

MAYNARD COURT SURGERY  
AND  
NAZEING VALLEY HEALTH CENTRE  
  
PATIENT INFORMATION GUIDE

## **Introduction**

Welcome to Maynard Court Surgery and Nazeing Valley Health Centre. We hope this guide will help you to make the best of the services we offer. Please keep this booklet for further reference.

## **Website**

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

Please visit our website to keep up to date with all the latest news and information.

## **New Patients & Responsibilities**

You can register by coming into surgery to see our reception staff or complete forms via our website.

Prior to registering, you will be asked to complete a registration form available from reception and to provide photo I.D along with proof of address.

Whilst at the surgery, you are responsible for you own health and that of your child. Please let us know as soon as possible if you change your name, address or phone number. We are responsible for keeping your medical records up to date.

Following your registration you will be required to have a new patient health check to enable your registration to be fully complete. An appointment will be offered with our nurse during your registration.

## **Surgery Addresses**

### **Maynard Court Surgery**

17–18 Maynard Court, Waltham Abbey, Essex EN9 3DU

Telephone: 01992 761387

Fax: 01992 716163

EMAIL ADDRESS: [maynardcourtsurgery@nhs.net](mailto:maynardcourtsurgery@nhs.net)

### **Reception Opening Hours**

MONDAY	8.00 – 1.00pm	2.00 – 6.30pm
TUESDAY	8.00 – 1.00pm	2.00 – 6.30pm
WEDNESDAY	8.00 – 1.00pm	2.00 – 6.30pm
THURSDAY	8.00 – 1.00pm	2.00 – 6.30pm
FRIDAY	8.00 – 1.00pm	2.00 – 6.30pm

### **Doctors Surgery Hours**

#### **Surgeries are by appointment at the following times**

MONDAY	8.30 – 11.00am	3.30 – 6.00pm
TUESDAY	9.00 – 11.00am	3.00 – 6.00pm
WEDNESDAY	9.00 – 11.00am	3.30 – 6.00pm
THURSDAY	8.30 – 11.00am	3.00 – 6.00pm
FRIDAY	9.00 – 11.00am	3.30 – 6.00pm

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## Branch Surgery

1<sup>st</sup> Floor, Waltham Abbey Health Centre, Sewardstone Road, Waltham Abbey, Essex EN9 1NP

### Reception Opening Hours

MONDAY	8.00 - 12.30pm
TUESDAY	3.00 - 7.30pm
WEDNESDAY	8.00 - 12.00pm
THURSDAY	3.00 - 6.30pm
FRIDAY	8.00 - 12.30pm

### Doctors Surgery Hours

Surgeries are by appointment at the following times

MONDAY	9.30 – 11.50am
TUESDAY	3.20 – 7.10pm
WEDNESDAY	9.00 – 11.25am
THURSDAY	3.50 – 5.30pm
FRIDAY	9.00 – 11.25am

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## Nazeing Valley Health Centre

64-66 North Street, Nazeing, Waltham Abbey, Essex EN9 2NW

Telephone: 01992 893938

Fax: 01992 892325

EMAIL ADDRESS: [weccg.nazeingvalleyhc@nhs.net](mailto:weccg.nazeingvalleyhc@nhs.net)

### Reception Opening Hours

MONDAY	8.00 – 6.30pm
TUESDAY	8.00 – 6.30pm
WEDNESDAY	8.00 – 6.30pm
THURSDAY	8.00 – 6.30pm
FRIDAY	8.00 – 6.30pm

### Doctors Surgery Hours

Surgeries are by appointment at the following times

MONDAY	8.00 - 6.30pm
TUESDAY	8.00 – 6.30pm
WEDNESDAY	8.00 – 6.30pm
THURSDAY	8.00 – 6.30pm
FRIDAY	8.00 – 6.30pm

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## Surgery Staff

### Maynard Court Surgery

#### General Practitioners

Dr. P Kandasamy (Male) M.B.B.S., L.R.C.P., L.R.C.S., D.R.C.O.G.	Registered in U.K 1982
Dr A Tharma (Male) M.B.B.S, BSc, Specialist Interest in Orthopaedics	Registered in U.K
Dr I Perry (Male) M.B.B.S., BSc., D.C.H., D.R.C.O.G., A.I.C.S.M	Registered in U.K
Dr V Karunakaran (Female) M.B.B.S., L.R.C.P.S., D.F.F.P., M.R.C.G.P.	Registered in U.K 1985
Dr May (Female) M.B.B.S., BSc, M.R.C.G.P. D.R.C.O.G. D.F.S.R.H	Registered in U.K
Dr H Parekh (female) M.B.B.S., BSc., M.R.C.G.P., D.R.C.O.G., D.F.S.R.H., D.C.H	

## **Practice Staff**

Practice Manager - Jackie  
Assistant Practice Manager- Cathy  
Secretary - Samantha  
Nurse Practitioner - Linda Little  
Practice Nurse - Lorraine Callison & Amber Mckoy  
Health Care Assistants – Emma Smith & Donna Bryan  
Head Receptionist - Jayne  
Receptionist – Kathleen  
Receptionist - Marie  
Receptionist – Joanne  
Receptionist – Fiona  
Receptionist - Tracey

## **Nazeing Valley Health Centre**

### **General Practitioners**

Dr. P Kandasamy (Male) M.B.B.S., L.R.C.P., L.R.C.S., D.R.C.O.G.	Registered in U.K 1982
Dr A Tharma (Male) M.B.B.S, BSc, Specialist Interest in Orthopaedics	Registered in U.K
Dr I Perry (Male) M.B.B.S., BSc., D.C.H., D.R.C.O.G., A.I.C.S.M	Registered in U.K
Dr C Bruce (Female) MB. M.R.C.G.P., C.H.S., D.F.F.P	

### **Practice Staff**

Secretary – Janice G  
Nurse Practitioner - Linda Little  
Practice Nurse - Amber Mckoy  
Health Care Assistant - Donna Bryan  
Reception Manager – Michaela  
Administrator – Jan Hutton  
Receptionist – Joanne  
Receptionist - Sara  
Receptionist – Jill B  
Receptionist – Jill D

### **Attached Staff – Maynard Court Surgery Only**

Phlebotomist, Health Visitor, Dietician, Community Psychiatric Nurse, Family Planning Practitioner, District Nurse and Midwife.

### **Access for all**

Wheelchair access, disabled toilets, baby changing and limited car parking available.

### **Surgery Mission Statement**

Our aim is to provide a comprehensive, high quality personal primary care service for our practice population, empowering patients to take responsibility for their own health.

### **Patient Privacy**

Room available, should you wish to speak privately to a member of staff. Please ask at reception.

### **Chaperones**

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

### **Patient Confidentiality**

Any personal information given at the surgery will be treated as strictly private and confidential. By law, you can have access to your health/medical records. Requests for this must be made in writing for purposes of Data Protection Act 1998.

## **Zero Tolerance**

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

All practice staff have the right to work in an environment free from violent, threatening and abusive behaviour. **At no time will any violent, threatening, intimidating and abusive behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to remove offending patients from our practice list.**

Please treat our doctors and staff, with courtesy and respect at all times.

## **How practice uses personal health information**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you. We only ever pass on information if people have a genuine need for it, in your and everyone's interest.

## **Repeat Prescriptions**

### **Order 7 days before you run out**

Repeat prescriptions are computerised, please indicate which item(s) you require and request in writing before 11.00am. **Please allow two working days for collection.**

Prescription requests can be:-

Posted into the box within the surgery waiting room.

Handed to reception staff.

Arrange for a local pharmacy to collect it for you. You will need to discuss with your pharmacist, how long they will take to dispense your prescription.

Online (simply bring your photo identification to reception and we can issue you a password).

Note: This service is only available to patients aged 18 and over.

PLEASE NOTE: We do not accept telephone medication requests.

## **Out of hours calls**

If an emergency, please telephone NHS 111. Alternatively, if you feel that your call is an emergency which cannot wait, dial 999. Out of hours is an emergency service for urgent medical problems that have arisen outside the working day. Please call only if your problem cannot wait until ordinary surgery hours.

## **Text message reminder service**

We provide a text message reminder service. If you do not wish us to send you a text reminder, please inform reception.

## **Making an appointment**

Consultations are by appointment only and can be booked either by telephone or in person during reception hours.

We would like to stress the importance of keeping appointments, please phone and let us know if you are unable to keep your appointment so that we can offer it to someone else.

## **Urgent/Emergency Appointments**

If you wish to see a doctor urgently and cannot wait for a routine appointment, please let us know and we will try to fit you in as soon as possible. Please be aware you may have to wait until last appointment of that surgery.

(Urgent appointments are not for repeat prescriptions, fitness for work certificates or for signing forms).

## **Lateness Policy**

We recognise that it can sometimes be difficult to arrive on time for an appointment due to traffic and other difficulties. However, if you are more than 10 minutes late you may have to wait and be seen at a different time or asked to make a new appointment.

## **Home Visits**

If you urgently require a home visit, please try to telephone before 10.00am so that priority can be assessed. Visits are usually made after morning surgery and are for those who are housebound and who are far too ill or frail to come to the surgery.

## **Test results and telephone advice**

If your doctor asks you to ring for a result please telephone reception after 2pm for your test results. Please do not ring for result during morning surgery.

## **Urine samples**

If your doctor has requested a urine sample. Using the specimen bottle, please hand back to reception by 10.30am each morning.

## **Sick notes/fitness to work**

If you have been absent from work because of illness you should obtain self-certification form, from your employer, DSS or from the surgery. You are not entitled to a MED 3 (NHS certificate) until your illness has caused you to be absent for seven days or more. Upon assessment via GP, **if** a sick certificate is issued, **the maximum period will be one month only**. After this time you will have to be re assessed.

## **Comments, suggestions and complaints**

We are committed in providing the best possible care. If however you have any comments, suggestions or complaints you can either speak to a member of staff, or put in writing to our Practice Manager. You will receive an acknowledgement within two working days and if necessary a full response within ten working days.

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## **We offer the following services and health promotion clinics.**

### **Please note, some of these services are only available at Maynard Court Surgery.**

These are run by a practice nurse and doctors jointly or separately as you wish. Please contact reception for times and dates.

**ASTHMA CLINIC** - Sessions are run by specialist respiratory nurse.

**BLOOD TEST CLINIC** - Blood test clinics are held on Monday mornings at Maynard Court Surgery. If the doctor has requested a blood test, please arrange an appointment with reception. Blood tests are also available at Waltham Abbey Health Clinic in Sewardstone Road or at local hospitals

**BLOOD TESTS – FASTING** - If you are asked to fast for a blood test, please do not eat anything for at least 12 hours prior to your test. You may drink water only.

**CHLAMYDIA SCREENING** - Chlamydia is the most commonly diagnosed sexually transmitted infection (STI) in the U.K. If you are sexually active and under 25, you should be tested for chlamydia annually.

The test for chlamydia is simple and you can do yourself. For more information, please book appointment with our nurse.

**CHILD HEALTH** - Regular screening of all children under 5.

**DIABETIC CLINIC** - Held once a month with a specialist diabetic nurse. All patients with diabetes are expected to attend review appointments every six months.

**EXERCISE REFERRALS** - Patients are referred to everyone active scheme, where an instructor will organise a course of exercise to benefit your health. Available at centres in and around our local area. To be referred, please book an appointment with either doctor or nurse.

**FAMILY PLANNING** - Contraception, coil fitting and cervical smears for all women aged 25-64.

**PRE-CONCEPTIAL ADVICE** - If you are planning for a baby. Please speak to nurse practitioner, practice nurse or GP for a general health check and folic acid prescription. Also includes a pregnancy self-test when you have missed a period. If test is positive, then need to make an appointment to see practice nurse and GP for ante-natal booking.

**IMMUNISATIONS** - All immunisations for adults, children and babies. Including foreign travel.

**MENTAL HEALTH SERVICES** - Counselling – we can refer to NHS or private counsellors.

**MINOR SURGERY** - Minor surgical procedures including Wart Clinic (Cryosurgery) at Maynard Court Surgery.

**NON –NHS MEDICAL EXAMINATIONS** - Our doctors carry out medical examinations, e.g. for driving licence, and insurance etc. Please note that sometimes they may be a charge for this service.

**PALLIATIVE CARE** - Palliative care for patients in collaboration with community nurse and McMillan nurse.

**SELF-HEALTH CORNER** - Located within the waiting area in Maynard Court Surgery are a set of weighing scales and a height measurement guide. Also available is a blood pressure machine, please ask at reception for this. Please feel free to use, monitor and record your own measurements.

**SMOKING CESSATION** - Services include advice, prescriptions and follow-up appointments.

**TRAVEL ADVICE** - Appointments can be booked with our nurse for travel injections and advice.

**WELL PERSON CLINIC** - Diet advice and weight reduction.

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### **Patient Participation Group (PPG)**

All registered patients are welcome to join the PPG. Meetings are usually held every 6 months and discuss services and facilities, collect patient opinions, experiences and provide feedback. Further more details, please contact reception or visit our website [www.maynardcourtsurgery.co.uk](http://www.maynardcourtsurgery.co.uk)

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### **USEFUL TELEPHONE NUMBERS**

**OUT OF HOURS**                      0845 0701611

### **HOSPITALS**

Princess Alexandra 01279 444455  
St Margaret's (not A&E) 01992 561666

### **CHEMISTS**

Glennon's                              01992 717145  
Lloyds - Sun Street                01992 712097  
Boots – Waltham Cross            01992 719672  
Elgon – Nazeing                    01992 892177

**WALTHAM ABBEY HEALTH CLINIC**  
Sewardstone Road 01992 707123

**NHS DIRECT** - 24 hour helpline 111, for any healthcare advice. [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **CHESHUNT MINOR INJURIES UNIT**

Cheshunt Community Hospital, King Arthur Court, Cheshunt, Herts, EN8 8XN. Open Monday to Sunday 8am- 8pm

### **WEST ESSEX CLINICAL COMMISSIONING GROUP**

Building 4, Spencer Close, St Margaret's Hospital, The Plain, Epping, Essex CM16 6TN.  
Telephone: 01992 566140

**PALS** – Patient Advice and Liaison Service. Telephone: 01279 827211

(Please note the facts in this hand out were correct at the time of printing, but changes may have occurred since.)