

**The Practice Team
Partners**

Dr Sally Dilley (Southampton 1984) BM FRCGP
DRCOG DFFP

Dr Michael Sarjudeen (London 1983) MB BS DRCOG DFSRH
MRCGP

Dr Ikechukwu Adiukwu (Odessa 1997) MD MRCP MRCGP

Dr Bassey Okon (Ibadan 1999) MB BS MRCGP DFSRH
DRCOG PgDip-Medical Education

Dr Hannah Ebdon (Southampton 2008) BM MRCGP
DRCOG DFSRH DC

Dr Kamayani Singh (Moscow 1997) MD MRCGP DRCOG
PGCME

Dr Vigneswara Kumaran (London 2011) MB BS MRCGP BSc

Salaried GP

Dr Margaret Spence (London 1984) MB BS DRCOG MRCGP

Practice Manager

Ms Katie Francis MA Leadership and Management

Practice Nurses

Mrs Helen Wallis Mrs Wendy Roe

Mrs Natalie Gager Mrs Julie Symington

Mrs Liza Benson

Healthcare Assistants

Mrs Julie Blaney Mrs Melanie Weyman

District Nurses - Can be contacted on 0300 003 1902

Health Visitors - Can be contacted on 01245 396834

Beauchamp House Surgery



(Non Limited Partnership)

37 Baddow Road
Chelmsford
CM2 0DB

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www.beauchamphouse.co.uk

*Aiming to provide effective and compassionate healthcare:
A practice with a Christian ethos*

Beauchamp House Surgery—Message from the Partners

Beauchamp House Surgery was founded in 1942 by two returning Christian Missionaries; Rev. Dr. Sir Ivor Beauchamp Bt (from China) and Dr Norman Green (from Rwanda). They founded the practice in order to provide the best possible medical services, based on Christian ideals of care and compassion, aims which still motivate us today.

We believe in non-discriminatory, whole person health care, recognising the importance of physical, psychological, social and spiritual factors for health and well-being. We have a surgery prayer group which meets regularly and, on request, is always happy to pray for patients' needs.

We strive for excellence in our practice of medicine, but recognise that at times we fall short of that aim. Whilst we have a robust complaints system in place, we also value your feedback (good and bad) and the opportunity to resolve smaller concerns informally, before they become a larger problem. If you would like to work with us to improve our services, please consider joining our Patient Participation Group.

Finally, please understand that, like in other parts of the NHS, the demands on General Practice are higher than ever.

Whilst we do our best to provide a timely and responsive service, we are very aware that at times the pressure on our appointments system makes this challenging for patients, staff and doctors. When short of appointments, we provide a same day telephone assessment with a doctor or nurse for urgent problems and, where needed, a subsequent face-to-face appointment at an appropriate time. Please help us by respecting the fact that our appointments are booked at 10 minute intervals; double appointments can be requested for complex or multiple problems.

Drs Dilley, Sarjudeen, Adiukwu, Okon, Ebdon, Singh and Kumaran

Safeguarding

The Practice is committed to protecting children and vulnerable adults and will make their welfare our highest priority. Where additional support is necessary this will include working with other agencies. If you have any concerns about a child or vulnerable adult please speak to a GP or Practice Nurse.

Patient Rights and Responsibilities

Our staff have strict rules of confidentiality and no personal details will be divulged without written consent. Computer held information is subject to the Data Protection Act.

Medical information that cannot be traced to individual patients may be passed to third parties for research or statistical purposes. A patient may ask to see their medical records—please contact the practice manager if you wish to do so.

We have a practice complaints procedure to deal with comments, suggestions and complaints about the services we offer. Please write to the practice manager who will acknowledge your letter within 2 working days of receipt, and further respond to an agreed timescale.

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that might occur. We also value positive feedback on our services and suggestions for improvements.

Patients have a responsibility to attend appointments or cancel in good time. We have a policy of removing from the list those patients who persistently fail to attend.

We also have a policy of zero tolerance of verbal or physical violence towards our staff or other patients. Patients who ignore this will be removed from the list and may face police action.

Contact Details

Please ensure that the surgery is informed of any changes to your contact details, including new mobile telephone numbers.

Out of Hours

Between 6.30pm and 8.00am Monday to Friday and at the weekend, the surgery is closed. In order to obtain general practice medical services at these times please call our telephone answering service and this will provide you with the telephone number of the out of hours service or advice may be obtained via NHS 111. In serious emergencies dial 999 for an ambulance.

Training

The practice is approved for GP training. We usually have up to three GP registrars working under the supervision of Dr Dilley, Dr Okon, Dr Adiukwu, or Dr Singh. Registrars are experienced doctors gaining the skills necessary to work independently as a GP. As part of this training it is occasionally necessary to video consultations. Your consent will always be requested for this. From time to time medical, midwifery or nursing students are attached to the practice. Patients are always informed and have the right to refuse to have a student in their consultation.

Chaperone service

Trained chaperones are always available. Please ask a receptionist or your GP if you would like a chaperone present during an examination.

Practice Nurses

Nurses and Healthcare Assistants are available during all surgeries for pre-booked appointments. Appointments can be made for blood pressure checks, suspected urine infections, dietary advice, dressings and wound care, ear syringing, injections, smears and general advice. Some of our Nurses have specialist qualifications to enable them to see patients with diabetes, hypertension, asthma, COPD, for warfarin management, and for contraception advice.

Please note that a full travel service is provided, however some travel vaccinations are a private service and fees will be payable.

Useful Telephone Numbers

NHS 111	111
Broomfield Hospital Switchboard	01245 362000
Mid Essex Clinical Commissioning Group (CCG)	01245 398750
Adult Social Care	0300 123 2224
Central Referral Service (CRS)	0300 123 0771

Practice Area

We will register patients who live in postcode areas CM1 and CM2. Please check at Reception to see if you are within our practice catchment area. Please note that the catchment area might be subject to change without notice.

For advice on registering with a new GP or catchment area enquires, contact Essex Signposting on 0300 003 2125.

The practice has the right to refuse your request for registration on reasonable grounds, eg if you live outside of the practice area.

How to Register with the Practice

You may register by presenting your medical card, if you have one, at the reception desk. If you do not have a card you may register by completing the relevant form available from reception. You will be asked to provide photo identification and proof of address, e.g. utility bill. You will then need to make an appointment with the health care assistant for a health check.

We do not accept private patients except for foreign nationals, however non-NHS work is undertaken on a fee basis.

Accountable/Named GP for all patients

The Practice is required by the Government under the terms of the latest GP contract to allocate all patients a named accountable GP.

Individual patients will be informed of their named accountable GP at the first appropriate interaction with the surgery. If you wish to be told the name of your accountable GP, please ask at Reception when you are next in the surgery.

Please note: Having a named GP does not prevent you seeing any other doctor in the Practice. Your named GP will not be available at all times, and if your needs are urgent you might need to discuss them with an alternative doctor.

How to See Your Doctor

Appointments

Opening hours are from 8.00am to 6.30pm, Monday to Friday, when the reception office is open to book appointments. The receptionist will try to book you with the doctor of your choice, but if this is not possible, an alternative will be offered. If you cannot keep your appointment, please cancel it so that it can be used for someone else.

Consultation times during core hours are generally 8.10 to 11.30am and varying from 1.30 to 5.50pm Monday to Friday.

Appointments can also be booked or cancelled via our Practice website. You will require a password for this, please contact reception.

Telephone Appointments

We now offer pre-booked telephone appointments, which can be booked in the same way as face to face appointments. These can be useful if you need to speak with a doctor or consult about a condition which does not require a physical examination.

Urgent Appointments

A proportion of each days appointments are reserved for emergency bookings, and these are particularly appropriate for acute illnesses. Our receptionists are trained to help you make the most appropriate appointment for your needs. We hope you will understand if at times they cannot satisfy your requests completely.

Visits

Please contact the surgery before 10.30am. A doctor may telephone you back as it may be that your problem could be dealt with by telephone advice. Visits are only carried out when, in the judgement of the clinician, they are justified by clinical need. Home visits should be requested before 10.30am, unless an emergency, so that they may be allocated in the most effective way.

Repeat Prescriptions

Prescription requests should be made (using the computer printout) in person, by post, via the practice website or by arrangement with your own pharmacist. To ensure that the correct drugs are prescribed we do not accept telephone requests for prescriptions. **We require two working days' notice for prescription requests.** You will be asked to see the clinician from time to time to monitor your treatment.

Test results

For all test results please telephone between 3.00pm and 6.00pm. If you do not have a follow up appointment with your doctor it is advisable to check your own results by contacting the surgery.

Wheelchair Access

Wheelchair access is possible to all consultation rooms and the treatment rooms (with the exception of Treatment Room 5).