

Practice Leaflet

Avon Road Surgery

Dr Michelle Gouldie MBBS MRCP

Dr Ruth Crowley MBBS MRCP

NORMAL SURGERY OPENING HOURS

8.00am – 6.30pm Monday to Friday (excluding bank holidays).

Avon Road Surgery

Avon Road

Upminster

RM14 1RG

Tel: 01708 984560

WEBSITE: www.avonroadsurgery.nhs.uk

EMERGENCY AND OUT OF HOURS

In the case of life threatening emergencies please dial 999

If you feel your medical condition is not life threatening but cannot wait until the surgery is open please ring 111.

Extended Access Appointments 18.30 – 22.00 Monday – Friday

These are bookable via HERO link to

Haiderian Medical Centre, Corbets Tey Road Upminster RM14 2YN

<https://nhs.bookings.herohealth.net/app/nhs/414/locations/675>

or **Rosewood Medical Centre**, 30 Astra Close, Hornchurch, Essex, RM12 5NJ.

<https://nhs.bookings.herohealth.net/app/nhs/414/locations/630>

Same Day Access Appointments 18.30-22.00 Monday – Friday and 10.00 – 18.00 Saturday and Sunday.

These are bookable via NHS 111, Urgent Treatment Centres or the GP Surgery as triaged.

EMERGENCIES

Some medical conditions such as chest pain, stroke and severe asthma attacks need urgent medical attention and in this situation it is best to phone 999 directly. Other conditions such as possible fractures, falls, bad cuts and burns are best dealt with directly at the Urgent Care Centre at Harold Wood or A&E at Queens Hospital. However, if you are unsure the surgery will advise you on the best course of action.

APPOINTMENTS

All surgeries are by appointment. You have the right to express a preference for a particular doctor. However, that doctor may not be available, especially if booking an urgent appointment.

The surgery has a team of Doctors, Nurses, HCA, Dietician, Health and Well Being Coach, Social Prescriber, Pharmacist, Pharmacist Technician.

Appointment times for GP's:- (Breaks are within these times and vary)

Monday 8.30 - 17:30

Tuesday 8.30 - 17.30

Wednesday 8.30 – 13.00

Thursday 8.30 - 17.30

Friday 8.30 -17.30

Appointments for nursing services are available to book.

Appointments can be made over the telephone, in person at reception or via the website. You can now book your appointment over the internet, register at reception for this service.

HOME VISITS

Home visits are strictly only for those who are housebound and are unable to attend the surgery. Home visits are more time consuming and provide a more challenging environment to assess and care for our patients. All home visits are triaged on the day before a visit is agreed by a duty clinician. Please ensure you call early in the day so we can facilitate this. We may also refer onwards to the Community treatment Team. They help us prevent hospital admissions. You can self-refer if required 0203 6442799.

[Community-treatment-team--leaflet.pdf](#)

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered either by

Paper request handed into reception or posted into the postbox

Paper request via post

Online – Via NHS App (or similar)

Online – via accurx e consult [Contact us about your request \(accurx.com\)](#)

(acute prescriptions only please or child requests)

Online – via your pharmacy requesting system

Please allow up to 72 hours for prescriptions to be processed. We may decline a requests if clinically appropriate but you will be contacted. We no longer accept adult prescription requests via email.

Those who are prescribed high risk medications may need routine monitoring including but not excluded to blood tests, ECGs, Blood pressure etc. Without monitoring prescriptions will not be prescribed so please make sure that you are aware when your monitoring is due. If unsure please book an appointment with our pharmacist who will be able to advise.

IT IS IMPORTANT THAT YOU ATTEND FOR MEDICATION REVIEWS WHEN REQUESTED

RESULTS OF TESTS

If you have had an investigation it is your responsibility to get the result. If results are abnormal we will contact you as necessary. Results are looked at daily by the clinical team. You are able to see most of your results online via the NHS app from 01/11/2023. You can call after 2pm for routine results to be informed over the phone as necessary or book an appointment to discuss.

HOW TO REGISTER

You can register with the surgery now online

[New Patients - Avon Road Surgery](#)

Requesting registration is not acceptance until the practice has confirmed this with you. We do not require identification to register but find this is helpful for accuracy when necessary. We do not require a medical on registration but if eligible please book a NHS health check (those aged 40-74 without other medical problems) or book a routine doctor/nurse appointment to discuss your ongoing care.

PATIENT RIGHTS AND RESPONSIBILITIES

Patients will be treated with courtesy and respect as individuals and partners in their healthcare. The practice expects patients to keep appointments they have made. Please let us know if you are unable to

keep an appointment as patients who constantly do not attend will be removed from the practice list.

This Practice has adopted the NHS Zero Tolerance approach which results in the instant removal of violent or abusive patients

OTHER SERVICES

CHILD HEALTH SURVEILLANCE

Our building houses the health visitor team.

You can access these services Monday - Friday 9am - 5pm via our Single Point of Access (SPA) on 0300 300 1635 or by email at havering0-19SPA@nelft.nhs.uk

[2019168_CS_4pp-A5_Kyle-Grieve_Havering-Health-Visiting-Service-Team_DIGI....pdf](#)

IMMUNISATION

We run a full vaccination and immunisation service.

Childhood immunisations are carried out by our nursing team and we will contact parents/guardians whose children are due for their vaccinations.

We provide travel vaccinations that are free within the NHS. Please provide notice of at least 6 weeks prior to travel so we can fit you in.

Other routine vaccinations include Shingles, Pneumococcal, influenza, tetanus. We will contact patients eligible for these vaccinations but if you are unsure please ask reception for details.

CERVICAL CANCER – SMEAR TESTS

All female patients between the ages of 25 and 65 are advised to have regular smear tests. The Primary Care Support operates “a call and recall” system to remind you to book an appointments with our Practice Nurses at the surgery. If you are unsure if you are due your smear test please ask reception for details or complete an admin request e consult.

[Contact us about your request \(accurx.com\)](https://www.nelft.nhs.uk/contact-us)

CHRONIC DISEASE MANGEMENT CLINIC'S

Are provided by our team of nurses. You will receive notification in advance advising you that your review is due. This may include a blood test and it is important that you get this done prior to your nursing clinic slot.

THE HEALTH CARE TEAM

Practice Nurses

The Practice Nurses can also be seen by appointment only and can help with: Travel vaccinations, Immunisations, Health Screening, Sexual Health, Cervical Screening, Health Checks, Chronic disease Management, ECGs.

Please be aware we do not offer ear syringing or irrigation.

Blood Tests

NELFT offer blood tests appointments.

Please book an appointment by using either of the following methods:

<https://10to8.com/book/nelftbookabloodtest/>

or call 03003001704 / 03005551045

Child Blood tests (under 12s) are booked online via the Trust Website

<https://www.bhrhospitals.nhs.uk/blood-tests>

Hospital Blood Test Requests

As you are known to the hospital either as an outpatient or shared care for your medication you can book blood tests at King George Hospital or Queens Hospital via this link

<https://www.swiftqueue.co.uk/search.php>

DISTRICT NURSES/OVER 75'S NURSE

A team of Nurses are attached to the Practice. They are involved with the nursing care of housebound patients the elderly, and those with terminal illnesses.

PRACTICE MANAGEMENT

Rebecca Bond is the Practice Manager. Emma Diplock is the Assistant Practice Manager. They should be able to help you with any queries you may have about administrative or clerical aspects of your health care, including any complaints.

Complaints/Compliments are welcomed so we can continue to improve our service. Please see [About Our Surgery - Avon Road Surgery](#) for more information

GP Assistant

Our GPA Angela Brooks supports our clinical team in all aspects including patient recall and quality improvement.

RECEPTIONISTS

Our receptionists are here to help you. The receptionists are bound by the same rules of confidentiality as the doctors.

Premises/Disabled access

Easy access is provided – we have disabled car parking, disabled side door access, wheelchair compliment doorways, lift to the first floor. Disabled toilets available. Loop hearing available.

PATIENT PARTICIPATION GROUP

If you would be interested in joining our PPG please complete a form which is available at the reception desk.

USE OF INFORMATION

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. Disclosure of identifiable patient information to any other outside agencies will only be given after receipt of written permission from the patient, dated within three months of the request. This can very occasionally be overruled in safeguarding issues, relating to protection of children.

You have the right to know what information we hold about you in your records. If you would like to see your records, please contact the Assistant Practice Manager. Remember you can view your records online via the NHS app prospectively from the 1st November. If you would like retrospective access please request this via e consult, in person or email.

PRACTICE CHARTER

Access to Health Care:

- (a) Urgent appointments requests will be triaged the same day according to capacity. We aim to see patients within 30 minutes of their appointment time and any delay will be explained.
- (b) Home visits requested before 10am will be triaged and carried out as per the outcome.
- (c) Repeat prescriptions require 72 hours' notice.
- (d) We aim to meet the needs of people from ethnic groups.
- (e) Out of hours services are covered by South Havering PCN

Communications

- (a) We aim to answer the telephone within 5-6 rings.
- (b) Patient confidentiality will be respected and adhered to at all times.