

Comments

Any helpful comments or suggestions would be much appreciated and a suggestion box is located in the waiting area.

Inappropriate behaviour

We operate a zero tolerance policy. Any violence or abuse in the surgery could result in removal from the Patients List.

Car Parking

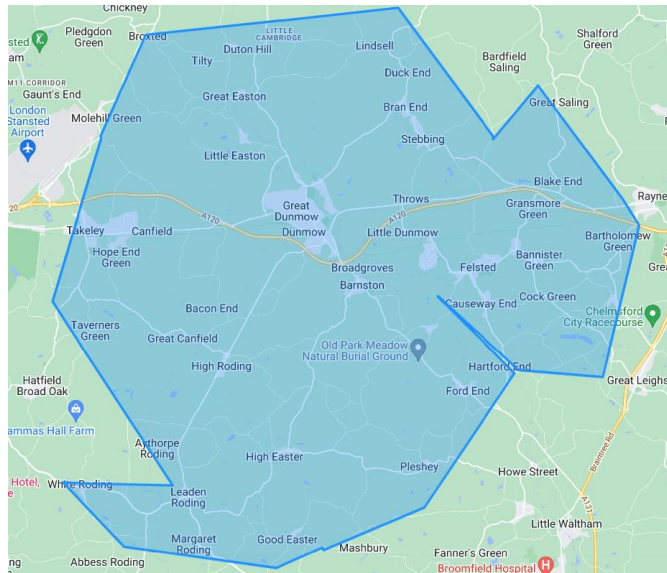
The surgery car park is for staff and doctors use only. It is neither intended nor possible to accommodate patient's cars so please allow adequate time for parking elsewhere, to enable you to arrive in good time for your appointment.

Limited disabled parking is available at both sites.

Access

Wheelchair access and disabled facilities are available at both surgeries.

Practice area (interactive version on our website)



John Tasker House and Felsted Surgeries

John Tasker House
56 New Street
Great Dunmow
Essex CM6 1BH
Tel: 01371 872121
Fax: 01371 873793

Felsted (Branch Surgery)
Braintree Road
Felsted
Essex CM6 3DL
Tel: 01371 820410
Fax: 01371 821476

www.jth.org.uk

Patient Information Leaflet

General Partnership - Partners

Dr Michael Tee MB BCHir DLO DRCOG MRCGP

Dr David Tideswell MBBS MRCGP DRCOG DCH PGCertMedEd

Dr Tom Robson MBBS BSc MRCGP DFSRH DRCOG DCH PGCertMedEd

Dr Jo Ward DCH DRCOG MBBS MRCGP MRCP

Dr Tania Brasse MBChB MRCGP DRCOG

Associate GPs

Dr Jackie Stevens MRCGP MBBS

Dr Thidar Myint MRCGP MBBS

Dr Katy-Ellen Disley MRCGP MBBS

Dr Vernetta Buffong M.D. MRCGP DFSRH Dip BSLM/IBLM

Dr Saima Afseh MRCGP MBBS

Dr Alice Rees MRCGP MBBS

Dr Rachel Hazeldene MRCGP MBBS

Dr Ben Seaman MRCGP MBBS

FOR EMERGENCIES OUT OF HOURS

Contact NHS 111

NHS Mid and South Essex ICB,
PO Box 6483,
Basildon,
SS14 0UG

Phone: 01268 594350

Email: mseicb.enquiries@nhs.net

Registering as a Patient

To register as a patient you must either come into the surgery to complete a Registration Form (GMS1) or complete the form on-line on the surgery website. If you complete the online form it will be printed and held at the surgery for you to sign when you come in.

Patients from overseas must bring photographic proof of identity and proof of local address when they come to register at the practice.

Patient rights and responsibilities

All new patients will be asked to sign the Practice Charter when they register at the practice. The Charter lays out how we the surgery would expect our patients to help enable the practice to provide the best possible care and service.

NHS APP

The NHS app is a system that enables patients to do all of the following on-line:

- Order repeat medication
- Book and cancel appointments
- View and print their medication, allergies and immunisations
- Notify the surgery about changes of address

To register to use the NHS app photographic ID (e.g. passport, photo driving licence, student card, bus pass) must be brought into the surgery by the patient wishing to register. A unique set of registration codes is then produced and given to the patient to enable them to register to use the service. For security reasons these codes are **only valid for 2 weeks**.

If a parent wishes to use the NHS app on behalf of their child (under 11), they need to bring the child's birth certificate into the surgery. When the child reaches the age of 11 the registration will automatically be stopped and the young person will need to come in and register for themselves.

Safeguarding

The practice Child Protection Policy, Vulnerable Adult Policy and Domestic Abuse Policy ensures that throughout the practice, children young people and vulnerable adults are protected from abuse and exploitation.

As a practice, we believe our duty of care to protect the vulnerable patients we work with and for, to be of primary importance.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The practice has trained members of staff who would usually act as formal chaperones.

Equality and Diversity

We value and respect equality ensuring that individuals or groups of individuals are treated fairly and no less favourably, specific to their needs. With regard to diversity we aim to recognise, respect and value peoples' differences. We strive to ensure that both patients and staff can contribute and realise their full potential by promoting an inclusive culture.

Research

The surgery is accredited to take part in clinical research/studies. These studies continually take place throughout the year.

Patient Participation Group & Virtual Group

If you would like know more about the Patient Participation Group or would be interested in joining please contact the Practice Manager. To register for the Virtual Group please visit the surgery website.

Patient Medical Records

Patient's medical records contain lifelong information about all consultations, tests and treatments you have received. Your medical record may be viewed by any member of our staff who is involved with your care. We need your help to make sure it is accurate and up to date. Please let us know about any changes, such as a new address or phone number.

You have a legal right to access your medical records. Any request to view records must be made in writing, for security purposes, and addressed to the Practice Manager. There may be a charge for this service.

There are certain occasions when we need to share information from your medical record, e.g. to help other organisations take care of your health such as hospitals, other doctors and nurses. We have to tell the government about certain diseases like meningitis and measles (but not HIV), to help us protect the public's health. Sometimes we have to pass on information such as a birth or a death.

Data Protection

The practice complies with all appropriate legislation in respect of data, information and IT security.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Simply contact the Practice Manager and she will set all the necessary wheels in motion. Further written information is available for the Complaints procedure from reception, and on our website under "Practice Policies". We are continually striving to improve our service.

Named GP

From 1st April 2015 GP practices are required to allocate all patients with a named, accountable GP who has overall responsibility for their care. If you wish to know who is your named GP please ring the surgery and we will be happy to inform you. Alternatively if you have a preference as to which GP that is we will make every effort to accommodate. Please contact reception to express this. This does not stop you from seeing any GP that you wish to see.

For patients aged 75 and over, their named accountable GP will work with relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets their needs and ensure that they have access to a health check.

Opening Hours - John Tasker House

Monday	8.00	-	6.30pm	6.30-8.00pm (For patients with booked appointments only)
Tuesday	8.00	-	6.30pm	
Wednesday	8.00	-	6.30pm	6.30-8.00pm (For patients with booked appointments only)
Thursday	8.00	-	6.30pm	
Friday	8.00	-	6.30pm	
Saturday and Sunday			Closed	

Opening Hours - Felsted Surgery

Monday	8.00-1.00	2.00-6.30pm
Tuesday	8.00-1.00	2.00-6.30pm
Wednesday	8.00-1.00	
Thursday	8.00-1.00	
Friday	8.00-1.00	4.00-6.30pm
Saturday and Sunday		Closed

Out of hours contact NHS 111 - Telephone number: 111
NHS Mid and South Essex ICB is responsible for commissioning of out of hours services.

Uttlesford Hub

Routine appointments are available at the Hub (located at Dunmow Clinic on:

Tuesday & Wednesday evenings from 6.30pm and Saturdays from 8.30am - appointments can only be booked through the surgery.

How to make an appointment

To make an appointment either visit the surgery, call 01371 872121 or use the on-line appointments system (contact us online).

Requests for non-urgent appointments should be made **after 11.00am and before 4.30pm**. You may see any of the doctors, although to aid continuity of care we encourage you to consult your usual doctor. Urgent cases will be seen the same day, this may not be with your usual doctor, otherwise you will be offered the first available appointment.

The receptionist may ask you about your illness to help the doctor to decide when best to see you.

Please inform the receptionist if you are attending this surgery for the first time.

If you cannot keep your appointment please let us know by calling 01371 872121 and selecting option 3 to cancel the appointment or use the on-line appointments system (NHS app)

Telephone Consultations

You can speak to either a GP or a nurse without an appointment by telephoning the surgery.

If you wish to discuss non-urgent matters please telephone **after 10.00am**.

In an emergency, please call at any time within surgery hours.

Home Visits

To request a home visit, please phone the surgery before 10am. A doctor will decide if a home visit is clinically appropriate and may wish to phone you before visiting.

Wherever possible patients are asked to come to the surgery because facilities are better and the doctor's travelling time saved is then available to other patients.

Specialist Services/Clinics

COPD Clinics

Patients with COPD (Chronic Obstructive Pulmonary Disease) or a similar illness like Emphysema will receive an annual invitation to attend a COPD Clinic where they will be given a routine check by the Health Care Assistant or Practice Nurse.

Diabetic Clinics

All diabetic patients will receive an annual invitation to attend a Diabetic Clinic. These are usually held on a Wednesday afternoon.

MSK Clinics

The physio advises and supervises patients referred by the doctor at John Tasker House Surgery.

Dietary Advice

The dietician advises and supervises patients referred by the doctor on Wednesday afternoons at John Tasker House Surgery.

Heart/Stroke Clinics

All patients with Heart problems (Chronic Heart Disease), Peripheral Arterial Disease or who have suffered a Stroke or TIA (Transient Ischemic Attack) receive an annual invitation to attend a clinic where they will be given a routine check by the nurse.

Minor Operations

These are performed in the fully equipped treatment rooms, including such procedures as removal of cysts, skin lumps, moles and

toenails, as well as nasal surgery, cryosurgery and vasectomies (John Tasker House Surgery only).

Training Practice

As a Training Practice we have GP Registrars working in the surgery from time to time. The Registrar is a fully trained doctor, who is acquiring further training in general practice. The registrar will offer the same service as the partners.

As part of this training certain surgeries will be videoed. If this is the case, your consent will be requested before you are seen by the clinician.

JTH is also involved in training of medical students. We will ask your permission for medical students to be involved in your care.

Family Planning

All GPs and Practice Nurses at both surgeries offer routine contraception services and advice on all aspects of Family Planning. These include pill checks, coil fittings/checks, cap fittings/checks, implants, condoms and emergency contraception. The GPs also give advice on sterilisation and vasectomies.

The surgeries also offer two specialist services:

Family Planning Clinic (John Tasker House Surgery only) - available to anyone requiring contraception services or family planning.

Essex C-Card Scheme Outlet - designed to provide easy access to condoms for young people under the age of 20 free of charge.

You do not need to be a registered patient at either of the surgeries to make use of the above services.

Special Examinations

A fee is payable for special examinations (e.g. insurance, employment or driving) and for reports or certificates which are not part of NHS care.

Please inform the receptionist if you require such an examination as you will need a longer appointment.

Dispensary Opening Hours - John Tasker House

Monday-Friday	8.30-6.30 (closed from 1pm to 2pm)
Saturday and Sunday	Closed

Dispensary Opening Hours - Felsted

Monday-Friday	During surgery opening hours
Saturday and Sunday	Closed

Patients living within one mile of a pharmacy must have their prescriptions dispensed at a pharmacy. If you live outside this area, you may have your prescriptions dispensed in the surgery.

Ordering Repeat Prescriptions

A minimum of **3 working days notice** is required for preparing, checking and safety reasons.

Requests for repeat prescription should be sent to the surgery by one of the following methods:

- Via the NHS app (on-line ordering system).
- Via the surgery website.
- Placed in the box provided in the entrance lobby of the surgery.
- Placed in the post-box outside the surgery, by the front door.
- Placed in the box provided in Yogi Pharmacy.
- Handed in at Ropers Pharmacy.
- Posted to the surgery.

TELEPHONE REQUESTS WILL NOT BE ACCEPTED

Patients are asked to order early and allow more time around Public and Bank Holidays.

Practice Nurses

Nurse Helen Annesley
Nurse Gayle Kaye
Nurse Megan Lawrence

Health Care Assistants

Christina Lorandeau
Kim Clarke

Preventative Care

We are keen to promote healthy living and disease prevention. Our Practice Nurses and Health Care Assistant offer a wide range of services available to all patients.

Please make an appointment with the **Health Care Assistant** or **Practice Nurse** for

Blood Pressure
Checks
Blood Tests
ECGs
Flu Vaccination

Flu vaccinations are available annually to all patients over 65 years of age or those patients in specific at risk groups. Vaccinations are usually available from October to January.

New Patient Checks

Stitch Removal

Please make an appointment with the **Practice Nurse** for

Audiology Checks
Cervical Screening

(John Tasker House only)
All women between the ages of 25 and 64 are strongly advised to have regular Cervical Screening.

Dressings
Minor Injuries
Pneumonia
Vaccination

Pneumonia vaccinations are available to all patients over 65 years of age or those patients in specific at risk groups. This vaccination is available at any time and is only given once.

Maternity

The surgeries offer a shared care package with the midwives and consultants at four local hospitals, Princess Alexandra Harlow, Broomfield Chelmsford, The Rosie Cambridge and William Julien Courtauld Braintree.

If you think you are pregnant and have carried out a home pregnancy test, please make an appointment with your GP or Health Visitor at approximately 8 to 10 weeks. If you have any problems please contact the surgery sooner.

Childhood Health

6 week checks

Both surgeries offer routine 6 week checks for new babies. Please ring your surgery for an appropriate appointment.

Immunisations

Both surgeries also offer childhood immunisation programmes as recommended by the Department of Health.