non-urgent GP appointments anytime, anywhere. Of course this service will only be able to offer you the appointments that are available and if you cannot find one that is suitable, you can always call our helpful receptionists who will try their best to find a suitable one for you.

**Ordering Repeat Medication** All of your repeat medications will already be listed and all you have to do is click on the items you want. It really couldn't be simpler. The best thing is that your request arrives into our computer system immediately and usually dealt with quicker as a result. You can log in the next day or so to check if it has been issued. You can also see a list of all your past medication requests and when they were issued which can be very useful.

**Access to Medical Records** If requested, patients can also have limited access to their medical record. This does however give you access to all test results and is by far the quickest way of access your results.

Patients do not automatically get access to this and must apply separately. Access is subject to the authority of a GP.

**Using the smartphone app, you can access all of these services 24/7 wherever you are in the world. It really will revolutionise the way you use the surgery's services, save time and ensure that errors and delays are eliminated.**

## Missed appointments:

Unfortunately we see dozens of appointments wasted by patients not turning up each month. If we added up all the appointments that are wasted, we would be able to afford to have an extra GP session! Missed urgent appointments, that are on average booked only two hours before the time of the appointment, are particularly frustrating.

**What happens when patients miss appointments?** We realise that everyone can make mistakes and there is a process whereby a letter is sent if an appointment is missed in error. However, we have a minority of patients who miss appointments regularly and this impacts significantly on other patients. We have a policy in place to take action in these circumstances which has been fully approved by our Patient Participation Group.

**If a patient misses an urgent appointment booked the same day, or if a patient misses TWO non-urgent appointments in a 12 month period:** In these instances we send a letter to the patient explaining the problem we have with appointments being missed and the impact that this has on the service we provide to the rest of our 14,600 patients. We list the appointment (s) that were missed and offer the opportunity to discuss if the patient feels this is incorrect.

**If a patient goes on to miss a further appointment within this 12 month period:** They will receive a letter expressing disappointment and notifying them that their continued registration at the practice will be reviewed by the GP partners in the next meeting. They may be given the option remain at the surgery on the condition that they attend the surgery at least 30 min prior to any future appointments. For a more detailed explanation of this policy please see the following link to our website:-

<http://www.longfieldmedicalcentre.nhs.uk>

**In cases where no improvement is seen and there are no mitigating circumstances, the practice will request that the patient is removed.**

**Prescriptions:** We issue well over 30,000 prescription items each month, so you can imagine what an enormous task this is. As such, we require 2 working days notice to issue repeat prescriptions, but your chosen pharmacy may need an additional 5-7 days to prepare your medications. Most patients will know exactly when their medications will run out, so please plan for it and give us the minimum 2 days notice.

**PLEASE NOTE THAT WE CANNOT TAKE PRESCRIPTION REQUESTS ON THE TELEPHONE AS THIS LEADS TO ERRORS.**

Repeat prescriptions can be ordered in a number of different ways:

- By dropping off your request to the surgery in the form of a letter or note
- By dropping off your white 'tick box' form which is attached to all of your prescriptions. There is a dedicated secure repeat prescription box in the foyer by the public entrance at Longfield Medical Centre.
- You can place your order online using the website [www.longfieldmedicalcentre.nhs.uk](http://www.longfieldmedicalcentre.nhs.uk) or the Patient Access smartphone or tablet app **SystemOnline - patient health management**, further details in the following page. Please be advised, when completing the practice registration form, tick the box allowing for online access. (see registration form for further details.)

**Medication Reviews** - We are required to have a review appointment every 6 months with most patients on repeats. Although the date appears on every prescription, you only need to take action when we or your pharmacy ask you to. We will always allow 1-2 months' leeway as booking these appointments can be difficult. We will not leave you without your medication.



**Electronic Prescription Service (EPS)** We strongly encourage all of our patients to use this service. Just tell us which pharmacy you would like to use for all your prescriptions (not just repeats) and your record will be noted. All prescriptions will then be sent electronically to your pharmacy within a few minutes of the doctor signing it, for them to download. This is much quicker, safer and reliable. Over 75% of our patients are using this service and it really does make a huge difference to how quickly you get your prescriptions, especially when used in conjunction with the Patient Access website or smartphone app



## Safeguarding

Longfield Medical Centre 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.