

**Dr Chajed & Partners & Kingswood
Medical Centre, Clay Hill Road,
Basildon, Essex, SS16 5AD**

Services

- Chronic Disease Management
- Immunisation Clinics for prevention of diseases
- Family Planning appointments
- Screening appointments – cervical smears
- Smoking – help/support to stop/reduce
- Joint Injections (if appropriate)
- Health Checks
- Community Cardiology (24hr BP. 24hr ECG)

DOOR OPENING TIMES

Mon: 09:00-18.30
Tue: 09:00-18.30
Wed: 09:00-18.30
Thu: 09:00-18.30
Fri: 09:00-18.30
Sat: Closed
Sun: Closed

TELEPHONE OPENING TIMES

Mon: 08:00 - 18.30
Tue: 08:00 - 18.30
Wed: 08:00 - 18.30
Thu: 08:00 - 18.30
Fri: 08:00 - 18.30
Sat: Closed
Sun: Closed

Inner Practice Boundary Area

- North side of London Road between the Five Bells Roundabout and Clay Hill Road roundabout
- West side of Clay Hill Road between Clay Hill Road roundabout and Timberlog Lane roundabout where it joins Broadmayne.
- South side of Broadmayne between Timberlog Lane roundabout and the junction of Southernhay.
- South and East side of Southernhay.
- East side of Nethermayne between Roundacre roundabout and the Five Bells roundabout.

PRACTICE STAFF

- Dr Gautam Chajed – GP Partner
- Dr Anil Chopra – GP Partner
- Reena Shah – GP
- Kowser Kabeer - GP
- Alison Stephens – Nurse
- Michelle Templeman - Nurse
- Janice Burton – Health Care Assistant
- Christopher Clark – Business Manager
- Heather – Surgery Secretary
- Reception Staff

NHS England
Swift House
Hedgerows Business Park
Colchester Road, Springfield
Chelmsford
Essex
CM2 5PF
0300 311 2233

The Freedom of Information Act gives you the right to request information held by a public sector organisation.

Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact the Surgery in writing.

There may be a charge for this information.

**Practice Leaflet
Information for Patients**



Dr Gautam Chajed
Dr Anil Chopra

Telephone: 01268 663140
Fax: 0844 477 3039

PLEASE TAKE A COPY

APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. You can if you so wish express preference of practitioner at the time of making an appointment. However, this may delay the appointment. We also have 'same day' appointment if appropriate to your need.

Patients also must play their part in the provision of our services. This includes keeping appointments, or if no longer needed, letting us know to allow these to be used for others in need. Please give adequate notice for repeat medication requests.

URGENT APPOINTMENTS

We will still have urgent appointments each day for the Dr and the Nurse. During morning surgery each day one Doctor is on Duty for all **urgent** requests.

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Support Worker during your registration.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00hrs if at all possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 11.30hrs will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available for bookable telephone consultation every day.

PRESCRIPTIONS

ROUTINE— requests for repeats prescriptions will be dealt with within 48 hours if requested before noon. We do have an online facility for you to do this without having to leave home.

URGENT- requests for urgent prescriptions will be ready to be collected by 18.00hrs the same day, but please try to request these as early as possible.

The Practice operates a 'Zero Tolerance' policy towards violent or abusive behaviour. This means that if any patient is violent or abusive to any member of staff or any person on the practice premises, they risk being immediately removed from our practice list. Staff at the Surgery are here to help.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

OUT OF HOURS

If you have an urgent problem when the surgery is closed. Please ring 01268 663140 for the most up to date out of hours provider telephone number.

OTHER NUMBERS YOU CAN USE IN AN EMERGENCY

- NHS 111

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs.
Disabled toilets in front reception.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Comments and Complaints leaflets.

Basildon & Brentwood Clinical Commissioning Group

To obtain details of all primary medical services available within the BBCCG please contact: 01268 594551

