

# *The Surgery*

Dr Khan & Partners &  
St Georges Medical Practice

**There are two practices at Rushbottom Lane**

**Dr Khan & Partners Telephone: 01268 205033**

**St Georges Medical Practice Telephone 01268 205034**

***[www.rushbottomlanesurgery.co.uk](http://www.rushbottomlanesurgery.co.uk)***

*Both Practices are committed to delivering high quality  
patient centred care to all our patients*

# Welcome to the Practice

*The purpose-built surgery is situated in St George's Walk off Rushbottom Lane. A car park is provided which is limited to patient's that hold a valid Disability Badge/Card which needs to be presented on entry and for ambulance attendance.*

*Both practices are training practices. We train GP registrars, medical students and nursing students.*

*All patients in our practice area have equitable access to all services and treatment offered.*

*The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability, or medical condition.*

## St George's Medical Practice

Dr Kash Siddiqui	(Male)	MBBS MRCP (UK) MRCGP BSc DRSRH
Dr Parveen Masud	(Female)	MBBS MRCGP
Dr Neelya Kumar	(Female)	MBBS DRCOG MRCGP DPD
Dr Amber Siddiqui	(Female)	MBBS MSc Public Health MRCGP

## Dr Khan and Partners

Dr Mohammed R Khan	(Male)	MBBS BSc DRCOG MRCGP Royal Free Hospital London 1997
Dr Sunil K Gupta	(Male)	DCH DRCOG DGM DFFP FRCGP University of Wales College of Medicine 1991
Dr Charlotte Rose	(Female)	MA MB Bchir MRCGP University of Cambridge 2000
Dr Sanjeet Chana	(Male)	MBBS BSc DRCOG MRCGP London 2004
Dr Rebecca Turner	(Female)	MBBS London, BMedSci MRCGP
Dr Peter Long	(Male)	MBBS IBSc
Dr Maria Wing	(Female)	MBBS London 2008 MRCGP 2017
Dr Ana Goncalves	(Female)	MMed DPD

### Other Healthcare Professionals

Advanced Nurse Practitioners	Sandra Pearson, Helen Humphrey, Sam Morley
Practice Nurses	Jo McGettigan, Catherine Boyce
Physicians Associate	Emily George
Associate Practitioner	Sue Britcher
HCA	Ellie Whitehead

Practice Manager

Joanne Meadlarklan

Deputy Practice Manager

Karen Thomas

## **SURGERY HOURS**

### **The practice premises are open from:**

Reception: 8.30am – 6.00pm on weekdays

Switchboard: 8.30am – 6.00pm on weekdays

## **EXTENDED HOURS**

Out of hours appointments will be available from 6:30pm to 8pm weekdays, and from 9am to 5pm on Saturdays.

All appointments need to be booked in advance; there are no walk-in appointments available out of hours.

To book an out of hours appointment, contact your GP practice in the usual way. They will advise you on appointment availability, and which healthcare professional is the right person to help you.

Your appointment might not be at your regular GP practice. When you book, you will be told where the appointment is, at either Rushbottom Lane Surgery (Benfleet) or The Hollies Surgery (Hadleigh).

## **WHEN WE ARE CLOSED**

If you need to see a doctor outside of surgery hours for a minor problem that cannot wait until the surgery is open, you should contact the Out of Hours Service rather than go to A&E. The A&E Department is only for Accidents or serious Emergencies, and you may have to wait for several hours to be seen.

Telephone Out of Hours direct on 111. This number is also posted on both entrances to the surgery. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

For immediate, life-threatening emergencies, continue to call 999.

## **APPOINTMENTS**

Irrespective of which GP you are registered with, you may see any doctor in the partnership, under the practice you are registered with. Please make a separate appointment for each person to be seen. If you are unable to attend, please notify the reception desk or cancel online at least two hours prior to the appointment time.

**On arrival, please use the self-arrival screen for your practice where possible or report to the reception if unable to book in via self-arrival screen.**

A full appointments system is in operation and appointments may be made at the reception desk or by telephone request or via online services. Some appointments available on the day at 8.00am, some are pre-bookable up to 6 weeks in advance and we also offer telephone appointments with the GP and ANP.

**Emergencies always take priority.**

If you need to speak to a doctor or nurse during the working day, please telephone the surgery. For urgent advice, the receptionist will take details. The clinician will then speak with you or call you back. **For prescription queries the prescription desk is open to take the telephone calls between 11-1.30pm, for all other queries including but not limited to blood test results and routine advice, please contact the surgery between: 11.00 am and 3.00pm when the phone lines should be quieter.**

### **Online appointment booking and repeat prescriptions**

Currently you can book appointments online with an Advanced Nurse Practitioner. Our system allows you to order repeat prescriptions online as well as booking and cancelling appointments and viewing test results. You can email completed online request forms along with a 'selfie' or photograph taken with your Proof of photographic ID (Passport/ Drivers licence) next to your face, alternatively you can provide a hard copy in the grey box at the front of the Surgery. If you have asked for a registration pack, you should have a sign-up form for online services included. Your requested prescriptions will be sent electronically to a pharmacy of your choice – please only nominate a pharmacy if you have not done so previously or if you wish for your prescription to go to a different pharmacy from this point forward. If no pharmacy is nominated your prescription will be sent to the nearest pharmacy to where you live.

### **Text Messaging System**

You can now cancel appointments via our new text messaging service. To do this text **CANCEL** in response to your appointment reminder. Please note that if you have more

than one appointment booked you cannot use this service. Please cancel at least 2 hours before your appointment time.

## **APPOINTMENTS VIA CHOOSE AND BOOK**

Choose and Book is a service that lets you choose your hospital or clinic and book an appointment. You will also be able to choose the date and time of your appointment. Please speak with one of our secretaries.

## **HOME VISITS**

We ask that requests for home visits are received by 11.00am on weekdays. After this time emergency requests for house calls will be referred to the duty doctor. Requests for home visits may be made by calling at the surgery or telephoning. All requests for home visits are triaged by the on-call doctor who will decide whether a home visit is appropriate. ***Please note that visits will only be made to housebound/ bedbound patients.***

## **REPEAT PRESCRIPTIONS**

These are obtainable after 2.30pm, three working days following our receipt of the prescription request – **Monday to Friday only** (Saturday and Sunday are not included). Please note, if the repeat prescriptions are either dropped off at the surgery or sent to the chemist, they will take longer (please refer to your pharmacy). They are sent electronically to your pharmacy. You will receive a computerised sheet listing your medication. Please request your prescription when you have a maximum of 14 days medication left, 7 days' notice for controlled drugs only. Please tick which items are required then hand in to your pharmacy, or post into the letterbox on the wall at the front of the surgery building. You can also request your prescription by emailing the prescription team on [mseicb-cpr.drkhanprescriptions@nhs.net](mailto:mseicb-cpr.drkhanprescriptions@nhs.net) or [mseicb-cpr.stgeorgesprescriptions@nhs.net](mailto:mseicb-cpr.stgeorgesprescriptions@nhs.net) stating your name, dob, medication required and name of GP.

## **TEST RESULTS**

You are welcome to telephone for routine test results between 1pm-2pm. Results of cervical smears will be routinely posted to you.

## **CHANGE OF PERSONAL DETAILS**

If you change your name, address or telephone number, please complete a form to advise us. These are available in reception. If you move outside the practice area it will be necessary for you to find a new doctor in your area. The Patient Advice and Liaison Service will help you if you experience any difficulty in finding a new doctor.

## **CONFIDENTIALITY**

All patient data, written or computerised, is confidential and we have a policy of strict confidentiality to which all our staff are bound.

If you are accompanied by a friend or relative when you see the doctor or nurse, remember that during the consultation they will hear any confidential discussion about you, or may see confidential information on the computer. For more information on confidential data, please visit our website.

## **FREEDOM OF INFORMATION – PUBLICATION SCHEME**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## **GDPR**

We abide by the rules/regulations/restrictions of staff and patient confidentiality and that of the General Data Protection Regulation Compliance laws.

## **ZERO TOLERANCE**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery or telephoning who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## **PRACTICE STAFF**

### **Care Navigators**

Our Care Navigators are here to help you, but they have a difficult job to do with telephone calls and enquiries from every direction. Please be a PATIENT patient!

### **Advanced Nurse Practitioners**

Our advanced nurse practitioners hold daily clinics for minor ailments and complex chronic disease management. They can prescribe and adjust dosages as necessary.

### **Practice Nurses**

As part of the practice team, our practice nurses help with all aspects of practice work and hold their own clinics daily.

### **Health Visitors, Midwife & Community Nurses**

If you need services from either of these teams, on recommendation from a doctor, please ask reception for the most up to date contact information.

### **Practice Manager**

The practice manager co-ordinates the smooth running of the practice. If you have any questions or complaints about administration or non-medical aspects of your care, the practice manager may be able to sort them out for you. Please email your question/ complaint to [mseicb-cpr.complaints.rushbottomlane@nhs.net](mailto:mseicb-cpr.complaints.rushbottomlane@nhs.net).

### **Prescription Clerks**

Provide prescriptions and send prescription queries to relevant clinicians when necessary. The clerks are available for telephone queries between 11.30-1.30 weekdays only. We do not process Urgent requests or telephone requests all must be received in writing, either by the NHS App, our online services, by email or by posting in the grey box at the front of the Surgery. Please remember to state what GP Practice you are with on each request.

## **OTHER SERVICES**

### **Cervical Smears**

### **Minor Surgery**

### **Asthma/ COPD Clinic**

### **Diabetic Clinic**



## **Immunisation Clinics**

### **Child Health Surveillance**

### **Family Planning Services**

## **Phlebotomy**

We offer onsite blood tests for patients referred for monitoring of certain “high risk” medicines such as methotrexate, and for NHS Health Checks. All other blood tests should be arranged at any local blood testing service, see here for a list of local venues and to book available time slots: <https://www.swiftqueue.co.uk/ippmain.php>

## **Holiday Vaccinations**

We no longer offer chargeable travel vaccinations at Rushbottom Lane Surgery. We are unable to offer travel vaccination advice, therefore we suggest you contact a travel clinic for a full consultation.

Local Travel Clinics available are:

### **GP Healthcare Alliance Ltd**

Suite 3, 351 London Road, Hadleigh, SS7 2BT  
01268 206408

### **Rayleigh Travel Clinic**

Audley Mills Pharmacy, 55-57 Eastwood Road, Rayleigh, Essex, SS6 7JF  
01268 776479

### **CityDoc Wickford Travel Clinic**

312 Southend Road, Wickford, Essex, SS11 8QW  
0333 0069976

### **Boots at The Royals Shopping Centre**

Unit 2 The Royals Shopping Ctr, Southend-on-Sea, SS1 1DE  
01702 467118

### **MASTA Travel Clinic at West Road Pharmacy**

72 West Road, Shoeburyness, Essex, SS3 9DS  
0330 100 4106

### **Armada Travel Clinic**

Drake House, Drake Road, Chafford Hundred, Essex, RM16 6RX  
01375 480579

We can offer the following non chargeable travel vaccines such as:

Hepatitis A first and second/ booster dose, Combined hepatitis A and B – all doses, Typhoid first and booster doses, Combined hepatitis A and typhoid first does (second dose is with hep a alone), Tetanus, diphtheria and polio as given in the combined Td/IPV vaccines and cholera.

After your consultation at the travel clinic, if any of the above vaccines are required, you may contact reception to make an appointment with our nursing team. You will be asked to bring the paperwork from your consultation.

## **Influenza**

We offer flu vaccinations from October each year. We recommend vaccinations for those at risk. If you fall into the at-risk criteria, we will send you a text (or letter if we do not have your mobile number) informing you of the flu clinic dates. It is also recommended for residents of nursing homes, elderly people's homes or other long-stay facilities.

## **Health Promotion**

People today are very aware of the need to prevent health problems from occurring. Healthy eating and a healthy lifestyle are important, and we offer preventative advice aimed at maintaining good health. Please ask at reception for further details.

## **New Patients**

New patients registering with the practice that are over the age of seven, will be offered a health check within the first three months of registering.

## **Private Medical Services**

Medical examinations for purposes such as driving, sport or employment are carried out by special arrangement. A separate fee is payable - contact reception for further details.

Insurance policy medical examinations where requested are also organised by special arrangement - in this situation no fee is payable by the patient.

## **Complaints Procedure**

Where possible, a complaint should be raised directly with the Practice in order than an investigation can be carried out and a response given. This can be raised in writing either

by hand or via email to [mseicb-cpr.complaints.rushbottomlane@nhs.net](mailto:mseicb-cpr.complaints.rushbottomlane@nhs.net). You will receive a response within 28 days. A meeting will be offered with The Practice Manager and/or any other parties involved at your discretion. If you feel unable to approach the Practice directly, you can ask NHS England to act on your behalf. They can be contacted as follows; NHS England, PO Box 16738, Redditch, B97 9PT. Telephone number, 0300 311 22 33 or email, [England.contactus@nhs.net](mailto:England.contactus@nhs.net) marked for the attention of The Complaints Manager.

For complaints related to Southend hospital you can refer to PALS (Patient liaison service) via Southend hospital switchboard – 01702 435555.

### **Patient Participation Group**

**We would like to know how we can improve our service to you and how you perceive our surgery and staff. There is also a comments and suggestions box available.**

To help us with this, we have a patient representation group so that you can have your say. To find out information on what we discuss, feel free to read the minutes of the meetings posted on our website.

**If you would like to join the group, please go to our website [www.rushbottomlanesurgery.co.uk](http://www.rushbottomlanesurgery.co.uk), click on the home page and scroll down to Patient Participation Group. Click on Join our group and complete the registration form.**

### **FAIR PROCESSING NOTICE FOR PATIENTS**

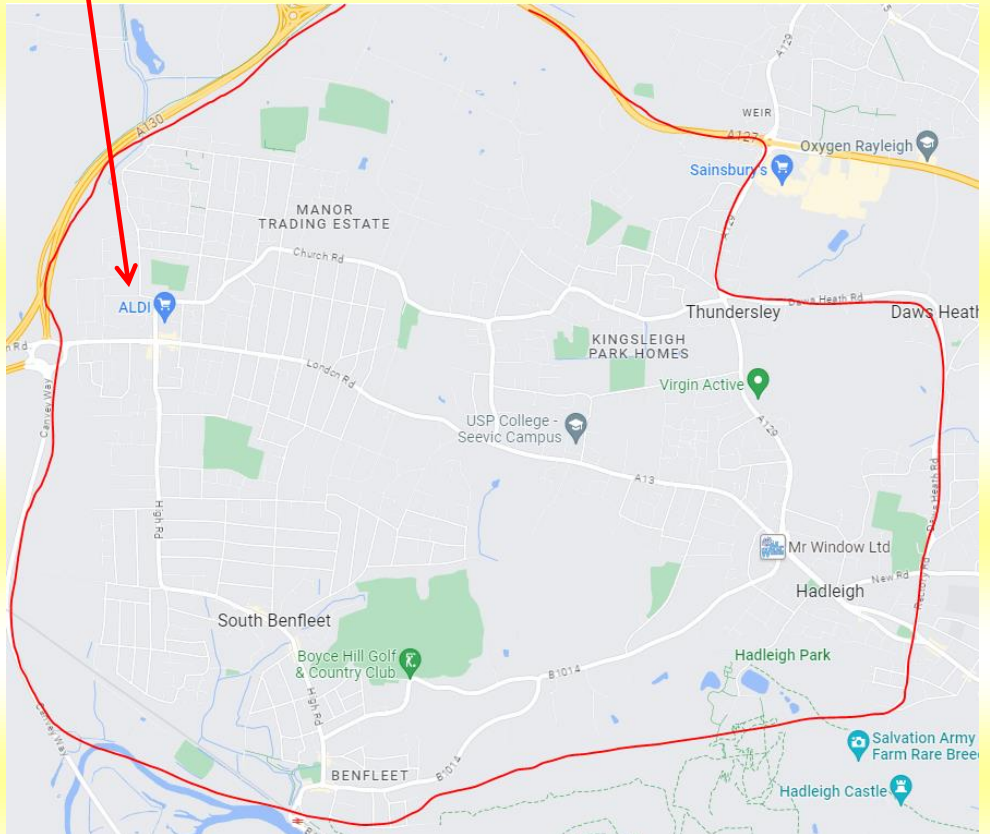
**Your information, Your rights**

**Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.**

**The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not be used appropriately.**

**A full copy of the Fair Processing notice is available via our website at [www.rushbottomlanesurgery.co.uk](http://www.rushbottomlanesurgery.co.uk) or from Reception.**

The practice area covers the area between Daws Heath Road/Castle Lane Hadleigh and Sadlers Farm Roundabout on the A13 and A130, and between Benfleet Station in the south and Woodside Park and Rayleigh Weir Roundabout in the north.



## **USEFUL TELEPHONE NUMBERS**

Southend Hospital	01702 435555
NHS Out of Hours	111
Southend Hospital Blood Test booking line	01702 746065
Basildon Hospital	01268 524900
Spire Wellesley Hospital	01702 462944
Nuffield Health Brentwood	01277 695695
Spire Hartswood Hospital	01277 232525
Social Services Essex	0345 6037630
Thundersley Clinic Health Visitors	01268 366820
Citizens Advice Bureau (Benfleet or Southend)	0808 2787877
Samaritans Free from any phone	116123
Yellow Door	01268 683431
Childline	FREEPHONE 0800 1111
Family Lives	0808 800 2222
Open Door Service	01375 390040
RELATE (Marriage Guidance)	01702 342901
Castle Point Borough Council	01268 882200
Police Station (Rayleigh)	0300 333 4444
Patient Advice and Liaison Service	Basildon 01268 394440 Southend 01702 385333
Therapy For You	01268 739128
CRISIS	0800 9530222
Coroner's Office	0333 013 5000
District Nurse Liaison	0333 015 3481

Pharmacies:

Rowlands Pharmacy	01268 794449
Cross Chemist	01268 793153
Daynite Pharmacy	01702 559173
Lloyds Benfleet	01268 792310
Elora pharmacy Benfleet	01268 792506
ASIF pharmacy Hadleigh	01702 558432