

The Hamilton

Practice Information

Booklet

**Dr A C Chukwu &
Partners**

The Hamilton
Practice

Keats House, Harlow,
Essex CM18 6LY

Telephone: 01279
215415

Fax: 01279 645099

Web Site:

www.hamiltonpractice.nhs.uk



**This leaflet has been compiled &
approved by the Practice Manager.**

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Our Doctors/Surgery

Hours

- **Dr Austin C Chukwu**
MBBS FRCS(England)
FRCS(Ireland) DFFP MRCGP
- **Dr Nazmul Mohsin**
MBBS DCH DRCOG MRCGP
- **Dr Harminder S Chahal**
BMSc Pharmacology (Hons)
MBChB DRCOG MRCGP Dip
Fam Plan
- **Dr Bindu Singh**
MBBS MRCGP DFFP DRCOG
MS (Obstetrics & Gynaecology)
LoC IUD/SDI
- **Dr Sian Thompson**
MRCGP (Distinction) DRCOG
ATLS MBChB MBChB
- **Dr Elizabeth Owen**
MBBS BmedSc (Hons)
MRCPCH MRCGP DFFP
- **Dr Amber Ahmed**
MBBS BmedSc DRCOG
MRCGP
- **Monday - Friday**
08:00 – 18:30*
*(*now from 07:30 on Tuesdays)*
- **Keats House is open**
between 8am & 6.30pm*,
Monday to Friday *(*now*
from 7.30am on Tuesdays)
and patients are able to
access a receptionist via
the telephone or face to
face during those times.
Patients may also speak
directly with their doctor,
nurse or other healthcare
professional by phone
depending on the nature
of the call and should
circumstances allow.
- **Appointment times**
Monday-Friday 8am-
12noon & 4pm-6pm* *(now*
from 7.30am on Tuesdays)
although times may vary.

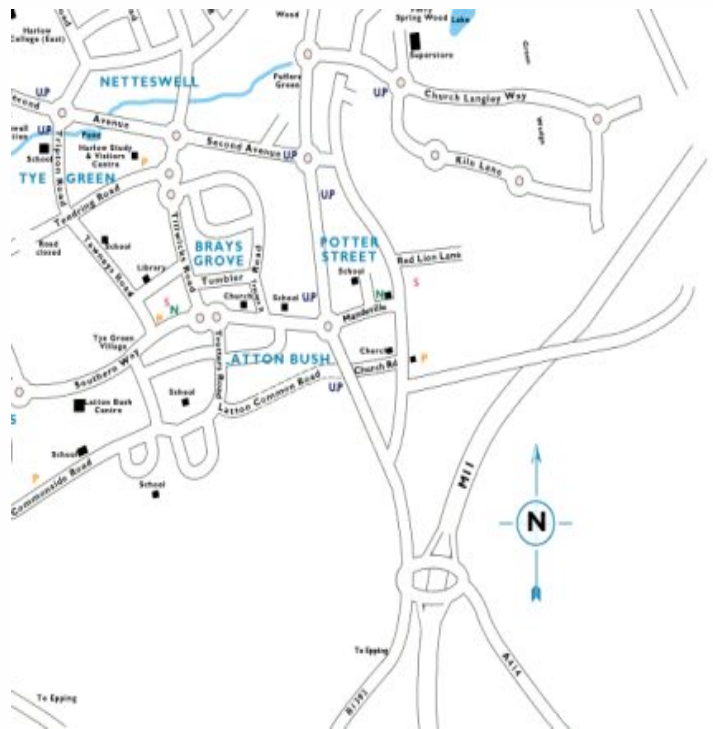
Useful Phone Numbers/How To Find Us/Catchment Area

- **The Hamilton Practice 01279 215415**
- **Health Visitor 698685**
- **District Nurse 621917**
- **Princess Alexandra Hospital 444455**
- **St Margaret's Hospital 01992 902010**
- **NHS 111**
- **Herts & Essex Hospital 444455**
- **Social Services 434641**
- **NHS England 01245 459399**
- **Citizens Advice Bureau 424400**
- **Drugline 438716**
- **Victim Support 641074**
- **CRISIS 0330 726 0110**
- **Essex Police 641212**
- **Community Health Council 443875**
- **West Essex CCG, St Margaret's Hospital, Epping CM16 4TN – 01992 566 140**
- **Patient Advice & Liaison Services ('PALS') 0800 783 3396**

- **The surgery is located just off Southern Way, Harlow (take the Tawneys Road exit).**

- **The surgery catchment area comprises Tye Green, Latton Bush, Passmores, Stewards, Church Langley, Newhall, Potter Street & Brays Grove areas.**

- **Please note that parking in Keats House is severely restricted and is for use by medical staff only. This restriction is for your own safety and to allow freedom of access to doctors, nurses and the emergency services. However, there are two disabled parking spaces and suitable access for disabled patients to Keats House. There is also a large public pay & display car park across the road from the surgery.**



Clinics

- **Child Immunisation** – Tuesday afternoons – By appointment - Arranged by computer recall from the surgery.
- **Antenatal** – Monday to Friday – By appointment.
Minor Surgery – Monday to Friday – By appointment (surgery will write to you).
Cervical Smear – Monday to Friday – By appointment.
- **Child Health Surveillance** – Tuesday 2pm to 4pm – By appointment and in conjunction with the Health Visitors.
- **Health Promotion (anti-smoking, asthma, weight reduction, diabetes, well-person checks)** – Monday to Friday – By appointment with a Practice Nurse.
PLEASE NOTE: *You can now use our website for BP Monitoring and to update your medical status – go to www.hamiltonpractice.nhs.uk for details.*
- **Family Planning (the full range of contraceptive services is available)** – Monday to Friday – By appointment with a Practice Nurse or Healthcare Assistant.
- **Cryosurgery (treatment for warts)** – Monday to Friday – By appointment.
- **Physiotherapist** – By appointment with a Doctors Referral (patients can also self-refer).
- **Dietician** – Wednesday or Friday Afternoons - By appointment with a Doctors Referral.
- **Vasectomies** – Friday mornings– By appointment with a Doctors Referral.
- **Phlebotomist (Blood Test)** –Wednesday 9.30am – 11.30am & Friday 10.30am – 11.30am (Ross Practice – Tuesday 9.30am – 11.30am)
By appointment. The Phlebotomist can only see a limited number of patients per session.

Tests

- **Blood Tests:** This service is mainly for the elderly & acute patients in the local area and is available by prior appointment at The Hamilton Practice Wed. & Fri. and The Ross Practice Tues. **Please note that when your blood test requires fasting, no food & only water should be taken from 8pm the previous evening prior to the blood sample being taken. If you do not observe this requirement, your blood sample may be invalidated.**
- **Specimens:** Urine specimens for laboratory testing can be left at reception up to 12noon each day. The specimen must be clearly marked with the patient's name and date the specimen was taken. The specimens will be collected by courier and taken to the Princess Alexandra Hospital Pathology Department. Specimen containers are available free of charge from our reception. Specimens must only be provided in the proper container and should be sealed in the envelope provided before being left with the receptionist. **Please note that all stool samples must be taken to Princess Alexandra Hospital and not brought to the surgery.**
- **Test Results:** If the doctor has sent you for tests, you **must** telephone the surgery to obtain your results from 9am. Please note that some results can take 10-14 days to be returned to the practice, so please do not call for your results until at least 5-7 days from when the test was carried out. Test results will normally only be given to the patient in the interests of confidentiality.
- **New Web Site:** There are plans to introduce a new online Test results form for completion by patients on our new website; see www.hamiltonpractice.nhs.uk for details.
- **Patients Over 75 Years Of Age:** We offer annual health checks for patients of 75 and over, carried out by a practice nurse or by a doctor. A district nurse can also perform these health checks if you are unable to attend surgery.

Your Health Care Team

- **Nonette Winton, Ingrid Sollis & Janet Wingfield** Practice Nurses. **Practice Nurses** provide cervical smear services and medication reviews for asthma, diabetes, hypertension, heart disease and stroke. They help with minor illnesses, carry out minor treatments, immunisations and change dressings. They advise on family planning, travel immunisation, diet, smoking, stress, and general health care.
- **Belinda** Healthcare Assistant. **Healthcare Assistants** aid practice nurses with blood pressure & new patient checks, hypertension annual reviews, dressings, ECG's, urine testing etc. They can also give injections for B12, Pneumonia, contraceptions and flu.
- **Claire D'Arcy etc.** Health Visitors. **Health Visitors** promote health/prevent ill health and advise on specific needs when identified within individuals, family or community. They offer help and support at times of physical and/or emotional stress e.g. bereavement.
- **Shirley Birkitt etc.** District Nurses. **District Nurses** provide comprehensive/skilled nursing care to the sick/disabled in their own homes to enable patients to remain at home if possible. They offer support, advice and maintain close liaisons with all necessary medical, social and voluntary agencies in the provision of care.
- School Nurse. **School Nurses** provide a service protecting and promoting the health of school children.
- Community Macmillan Nurses. **Macmillan Nurses** are specialist nurses who have been trained in the management of pain relief and the provision of emotional support to cancer patients and their families.
- **George Shields** Practice Manager. The **Practice Manager** is responsible for the non-medical aspects of the services provided by the practice. He is at your disposal if you have any problem with the services we provide. The Practice Manager is assisted by **Loraine** who has day-to-day responsibility for Reception and patient problems, queries or concerns.
- **Loraine, Claire, Karen, Nicola & Marilyn** Administration. Our **Administrators** are there to provide the secretarial and clerical support demanded by a modern public health service in the management of its finances and communications.
- **Fiona, Sue, Kate, Wendy, Norma, Caroline, Emma, Genna & Megan** Reception. Our **Receptionists** are keen to help patients on arrival at the practice and whatever else they can. They will make arrangements for you to see the doctor or any other member of the health care team.

MMR/Meningitis

- **MMR immunisation can prevent the following diseases:**

Mumps: This is typically a painful swelling just in front of the ear, often effecting the other side within the next day or so. Paracetamol will help ease the discomfort. It is infectious for 2 days before any swelling and for the next 7 days or so.

Measles: A red, blotchy rash appears on the fourth day of illness and is mainly on the face and trunk. The patient will be quite unwell. It is infectious for 2 days before the rash appears and until it has gone.

German Measles (Rubella): This is normally a mild disease with a rash of small, pink patches 2-3mm across which do not itch but cover the body, arms and legs. It is infectious from 2 days before the rash appears and until it has gone. Expectant mothers in the first 3 months of pregnancy who are not immune to rubella should be avoided as the unborn baby can be affected following exposure.

- **What is meningitis?**

There are two types of meningitis ; viral and bacterial. Viral meningitis is hardly ever life-threatening but can make sufferers fairly weak. Viral meningitis cannot be helped with antibiotics. Bacterial meningitis can be very serious and needs urgent treatment with antibiotics.

- **How can you tell if someone has meningitis?**

Meningitis is not easy to spot at first because the symptoms are similar to those of flu. Recognising the symptoms early enough could mean the difference between life and death. An important symptom is a blotchy rash which does not temporarily disappear when pressed with a glass – this is a simple test which you can apply yourself. Some other symptoms of meningitis are shown below; these symptoms may not all appear at the same time:

In Adults: Vomiting, very high temperature, violent or severe headache, stiff neck, dislike of bright lights, drowsiness or lack of energy, painful joints, fits, rash.

In Babies: Fever with cold hands and feet, food refusal or vomiting, high-pitched moaning cry or whimpering, being fretful and uncomfortable at being picked up, neck retraction with an arched back, difficulty in waking or stirring, lack of energy, pale and blotchy complexion, rash.

- **What do I do if I think someone might have meningitis?**

1. Contact your doctor immediately.
2. Explain why you are concerned and describe the symptoms carefully. 8
3. If your doctor is unavailable, go to the casualty department of your hospital.

Self Treatment of Common Illnesses and Accidents

- **Back Pain:** Back pain causes many working days to be lost each year. The spine is a complex structure which supports the whole weight of the upper body and is susceptible to abuse. Much pain can be avoided by attention to lifting carefully with knees bent and back straight. Take care to sit upright with a support for the small of the back. Take simple pain killers but if the pain persists for more than a few days or go down to your legs, you should consult your doctor.
- **Burns & Scalds:** Apply large quantities of cold water or immerse the whole area in cold water until the pain subsides. If the skin is blistered but unbroken apply a loose dressing. Do not apply ointments without medical advice. If the burn is large and deep or the skin is broken, ask for medical advice.
- **Minor Cuts & Grazes:** Wash the wound thoroughly with water removing all grit. Stop the bleeding with a clean handkerchief or dressing. Cover with a clean, dry dressing and keep the wound dry.
- **Sunburn:** It is important to avoid over-exposure to the sun especially for children and people with fair skin. For minor sunburn, treat with cold water and an after-sun cream.
- **Nose Bleeds:** Sit in a chair, lean forward with mouth open and pinch your nose just below the bone for at least 10 minutes by which time the bleeding should have stopped. Avoid blowing your nose hard or taking hot drinks for 24 hours.
- **Sprains:** Apply an ice-pack for 15 to 20 minutes to reduce the swelling. Apply a crepe bandage or elasticated support and rest the joint until the pain and swelling have subsided.
- **Insect Bites & Stings:** Ice-packs, paracetamol and antihistamine tablets are best (these can be purchased from a chemist without prescription). 1% hydrocortisone cream (also available from the chemist) will help stop the itching.
- **Colds:** We have no cure for the common cold. A cold will normally get better in 3-4 days. Go to bed and take plenty of fluids. Paracetamol will help with a sore throat, high temperature or headaches.
- **Diarrhoea:** Most cases of diarrhoea are caused by viruses and will soon get better on their own. In young children, it is important to avoid dehydration. Drinks of 'Dioralyte' or 'Rehidrat' will help. Dairy products are best avoided. If symptoms persist for more than 24 hours or are accompanied by persistent vomiting, seek medical advice.
- **Chicken Pox:** On the first day, a rash appears as small red patches about 3-4 mm across. Within a few hours of the rash developing, small blisters will appear in the centre of the patches. During the next 3-4 days, more blisters will appear while earlier ones will form a scab and dry up. Calamine lotion will help to soothe the itching. Paracetamol will also help with general discomfort. The child can return to school after 7 days.

Home Visits

- If you are too ill to come to the surgery or housebound and think you may require a home visit, please call before 11am. A doctor will call you to decide if a home visit is necessary.
- **Please remember, home visits are generally only for those patients who are housebound or terminally ill.**
- Home visits are usually carried out following morning surgery & therefore it may be better for you to attend surgery as you will be seen sooner that way.
- **Please remember, we can see several people at the surgery in the time it takes to do one home visit.**
- Requests for a doctor outside normal surgery hours are answered by **'NHS111'** by **telephoning 01279 215415.** This service will provide a doctor to give you immediate advice by telephone and he/she may arrange a home visit. The doctor who advises you or visits your home may not be one of our own doctors. Nonetheless, be assured he/she will be acting with our full support and the doctor will advise us about any medication and/or treatment provided.

Prescriptions

- Patients on long-term treatments may be given repeat prescriptions. To obtain a repeat prescription, tick the medication you require on the tear off slip from your previous prescription. Bring the tear-off slip to the surgery and leave it in the prescriptions box. Please allow at least 2 full working days before coming to collect your prescription.

NB: Repeat prescriptions may be ordered on line through our Web Site at:
www.hamiltonpractice.nhs.uk

- **A prescription collection service is also available through our partners at Metwest, Staple Tye, Moss, Bush Fair & Boots – Please ask at reception for details.**

Alternatively, you can post the tear-off slip to the surgery using the address on the front of this leaflet. For posted prescriptions, please allow at least 4 days before coming to collect your prescription.

If you require the prescription to be posted back to you, please enclose a stamped, addressed envelope with a 1st class stamp. For prescriptions returned to you by post, please allow a further 2 days.

NB: Patients may be asked to wait whilst prescription queries at reception are dealt with.

Requests for repeat prescriptions by telephone are not accepted.

- **REPEAT DISPENSING SCHEME**

Repeat Dispensing is a new way for you to get your regular prescription.

- If you are on the same medication regularly and use the same pharmacy then under this scheme you can get you repeat prescriptions direct from your pharmacy, rather than getting them from your surgery each time.
- If you would like to know more about this scheme then please ask your pharmacist or enquire at the surgery where we will be able to give you more information.

How To See Your Doctor

- **Appointments (including emergencies)**

We have routine appointments for normal surgeries and appointments for urgent problems. To arrange an appointment, you can telephone on: **01279 215415. Urgent appointments may be booked from 8am and routine appointments from 8.30am by telephone.**

- **If you feel you need an urgent appointment please call between 8am – 10am. The doctor or nurse will telephone you to ascertain the nature of the urgent problem. We will endeavour to see all urgent problems. We will ask you to leave a brief message with the receptionist which will enable us to triage the urgency & order of who to call back.**

- For routine appointments we are a named GP surgery, that means that wherever possible we will ask you to see your named GP. This helps to ensure continuity of care and means that you don't have to keep seeing a different doctor and explaining your condition repeatedly. If it is not possible to see your named GP due to annual leave or study leave we will ask you to book with a GP Registrar. They will feedback to your named GP & keep them informed.

- **The surgery operates a 'Zero Tolerance' policy whereby any patients found to be violent or abusive to doctors, staff and others on surgery premises will be removed from the surgery list.**

Please note that patients (including emergencies) will only be seen by prior appointment.

It will help considerably if you can observe the following when seeking an appointment as an emergency:

The following conditions are **NOT URGENT:**

- Ongoing, stable conditions.
- Repeat prescription requests.
- Sickness certificate requests.
- Routine test requests.

The following conditions might be considered **URGENT:**

- Chest Pains.
- Breathlessness.
- Wheezing.
- Earache.
- Bleeding.
- Painful Eyes.
- Blackouts.
- Stomach Pains.
- Any Severe Pain. ___

- **Please do let the surgery know immediately by phone, in person or through our website if you wish to cancel any booked appointments.**

- **The surgery has a strict rule that patients arriving more than 15 minutes after their allocated appointment time will not be seen. If you are going to be late please telephone us to book the next available appointment.**

- **Patients failing to attend or cancel appointments on 3 or more occasions may be removed from the surgery list.**

General Information

- **Accident Emergency (A&E):** Please avoid unnecessary use of A&E or NHS Urgent Care Centre – Can our surgery, Pharmacist or NHS 111 help you?
- **New Patients:** Simply sign and bring your medical card (if you have one) to the surgery together with 2 forms of official ID. Initial registration takes place between 9am – 2pm Mon – Fri. On registering, you may be asked to complete a questionnaire because your notes can take some time to catch up with you. An appointment with the practice nurse for a health check will be made and, at the same time, you will be given an opportunity to ask any questions.
- **Change Of Personal Details:** Please notify us of any change to your name, address or telephone number. You can ask for a change of address form at reception or complete a form through our website. Failure to advise us of a change of details may result in your name being taken off the doctor's list inadvertently. Where a patient has moved out of the designated Practice area a letter will be sent advising of the need to re-register within 28 days elsewhere.
- **Child Protection:** The practice has a duty to protect children who they feel may have been harmed or at risk of harm. This will involve sharing confidential information with other professionals.
- **Private Medical Services:** Some services we provide do not come within the treatment available under the N H S. These services are subject to a charge dependant on the time required. Examples are:

Private medical examinations.

Health Reports.

Doctor's certificates for less than 7 days.

Please note that as a matter of policy, the practice does not provide signatures on shotgun certificate applications.

A full list of charges is displayed in the waiting room.

- **Freedom of Information Act – The Hamilton Practice Publication Scheme:** Details of who has access to patient information and patients rights in relation to disclosure of such information is set out in the above publication which can be accessed via the practice website or on application to the Practice Manager.
- **How you can get access to your own health records:** The Data Protection Act 1998 which came into force on 1st March 2000, allows you to find out what information about you is held on computer and in certain manual records. This is known as “right of subject access”. It applies to your health records. If you want to see them you should make a written request to the surgery or have been treated. You are entitled to receive a copy but should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.
- **Further information:** If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the surgery or health professionals concerned with your care or where you are being treated.
- **Complaints:**

The practice has an in-house complaints procedure. Patients who wish to make a complaint about an doctor, an individual in the employ of the practice or services provided by the practice may obtain a complaint form and information sheet upon application to the Practice Manager.

Virtual Patient Participation Group

- We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again and ask you a question or two.
- **If you are happy for us to contact you periodically by email, please go to our website for details at www.hamiltonpractice.nhs.uk**
- Alternatively, you can download an on-line form on our website, complete it and hand it in to reception at the surgery.
- **Your contact details will only be used for this purpose and will be kept safely.**



Approved GP Training Practice

- **The Hamilton Practice is an approved training practice for the training of General Practice Registrars (GPRs).**
- **GPRs are doctors in training who are qualified doctors and have already worked in hospitals as junior doctors for at least 3 years.**
- **They, however, would like to specialise in General Practice.**
- **In order to qualify as a GP all doctors have to complete postgraduate training which includes at least 18 months training in General Practice.**
- **The practice will be regularly assessed for its suitability for postgraduate training in general practice by the [East of England Deanery](#) and was newly assessed in July 2013. This process includes an inspection of medical records for quality, NOT content. If you object to your record being seen for this process then you must let the Practice Manager know in writing so these notes can be withdrawn.**
- **It usually appoints doctors who are already on the [West Essex Vocational Training Scheme](#).**
- **An essential component of training in all medical practice is the use of video and joint consultations. We hope that all our patients will be willing to take part in these educational surgeries to help us all in improving and maintaining our medical and consultation skills. All video recordings are strictly confidential and are used for teaching only.**
- **The trainer(s) at the practice are:**
- **Dr. Nazmul Mohsin & Dr Harminder Chahal**
- **who are currently the approved trainers in the practice, but all the doctors and nurses will be involved in training**
- **From time to time, the practice also invites medical students from Barts Hospital and 3rd year medical students for training.**

Keeping children and young people safe

- Some children require greater levels of support from Children's Social Care along with other agencies. They are children in need. Usually these services support children living at home. If you think a child may require services as a child in need, you can seek advice from Children's Social Care.

Worries about a child

- Parents, children and young people, relatives, members of the community and professionals may have concerns that a child has been or might be harmed.
- Some children live in circumstances where they do not receive enough basic care such as food, clothing, warmth or safety. This can cause their health and development to be neglected and harmed. Help and services are available for parents to improve the situation.
- In a small number of cases, a concern may be that an adult or older child is deliberately harming a child. Sometimes, a single hurtful event may cause serious harm, for example a violent assault, sexual assault or poisoning.
- Harm can also be caused by ongoing incidents, which damage the child's physical, emotional and psychological development, for example, domestic violence.

Family life

- Family life is varied and there is no perfect way to bring up a child. Parenting involves providing for a child's basic needs, keeping them safe, showing them warmth and love.
- Children need the support of their parents, family and community to grow up and help them achieve their full potential.
- A wide range of services and professionals provide support to families so that their children grow and develop successfully, especially in relation to their health and education.
- Parenting can be challenging. All parents may at times feel they need to talk about worries they have about their child. This can feel difficult, but making sure a child is safe, healthy and growing up successfully sometimes needs the support of others.
- Seeking support not only helps the child but can also strengthen the family and community and is a positive step.

Advice and Support for Parents

- Teachers at your child's school and health visitors and doctors at your local health centre can all help provide more information about where to find the right support for you and your child. Asking for advice early on can lead to you receiving the right support and services. (CONTINUED OVERLEAF)

Keeping children and young people safe (continued)

- Services are free and all parents, or people caring for a child, can seek help and advice. You can also find out what help is available for children who have disabilities, children with long term ill health, school problems, bullying and children with special educational needs and children who are young carers.

• **Arranging extra support**

- If you would like services from a number of different agencies talk to your teacher, health visitor or doctor. You should be invited to be involved in the assessment of your child's needs. This is called a Common Assessment and it helps the people supporting you to understand what services you and your child need and how all the agencies can work together in the best way.
- You can also get help and information, in confidence, about problems related to pregnancy, parenthood, housing, ill health, depression, alcohol or drug problems or domestic violence.
- Children can experience serious harm and child abuse at home, at school – in fact anywhere. Usually the harm is caused by someone the child knows and rarely by a stranger.

• **What should you do if you are worried?**

- If you are worried about a child, contact Children's Social Care or the Police and talk about your concerns. Your identity is kept confidential. Everyone in the community has a responsibility to make sure that children grow up safe from harm.
- Children's Social Care will make enquiries about the child's safety and assess what services will help. This is done in strictest confidence.
- The child, family and those professionals who work with the family will be involved in the assessment. In all cases, what the family does well for the child is considered alongside the concerns.
- In most situations children remain at home safely with their family, while professionals work with the parents to get the right services involved. In all circumstances action will be taken to safeguard the welfare of the child and improve the situation.

• **If you are not sure, you should always ask for advice**

• **Contacts**

- If you are concerned about a child or would like advice you can contact:
• **NSPCC Child Protection Helpline**
• 0808 800 5000

THE HAMILTON PRACTICE

ONLINE SERVICES FOR PATIENTS

- Please contact the practice for details of how to apply for our online services for patients.
- This will enable you to book appointments, request repeat prescriptions & view your medical record online 24 hours a day, 7 days a week.