WELCOME TO

KINGSWAY SURGERY

At Crouch Vale Medical Centre

**Burnham Road  
South Woodham Ferrers  
Chelmsford  
CM3 5QP**

Welcome to our practice. This leaflet tells you about us and how you can make the best use of our wide range of services. We hope you find it useful and suggest you keep it in a safe place where it can be found easily. This is a friendly practice and we all try to work closely together. Our aims are to provide you with as much comprehensive health care as possible. This means we concern ourselves with improving and maintaining good health as with treating illnesses.

Kingsway Surgery is situated in the Crouch Vale Medical Centre and has ample free car parking spaces available for patients on site.

We aspire to:

Offer a high standard or medical care, which recognises the importance of physical and psychological factors for health and wellbeing.

Work in a partnership with our patients to provide care which is centred on the needs of each patient.

Value and respect each person, regardless of age, sex, race or religion.

Use the resources available to us equitably and as effectively as possible.

Provide a positive model of General Practice care for those who train and learn with us.

Kingsway Surgery is contracted to the NHS to provide all core medical services during working hours, and also enhanced services including childhood immunisation and influenza immunisations for at-risk groups.

We do not take private patients except for foreign nationals etc., but non-NHS work is done on a fee basis.

Wheelchair access is possible to all consultation rooms and the treatment rooms. If you have a problem with your mobility, please inform Reception who take assist you.

**Tel: 01245 321391**

**Email:** [**kingsway.receptionist@nhs.net**](mailto:kingsway.receptionist@nhs.net%20/)

**Repeat prescription email address only:**

[**kingswaysurgery.prescriptionclerks@nhs.net**](mailto:kingswaysurgery.prescriptionclerks@nhs.net)

**Website:** [Kingsway Surgery (gpsurgery.net)](https://kingswaysurgery.gpsurgery.net/)

**Reception Opening Hours:**

**Monday 08:00 – 18:30**

**Tuesday 08:00 – 18:30**

**Wednesday 08:00 – 18:30**

**Thursday 08:00 – 18:30**

**Friday 08:00 – 18:30**

**Staff**

The Doctors Dr Susan Mathew –MBBS- Partner

Dr Kishore Krishnamurthy – MBBS -Partner

Dr Melissa Harverson - MBBS DRCOG MA MRCP DCH MRCGP

Dr Keith Jayasekara - MBCHB MBBS DFSRH

Dr Devant Prajapati - MBCHB MBBS DFSRH

The surgery has a full complement of nursing staff and support staff comprising of:

Advanced Nurse Practitioners Jennie Knight

Liz Turner

Nurse Prescribers Sue Holmes

Katrina Fennessey

Practice Nurses Philippa Fagan

Katy Patel

Phlebotomist/HCA Lisa Rowland

Practice Manager Janice Nightingale

Assistant Practice Manager Julie Gibbons

Prescription Clerks Hayley Booroff

Elaine Streeton

Medical Secretaries Lynne Wright

Reception Staff Diane Ellis

Gill Pothecary

Helen Jackson

Sally Fisher

Dionne Allen

Pippa Kernott

Carolyn Lodge

Faye Wade

Adua Glover

Paula Miller

Scanning Clerks Paula Miller

Karen Mason

We also work alongside our First contact Physio Practitioners & our remote clinical pharmacists who have various clinics throughout to week.

Our First Contact Physio Practitioners are able to see patients for soft tissue injuries, sprains, strains or sports injuries. Osteoarthritis, possible problems with muscles, ligaments, tendons e.g tennis elbow, carpal tunnel syndrome, and ankle sprains. They can also see lower back pain, thoracic and neck pain, spinal pain including arm/leg symptoms, mobility changes and post orthopaedic surgery. They can also refer onwards and will be able to complete therapeutic injections. Our pharmacist team work remotely and can complete your medication reviews, asthma reviews, oral contraceptive reviews, medication switches, Structured Medication Reviews and work closely with the GP’s.

**How to Register with the Practice**

You may register if you are living within the practice boundary area by presenting yourself at the reception desk. You may register by completing the relevant registration form available from reception or practice websites. You need to provide photo identification and proof of address, e.g. utility bill/ passport. You will then need to make an appointment with the nurse to have a new patient health check.

You have the right to express a preference to see a particular Doctor and we will endeavour to meet such a preference where possible and reasonable.

The Practice has the right to refuse your registration on reasonable grounds, e.g. if you live outside the Practice area.

**How to find the Practice**

We are located at Crouch Vale Medical Centre on the Burnham Road, South Woodham Ferrers, Chelmsford, Essex CM3 5QP, near Sainsbury’s.

**Surgery Opening Times**

Opening hours are from 7.30am to 6:30pm Monday to Friday. Reception is open to book appointments and answer telephone calls from 8.00am each morning and 1:00 pm each afternoon. The Receptionist will try and book you with the clinician of your choice, but if this is not possible an alternative will be offered from the Advanced Nurse Practitioners & prescribing Nurses, Pharmacist, First Contact Practitioners & GP’s.

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 8:00am – 12.30pm and 1:30pm – 5.50pm Monday to Friday.

**If you are unable to attend an appointment please let the surgery know as soon as possible as another patient may be able to use it**.

**Urgent On The Day Appointments**

A proportion of each day’s appointments are reserved for emergency bookings, these are particularly appropriate for acute illnesses and they may be with a Doctor, Advanced Nurse Practitioner, Nurse Prescriber, Frist Contact Practitioner or a Pharmacist.

Our Receptionists are trained to help you and make the best use of the Doctor’s time. We hope you will understand if at times they cannot satisfy your requests completely.

**Home Visits**

Please contact the Surgery before 10:00am. A Nurse or Doctor may telephone you back as it may be that your problem can be dealt with by telephone advice. Visits are only done when, in the judgement of the Clinician, they are justified by clinical need. Home visits should be requested before 10:00am unless an emergency so that they may be allocated to Doctors in the most effective way.

**Repeat Prescriptions**

Prescription requests should be made (using the computer print-out) in person, by post, by email to [kingswaysurgery.prescriptionclerks@nhs.net](mailto:kingswaysurgery.prescriptionclerks@nhs.net) or via the Practice website [www.kingswaysurgery.net](http://www.kingswaysurgery.net)using our online services or by arrangement with your own pharmacy to ensure that the correct drugs are prescribed. We do not accept telephone requests for prescriptions unless you confirmed housebound patient.

We require 48 hours (2 working days) notice for all prescription requests. You will be asked to review with the Pharmacists or Clinicians from time to time to monitor your treatment which can also include completing a blood test; please book a review appointment for this.

**Repeat Dispensing**

The Doctor can issue a special prescription for an appropriate period of time (e.g. six months). During that period the chemist can dispense your prescriptions at monthly intervals without the need for you to obtain further prescriptions. This is not suitable for some patients. If you wish to consider this, please discuss it with the Pharmacist or other clinical team member.

**Test Results**

If you would like to check you test results please telephone between 2:00pm and 4:00pm for blood tests x-rays etc. If you do not have a follow-up appointment with your Doctor, it is advisable to check your own results by contacting the Surgery. You can also register for online services and request that you have access to your blood tests results on line.

**Out of Hours**

Between 6:30pm and 8:00 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 on 01245 321391/01245 328855 and this will provide you with the telephone number of the out-of-hours service and advice may be obtained by calling 111 or online at http://www.nhs.direct.nhs.uk/. In serious emergencies dial 999 for an ambulance.

**Clinics and other services**

**Cervical Smear Tests**

We have a computerised recall system for smear tests. Please come to the appointment as it is important to be checked for the prevention of cervical cancers. Should you not wish to have this, please see our nurse and sign a disclaimer.

**Immunisation Clinics**

A child immunisation clinic is held at the surgery with the nurse. Please bring your child’s red book with you when you see the nurse for the appointment.

**Phlebotomy Clinics**

We offer blood testing at the surgery every morning. As this is a popular service please telephone to book for an appointment in advice. We also offer INR testing for patients on Warfarin.

**Asthma Clinics**

Asthma clinics are held regularly to educate patients and improve asthma management including inhaler techniques and medication review. We encourage patients to have their asthma reviewed at least once a year with the nurse or clinical pharmacist.

**Diabetic Clinics**

We hold a regular diabetic clinic offering an opportunity for education regarding diabetes, monitoring its control and enabling the early detection of complications. We like to review our diabetic patients every 6 months.

**Child Health Surveillance**

Routine child health surveillance checks are carried out at eight weeks by the Doctor at the same time as the mother’s postnatal examination & the first baby immunisations with the nurse.

**Antenatal Care**

Antenatal appointments are provided by the midwife who attends the medical centre every two weeks. Please contact Reception to book an appointment.

**Family Planning Services**

A full range of family planning services are offered by the Doctors and Nurses. This includes a variety of services such as contraceptive pills, contraception injections, coil fitting and removal.

**Holiday Vaccination**

It is ideal to have immunisations when you travel. Please allow plenty of time to complete the course. We recommended that you start to plan your course of immunisation at least six weeks in advance of travel where possible. Please come into the surgery the complete one of our Travel Vaccination forms and a nurse will review it at your appointment.

**Health Screening Checks**

People today are very aware of the need to prevent health problems from occurring. Healthy eating and healthy lifestyle are important and we offer screening, monitoring and preventative advice aimed at maintaining the health of the over 40’s. Please ask at Reception for further details.

**Smoking Cessation Services**

This service is provided by our Practice Nurses. They offer advice, support and initiates treatment if appropriate to assist you in giving up smoking. We, as a practice, are highly motivated to encourage our patients to adapt positive lifestyle changes and endeavour to offer you our utmost support to enable you to do so.

**Influenza**

We offer flu vaccinations normally starting every September. We particularly recommend vaccinations for those at risk patients with lung disease, asthma or bronchitis, heart disease, kidney disease, diabetes, all patients aged 65 or over and those with lowered resistance to infection. It is also recommended for residents of nursing and residential homes.

**Private Medical Services**

The NHS does not provide for some of the services we provide. These include private sick notes, Insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates and private prescriptions.

Medical examinations for purposes such as driving, sport, employment and Insurance policies are carried out by special arrangement.

You are requested to speak to our reception team who will liaise with both the GP and our insurance clerk to book a mutually convenience appointment. A separate fee is payable – this is according to BMA approved nationally agreed rates. The fee lists are available from the Reception.

**Patient rights and Responsibilities**

All of our staff have strict rules of confidentiality and no personal patient details will be divulged about you without your explicit consent.

Computer-held information is subject to the General Data Protection Regulations 2018 and the Data Protection Act.2018. Medical information that cannot be traced to individual patients may, however, be passed on to third parties for research or statistical purposes. A patient may ask to see their medical record under certain conditions, please contact the Surgery for more details.

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 3 working days and reply within 10 working days. 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 patients who persistently fail to attend. We also have a policy of zero tolerance towards 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.

As a patient some of your key rights are to:

* Not be discriminated against
* Be treated with professional standards by qualified and experienced staff.
* Be treated with dignity and respect.
* Accept or refuse treatment and only be physically examined with consent
* Be given information about proposed treatment, its risks and alternatives and to be involved in discussions and decisions about your care.
* Have privacy and be dealt with in confidence.
* Have access to your own records and make choices about your care
* Have any complaint dealt with properly and seek compensation if treated negligently.

Some of our key pledges to patients are to:

* Ensure that any transfer between services is as smooth as possible and you are fully involved.
* Provide a clean and safe environment.
* Continually improve the quality of our services.
* Share with you any letters sent between clinicians about you.
* Treat you with courtesy and give support in the handling of any complaint and ensure it has not effect on any future treatment.
* Identify, acknowledge and learn from mistakes.

For further details about the rights, responsibilities and pledges set out within the NHS Constitution are available at [www.dh.gov.uk](http://www.dh.gov.uk). There is also an easy-read version available at www.dh.gov.uk.

**Practice Safeguarding Children, Young People and Adult Statement**

Dr Kishore Krishnamurthy, Senior Partner at Kingsway Surgery has a statutory duty of care towards children (Section 11 Children Act 2004), young people and adults at risk. Dr Krishnamurthy is committed to a best practice with safeguarding children, young people and adults irrespective of their background and recognises that a child, young person or adult may be abused regardless of their age, gender, religious beliefs, racial origin or ethnic identity, culture class, disability or sexual orientation.

Having safeguards in place within any organisation not only protects and promotes the welfare of children, young people and adults at risk, but also enhances the confidence of staff, volunteers, parents/carers and the general public.

Protecting children, young people and adults from abuse, neglect and exploitation prevents impairment of health and development and ensures consistency with the provision of safe and effective care enables them to have optimum life chances entering adulthood successfully and maintaining their safety.

Dr Krishnamurthy is committed to safeguarding children, young people and adults at risk and has a responsibility to ensure that the practice staff know what to do if they encounter child or adult abuse or have concerns that they may be at risk of harm.

The Practice is committed to working within agreed policies and procedures and in partnership with other agencies to ensure that the risk of harm to a child, young person or adult are minimised. This work may include direct and indirect contact with children and vulnerable young people and adults (access to patient’s details, communication via email, text message/phone).

**We aim to ensure that Kingsway Surgery is safe for children, young people and adults.**

**Online Services**

Kingsway Surgery has online services available for registered patients. You can book future appointments, order repeat prescriptions and view your detail coded data patient record online. If you wish to use these online services you will need to register for them at the Practice. For security reasons we require sight of evidence of identity such as your driving licence, utility bill or bank statement. When you register for the online services, you will be given a sheet with a username and password to enable you to log on to the online service through our website <https://kingswaysurgery.gpsurgery.net/>

**Summary Care Records (SCR)**

Your Summary Care Record is a short summary of your GP medical records. It tells other health and care staff that care for you about the medicines you take and your allergies. This means they can give you better care if you need health care away for your usual Doctor’s Surgery:

In an emergency

When you are on holiday

When your Surgery is closed.

At outpatient Clinics.

When you visit a Pharmacy

You can add more information by asking your Doctor; this could include:

Health problems like dementia or diabetes.

Details of your Carer

Your treatment preferences.

When you are treated away from your usual Doctor’s Surgery, the health care staff there cannot see your GP medical records. Looking at your SCR can speed up your care and make sure you are given the right medicines and treatment. Staff will ask your permission to look at it (except in an emergency where you are unconscious for example) and only staff with the right levels of security clearance can access the system, so your information is secure. You can ask an organisation to show you a record of who has looked at your SCR – this is called a Subject Access Request.

Opting out – SCR’s improve care, but if you do not want to have on you can opt out. Tell the Doctor or fill in an SCR opt-out form and give it to your Reception.

**Zero Tolerance**

We support the NHS policy on zero tolerance. Anyone who abuses our staff be it verbally, physically or in any threatening manner, will risk removal from the practice list.

**Disabled Access**

The surgery main entrance is on one level and fully wheelchair accessible. All consulting rooms, treatment rooms and toilet facilities are on the ground floor and are fully wheelchair accessible. There is a lift upto the second floor where Provide services are delivered.

**Chaperones**

If you wish a chaperone to be present during your consultation, please advise the receptionist, clinician or manager who will arrange this for you.

**Access to Medical Records**

The practice operates its own complaints procedure as part of the NHS system for dealing with complaints. If the complaint cannot be resolved using the in-house procedure, then you will be directed to the appropriate authority i.e. The Patient Advice and Liaison Service or Independent Complaints Advocacy Service. If you wish to complain, please contact the Practice Manager in person or by writing to the surgery.

**Patient Groups**

We are very pleased that we have a patient participation group. The group meets regularly and includes members of the practice or all ages and situations to represent the practice population; new members are always welcome. The aim of the groups is to make an important contribution to the wellbeing of the community. The group’s activities includes things like obtaining the practice’s view on practice services, carrying out surveys (e.g. patient satisfaction and health needs for patients) health promotion, fundraising and designing new services or initiatives. If you are interested in being involved in the group, please email [kingsway.receptionist@nhs.net](mailto:kingsway.receptionist@nhs.net) or give your contact details to reception so that they can be passed onto the chairperson of our PPG who will then make contact with you.

**NHS Complaints Guidance**

Most NHS care and treatment goes well but sometimes things can go wrong. If you are unhappy with your care or the services you have received, it is important to let us know so that we can improve.

There are 2 ways to tell the NHS what you think:

* give feedback
* make a complaint

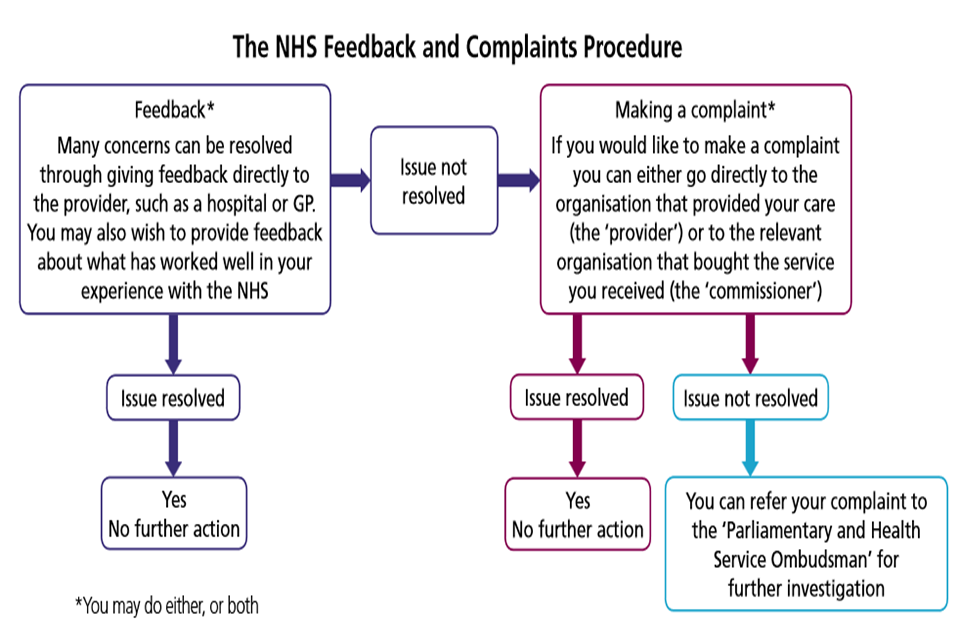
**1. Giving feedback**

Feedback helps us improve the quality of your care. You can give good or bad feedback by telling the NHS organisation or service about it. For example, you can do this through the ‘Friends and Family Test’, or, you can speak to a member of staff.

Other ways to give feedback should be clearly displayed at the service you visit.

If you are unhappy with an NHS service, it is worthwhile discussing your concerns early on with the provider of the service, as they may be able to sort the issue out quickly. Most problems can be dealt with at this stage but, in some cases, you may feel more comfortable speaking to someone not directly involved in your care.

**2. How to make a complaint – please see flow diagram below**



When making a complaint, you can choose to complain to either:

* the healthcare provider: this is the organisation where you received the NHS service, for example your hospital, GP surgery or dental surgery
* the commissioner: this is the organisation that paid for the service or care you received

The commissioner will vary depending on the NHS service you are complaining about.

If your complaint is about primary care services such as GPs, dentists, opticians or pharmacy services, contact NHS England.

If your complaint is about services such as hospital care, mental health services, out-of-hours services and community services such as district nursing, contact your local clinical commissioning group.

If your complaint is about public health organisations (those who provide services which prevent disease, promote health and prolong life), contact your local authority.

Complaining to the commissioner may be the right option if you are not comfortable complaining direct to your healthcare provider, or if you feel this is not appropriate.

You can complain in writing, by email or by speaking to someone in the organisation.

You should make your complaint within 12 months of the incident, or within 12 months of the matter coming to your attention. This time limit can sometimes be extended as long as it is still possible to investigate your complaint.

Anyone can complain, including young people. A family member, carer, friend, or your local MP, can complain on your behalf with your permission.

**3. What to expect after making a complaint**

You should:

* have your complaint acknowledged and properly looked into
* be kept informed of progress and told the outcome
* be treated fairly, politely and with respect
* be sure that your care and treatment will not be affected as a result of making a complaint
* be offered the opportunity to discuss the complaint with a complaints manager
* expect appropriate action to be taken following your complaint

**4. Getting help with making a complaint**

Making a complaint can seem difficult, but support is available.

Contact your local council or local Healthwatch to find out about independent NHS complaints advocacy services in your area.

Contact your local citizens’ advice bureau for support with complaints about the NHS, social services or local authorities.

Most hospitals have a Patient Advice and Liaison Service (PALS), who provide confidential advice, support and information to patients, their families and carers. Contact the hospital or visit their website for more details.

**5. If you’re not happy with the response to a complaint**

If you are still not happy with the response provided, you can ask the independent [Parliamentary and Health Service Ombudsman](http://www.ombudsman.org.uk/make-a-complaint) to look at your complaint.

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London, SW1P 4QP  
Phone: 0345 015 4033

For public health services complaints, contact the [Local Government Ombudsman](http://www.lgo.org.uk/).

The [NHS Constitution](https://www.gov.uk/government/publications/the-nhs-constitution-for-england) sets out your rights as a patient and explains the commitments the NHS has made to providing you with a high-quality service. Organisations providing NHS care must take account of the NHS Constitution when treating you, so you may find it helpful to refer to it if you are thinking about making a complaint.

**6. Useful contact details**

**Healthwatch**

To find the contact details for your local Healthwatch, visit the [Healthwatch website](https://www.healthwatch.co.uk/) or call Healthwatch England on 03000 68 3000.

**Citizens Advice**

You can contact [Citizens advice](https://www.citizensadvice.org.uk/) by calling 0344 411 1444.

**Primary care complaints (for example, GPs, dentists)**

Write to:

NHS England  
PO Box 16738  
Redditch, B97 9PT

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Phone: 0300 311 2233

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