

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group (PPG), ensuring that our patients are informed and involved in decisions about our services.

Further information about our PPG is available online on our website.

THREATS AND VIOLENCE AGAINST STAFF

We have Zero Tolerance Policy with regard to violent and abusive patients. Any such patients will be removed from the Practice list with immediate effect.

REPEAT PRESCRIPTIONS

Your GP will initiate any prescriptions that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Online via our website www.addison-surgery.nhs.uk or the NHS app
- via your local pharmacy
- In person or by post - By submitting the counter foil of the medication.

Please allow 3-5 working days for your prescription request to be processed.

ACCESS TO RECORDS

System Online for registered patients allows you to access a range of services including blood test results, prescription requests and vaccination details. To register, please download the form from our website or collect one from reception.

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

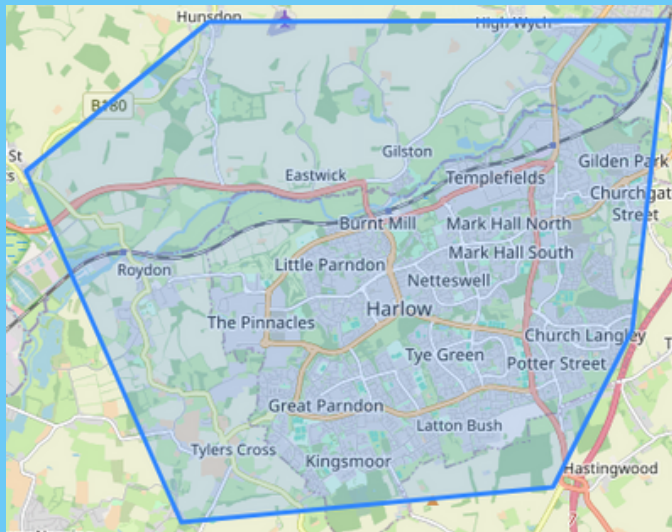
We strive to provide quality care to everyone and welcome any suggestions or comments from you on how we can improve. You can provide your feedback by emailing us at addisonf81181.admin@nhs.net or by letting a staff member know.

TEACHING PRACTICE

We are a teaching practice and regularly train GPs. These are fully qualified doctors (GP registrars), trained under the supervision of Dr Qadir.

CATCHMENT AREA

Please see the following map or visit our website and search for practice area for a more detailed view of where we provide our services.



You can register at the practice on our website or by filling in a registration form, available at reception.

ADDISON HOUSE SURGERY

We operate over 2 sites providing NHS Services under an NHS Medical Services contract.

OPENING HOURS

Mon-Fri 8:30 am to 6:00 pm
Telephone 8:00 am to 6:30 pm

WHEN THE SURGERY IS CLOSED

If you require medical help or advice and it is life threatening, dial 999. For non urgent medical help, contact NHS 111 by calling 111 or accessing it via www.nhs.uk. For common conditions, patients may contact their local community pharmacy.

CONTACT US

Addison House Surgery, Hamstel Road,
Harlow, Essex, CM20 1DS

Barbara Castle Health Centre, Broadley Road,
Harlow, Essex, CM19 5SJ



01279 621900



addisonf81181.admin@nhs.net



www.addison-surgery.nhs.uk



Addison House Surgery

WELCOME TO THE SURGERY

We hope that this leaflet serves to provide you with information regarding the surgery, the services we provide and ways for you to provide your feedback.

For detailed information about the services we provide and information regarding self referral services, please visit our website or speak to a member of staff.

PATIENT CONFIDENTIALITY

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

SERVICES

Along with routine appointments, we offer the following services:

- **Long Term Conditions Annual Reviews**
- **Postnatal Clinics**
- **Cervical Smear Testing**
- **Dietician**
- **NHS Health Checks**
- **Family Planning**
- **Immunisations**
- **Smoking Cessation**
- **Travel Advice and Vaccinations**

Other services may be available, such as raising awareness of a particular disease or condition or a Flu clinic. We will advertise this information on our website and within the practice.

APPOINTMENTS AND ACCESSING PRACTICE SERVICES

You can request consultations, prescriptions or medical certificates, as well as submit any other queries online, by telephone or in person. The easiest way to contact is via our website by clicking the **eConsult** link and completing your request.

If you are unable to access the internet, please call 01279 621900, and use our automated service by selecting option 1 or speak to reception.

Clinical requests are managed by our clinical team. Admin type requests are dealt with by our admin team.

HOME VISITS

Home visits are at the discretion of the GPs and are usually for patients who are housebound or have significant health issues. Should you require a home visit, please use the website to request one or contact 01279 621900 requesting a call back.

ACCESS FOR THE DISABLED

We are fully equipped with facilities for the disabled. Automated double doors, disabled parking, step-free access, wheelchair access and disabled toilet facilities are available.

PATIENT RIGHTS AND RESPONSIBILITIES

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system.

THE PRACTICE TEAM

Partners

Dr John Onuorah – MBBS (Nigeria 1988)
Dr Rashid Qadir – MBBS (Pakistan 1989) (MRCPI Ireland)

Salaried GPs

Dr Leema Jabbar – MBBS (London 2002)

Sessional GPs

Dr Vishal Kapil - MBBS (India) PLAB MRCGP CCST

Dr Sufyan Patel - MBChB MPH MRCGP (UK)

Dr E Sampson - MRCGP MD

We also employ regular locum GPs to cover absence and annual leave periods.

Advanced & Nurse Practitioners (Prescribing Nurse)

Catherine Ikeh, Sandra Redmond
Bindu George, Linda Miller, Ivy Amisshah

Practice Nurse Team

Bernadette Clarke, Ashleigh Whittington,
Maureen Samson, Larissa Ntim
Judith (NA), Dawn, Sumaiya - (HCAs)

GPA's

Nabeel, Wardan, Isaac

Extended Practice Team

Paramedic Practitioners
First Contact Practitioners
Health and Wellbeing Coach
Social Prescribers
Care Coordinator
Dieticians

Reception Supervisors

Kelly, Fiona

Medical Secretaries

Susan, Kim, Donna, Ekaterina

Practice Managers

Geraldine Acraman - Practice Manager
Dawn Cunningham - Assistant Practice Manager