

Patient Advice & Liaison Services (PALS)
Freephone 0800 0304563

SURGERY & CLINIC TIMES

A separate leaflet is available in Reception which lists all of the Surgery times available.

SMS TEXT MESSAGEING

The surgery now has a new system in place where we can send you free SMS text messages for appointment reminders and results. Please make sure that you have supplied the practice with your correct mobile number. If you would prefer not to receive text messaged from the surgery please let us know and we will remove you from our SMS list.

OPENING TIMES

Mon: 9am - 1pm and 2pm - 6pm

Tue: 9am - 1pm and 2pm - 6pm

Wed: 9am - 1pm and 2pm - 6pm

Thu: 9am till 1pm

Fri: 9am till 1pm and 2pm till 6pm

Sat: Closed

Sun: Closed

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours
01207 561736

Appointments & Prescriptions
01207 561736

Enquiries and Results
01207 561736
(After 11am, please)

Business & Enquiries
01207 561736

Fax
01207 563 610

Website

www.chopwellmedicalpractice.nhs.uk

PRACTICE STAFF

Samantha Cromar: Senior Receptionist

Kerry Whitfield: Receptionist

Chloe Moore: Receptionist

Hayley Carlin: (Apprentice)

Practice Manager : Helen Cuskin

Business Manager: Roshan Hassan

Practice Nursing Staff:

Amy Thompson (RGN)

Lucy Thompson (HCA)

OTHER LINKED STAFF

Alison Fraser: Midwife

Susan Hamilton: District Nurse

Jackie Dixon: Community Matron

Dawn Ebdon: MacMillian Nurse

Jill Sansom: Counsellor

Jenny Graham: Drug & Alcohol

Liz Kirsopp: Mental Health

PATIENT ACCESS ONLINE

This service allows patients to book their
Own appointment, order their prescription
And view their summary record online.
You have to register for this service please
Ask at the reception.

Updated on 09/01/2018

Dr Hassan & Partner

Primary Health Care Centre

PRACTICE LEAFLET

Information for
Patients

www.chopwellmedicalpractice.nhs.uk

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 Helen Cuskin Practice Manager. There may be a charge for this information.

DOCTORS

Dr M S Hassan

(GP Principal)

MBBS, MRCP, FPCert

Dr Sameena Hassan

(Part Time GP Principal)

BSc (Hon), MRCP, MBChB

SERVICES WE OFFER

We offer a variety of special clinics including Vaccinations, Long-term Conditions, 24Hours Blood Pressure Checks, ECG, Well Woman's Clinic, Counselling, Midwife, Minor Surgery, Health Checks, and Travel Vaccinations.

SURGERY PODS

We have 'Surgery Pods', which can measure your Blood Pressure, Height, Weight and do various checks associated with your health. Please ask in the reception.

APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone or by registering Online on internet. We are now running a partly same day and emergency appointment system.

EMERGENCY APPOINTMENTS

We will still have emergency appointments each day for the Doctors and the Nurses. After 10.30am each day.

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

PRACTICE NURSES

We have a Practice Nurse available every day, morning and afternoon who can deal with minor ailments.

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, if not **we would need your NHS number**. You will also need to bring a form of ID (passport, driving licence, utility bill). 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 Practice Nurse during your registration. **All patients**, including children, are allocated a **named accountable GP** upon registration, referred to as your 'Usual GP'. We encourage you to see your usual GP where possible particularly for on-going problems. You can contact the Surgery at a later date to find out who this is; this is in line with Government guidance but does not mean that you are only able to see this GP for your care.

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 10am 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 9am will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available (normally between 11.30am to 12pm) to give telephone advice after their morning surgery. Patients are advised to telephone before 11am to arrange this.

PRESCRIPTIONS

ROUTINE— requests for repeat prescriptions will be dealt with within 48 hours. This can be in-person or online, you can also drop your request in the box at the reception or the secure box outside at the car parking gate.

(We do not accept prescription requests over the telephone due to security/safety reasons)

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 surgery is closed, please ring **01207 561736** and you will be directed to the appropriate service that you will need. Please note that when contacting the NHS 111 out of hours number, your telephone conversation will be recorded.

At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

Other numbers you can use in an emergency

Is NHS 111 (This number is free).

DISABLED ACCESS

We have automatic Front Door Access suitable for wheelchairs and we have 2 Disabled toilets in the waiting

room.

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 Patient Charter Leaflet and Comments and Complaints leaflets.

A & E or 999 – for health emergency only – Please use this service for serious health emergencies

Which include: a major accident, broken bones, breathing problems, severe chest pains, unconsciousness, suspected stroke and severe blood loss. For minor ailments attend at your GP surgery please.

NGCCG

To obtain details of all primary medical services available within the NGCCG please contact:

Phone: 0191 217 2996

Email: ngccg.enquiries@nhs.net

