

# Whitley House Surgery

Crompton Building, Writtle Road, Chelmsford, CM1 3RW | Tel: 01245 347539



## WHITLEY HOUSE SURGERY CONTACT NUMBERS:

TELEPHONE: 01245 347539

*Updated October 2022*

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



### PHONE LINES OPEN

8:00AM – 6:30PM

### SURGERY DOORS OPEN

**Monday—Friday:** 8:00AM – 6:30PM

### SURGERY APPOINTMENTS AVAILABLE

**Monday—Friday:** 8:00AM – 8:00PM

**Saturday:** 9:00AM – 5:00PM

### EVENING AND WEEKEND APPOINTMENTS:

Evening and weekend appointments are available at one of our Primary Care Network practices — our reception team can book you an appointment

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## NEW PATIENTS



***The Practice boundary is shown inside the bold line on the map. We are unable to register patients living outside this area.***



New patients applying to register with us are requested to provide evidence of their residency in our practice area. Patients already residing in the UK are requested to provide a copy of a utility bill, a solicitor's letter or rent book which must be dated within the last three months.

If you are a new patient arriving from overseas, in addition to the above, you should ideally provide your passport or ID card and any relevant visas. A Receptionist will provide you with a registration pack and take you through the registration process.

You will require a medication review by one of our Clinical Pharmacists prior to obtaining any regular medication you are on. If you wish to become a temporary resident to receive immediate or necessary care, either call or visit the Surgery and a Receptionist will guide you through the process.

### **ACCESS TO PRACTICE PREMISES**

We have disabled access via a ramp at the rear of the building where patients will also find reserved parking spaces. If you have any difficulties with accessing the Surgery for treatment, please contact the Practice Manager to discuss what alternative arrangements we can put in place for you.



## MEET OUR TEAM

### DOCTORS

We are a partnership practice with five Doctors, three male and two female.

**Dr Neil Monsell**

Qualified: 1987 London MB BS DRCOG MRCGP

**Dr Stuart Newman**

Qualified: 1988 London MB BS DGM DRCOG MRCGP

**Dr Deanne Hooper**

Qualified: 1996 UCLMS MB BS DRCOG DCH

**Dr Will Bentley**

Qualified: 2008 Manchester MBChB MRCGP

**Dr Hollie McNaughton-Garratt**

Qualified: 2010 London MBBS BSc MRCGP PGcertEd FHEA

### SALARIED GP

**Dr Robyn Holmes**

Qualified 2017 KCLMS, MBBS BSc MRCGP

### TRAINING PRACTICE

Whitley House Surgery has been a training practice for many years and our Junior Doctors have worked in hospitals before joining us. They work as valued members of the Surgery Team.

**Practice Manger**

Amy Winter

**Practice Administrator**

Jane Davey

**NURSING TEAM**—We have a highly skilled nursing team led by Nurse Liza Benson, supported by Nurses Sandra, Sarah and Jo and Health Care Assistants Emma, Kim and Joe.

**ADMINISTRATIVE TEAM**—Led by Jane Davey

**RECEPTION TEAM** - Led by Reception and Customer Service Manager Jan Brown

### Respecting our staff:

Our staff work hard to support our patients. Thank you for treating them with respect. Patients who are violent or abusive to any other person (patients or staff) will be asked to leave immediately and the police may be informed.

Other Policies containing further details about registering with the surgery can be found in the following policies, available from reception on request: new patient registration policy, zero tolerance policy, complaints policy



## **WELCOME TO WHITLEY HOUSE SURGERY**

### **PRACTICE HISTORY**

The Practice was founded by Dr Theo Whitley in 1927 when it was located at Thorneybrook in New London Road. It expanded and moved to Moulsham Street where the Surgery was named after Dr Whitley. The Surgery continued to grow and in September 2003 moved to refurbished premises in Writtle Road.

### **MISSION STATEMENT**

Our aim is to provide our registered patient population with high quality, personal health care. We aim to maintain and improve the health of our patients by working in partnership with them. Continuing professional development ensures the entire Practice team work within national and local guidelines for the benefit of its patients.

The Practice provides a comprehensive service that is available to all irrespective of gender, race, disability, age, sexual orientation, religion or belief and respects their human rights.

The Practice promotes equality through services and will pay particular attention to groups or sections of society where improvements in health and life expectancy are not in keeping with the rest of the population. The surgery is dementia friendly accredited and has achieved a gold standard for providing excellence in gay, bisexual and trans healthcare.

Access to services will be based on clinical need.

The Practice aspires to the highest standards of excellence and professionalism, and will provide high quality care that is safe, effective and focused on the patient.

All staff have access to training and development appropriate to their role, and will aspire to effective leadership and management.

Practice services will reflect the needs and preferences of patients, their families and their carers. Patients, with their families and carers, will be involved in and consulted on all decisions about their care and treatment.

The Practice will work in partnership across organisations in the interest of patients, local communities and the wider population.

## **PATIENT'S RIGHTS TO GENERAL MEDICAL SERVICES**

Patients have the right to:

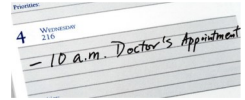
- Be registered with a General Practitioner (GP)
- Change their GP if desired
- Be offered a health check on joining the practice
- Receive urgent care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and their GP agree
- View their medical records, subject to the Acts and associated procedure, and to know all NHS employees are legally obliged to keep the contents of their records confidential.

## **RESPONSIBILITIES OF PATIENTS:**

**With these rights come responsibilities. For patients this means:**

- Showing courtesy to the staff at all times - remember they are working under doctors' orders.
- Following surgery policies and procedures when contacting and attending the surgery.
- Responding in a positive way to questions asked by reception staff.
- Attending appointments on time or giving the practice a fair amount of notice that they wish to cancel. Someone else could use your appointment
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made

# BOOKING YOUR APPOINTMENT



## HOW TO SEE YOUR DOCTOR OR NURSE

You may consult your Doctor or Nurse in the Practice by making an appointment via Reception by telephone or online using the NHS App.

## APPOINTMENTS

We offer a range of same day and pre-bookable appointments to try and accommodate our patients. A Receptionist will ask you the reason for your call – this is to help ensure you are booked in to see the most appropriate health care professional. Should you feel that your problem is urgent and cannot wait, please tell the Receptionist, who will pass your concerns to an on call Doctor.

**Cancelling Your Appointment:** If you are unable to keep your appointment, please cancel it so that we can offer it to another patient.

**Failing to Attend:** Please be aware that we monitor the 'Did Not Attend' rates and may contact you if you repeatedly waste appointments which could be given to other patients in need.

## TEXT MESSAGING / MOBILE NUMBERS

Mobile numbers are our preferred method of communication. Please ensure we have your current mobile number as we can confirm appointments via text message and contact you where appropriate using this method. You will also receive details in your text about how to cancel your appointment via text if you no longer need it. If you wish to be contacted via a different method please let reception know.

Note: We can have mobile numbers of parents on child records until the age of 16 years old when they will be removed. A young person can contact us with their own mobile number after this date. A child from 11 years old can request to be communicated with directly, but a GP would need to review and approve the request.

## HOME VISITS

If you require a home visit please call Reception before 10:00AM. Home visits are only for those who are housebound or too ill to visit the Surgery. Your GP will decide if your medical condition requires an urgent visit. Wherever possible, it is better to see and treat patients in a surgery setting.



## **PATIENT SUPPORT**

Ensuring everyone can access services on an equal footing is a key priority for the NHS. We urge you to tell us of any special circumstances you face or protected characteristics you have which may make accessing healthcare more difficult. If we know of these, we can work together to support you.

Please let us know if any of the following apply to you including but not limited to:

Armed forces veteran, Housebound, Living in a nursing / residential home  
Registered blind / partially blind / deaf, Physically or mentally disabled, Communication needs or difficulties, Those from black and minority ethnicities, Those from LGBTQPlus communities

**Carer / Young Carer / Cared For:** Do you help or look after someone who is ill, frail, disabled or mentally ill and would not be able to manage without your help? This could be a friend, neighbour or relative. Knowing you are a carer helps us better support you.

**Hearing Disabilities:** Please make any hearing difficulties know to reception and we can work with you to ensure successful appointments. Help with booking appointments over the telephone is available from the Royal Association for the Deaf (RAD).

**Chaperone:** We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable - these will only be carried out with your express agreement and you will be offered a chaperone to attend the examination if you so wish. You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

**Language translation / interpretation:** Support is available - please tell us of any requirements when you book your appointment as it needs arranging ahead

# NHS SERVICES WE PROVIDE

## GP-LED SERVICES



**General Clinics:** A normal Doctor's appointment is 10 minutes and is intended for one person. Please make a separate appointment for each person to be seen. If you feel you need more time please ask for a double appointment.

**Statement of Fitness for Work Certificates (Sick Certificates):** You do not require a Doctor's certificate for any illness lasting six days or less. You will need a self-certificate for the first six days which is at [www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf) or from Reception. Please be aware that we are unable to provide duplicate copies of this certificate.

## NURSE-LED SERVICES

Our practice nurses and health care assistants provide invaluable support to our patients. Support offered includes but is not limited to:

- Injections
  - Child immunisations
  - Vaccinations
  - Smears
  - Wound care and dressings
  - Health checks / Senior health checks
  - Suture (stitch and clip) removal
  - Cancer care support
  - Blood pressure checks
  - Contraceptive advice
  - Long term condition reviews e.g. Diabetes, asthma, COPD
  - Learning disability reviews
  - Warfarin
  - NHS travel vaccinations (Hep A / Typhoid / Diphtheria / Tetanus / Polio)
- Note: At least 6 weeks notice is required for this service

## CLINICAL PHARMACIST SERVICES

Clinical pharmacists support patients with thorough medication reviews and support for their long-term conditions.

## SOCIAL PRESCRIBER

Our social prescriber can support and sign-post patients to a range of non-medical support services and charities including but not limited to: healthy living, wellbeing, exercise, weight, stop smoking, debt & housing, community transport, befriending & social isolation support and services to help you stay independent.



## MEDICATION PRESCRIPTIONS



### REVIEW OF YOUR MEDICATION

Medication reviews are very important and can be carried out by our clinical pharmacists or doctors. When your medication review is due, a message will be added to your prescription stating “**review is due on [date]**”. It is important book your review to ensure you are given the most appropriate medication and so we can continue issuing your medication when you need it.

### REQUESTING MEDICATION

It is now possible to request repeat prescriptions online using the NHS App. Alternatively, we are able to take requests over the phone.

### REPEAT PRESCRIPTION PROCESSING TIMES

We require two working days to process repeat prescriptions.

*Please Note: Items that are not on repeat may take an extra day to process.*

### QUERIES WITH YOUR PRESCRIPTION

If you have a query with your prescription, please call the Surgery **after 11am**.

### PRESCRIPTION CHARGES

The NHS prescription charge is a flat rate for each item or quantity of a drug or appliance which successive Governments consider it reasonable to charge for those who can afford to pay for their medicines.

### EXEMPTIONS AND REMISSIONS

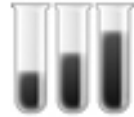
Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

A Prescription Prepayment Certificate (PPC) is available in England and can offer real savings for people who need extensive medication.

### FURTHER INFORMATION

There is further information about prescription charges PPCs and exemptions at Please enquire at your local pharmacy for current charges or visit [www.nhs.uk/nhs-services/prescriptions-and-pharmacies/nhs-prescription-charges](http://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/nhs-prescription-charges)

## TESTS AND RESULTS



### BLOOD TESTS

Blood tests are carried out at Broomfield Hospital or Chelmsford Central Health Hub, Duke's Walk, Duke Street, Chelmsford, Essex, CM1 1GZ.

You will need to book an appointment for a blood test. You can book online at <https://www.swiftqueue.co.uk/midsexsex.php> or by calling phone 01245 516963.

### TEST RESULTS

Test results are only available **after 11am**. You can see your results via the NHS App or by contacting reception.

The Practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When you have your test you will be told how long it will be before the results are returned to the Practice.

It is your responsibility to check your results and to make an appointment to discuss them with your Doctor or Nurse if you are advised to do so.

## NON-NHS SERVICES WE OFFER

The following services are not funded by the NHS and therefore charges apply.

Items Patients May Request	Charges
To whom it may concern letters	From £35.00
Travel Letter e.g. travelling with medication, free from infection, covid status	From £35.00
Holiday cancellation forms	From £35.00
Private medical insurance claims e.g. BUPA / PPP	From £35.00
Medicals for HGV, Taxi, PSV	From £115.00
Medicals for Fostering/Adoption	From £105.00pp
Ofsted childminders health declaration	From £105.00
Letter to school/college re exams	From £35.00
Cancellation of gym membership on medical grounds	From £35.00
Private incapacity certificate (sickness certificate)	From £35.00
Firearms licences	From £110.00
Bus pass forms (1 <sup>st</sup> application and renewal)	From £35.00

Items Organisations May Request	Charges
Insurance application reports / General Practitioners Report (GPR)	From £104.00
Targeted insurance application report	From £95.00
Detailed report providing opinion / statement on condition of patient	From £135.00

**Please Note: Payment will be required upon collection of a form, letter or report**  
Please allow 28 days for processing of your request.

If duplicate copies of the above items are required an additional charge (from £10) will be made. If you do not wish to pay for these private services at Whitley House Surgery, they are also available from other Private GP's e.g. Chelmsford or Springfield Medical.

## **SUPPORT PROVIDED BY OTHER SERVICES TO OUR PATIENTS**

**MIDWIVES:** We have a community-based Midwifery Service. This means you will be supported during your pregnancy in the community. Messages can be left regarding routine matters by calling 01245 513040. In the event of an emergency call 999 or the Labour Ward on 01245 513056 or 01245 513057.

**ESSEX CHILD, FAMILY AND WELLBEING SERVICE (HEALTH VISITORS):** Their main responsibilities are for children under 5 years of age. They offer support from Monday to Friday between 9:00AM and 5:00PM. **Community Office:** 0300 247 0014.

**DISTRICT NURSES (Community Integrated Care Team):** The team carry out nursing care for housebound patients. If you need the team to visit you at home after you are discharged from hospital this will usually be arranged by the hospital. In all other circumstances and when you think the Nurse is needed, please contact the team to arrange a visit. The team can be contacted by calling 0300 0031902. For urgent matters contact the Surgery on 01245 347539 who will contact the team on your behalf.

**BROOMFIELD HOSPITAL**  
01245 362000

### **ALZHEIMER'S SOCIETY**

The Alzheimer's society offer free practical and emotional monthly support clinics at the surgery for anyone who may have concerns about the wellbeing of themselves or someone close to them. It is also able to offer support and information for those who may be affected by or living with Dementia.

### **ACTION FOR FAMILY CARERS**

Drop in service for carers which runs monthly at the surgery—contact reception for more information. It runs alongside the dementia clinic but is for anyone who finds themselves in a caring role.

## NATIONAL SCREENING PROGRAMMES

Screening is a way of identifying apparently healthy people who may have an increased risk of a particular condition. The NHS offers a range of screening tests to different sections of the population. The following screening is offered by the NHS in England.

You will receive invites for appropriate screening and as a GP Practice we endorse the national screening programmes and encourage you to attend them. Screening is available for different patient cohorts at different ages. If you have any queries, please contact the surgery.

**Screening In Pregnancy**—Pregnant women are offered the following types of screening:  
screening for infectious diseases (hepatitis B, HIV and syphilis)  
screening for Down's syndrome, Patau's syndrome and Edwards' syndrome  
screening for sickle cell disease and thalassaemia  
screening for physical abnormalities (mid-pregnancy scan)

**Newborn babies**— are offered: a physical examination, which includes the eyes, heart, hips and testes, a hearing test, a blood spot test to check if the baby has any of 9 rare conditions

**Diabetic eye screening**—from the age of 12, all people with diabetes are offered an annual diabetic eye test to check for early signs of diabetic retinopathy.

**Cervical screening**—Cervical screening is offered to women aged 25 to 64 to check the health of cells in the cervix. It is offered every 3 years for those aged 26 to 49, and every 5 years from the ages of 50 to 64.

**Breast screening**—Breast screening is offered to women aged 50 to 70 to detect early signs of breast cancer. Women over 70 can self-refer.

**Bowel screening**—A home testing kit is offered to men and women aged 60 to 74.

**Abdominal aortic aneurysm screening (AAA screening)** - is offered to men in their 65th year to detect abdominal aortic aneurysms (a dangerous swelling in the aorta). Men over 65 can self-refer.

## HOW TO CONTACT US



### FEEDBACK AND COMPLAINTS

The Surgery takes all positive and constructive comments, suggestions and complaints very seriously. Our aim is to provide the highest possible standard of service and we try to deal efficiently with any problems that may occur. Please send any complaints in writing to Jan Brown. We will acknowledge your complaint within 7 working days and reply within 30 working days.

This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. You can contact them at NHS England, PO Box 1738, Redditch B97 6PT; telephone: 0300 311 22 33; e-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net); textphone: not available.

### CONFIDENTIALITY

Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice. All information about patients is confidential; from the most sensitive diagnosis to the fact of having visited the Surgery or being registered as a patient. All patients can expect that their personal information will not be disclosed without their permission, except in the most exceptional circumstances, when somebody is at grave risk of serious harm. The duty of confidentiality owed to a person under the age of sixteen is as great as the duty owed to any other person.

### YOUR DATA

Whitley House Surgery collects, stores and processes your personal data in line with the General Data Protection Regulation 2018 which is implemented in the UK via the Data Protection Act 2018. You will find a poster about how we use your medical records in the waiting room or you can view our full Privacy Notice on our website or by asking our reception for a copy.

### ACCESS TO MEDICAL RECORDS

Any request for access to patient medical records by a patient, patient's representative or outside body will be dealt with in accordance with the General Data Protection Regulation 2018. To request a copy of your notes please contact the practice who will provide you with the appropriate forms to complete and guide you through the process.

### ONLINE ACCESS TO MEDICAL RECORDS

Download the NHS App for online access to book / amend / cancel appointments, view medication and view your coded medical record. Contact us if you require your full medical record. Proxy online access can be granted if certain criteria are met. A child from 11 years old can request online access, but a GP would need to review and approve the request.

## **SAFEGUARDING CHILDREN AND ADULTS**

Safeguarding is a priority at Whitley House Surgery. You can discuss safeguarding concerns with any member of our clinical team.

## **FREEDOM OF INFORMATION**

The Freedom of Information (FOI) Act November 2000 gives a general right of access to all types of recorded information held by public authorities, with full access granted in January 2005. The Act sets out exemptions to that right and places certain obligations on public authorities. It replaced the Open Government Code of Practice, which has been in operation since 1994 and requires the Practice to produce a Publication Scheme.

## **COPYING CORRESPONDENCE**

The Department of Health (DH) has a policy of encouraging healthcare professionals to supply patients with a copy of letters relating to their health. These letters will only include copies initiated within the Practice and written to other health care professionals external to the Practice. Should you require any of these copies please make your request in writing. The provision of copies of letters not initiated within the Practice will not be permitted, as the responsibility for the provision of these lies with the originator. However, the patient may still be entitled to receive copies of these under the Access to Medical Records Act, Data Protection Act, or other relevant legislation.

## **SUMMARY CARE RECORDS — YOUR EMERGENCY CARE SUMMARY**

This is a summary which will be created from your GP records and can be accessed by other authorised health care staff providing your care anywhere in England. It will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had. The clinician wanting to view your records will ask your permission before doing so. If you do not want a record created, please ask a Receptionist for an opt-out form.

## **CARE DATA—SHARING YOUR DATA**

NHS England now has the power to extract confidential anonymised data from GP Practices without obtaining patient consent. The intention is to make increased use of clinical information for research and planning purposes. If you want more information or wish to opt out visit <https://www.nhs.uk/your-nhs-data-matters/>

## **MY CARE RECORD**

This is an approach to improving care by joining up your health and care information in the East of England. For more information visit <https://www.mycarerecord.org.uk/>

## WHITLEY HOUSE SURGERY PATIENT PARTICIPATION GROUP



Dear Fellow Patients

We are writing as the Whitley House Surgery Patient Participation Group (PPG). The Surgery founded the Group in 2011 to help meet the needs of its patient population.

The Group consists of a core committee that meets every two months. The meetings are attended by the Reception and Client Service Manager, Practice Manager and a GP from the surgery.

We are keen to ensure our patient group is representative of the patient population registered at Whitley House Surgery and welcome new patients. We are particularly keen to hear from those who have any special circumstances or protected characteristics which may make accessing healthcare more difficult.

Please ask at Reception for more information and you will be provided with a form to complete with your details.

If you are unable to commit to the group, we are still interested in receiving any comments or suggestions you may have which we can discuss at our next meeting.

### ***The Patient Participation Group's Aims:***

- *To represent the registered patient population;*
- *To put forward comments and suggestions for the goodwill of the Surgery;*
- *To enable the Surgery to maintain the high standards and values that it aspires to.*



## RECEIVING CARE IN CHELMSFORD

**SELF CARE:** Every year millions of us visit our GP with minor health problems that can be easily resolved without a Doctor's appointment. Keeping a well-stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

**LOCAL PHARMACY:** Your local pharmacist can advise, treat many conditions and recommend any medication that does not require a prescription.

**NHS 111:** Open 24 hours a day, 7 days a week. Contact for urgent medical help, medical advice and reassurance. Dial 999 for life-threatening and emergency situations. Dial 111 to contact them.

### WHITLEY HOUSE SURGERY

Tel: **01245 347539**

Whenever possible try to contact the Surgery first if you feel unwell before dialling 999 or attending A&E. We have your full history. We can offer same day and pre-bookable appointments or we can call you back to give advice over the phone.

### PHONES OPEN

**8:00AM – 6.30PM**



**NHS 999:** Only dial **999** for life threatening and emergency situations. Otherwise call your GP or dial 111.

### **ACCIDENT AND EMERGENCY: Open: 24 hours a day, 7 days a week ONLY ATTEND FOR ACCIDENTS OR EMERGENCIES**

If you attend with a minor ailment:

- You may have to wait a long time to be seen
- You may be told to contact your GP instead
- You may delay treatment for someone who does require A&E care