MAYNARD COURT SURGERY

AND

NAZEING VALLEY HEALTH CENTRE

PATIENT INFORMATION GUIDE

Updated April 2024

**Introduction**

Welcome to Maynard Court Surgery and Nazeing Valley Health Centre. We hope this guide will help you to make the best of the services we offer. Please keep this booklet for further reference.

**Website**

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

Please visit our website to keep up to date with all the latest news and information.

**New Patients & Responsibilities**

You can register by coming into surgery to see our reception staff or complete forms via our website.

Prior to registering, you will be asked to complete a registration form available from reception and to provide photo I.D along with proof of address.

Whilst at the surgery, you are responsible for you own health and that of your child. Please let us know as soon as possible if you change your name, address or phone number. We are responsible for keeping your medical records up to date.

Following your registration you will be required to have a new patient health check to enable your registration to be fully complete. An appointment will be offered with our nurse during your registration.

**SURGERY ADDRESSES**

**MAYNARD COURT SURGERY**

17–18 Maynard Court, Waltham Abbey, Essex EN9 3DU

Telephone: 01992 761387

EMAIL ADDRESS: maynardcourtsurgery@nhs.net

**Reception Opening Hours**

MONDAY 8.00 – 1.00pm 2.00 – 6.30pm 6.30 – 8.00pm

TUESDAY 8.00 – 1.00pm 2.00 – 6.30pm

WEDNESDAY 8.00 – 1.00pm 2.00 – 6.30pm

THURSDAY 8.00 – 1.00pm 2.00 – 6.30pm

FRIDAY 8.00 – 1.00pm 2.00 – 6.30pm

SATURDAY 9.00 – 1.00pm

(ALTERNATED)

**Doctors Surgery Hours - Surgeries are by appointment at the following times**

MONDAY 8.30 – 11.00am 3.30 – 6.00pm 6.30 – 8.00pm

TUESDAY 9.00 – 11.00am 3.00 – 6.00pm

WEDNESDAY 9.00 – 11.00am 3.30 – 6.00pm

THURSDAY 8.30 – 11.00am 3.00 – 6.00pm

FRIDAY 9.00 – 11.00am 3.00 – 6.00pm

SATURDAY 9.00 – 1.00pm

(ALTERNATED) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**BRANCH SURGERY**

1st Floor, Waltham Abbey Health Centre, Sewardstone Road, Waltham Abbey, Essex EN9 1NP

**Doctors Hours**

MONDAY 9.00 – 11.00am 3.30 -5.30pm

FRIDAY 9.00 – 11.00am

**SURGERY STAFF- MAYNARD COURT SURGERY**

**General Practitioners**

Dr. P Kandasamy (Male) M.B.B.S., L.R.C.P., L.R.C.S., D.R.C.O.G. Registered in U.K 1982

Dr A Tharma (Male) M.B.B.S, BSc, Specialist Interest in Orthopaedics Registered in U.K

Dr I Perry (Male) M.B.B.S., BSc., D.C.H., D.R.C.O.G., A.I.C.S.M Registered in U.K

Dr May (Female) M.B.B.S., BSc, M.R.C.G.P. D.R.C.O.G. D.F.S.R.H Registered in U.K

**Practice Staff**

Practice Manager – Jackie Whillock

Assistant Practice Manager- Cathy

Secretary – Samantha

Nurse Practitioner - Linda Little

Practice Nurse – Lorraine Callison, Maria Chindris & Nidhee Bissessur.

Health Care Assistant –Carleigh Allen

Head Receptionist - Jayne

Receptionist – Joanne

Receptionist - Debbie

Receptionist – Cristy

Receptionist – Catherine

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**NAZEING VALLEY HEALTH CENTRE**

64-66 North Street, Nazeing, Waltham Abbey, Essex EN9 2NW
Telephone: 01992 893938

EMAIL ADDRESS: weccg.nazeingvalleyhc@nhs.net

**Reception Opening Hours**

MONDAY 8.00 – 6.30pm

TUESDAY 8.00 – 6.30pm

WEDNESDAY 8.00 – 6.30pm

THURSDAY 8.00 – 6.30pm

FRIDAY 8.00 – 6.30pm

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FRIDAY 8.00 – 6.30pm

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Dr C Bruce (Female) MB. M.R.C.G.P., C.H.S., D.F.F.P

**Practice Staff**

Secretary – Anna

Nurse Practitioner - Linda Little

Practice Nurse – Maria Chindris

Health Care Assistant – Carleigh Allen

Receptionist – Wendy

Receptionist - Sarah

Receptionist – Ashleigh

Receptionist – Jan

Receptionist – Christine

**OTHER DOCTORS**

As we are a teaching practice, we also have other Doctors working with us - GP Registrars.

Also GP Locums.

**Attached Staff (please note, some staff are only available at Maynard Court Surgery)**

Phlebotomist, Health Visitor, Dietician, FCP (First Contact Practitioner Physiotherapist), Social Prescriber, Clinical Pharmacists, Community Psychiatric Nurse, Family Planning Practitioner, District Nurse and Midwife.

**Access for all**

Wheelchair access, disabled toilets, baby changing and limited car parking available.

**Surgery Mission Statement**

Our aim is to provide a comprehensive, high quality personal primary care service for our practice population, empowering patients to take responsibility for their own health.

**Patient Privacy**

Room available, should you wish to speak privately to a member of staff. Please ask at reception.

**Chaperones**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to gp.

**Patient Confidentiality**

Any personal information given at the surgery will be treated as strictly private and confidential. By law, you can have access to your health/medical records. Requests for this must be made in writing for purposes of Data Protection Act 1998.

**Zero Tolerance**

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

All practice staff have the right to work in an environment free from violent, threatening and abusive behaviour. **At no time will any violent, threatening, intimidating and abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to remove offending patients from our practice list.**

Please treat our doctors and staff, with courtesy and respect at all times.

**How practice uses personal health information**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you. We only ever pass on information if people have a genuine need for it, in your and everyone’s interest.

**Repeat Prescriptions**

**Order 7 days before you run out**

Repeat prescriptions are computerised, please indicate which item(s) you require and request in writing before 11.00am. **Please allow five working days for collection.**

Prescription requests can be:-

Posted into the box within the surgery waiting room.

Handed to reception staff.

Arrange for a local pharmacy to collect it for you. You will need to discuss with your pharmacist, how long they will take to dispense your prescription.

Online (simply bring your photo identification to reception and we can issue you a password).

Note: This service is only available to patients aged 18 and over.

PLEASE NOTE:We do not accept telephone medication requests*.*

**Out of hours calls**

If an emergency, please telephone NHS 111. Alternatively, if you feel that your call is an emergency which cannot wait, dial 999. Out of hours is an emergency service for urgent medical problems that have arisen outside the working day. Please call only if your problem cannot wait until ordinary surgery hours.

**Text message reminder service**

We provide a text message reminder service. If you do not wish us to send you a text reminder, please inform reception.

**Making an appointment**

Consultations are by appointment only and can be booked either by telephone or in person during reception hours.

We would like to stress the importance of keeping appointments, please phone and let us know if you are unable to keep your appointment so that we can offer it to someone else.

**Urgent/Emergency Appointments**

If you wish to see a doctor urgently and cannot wait for a routine appointment, please let us know and we will try to fit you in as soon as possible. Please be aware you may have to wait until last appointment of that surgery.

(Urgent appointments are not for repeat prescriptions, fitness for work certificates or for signing forms).

**Lateness Policy**

We recognise that it can sometimes be difficult to arrive on time for an appointment due to traffic and other difficulties. However, if you are more than 10 minutes late you may have to wait and be seen at a different time or asked to make a new appointment.

**Home Visits**

If you urgently require a home visit, please try to telephone before 10.00am so that priority can be assessed. Visits are usually made after morning surgery and are for those who are housebound and who are far too ill or frail to come to the surgery.

**Test results and telephone advice**

If your doctor asks you to ring for a result please telephone reception after 2pm for your test results. Please do not ring for result during morning surgery.

**Urine samples**

If your doctor has requested a urine sample. Using the specimen bottle, please hand back to reception by 10.30am each morning.

**Sick notes/fitness to work**

If you have been absent from work because of illness you should obtain self-certification form, from your employer, DSS or from the surgery. You are not entitled to a MED 3 (NHS certificate) until your illness has caused you to be absent for seven days or more. Upon assessment via GP, **if** a sick certificate is issued, **the maximum period will be one month only.** After this time you will have to be re assessed.

**Comments, suggestions and complaints**

We are committed in providing the best possible care. If however you have any comments, suggestions or complaints you can either speak to a member of staff, or put in writing to our Practice Manager. You will receive an acknowledgement within two working days and if necessary a full response within ten working days.

**We offer the following services and health promotion clinics.**

**Please note, some of these services are only available at Maynard Court Surgery.**

These are run by a practice nurse and doctors jointly or separately as you wish. Please contact reception for times and dates.

**ASTHMA CLINIC -** Sessions are run by specialist respiratory nurse.

**BLOOD TEST CLINIC -** Blood test clinics are held at both Maynard Court & Nazeing Surgery. This clinic is for patients aged over 75 or has exceptional circumstances. If the doctor has requested a blood test, please arrange an appointment with reception.

Blood tests are also available at Waltham Abbey Health Clinic in Sewardstone Road or at local hospitals

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**BLOOD TESTS – FASTING -** If you are asked to fast for a blood test, please do not eat anything for at least 12 hours prior to your test. You may drink water only.

**CHLAMYDIA SCREENING -** Chlamydia is the most commonly diagnosed sexually transmitted infection (STI) in the U.K. If you are sexually active and under 25, you should be tested for chlamydia annually. The test for chlamydia is simple and you can do yourself. For more information, please book appointment with our nurse.

**CHILD HEALTH -** Regular screening of all children under 5.

**DIABETIC CLINC -** Held once a month with a specialist diabetic nurse. All patients with diabetes are expected to attend review appointments every six months.

**EXERCISE REFERRALS -** Patients are referred to everyone active scheme, where an instructor will organise a course of exercise to benefit your health. Available at centres in and around our local area. To be referred, please book an appointment with either doctor or nurse.

**FAMILY PLANNING -** Contraception, coil fitting and cervical smears for all women aged 25-64.

**FIRST CONTACT PRACTITIONER (FCP)** - is an experienced physiotherapist who has advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient’s first contact with healthcare services e.g. when they visit their GP surgery.

**PRE-CONCEPTIAL ADVICE -** If you are planning for a baby. Please speak to nurse practitioner, practice nurse or GP for a general health check and folic acid prescription. Also includes a pregnancy self-test when you have missed a period. If test is positive, then need to make an appointment to see practice nurse and GP for ante-natal booking.

**IMMUNISATIONS -** All immunisations for adults, children and babies. Including foreign travel.

**MENTAL HEALTH SERVICES -** Counselling – we can refer to NHS or private counsellors.

**MINOR SURGERY -** Minor surgical procedures including Wart Clinic (Cryosurgery) at Maynard Court Surgery only.

**NON –NHS MEDICAL EXAMINATIONS -** Our doctors carry out medical examinations, e.g. for driving licence, and insurance etc. Please note that sometimes they may be a charge for this service.

**PALLIATIVE CARE -** Palliative care for patients in collaboration with community nurse and McMillan nurse.

**SELF-HEALTH CORNER -** Located within the waiting area in Maynard Court Surgery are a set of weighing scales and a height measurement guide. Also available is a blood pressure machine, please ask at reception for this. Please feel free to use, monitor and record your own measurements.

**SMOKING CESSATION -** Services include advice, prescriptions and follow-up appointments.

**TRAVEL ADVICE -** Appointments can be booked with our nurse for travel injections and advice.

**WELL PERSON CLINIC -** Diet advice and weight reduction.

**Patient Participation Group (PPG) - Face to Face / Virtual**

All registered patients are welcome to join the PPG. Meetings are usually held every 6 months and discuss services and facilities, collect patient opinions, experiences and provide feedback. For more details, please contact reception or visit our website [**www.maynardcourtsurgery.co.uk**](http://www.maynardcourtsurgery.co.uk)

**USEFUL TELEPHONE NUMBERS**

**OUT OF HOURS -** 0845 0701611

**HOSPITALS -** Princess Alexandra 01279 444455 / St Margaret’s (not A&E) 01992 561666

**CHEMISTS**

Glennon’s - Ninefields Estate Waltham Abbey 01992 717145

Reliance - Sun Street Waltham Abbey 01992 712097

Reliance -Thrift Cottage Sewardstone Rd Waltham Abbey 01992 713320

Boots – Waltham Cross 01992 719672

Elgon – Nazeing 01992 892177

**WALTHAM ABBEY HEALTH CLINIC**

Sewardstone Road 01992 707123

**NHS DIRECT -** 24 hour helpline 111, for any healthcare advice. www.nhsdirect.nhs.uk

**CHESHUNT MINOR INJURIES UNIT**

Cheshunt Community Hospital, King Arthur Court, Cheshunt, Herts, EN8 8XN.

Open Monday to Sunday 8am- 8pm

**WEST ESSEX CLINICAL COMMISSIONG GROUP**

Building 4, Spencer Close, St Margaret’s Hospital, The Plain, Epping, Essex CM16 6TN. Telephone: 01992 566140

**PALS** – Patient Advice and Liaison Service. Telephone: 01279 827211

 (Please note the facts in this hand out were correct at the time of printing, but changes may have occurred since.)