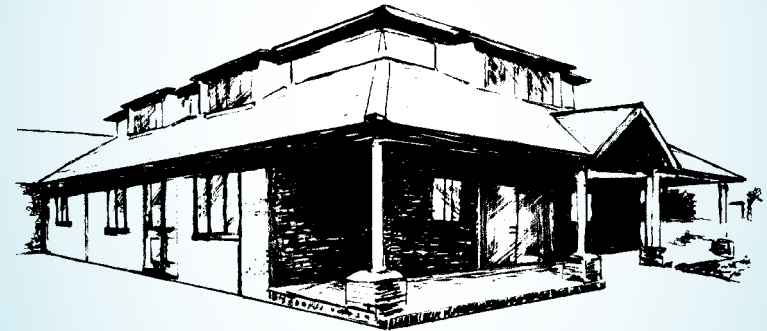


# Longfield Medical Centre

Princes Road, Maldon

Tel: 0844 477 3172



website: [longfieldmedicalcentre.co.uk](http://longfieldmedicalcentre.co.uk)

Dr R F de Souza

Dr M J T Carr

Dr S G Mann

Dr L M Brown

Dr J M Deasy

Dr M T Cronin

Dr M A Beecham

Dr V J Patel

Dr N S Hall

# Welcome to the Longfield Medical Centre

Telephone 0844 477 3172

The practice is an appointed general practitioner/nurse training practice and usually benefits from the services of general practice registrars. These are fully qualified doctors who have had hospital training; they join us for further experience in general practice before taking up their own practices.

We have attractive premises from where family medicine of the highest standard is provided for the benefit of our patients. The doctors and staff are here to help and this booklet explains how to use the services provided.

## MISSION STATEMENT

To provide the best possible healthcare for our patients within the NHS, and to achieve a high level of job satisfaction for the staff.

## DOCTORS

Dr Richard de Souza	MRCs (England) 1974 LRCP (London) MRCP
Dr Michael Carr	MB ChB (St Andrews) 1971 DRCOG FRCS (Edin) FRCS (England)
Dr Simon Mann	MBBS (London) 1980
Dr Linda Brown	MB ChB (Manchester) 1984
Dr Jane Marie Deasy	MBBS (London) 1989
Dr Marianne Cronin	MB BCh (Wales) 1989
Dr Mark Beecham	MBBS (London) 1986
Dr Vijay Patel	MBBS (London) 1989
Dr Natasha Hall	MB ChB (London) 2000

## BUSINESS PARTNER AND PRACTICE MANAGER

Mrs Janice Betts

## LEAD NURSE/CLINICAL PRACTITIONER/PRESCRIBER

Janet Sinclair Hilton RGN SCM BSc NP

## CLINICAL PRACTITIONER/PRESCRIBER

Karen Bache RGN Dip Diabetes, Dip Asthma Specialist Nurse in Adult Nursing

For the latest information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)

## PRACTICE NURSES

Gwen Hider RGN      Joyce McIntosh RGN      Amanda Magee RGN

Our qualified nurses provide a full range of services Monday to Friday by appointment. They are trained to deal with contraceptive services, urinary infections, throat and ear infections.

You are recommended to make an appointment with the nurse for asthma, diabetes and coronary heart disease monitoring, as our nurses specialise in the management of these diseases.

## THE STAFF

Our team includes receptionists, secretaries, dispensers and administrators who are trained to help you. The staff have a difficult task as they have to keep both doctors and patients happy! They keep the practice running smoothly whenever possible. Occasionally they may need to ask you for more details. Anything you tell them will always be treated in the strictest confidence, as they are bound by the same rules of confidentiality as the doctors. Please help them to help you.

### OUR ATTACHED STAFF COMPRISES:

District nurses      Health visitors

## HOW TO SEE YOUR DOCTOR/NURSE

When you register at the practice you will be given a copy of this booklet and an appointment will be made for a new registration check. You may consult with any doctor in the practice by making an appointment at reception either in person or by telephone. Every effort will be made to give you a convenient appointment with the doctor of your choice, but if this is not possible, then the receptionist will suggest an alternative.

IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, PLEASE INFORM US AS SOON AS POSSIBLE SO THAT ANOTHER PATIENT MAY BENEFIT FROM YOUR CANCELLATION - IF POSSIBLE PROVIDING 24 HOURS' NOTICE.

### NORMAL SURGERY HOURS

Some am/pm appointments are pre-bookable four weeks in advance. Please ring after 10.30am.

URGENT - ON-THE-DAY APPOINTMENTS - RING BEFORE 9.30AM.

### AFTERNOONS

Requests for URGENT - ON-THE-DAY appointments are not accepted in the afternoons.

### SATURDAY (NO SURGERY)

EMERGENCIES ONLY. Telephone 0844 477 3172.

### HEYBRIDGE PRACTICE

Monday 9.00am - 12 noon, Tuesday 8.00 - 11.00am, Thursday 8.00am - 12 noon, pre-bookable four weeks in advance. Telephone 0844 477 3172.

Address: Longfield Medical Centre, Bentalls Shopping Centre, Colchester Road, Heybridge, CM9 4GD

NB Approximate cost of a call is 5p per minute.

For 24 hour information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)

## EXTENDED ACCESS

GPs provide extended access pre-bookable appointments. Hours of availability - see notice board.

## PRACTICE OPENING HOURS

### LONGFIELD MEDICAL CENTRE

Monday to Friday 8.00am - 6.30pm

## NEW PATIENTS

This practice has a Patient Contract which all patients are required to sign. New patients ON medication need to make an appointment to see a doctor for a medication review on registering. New patients NOT ON medication need to make an appointment to see a practice nurse for a new patient medical. This will include filling in a form about your past and current medical history and a short medical examination, including height/weight and blood pressure. Please bring a urine specimen with you. Patients who wish to transfer from another local practice must make an appointment with the senior partner for an interview before they can be accepted onto the list.

## REGISTERED PATIENTS

Registered patients 16 - 75 years old who have not been seen for three years may request a consultation. Also, registered patients over 75 years of age who have not been seen in the previous 12 months may request a consultation. If you are unable to attend the surgery for these appointments because of your medical condition a home visit may be arranged.

## HOME VISITS

Home visits are at the discretion of the doctor. Please phone before 10.00am but do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery. A temperature or a rash does not usually merit a home visit.

When the condition of the patient does require a home visit, please try to give details of the patient's name, address, age and telephone number and reason for the visit. This information enables doctors to plan their calls and allows the most urgent cases to be visited soonest. We realise that most people make considerable effort to get to the surgery for which we are very grateful.

## EMERGENCIES - OUT OF HOURS

We wish to stress that out-of-hours services are strictly for emergencies only. From 6.30pm until 8.00am Monday to Friday and from 6.30pm Friday until 8.00am Monday, patients can contact the out-of-hours service by telephoning 0844 477 3172 where they will be advised by voice message the telephone number to ring. This service is financed by the practice for the benefit of our patients.

You can also contact NHS Direct, a 24-hour nurse-led information and advice service, by telephoning 0845 4647 or online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

For the latest information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)

## DISPENSING

Dispensing patients are able to obtain medication on prescription from the Prescription Department, where other services are available and our qualified staff are on site to assist you. The Dispensary is open from 8.30am - 7.00pm Monday to Friday and 9.00am - 1.00pm Saturday (closed 1.00 - 2.00pm Monday, Wednesday, Thursday and Friday and 12.45 - 2.15pm on Tuesday).

## REPEAT PRESCRIPTIONS

\* PLEASE ALLOW AT LEAST TWO DAYS (excluding weekends and bank holidays) FOR THE REPEAT PRESCRIPTION TO BE GENERATED. ALLOW A FURTHER DAY IF YOU REQUIRE THE PRESCRIPTION TO BE DISPENSED.

If you need a repeat prescription you will be given a repeat prescription slip to ensure accuracy. You can order your repeat prescription by telephoning our Repeat Prescription Order line on 0844 477 3167. This line is open 24 hours a day, 7 days a week.

Your repeat prescription request slip provides a date when your medication review is due; you will need to make an appointment with a doctor/nurse practitioner/practice nurse. This is a safeguard to make sure that you are taking the medicine properly and to allow for any changes, which may be necessary. This may seem inconvenient, but an annual review is necessary for the provision of good patient care.

Prescriptions may be collected during dispensary hours only. Postal requests for repeat prescriptions (with SAE please) also require AT LEAST TWO DAYS' NOTICE, again excluding weekends and bank holidays.

A Medication Delivery Service is available for housebound patients.

There is a Patient Query/Advice Line available on 0844 477 3160. This line is for general enquiries only and not for ordering of prescriptions.

## DISABLED ACCESS/PARKING

Wheelchair access can be made through the front door and the toilets are suitable for disabled patients. Designated parking is available.

## PARKING

The practice has limited parking designated for patients' use whilst attending the surgery. Abuse of this facility causes congestion, which could delay emergency services. Additional parking facilities are at the public car park off Maldon High Street. Parking in the access road to the practice is limited to designated spaces.

## TEST RESULTS

Test results are dealt with by the GPs/Clinical Practitioners. Should action be required the patient will be contacted.

## SPECIMENS

All specimens to go to the laboratory should be taken to the hospital by 2.30pm.

For 24 hour information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)

## PATIENTS UNDER 16 YEARS OF AGE

An adult should accompany all patients under 16 years of age.

## CHANGE OF PERSONAL DETAILS

Please notify us of any change of name/address or telephone number. Evidence is required to change a date of birth. In an emergency this may be vital. Please make sure you include all relevant members of your household.

NB: If you move out of our practice area you will not be able to remain registered at this surgery; you will need to register at a surgery in your new area.

## CLINICS

Clinics held at this surgery include chest, diabetic, child health surveillance and minor operations.

### ADDITIONAL SERVICES

Patients identified as having increased risk of heart disease and stroke are monitored regularly and given appropriate advice about diet and lifestyle.

Immunisation clinics are run by the practice nurse by appointment only.

### TRAVEL VACCINATIONS

Non-NHS travel vaccinations incur a charge and where appropriate VAT will be added. Payment will be required before ordering. Patients should collect a travel form from reception, which they should complete and return to the practice. Please allow plenty of time before the intended journey. You will be asked to contact the practice as soon as the nurse has generated the vaccine requirements. We are a licensed Yellow Fever Centre. A fee will be charged for late cancellation notification and non-attendance of appointments.

## CERVICAL SMEARS

If you are female and in the age group 25 - 49 it is recommended that you have a regular three-yearly smear test; for those aged 50 - 64, it is recommended that you have a test every five years. You will receive a recall letter generated by the Health Authority. This test makes it possible to detect and treat the early stages of abnormalities of the cervix before symptoms become apparent to you. The test is quick, simple and painless and usually performed by the nurse. Please ask at reception for details.

## NON-NHS EXAMINATIONS

We are able to perform a wide range of medical examinations such as insurance, driving and sports medicals. Please ask at reception for details (these examinations incur a charge and where appropriate VAT is added).

## CHILDREN'S IMMUNISATION PROGRAMME

Immunisations are by appointment only.

## COMMENTS

If you are not satisfied with the care you have received from the practice, please contact the assistant practice manager or business partner.

For the latest information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)

## PATIENTS' RIGHTS AND RESPONSIBILITIES

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. We expect you to treat us in a courteous manner, keeping us up to date with any changes in your personal circumstances. Please refer to the Patient Contract.

## APPOINTMENTS

Arriving late/providing short notice that you will be late - It will be at the GP's discretion if they will/will not see the patient, which may be at the end of surgery.

## CANCELLATIONS

Patients MUST provide 24 hours' notice. A warning letter will be sent to patients who do not co-operate, which may result in removal from the Practice Register.

## ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery 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.

## PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

## HOW TO CONTACT YOUR LOCAL PRIMARY CARE TRUST

Write to:

NHS Mid Essex

Swift House, Hedgerows Business Park, Colchester Road, Chelmsford, Essex CM2 5PE

Tel: 01245 398770

Fax: 01245 398711

For 24 hour information click to: [www.longfieldmedicalcentre.co.uk](http://www.longfieldmedicalcentre.co.uk)



- Breakfast, After-school & Holiday Care Provided
- Ages 3 months - 8 years
- Nursery & Pre-school

Opening Times  
Mon - Fri  
8am - 6pm

For a prospectus or to arrange a personal visit  
**Tel: 01621 859991**  
Or email  
kimlambert@daisychaindaycare.wanadoo.co.uk

Visit our website  
[www.locallife.co.uk/daisychain](http://www.locallife.co.uk/daisychain)

Royal Court, Maldon, Essex CM9 5DA

### It's a wonderful life being at Daisy Chain...

Choosing a nursery school can be a daunting prospect for many parents. So contrasting and comparing facilities on offer should play an important part when selecting a nursery.

Daisy Chain is unique in the area in being a purpose-built nursery, so offering the best possible, children-friendly design for the rooms and gardens, all with an eye on security.

Daisy Chain is open from 8.00am until 6.00pm so offering working parents the maximum flexibility. They can offer places to babies from 3 months old, as well as both a breakfast club and an after-school club for children up to 8 years old. Children in the breakfast club have breakfast before being taken to school and children in the after school club are collected from school before being given a hot meal. A further real benefit to both those clubs is that children are taken and collected 'on foot' so that they benefit from the fresh air and exercise.

Older children have their cooked meal in the evening, while nursery-age children have a cooked meal at lunch time. All healthy, balanced meals are freshly prepared and cooked on the premises

Manager, Kim Lambert, has been involved in childcare for 13 years and is justly proud of her staff, many of whom have been there for a number of years. She is proud to boast that the level of qualified staff well exceeds the statutory level.

For more information call in anytime or phone Kim Lambert on the number shown.

Advertising Feature

### Spoil yourself at L A Nails – you deserve it!

We all deserve to be pampered – and in this busy, stressful world what better way to relax and unwind than a visit to a beauty salon. If you thought the world of pampering was reserved for the rich and famous, well, think again. There's a whole range of exquisite beauty treatments available; in short, everything you need to keep you looking and feeling utterly beautiful.

Quite literally, a trip to L A Nails can make you beautiful, from your face right down to the nails on your toes.

L A Nails offers the services of a manicurist, so you can have a manicure and pedicure in the same visit. Most nail services include the nails being professionally shaped, buffed and completed with the polish of your choice. So, why not indulge your hands and feet in the healthy benefits of a manicure and pedicure. L A Nails offers a wide selection of affordable, top-to-toe body treatments, including spray tanning, nail extensions, facials, waxing and eye treatments. The list is endless. Come along and see just what treatments are on offer!

If you are stuck for a gift idea, L A Nails sell vouchers that can be exchanged for treatments – young or old, what better gift than being pampered?

So check out the treatments offered by L A Nails – it's GREAT therapy! Looking good makes you feel good, and increases self confidence. So go on, spoil yourself – you deserve it!

You'll find us at the bottom of the High Street, opposite the Pie and Mash shop, with easy and convenient parking to the rear.

Advertising Feature

### What is Counselling?

The counselling process is one in which you have an opportunity for a private face-to-face discussion with a concerned, highly skilled counsellor for the purpose of resolving your situation.

Your counsellor will be an active participant in this problem-solving process, asking questions, making suggestions, and helping you to perceive the situation in a different light. Counselling is an active process, intended to be short-term, and specifically directed towards resolving the problems that brought you to counselling.

There are times in life when we all experience 'problems with living' which we don't seem able to handle on our own. Whether it is a marital problem or a child having difficulty in school, a troubled adolescent, or a situation of substance abuse, spending a few hours with a professional counsellor can be immensely helpful. The earlier you seek help for a problem, the better chance you have to resolve it.

Advertising Feature

## VISITING CHIROPODIST

Gillian Herring M.INST.CH.P

01621 893007

## Spare Keys

NEVER leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit

Don't make it easy for the burglar.

## Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20  
per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out  
more simply call  
0800 612 1408  
or email us at  
payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS  
GROW FOR OVER 30 YEARS


# Transplants save lives

## Join the NHS Organ Donor Register

0845 60 60 400  
[www.uktransplant.org.uk](http://www.uktransplant.org.uk)

### Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

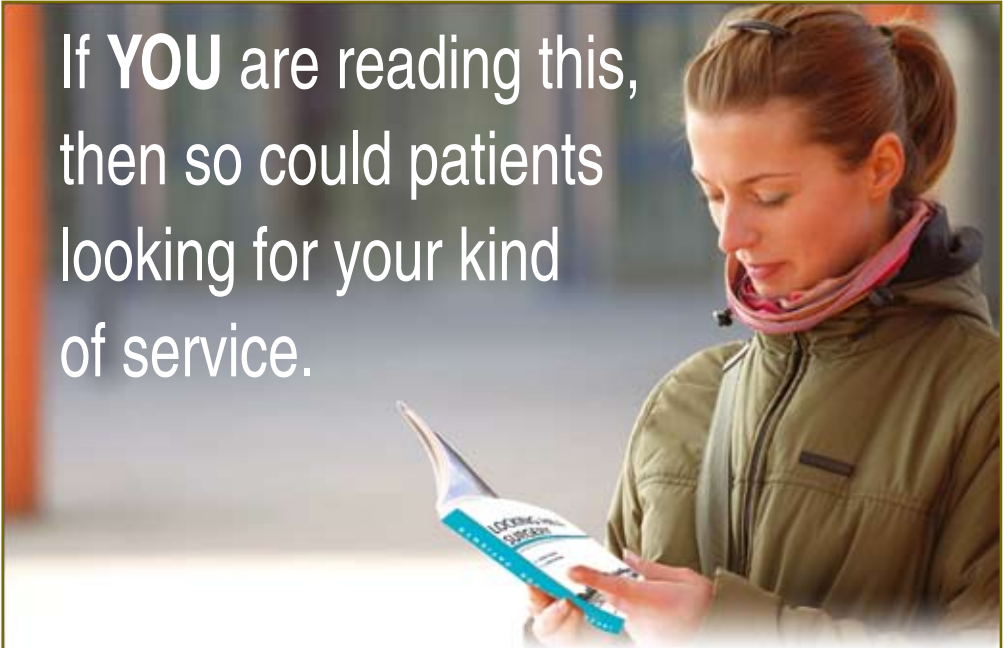
Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature



If YOU are reading this,  
then so could patients  
looking for your kind  
of service.

To place an advertising feature  
in our practice booklets  
and book a daily reminder  
of your service on our  
appointment cards and website  
simply phone Jenny Mellenchip  
now on 0800 612 1516.

## PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY

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## Practice Area



This map provides an indication of our area (subject to adjustment).  
Full details are available at the practice.

## Surgery Location

