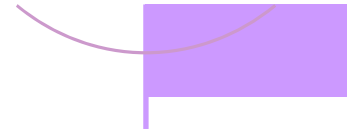




The Surgery



THE SURGERY-STANWAY

**84 Winstree Road,
Stanway,
Colchester, CO3 0PZ**
Phone: 01206 572372
Fax: 01206 764412

THE SURGERY-BIRCH

Colchester, CO2 0NL
Phone: 01206 330222
Fax: 01206 332967

www.stanwaysurgery.co.uk

OPENING TIMES

STANWAY

Mon-Fri

08.30—13.00

13.00—14.30 CLOSED

14.30 --18.30

Thursday Extended Surgery

18:30—20:30

BIRCH

Mon-Fri

08.30—13.00

13.00—14.30 CLOSED

14.30—18.30

**Dr. A.O. Obisesan, Dr J. Renju, and
Dr. S Russell**

DOCTORS

Dr.A.O.Obisesan BSc(Hons),MB,ChB,FWACS, FRCOG

DR. J. Renju MBBS,MS

Dr. S. Russell MBBS,DRCOG

USEFUL TELEPHONE NUMBERS

OUR WEBSITE: www.stanwaysurgery.co.uk

COLCHESTER GENERAL HOSPITAL: 01206 747474

COLCHESTER POLICE: 01206 762212

NHS DIRECT HELP LINE: 0845 4647

PRIMARY CARE TRUST: 01206 288500

OUT OF HOURS: 0845 6025215

DISTRICT NURSES: 01206 541809

HOUSEHOLD REMEDIES

which we feel should usually be available:

- Paracetamol for pain or fever—Tablets for adults—Soluble tablets or suspension for children
 - Antacid indigestion remedy—usually chewable tablets or syrup—e.g. Settlers, Rennies, etc.
 - Simple diarrhoea remedy
 - Dioralyte sachets for fluid replacement
 - Antihistamine tablets or syrup if members of the family are susceptible to allergies.
 - Calamine lotion
 - Antiseptic cream
 - Cotton wool—gauze dressings— sticking plaster—bandage
 - Optrex/brolene for eyes
- Your local pharmacist may be able to advise on specific items.

The Surgery

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Colchester,

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Fax: 01206 764412

BRANCH SURGERIES

BIRCH 01206 330222

www.stanwaysurgery.co.uk

Welcome to the Practice

Welcome to our practice. This leaflet tells you about ourselves and how you can make the best use of our wide range of services.

We hope you find it useful and suggest you keep it in a safe place where it can be found easily.

This is a friendly practice operating out of two premises. We all try to work together closely. Our aims are to provide you with as much comprehensive health care as possible. This means we concern ourselves as much with improving and maintaining good health as with treating illnesses.

EMERGENCIES

CALLS OUT OF HOURS

After 6.30pm weekdays, weekends and bank holidays
Telephone Harmoni doctors out of hours service on:
0845 6025215

If you need a doctor or advice urgently please call the surgery you will be given the appropriate number to call, where an on call doctor, can be contacted, to either give advice or if required, visit.

LOCAL WALK IN CENTRE

01206 761195

NHS DIRECT

0800 4647

Our **Reception staff** will help you make appointments, check on Results, and give out prescriptions.

Our **Dispensary** is run by several dispensers working as a team with the practice manager to supply quality service weekdays.

Our **Practice Nurses** are available both in the surgery and on the telephone. They can give advice and help on many problems including minor ailments, asthma, diabetes, diet, also baby, adult and travel vaccinations. They do General nursing care, Clinical Appointments include Vaccinations, Ear Syringing, Cervical smears, Interim Pill Check, stitch removal, and dressings They also do routine new patient and well person screening. They may also visit people at home.

NURSES

Edwina Lawrenson
Dominique Makanju

Health Care Assistant
Samantha Juniper

Our **Doctors** are available also by appointment, please call the surgery.

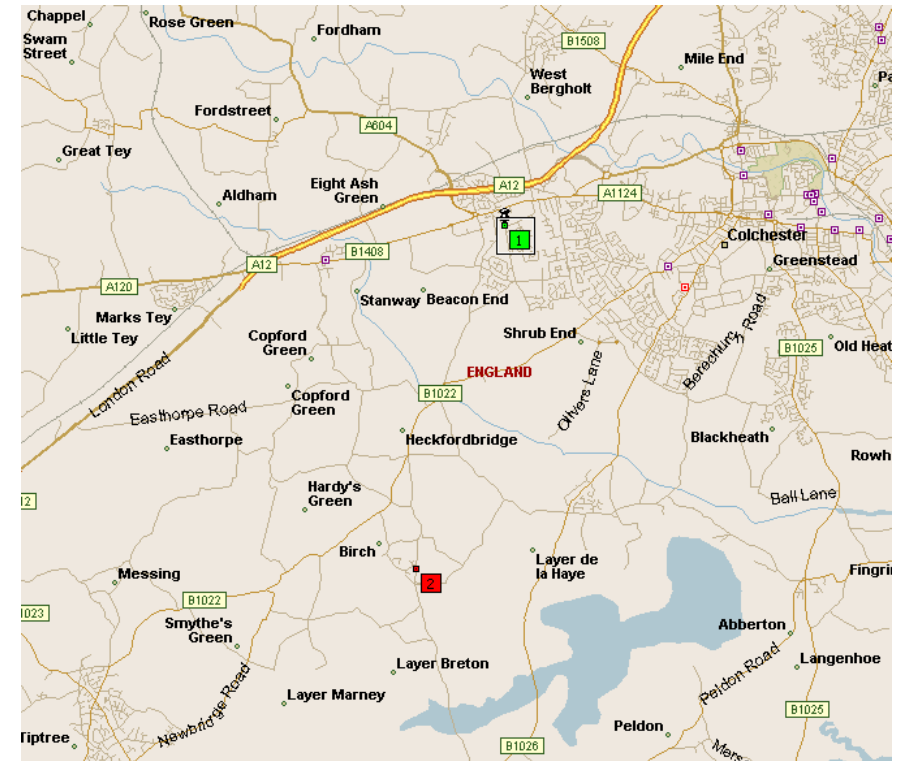
DOCTORS

Dr. A.O. Obisesan
Dr.J. Renju
Dr. S. Russell

Our **Practice Manager** is also available for any other important queries you may have, looking at the smooth running and achieving the best for the surgery, patients and staff.

PRACTICE AREA

The practice area includes Stanway and the villages of Marks Tey and Birch



This booklet has been designed to tell you a little about ourselves, the services we offer and how best to make use of them. We hope that it proves useful and that you will keep it safely for future reference.

Services Offered

1. To offer the best possible medical services available –Consultant referral when medically indicated.
2. Helpful and friendly reception staff – full confidentiality.
3. Home visits when medically indicated.
4. Re-appointments; the doctors have a limited time for each appointment please remember this during your consultation. We do try to run on time.
5. Full information with reference to your medical condition in records if requested. Urgent medical appointments seen within 24 hours. Non-urgent within 2 days.

In return

1. Help us to help you by taking responsibility for your own health
2. Look carefully at your life style. See our practice nurses for advice.
3. Treat reception staff with consideration.
4. Do not request home visits unless you are medically unable to attend surgery.
5. Any appointment you cannot attend, either surgery or hospital, please cancel to allow another patient to be seen.

HOW TO REGISTER AS A PATIENT

If you wish to register as a patient with the surgery please bring your NHS Medical Certificate with you. Ask at reception for a new patient registration form. Fill it in and return it to the receptionist. You will be informed thereafter that you will need a new patient health check, which is legally required. An appointment with the Practice Nurse be arranged for you.

CHOICE OF PRACTITIONER**Right of patient to express preference
of practitioner/and how to do so.**

Patients have the right to express a preference for a particular practitioner either for a single episode of care, or generally, Patients may have to wait longer to see their chosen practitioner. The practitioner can also refuse if she/he has reasonable grounds, e.g. Abusive or Violent patients.

The patient can be asked to accept an alternative clinician if the service is now being provided by someone else in the practice. But practices cannot force a patient to see a doctor that they do not wish to see.

NON-REGISTERED PATIENTS

The surgery can offer immediate necessary treatment to non-registered patients.

NEW PATIENT HEALTH CHECKS

This will be by appointment with the Practice Nurse.

APPOINTMENTS

For routine appointments with the doctor or nurse please ring 01206 572372 between 9.00am and 5.30pm

For URGENT same-day cases please telephone at 8.00am REMEMBER that you may not always be able to see the doctor of your choice.

TELEPHONE CONSULTATIONS

All of our doctors provide telephone consultations. If you wish to speak to a doctor during surgery hours please ring in after 9.00 and a slot will be allocated to you at the end of the requested doctors surgery and they will ring you back.

HOME VISITS

Please try to come to the surgery where possible, but if you are too ill to attend or housebound and require a home visit please telephone before 10am, on 01206 572372 please give details of your symptoms to enable the doctor to assess priority on how urgent the visit is.

DISPENSING

You may get your medicines directly from the surgery if you live more than a mile from the chemist. You must ask for this service when you first register with the practice.

If you live within one mile of the chemist you have to obtain your medicines from the chemist. This is a rule which we cannot alter.

REPEAT PRESCRIPTIONS

After regular reviews from the doctor you are able to request repeat prescriptions for your regular medication. These prescriptions are produced on the computer and there is a printed list of your medicines attached to the right hand side. Tick items required and either:

- Post at the surgery in the Repeat Prescription box or letter box
- Fax to 01206 332967
- E-mail to prescriptions@gp-f81069.nhs.uk.

Please allow 48 hours for processing non dispensing prescriptions and up to 5 working days for dispensed prescriptions not including week-ends. You may then collect the prescription (medication if we dispense for you) from either Birch or Stanway.

PLEASE RESPECT THAT DISPENSERS ARE **NOT** ALLOWED TO ACCEPT ANY REPEAT REQUEST ON THE TELEPHONE.

YOU WILL BE ASKED ON OCCASIONS TO MAKE AN APPOINTMENT FOR A MEDICATION REVIEW WITH THE DOCTOR. THIS IS FOR YOUR OWN PROTECTION.

REMOVAL OF PATIENTS

Patients can be removed from the practice patients list if they are violent or abusive to any member of staff or doctors

PROCEDURE FOR REMOVAL

A written warning of removal, dated, and stating specific reasons as to why the removal has occurred.

CONFIDENTIALITY, COMPUTER and TEST RESULTS

All patient records on file, or on the computer are confidential. In order to maintain confidentiality, Laboratory and X-ray results will only be given to patients themselves or to the patients nurses.

Please ring between 12pm and 1pm

ONLY PRACTICE STAFF, GP's and NURSES HAVE ACCESS TO PATIENT RECORDS UNDER A CONFIDENTIALITY AGREEMENT FOR THE SOLE PURPOSE OF KEEPING THESE RECORDS UP-TO-DATE and ACCURATE.

COMPLAINTS AND SUGGESTIONS

We aim to provide a high quality service and are very interested in learning how our systems could be improved. If you have any constructive suggestions please mark your envelope 'SUGGESTION' and leave it in the Repeat Prescriptions Request Box.

Furthermore, if you have any complaints, please address them to the Practice Manager who will investigate, following our complaints procedure.

COMPLAINTS PROCEDURE

Once a complaint is received a letter of acknowledgement is sent within 48 hours. The practice manager will then investigate the matter and reply to the patient with her findings within 10 working days.

CHILD HEALTH SURVEILLANCE

We encourage all parents with children under 5 years to register them with the practice for this service. Routine child health surveillance is carried out by the doctors in conjunction with the health visitor by appointment within normal surgery hours. All children will be offered an appointment for routine immunisations and development health checks. We strongly recommend that your child has all his/her vaccinations.

CHILDHOOD IMMUNISATIONS

Our nurses do child immunisation, please call the surgery to make an appointment.

CERVICAL SMEAR

By appointment with the Practice nurse, please call 01206 572372

ASTHMA & DIABETIC CLINICS

By appointment with a Practice nurse, please call 01206 572372

IMMUNISATION/VACCINATION CLINIC

By appointment with a Practice nurse, please call 01206 572372

INFLUENZA VACCINATIONS

Influenza, commonly known as the Flu vaccination is usually available from early October for those patients at high risk. These include anyone over the age of 65, diabetics, or anyone with chest or heart problems. Again please call the surgery on 01206 572372

HOLIDAY TRAVEL ADVICE

090 6822 4100 or 01276 685040

You are requested to telephone the Masta-Travel Helpline to obtain your detailed holiday immunisation pack and bring to the surgery before making an appointment with the practice nurse.

PRIMARY CARE TEAM

We work closely with local Health visitors, midwives, community nurses, community psychiatric nurses and social workers, some of whom hold sessions at the surgery.

DISABLED PATIENTS

All the surgeries have full wheelchair access and facilities.

MATERNITY CARE

All doctors provide antenatal and postnatal care which is shared with local maternity hospitals. Each doctor sees his/her own antenatal patients by appointment. A community midwife is also attached to the practice and runs clinics at the surgery on Mondays.

FAMILY PLANNING

We provide a full range of contraceptive services, including fitting coils. We also have a practice nurse qualified in family planning. Please make an appointment with your doctor or the nurse to discuss your needs.

PATIENT FORUM

Every 3 months we hold a Patient Forum to discuss how any improvements may be made for our Patients needs. For further information contact Julie Chittock on 01206 572372.

MINOR SURGERY

We run a monthly minor surgery clinic offering minor surgery such as removal of cysts, in-growing toenails, etc. We can also deal with minor injuries and may help save you a trip to the casualty department. If in doubt please contact the surgery.