

**Data Protection Act**

We ask you for personal information so that you can receive appropriate care and treatment. This information is held in your medical records and recorded on our computer system. Patients need to understand and accept that information must be shared within the health care team in order to provide their care. This information is protected under the 1998 Data Protection Act to which Carnarvon Medical Centre is registered.

**Freedom of Information Act**

The Act entitles you to have access to your records. You should book an appointment with the practice manager for this. A fee will be charged.

**Repeat Prescriptions**

**IN ACCORDANCE WITH HEALTH AUTHORITY GUIDELINES WE ASK YOU NOT TO TELEPHONE FOR REPEAT PRESCRIPTIONS.**

Those patients who take medication regularly will be given a repeat prescription printout with each prescription. When you wish to repeat a prescription tick the relevant items on the printout and return it to reception, either by hand or post. If you would like us to post it back to you, please enclose a stamped, addressed envelope. If for some reason you do not have the printout, write your request clearly in block capitals. Include your name, address and telephone number and either post it, enclosing a stamped, addressed envelope, put it through our letterbox or hand it in at reception. Please destroy all old repeat forms and use only the current one. Allow THREE CLEAR WORKING DAYS for your request to be processed, SEVEN if requesting by post. If you require additional items, which are not included on your printout, your prescription may be subject to delay. Your doctor needs to review your treatment periodically and will ask you to attend the surgery when this is necessary.

**Fees**

Certain services provided by your doctor are not covered by the NHS and for these you will be asked to pay a fee. Examples include pre-employment, taxi, HGV, or private medicals, insurance claims, holiday cancellation claims, access to medical records etc.

**Accidents**

The nearest casualty department is at Southend Hospital, Prittlewell Chase, telephone (01702) 435555.

Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – you’re GP, our practice manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised, as you would wish, you can write to: Health watch Southend,2nd Floor SAVS Centre, 29-31 Alexandra Street, Southend-On-Sea, Essex, SS1 1BW Tel: 01702 356066

**CARNARVON ROAD SURGERY**

North Road Primary Care Centre
183 – 195 North Road
Westcliff on Sea
Essex, SS0 7AF

Tel: (01702) 349957

 www.carnarvon-medical-centre.co.uk

**WELCOME TO
CARNARVON ROAD SURGERY**

**Surgery opening hours**

Monday to Friday 8.00am - 6.30pm

**GP surgery times**

Monday to Friday 8.30am -6.30pm

**THE DOCTORS**

**Dr Fahim Khan** BSc, M.B.B.S (Allig), D.Orth, L.R.C.P, L.R.C.S (Edin), L.R.C.P&S (Glas) & F.R.C.S (Edin)

(Full partner) Date first registered March 1975 – London

**Dr Roohi Aslam – GP Partner**

**Dr Luis Ayerbe
Dr Maria Perez-Pinar**

**THE PRACTICE TEAM**

**Practice Manager** Sinead Walsh

**Medical Secretary** Shelley

**Admin** Debbie
**Prescriptions** Nicole, Shelley, Chloe
**Registrations** Jemma

**Patient Assistants** Debbie, Shelley, Nicole, Jemma, Chloe, Samantha, Tanya, Charlotte, Kirsty, Kayleigh

**Practice Nurses** - Tracey Tobin

**Health Care Assistant** – Tanya Edworthy
**For the latest information: www.carnarvon-medical-centre.co.uk**

**Disabled Access**

We now reside in excellent new premises with full disabled access. Although we are on the first floor patients unable to climb stairs can gain access to us via one of the two lifts provided

**Cancellations and DNAS**

Please do not waste appointments. Please, please let us know in good time if you no longer need yours. Many precious appointments are wasted weekly.

**How to see your Doctor**

We are able to see you by appointment only. Please telephone us on (01702) 349957 or call into the surgery personally between Monday to Friday.

A normal appointment is for 10 minutes and is intended for one person. Please make a separate appointment for each person to be seen. In the event that you need to be seen by a doctor the same day, our receptionist will arrange for you to be seen but not necessarily by the doctor of your choice. Please telephone at 8am where possible. The doctors and nurses will do their best to keep to time but illness is not always predictable and unforeseen events may cause us to run late, in which case we apologise. Our receptionists will keep you informed of any delays. If you wait more than 30 minutes to be seen, please speak to a receptionist.

**Telephone appointments**

Telephone appointments are available from our doctors and nurses. Please ask our reception staff if you require a telephone call and they will be happy to arrange this service. This usually takes place at the end of morning or evening surgery

**Home visits**

We encourage patients to attend the surgery whenever possible as you will be seen sooner and under more suitable conditions. However, if you feel that you need a home visit, please try to contact the surgery before 10.00am. The receptionist will take some brief details and speak to the doctor on your behalf or the doctor may speak to you straight away.

**Nights and Weekends**

You can use the 111 service if medical attention is needed during hours when the surgery is closed. Simply dial the number 111 to be put through to the out of hour’s service.

 **New patients**

To register you will need to collect registration forms from the surgery reception. You will need to provide the name and address of your last doctor. Please keep us updated. If we do not have your current name, address and telephone number (landline and mobile), please let us know. It is important to let our reception staff know of any changes so that your records are kept up to date.

**Practice Nurse**

The practice nurse offers a comprehensive range of nurse-led chronic disease management clinics. These include asthma, diabetes, coronary heart disease, BP, hypertension, baby/child immunisations, women’s health, cervical smears, and routine immunisations. Appointments for these clinics are arranged throughout the week. Please book via reception.

**Sick notes**

Under government sick pay regulations, no doctor's medical certificate is required for an illness lasting seven days or less. A self-certificate form should be completed if the illness lasts between four and seven days (including Saturday and Sunday). These are available from your workplace or your local benefits office and some job centres and main post offices. If the illness lasts for more than seven days then you need to obtain a medical certificate from the doctor. If your employer requires a doctor's certificate for an absence of less than seven days, then a private certificate may be issued by your doctor for which there will be a charge.