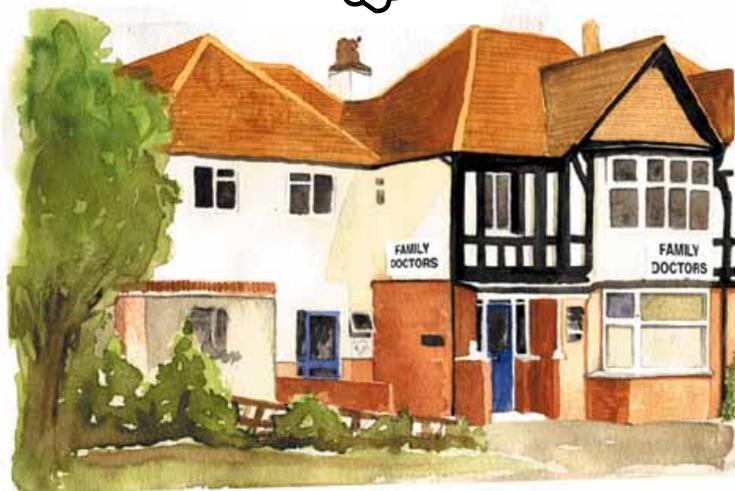


HELP US TO HELP YOU



CARNARVON MEDICAL CENTRE

7 Carnarvon Road • Southend-on-Sea • Essex SS2 6LR

Tel: (01702) 466340 • Fax: (01702) 603179

www.carnarvonmedctr-southend.co.uk

WELCOME TO CARNARVON MEDICAL CENTRE

SURGERY OPENING HOURS

Monday to Friday 8.00am - 6.30pm

GP SURGERY TIMES

Monday to Friday 8.30am - 6.30pm

Late evening surgery 6.30 - 7.40pm Usually Tuesday and Wednesday or Thursday

THE DOCTORS

Dr Gigi Verghese (female) MBBS, MD, DVD, DTM&H (UK), DFFP, DPD
(full partner) Date first registered 1992 - London

Dr Fahim Khan (male) BSc, MBBS, D.Orth, LRCP, LRCP&S (Edin)
(full partner) Date first registered March 1975 - London

THE PRACTICE TEAM

Practice Manager Carolyn O'Neil

Reception Manager Caroline Keen

Medical Secretaries Nicky, Tyna and Shelley

Receptionists Jenny, Tyna, Jo, Debbie, Lindsay, Nicky and Shelley

Practice Nurses Sister Justine RGN, RM, FP Cert, Dip/ATC
Sister Karen Brooks

For the latest information click to: www.carnarvonmedctr-southend.co.uk

Health Visitor Gillian Mason

Gillian, like all health visitors, is a trained nurse who has undertaken additional training. She works with families and children from 0-5 years and offers specific advice and support on breast-feeding, weaning, feeding problems, sleep problems, behaviour management and postnatal depression.

If you need to speak to a health visitor you can contact them on Southend 314270.

Midwife Based at Warrior House - Tel: 01702 385487

Postnatal appointments are carried out by the doctors at the end of morning surgery.

HOW TO SEE YOUR DOCTOR

We are able to see you by appointment only. Please telephone us on (01702) 466340 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 before 10.00am 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.

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.**

TELEPHONE ADVICE

Telephone advice is 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

For the latest information click to: www.carnarvonmedctr-southend.co.uk

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 ring NHS 111. If you need to contact a doctor when the surgery is closed you can phone 111, this is free from landlines and mobiles.

ACCIDENTS

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

NEW PATIENTS

To register, make an appointment with the practice nurse for a registration check. At your registration appointment, the nurse will discuss your medical history and undertake blood pressure, height and weight checks and also carry out a diabetic check. You will need to know the name and address of your last doctor and your NHS number to complete your registration.

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.

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.

Visit our website on: www.carnarvonmedctr-southend.co.uk

DISABLED ACCESS

Access to the main door is via a ramp. There is a bell by the door should you require assistance. Patients who are unable to climb stairs can be seen in a ground floor surgery. Please mention this when booking your appointment.

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.

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.

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.

For the latest information click to: www.carnarvonmedctr-southend.co.uk

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 TWO 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.

TEST RESULTS

Please do not ring the surgery for test results. Instead, make an appointment with the doctor or nurse 8-10 days after the test was done.

PRACTICE NURSE TEAM

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

Foreign Travel

A charge is made for some holiday vaccinations. Should you need malaria tablets we will give you a private prescription. The practice nurse can also advise you on precautions you should take when travelling abroad. Please see the nurse at least six weeks before you travel as you may need more than two appointments to complete your course of treatment.

Visit our website on: www.carnarvonmedctr-southend.co.uk

IMMUNISATION

It is important that your children are fully immunised.

The recommended schedule is:-

2 months	1st Diphtheria/Whooping Cough/Tetanus/HIB, Polio & PCV
3 months	2nd Diphtheria/Whooping Cough/Tetanus/HIB, Polio & Meningitis C
4 months	3rd Diphtheria/Whooping Cough/Tetanus/HIB, Polio & PCV
12 months	HIB, Meningitis C
13-15 months	Measles/Mumps/Rubella (MMR) & PCV
4-5 years	Diphtheria booster, Tetanus booster, Whooping Cough, Polio booster, Measles/HIB/Mumps/Rubella 2 (MMR 2)
16-19 years	Tetanus & Diphtheria booster, Polio booster, Polio booster and Meningitis C if not already given

The Health Authority will notify parents of pre-school children when their immunisations are due. These immunisations are usually given on Thursday mornings by appointment. Please telephone reception for this.

We encourage all patients to have Tetanus/Diphtheria protection. If you are not up to date, please make an appointment with the practice nurse.

INFLUENZA immunisation is offered to patients in the winter months. Keep an eye open for the notice during September. Please make an appointment with the practice nurse in the flu clinic by calling in or telephoning reception.

For 24 hour information click to: www.carnarvonmedctr-southend.co.uk

HEALTHY LIVING

Alcohol

The accepted safe limit is 21 units for a man and 14 units for a woman, spread over a week - not in a binge.

Smoking

Do you smoke? Would you like to quit? Can we help?

We offer one-to-one smoking cessation clinics at the surgery with our trained smoking cessation practice nurses. Support extends over an eight to ten week period. Nicotine replacement therapy is available on prescription ie patches, gum, lozenges. Book an appointment via reception. For additional support, why not call the NHS helpline on 0800 169 0169 (the call is free). Alternatively, call the local Quitline (01268) 464511 (local call rate).

Exercise

- It helps reduce weight
- It helps your heart
- It helps reduce stress

Once you have found a form of exercise you enjoy, do it:

- Often enough - two or three times a week for 20-30 minutes
- Hard enough - to make you fairly breathless
- Long enough - it must become part of your life for good

Remember, if you are not used to exercise start slowly and build up gradually. The British Heart Foundation recommends three brisk 20 minute walks each week.

Healthy Diet

- Eat a high fibre, low fat diet
- Reduce salt intake
- Aim to eat five portions of fresh fruit and vegetables each day.
- Drink plenty of water.

Click to: www.carnarvonmedctr-southend.co.uk for latest practice information

Sunburn

All possible steps should be taken to avoid overexposure to the sun resulting in sunburn, especially in babies and children, as it is associated with skin cancer in later life. Ideally wear a sunhat and long sleeves. High factor sun cream (SPF 25 or above) should be used in addition to, and not instead of, these measures. If sunburn does occur, simple painkillers and calamine lotion should help. Any severe burn should be seen by a doctor or nurse.

Meningitis/Meningococcal Septicaemia

This is rare and generally the patient becomes ill very suddenly. The symptoms can include any of the following:

- Headache - aversion to light - vomiting
- A reddish blue or violet rash which does not disappear if using 'the glass test':

The glass test

Place a glass (tumbler) firmly on one of the spots or blotches. If the spot/blotch does not fade and you can still see the rash, contact your GP or call an ambulance immediately!

CARNARVON MEDICAL CENTRE - WORKING IN PARTNERSHIP WITH THE PATIENT

What we will do for you

- We will provide a caring professional service at all times irrespective of race, colour or creed or medical condition
- We will continue to put a high priority on our ongoing education and staff training.
- Give you full information on the services we offer.
- Provide you with emergency care when you need it.
- Refer you for a specialist opinion when you and your doctor agree it is needed.
- Ensure absolute confidentiality at all times.
- Investigate any complaint about our services promptly and fully, using our complaints procedure.

For 24 hour information click to: www.carnarvonmedctr-southend.co.uk

What you can do for us

- Treat us and our staff with respect and courtesy at all times.
- If you cannot keep your appointment, please cancel it. It may then be given to someone else rather than wasted.
- Ask for an urgent appointment only if it is really necessary.
- Please do not ask for home visits when you are able to travel to the surgery.
- Please do not call the doctor out after hours for routine matters or at night for problems which could easily wait until the morning.
- Please take as much responsibility as possible for your own health. Follow advice from the doctor or nurse. Take medication properly, keep follow-up appointments and attend for screening procedures. Use the proper re-order form to request a repeat prescription.

COMPLIMENTS/SUGGESTIONS/COMPLAINTS

Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them. Your complaint will not prejudice your standing with this practice.

Our aim is to give you the highest possible standard of care. We welcome any suggestions on how we might improve the service you receive. In the event that it does not meet the standards you expect, please advise our practice manager Mrs Carolyn O'Neil.

This practice, in accordance with NHS guidelines, upholds a Zero Tolerance policy with regard to abusive behaviour. Any person who is abusive to doctors, staff or other patients will be removed from the practice list.

For any complaints or concerns you can contact NHS England on 0300 311 22 33 or Health Watch on 01702 220104. You can also write to NHS England at NHS England, PO Box 16738, Redditch B97 9PT.

Visit our website on: www.carnarvonmedctr-southend.co.uk

USEFUL TELEPHONE NUMBERS

Age Concern.....	215780
Aidslife/Aids/HIV/Hepatitis	391750
Alzheimer's Society	0845 3000336
British Epilepsy Association	0113 210 8800
Cruse (Bereavement Care)	710683
District Nurse	343599
Drug Advisory Centre	541516
Drugs And Solvents (You and your child)	www.dh.gov.uk
Fairhavens Hospice	344879
MS Society Of Great Britain.....	0808 8008000
National Helpline (smoking).....	0800 1690169
Parkinson's Disease Society	0808 8000303
Rochford Hospital.....	435555
Relate (Marriage Guidance).....	0845 1304016
Respite Service	534631
Samaritans	0845 790790
Southend General Hospital.....	435555
Sexual Health	221234
South East Essex PCT	(01702) 224600
South Essex Smoking Cessation Service	(01268) 464511
Stroke Association	(020) 7566 0300
Victim Support	(01702) 333991



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Our Practice boundary is from the point where West Road meets London Road through Queensway & Southchurch Road as far as Hamstel Road. The boundary is then Hamstel Road as far as Royal Artillery Way, along Eastern Avenue, Priory Crescent and back to the point where West Road meets London Road.

Existing patients who move just outside our boundary may be permitted to remain with this practice, depending on accessibility.

