

# ONGAR HEALTH CENTRE



Ongar War Memorial Medical Centre  
Fyfield Road  
Ongar, Essex CM5 0AL

Telephone: 01277 367200

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Website: [www.ongarhealthcentre.co.uk](http://www.ongarhealthcentre.co.uk)

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## Welcome to Ongar Health Centre

Please take a few minutes to read our leaflet. It is designed to tell you how to get the most from the services provided by the surgery. Your co-operation helps us run more efficiently and thus improve the quality of the care we can offer you.

### A brief introduction to the Practice Team

**Dr Hugh Taylor**— Partner: MB BS London 1976 MRCP (UK) DRCOG Cert in Family Planning

**Dr David Rogers**— Partner: BSc (Hons) MB BS London 1987 DCH Cert in Family Planning, MRCGP

**Dr Zia Yaqub**—Partner: BSc (Hons) MB BS London 1997 DRCOG DFFP MRCGP (PCMedEd)

**Dr Alex Phipps**— Partner: BSc(Hons) MB BS 2006 Lond DFSRH LoC IUT LoC SDI nMRCGP LoC MEd Faculty Registered Trainer CIDC

**Dr Shah Chowdhury**—Partner: MUDr MRCGP DTMH

**Dr Rafaela Pires** —Salaried GP

**Dr Rebecca King**—Salaried GP (on maternity leave until December 2015)

**Dr Martha Hilland**—Maternity Locum MB ChB, DRCOG, MRCGP

**Dr Varun Potluri**—Salaried GP

We are an NHS practice. As such, we do not see patients privately for General Practice problems.

**Practice Manager**— Yvonne Pope

The Practice Manager is responsible for the general day-to-day running of the practice. This includes staff, finance and strategic planning. If you have any queries, complaints or suggestions Yvonne or her Deputy, Sue Sangster, will be happy to speak, to you.

**Practice Nurses**—Jane Howe, Hazel Kilvington, Cate Bowles and Kate Savage

Our nursing team offer a range of services including dressings, immunisations, travel vaccinations, contraceptive care, smears. They also specialise in diabetes and COPD and asthma. Kate Savage is a Women's Health Nurse. They are all able to prescribe without the need to see a GP.

**Health Care Assistant**—Gwen Avent

Our HCA can check blood pressure, syringe ears, give flu, pneumococcal and Vitamin B12 injections and will be the person to see for health checks.

Our Reception Co-ordinator is Alex Waplington and Lead Dispenser is Amanda Miller.

The Community Team are employed by SEPT (South Essex Partnership Trust) but are attached to the practice.

**Community Nurses**— provide nursing care and advice to the housebound and those recently discharged from hospital. Messages may be left for them by telephoning the surgery.

**Community Midwives**— are involved in all aspects of ante/post-natal care. Please speak to the midwife about parent-craft and relaxation classes.

**Health Visitors**—aim to promote good health and prevent ill health. They are available to give advice where specific needs are identified within the individual, family or community, e.g. expectant mothers, children, the bereaved elderly and handicapped.

**Palliative Care nurses**— are provided by the local hospice service.

**Community Psychiatric Nurses**—help with elderly, confused, patients and others suffering with mental health problems at home.

#### **Our Practice Area**

We cover the following postcodes: All CM5 codes, some CM14, CM15, CM16 and RM4 codes. Please check with reception or via the website as to whether you are within our catchment area.

#### **Registration**

The Partnership of Drs Taylor, Rogers, Yaqub, and Phipps is contracted to provide general medical services to patients registered with our practice and temporary residents within our practice boundary. We also provide immediately necessary treatment for any person not already registered locally but who has an urgent medical problem.

To register with us you are required to complete registration forms that are available at the reception desk. You will be offered a 'New Patient Health Check'. With a Health Care Assistant. This includes a questionnaire on past medical history and lifestyle together with a simple examination. It can take some time for your medical records to be sent to us so we like to have some baseline information in case you get ill before your records arrive.

Patients are registered with the practice, not an individual doctor. You will be registered in the name of one of the Partners who will supervise your care, however, you can see any doctor of your choice. We ask that you stay with the same GP for reasons of continuity of care.

#### **Opening Hours**

Please note that these are the times that the surgery is open but there is not always a doctor in the building.

Monday	8.00am—6.30pm
Tuesday	8.00am—8.00pm
Wednesday	7.00am—6.30pm
Thursday	8.00am—6.30pm
Friday	8.00am—6.30pm
Saturday/Sunday	Closed

**Please note: Doors are open during surgery hours.**

**Extended hours appointments are available—please ask at Reception**

**We are available for urgent telephone advice until 6.30pm Mon-Fri, after which it will be necessary to contact the Out-of-Hours service**

#### **Out of Hours**

If you have an urgent medical problem that will not wait until normal surgery hours and you need advice please telephone the surgery on 01277 367200 or dial 111.

Be prepared to take down another number as a recorded message may tell you how to make contact with the out of hour's primary care service.

Your problem will be assessed and dealt with appropriately. This will usually be telephone advice, however, if

it is felt a consultation is necessary before the surgery re-opens, you may be asked to visit an Out of Hours centre.

#### **How to see your Doctor**

Our doctors see patients by appointment. Although you are registered with the practice, doctors prefer to operate a personal list system which means you will normally be expected to see your usual doctor. If you have a more urgent problem which cannot wait for their next available appointment you will be given an appointment for the On Call GP that day.

In order to ensure continuity of care, we ask that you see the same doctor for on-going problems.

#### **How to see the practice nurse**

Our practice nurses see patients by appointment. They run clinics in conjunction with the doctors for asthma, diabetes, coronary heart disease and minor injuries and also general nursing. You are also able to speak to the nurse by phone appointment.

#### **Appointments— 01277 367200**

Surgeries are by appointment only. If you need to be seen you may make an appointment with a doctor of your choice, subject to availability, up to six weeks in advance, or you may ring on the day. Appointments are of 10 minutes duration although some consultations may take longer than others and emergencies may occur which can lead to delays. In these circumstances, we do our best to get you seen as soon as possible. Remember—one day it may be you who needs the extra time.

Please consider whether another member of the health care team can help you before asking for a doctor's appointment. We do try to arrange an appointment with the GP of your choice; however, this is not always possible. The following points may be of help:

1. On Mondays we offer a Sit & Wait surgery. This means you will be seen by any one of the GPs working. If you want to see a specific GP you will need to book an appointment on the day they are available.
2. Following audit and patient feedback, the majority of our appointments are bookable on the day. If you need to plan your appointment around other commitments, do try to plan ahead. Surgeries get booked up so quickly we may not be able to offer a time that is convenient to you.
3. We implement a triage service when the surgery is short of appointments. Brief details of your problem will be taken and you will be called back by a GP at their earliest convenience. They will either offer advice, a prescription or book you an appointment to attend the surgery.
4. Please consider if you need to see the doctor in person.
  - A) All our doctors offer regular phone-in times when you can call to speak to them, for example, if they have indicated they wish to speak to you about a result, or you need medication not noted on your usual repeat prescription slip. Other simple matters may often be resolved by a phone call.
  - B) You may also wish to see our practice nurses who are qualified to prescribe medication in their own right.
  - C) You can also see our practice nurses or health care assistant for a range of health promotional activities e.g. routine asthma or diabetes checks, blood pressure monitoring etc. Our reception staff will help direct you to the most appropriate person.
5. Sick children are seen as soon as possible after their arrival at the practice. This may be quicker than a home visit. If you are in any doubt about bringing your child out, please call the surgery first and the doctor

can advise you.

6. If you have complex health problems to discuss, you may request a double-appointment with your GP. Such a request should be exceptional and we do not routinely offer this service. A normal appointment is 10 minutes.

### **Chaperoning**

You are entitled to ask or arrange for a chaperone to be present during intimate examinations. You may either choose to ask a friend or relative to be present or ask the surgery to provide a chaperone. Please ask in advance if you wish the surgery to provide a chaperone. If we are unable to provide a chaperone at the time of your examination, you may be asked to re-book for when one is available.

### **Home Visits**

A doctor may visit you at home if you are housebound or too ill to attend the surgery. Whenever possible, you will be asked to come to the practice as we have more equipment, better lighting and access to diagnostic tools. If you are requesting a home visit please phone before 10.00am. Late calls can be difficult to attend due to doctors' other afternoon commitments. All home visits are at the doctor's discretion. Lack of transport is not a reason to expect a home visit. **Remember**—for every home visit a doctor could see 6 patients in the surgery.

### **Repeat prescriptions**

Ongar Health Centre follows local healthcare policy decisions on which medications to prescribe. When patients who are already on regular medication join the surgery we review the medication to see if the latest advice means that we should make changes to the patient's prescription. This is one of the reasons why new patients are asked to book an appointment to see a GP to discuss their medication before it is entered into our repeat prescription system. We have a Prescribing Clerk who is responsible for producing all repeat prescriptions for GPs to check and sign. Our clinical system does not allow us to issue prescriptions until they are due. You are able to request ahead of time but they will be held until the due date.

Repeat prescriptions can only be issued by prior arrangement with the doctor. We have a computerised repeat prescription system and all patients receive printed prescriptions. There are two parts to your prescription. One has details of your medication and will be signed by the doctor. This is torn off and handed to the chemist. The other part lists all the medications that you are using. When your next prescription is due, tick the items you require and either hand in to reception, send by post with an SAE, fax to 01277 367201 or request on-line via the practice website. You do not need to see the doctor each time you need more medication. Some local chemists also offer a collection service.

If you lose your repeat prescription slip, you can come into the surgery and collect a replacement. **In all instances—please allow 2 whole working days before you collect your new prescription. Requests handed in after 3.00pm will not be processed that day.**

If you ask someone to collect your prescription on your behalf, please note that we will be unable to maintain your patient confidentiality with regard to your medication in these circumstances.

We regret we are unable to accept telephone requests for medication as this could lead to serious errors.

### **Tests**

You are able to have bloods taken at OWMMC on Tuesday and Wednesday mornings between 9—11.30am. Specimens for testing can be placed in the specimen box on the wall in the waiting area between 8.15am-12.30pm each day. No specimens can be accepted after this. Specimens stored overnight will deteriorate and

are not suitable for testing. Specimens are collected by courier and taken to PAH. We are unable to test specimens unless specifically requested by a GP or nurse. A receptionist may ask for information on your symptoms.

### **Test results**

In general, results can take 7-10 days to be tested and reported on. You can ring the surgery between 2-4.30pm for results. When you call, you will be told if you need to speak to a GP or book an appointment to discuss the result. **This is a routine matter and does not imply you need to see them urgently.** If there is anything wrong, the doctor will call you directly. Please remember, it is your responsibility to phone and find out the results of your tests.

Results will ONLY be given to the patient unless we have written permission to discuss them with anyone else named, or the patient is under 16 years of age. In this case it will only be given to the parent or guardian.

### **Health Check-ups**

Any patient aged 75+ can be given a routine health check with a Practice Nurse at their request. They will have an allocated, named, GP to co-ordinate their care.

Any patient aged between 16 and 75 who have not been seen within the last three years can also have a routine health check with a Practice Nurse at their request.

### **General Information**

**Private Services**—We offer a wide range of medical examinations that may be required for insurance purposes, pre-employment, leisure pursuits etc. The reception team will be able to advise you of the fee payable for these services when you book an appointment. A full list of charges is available in reception and on the website.

There is a fee payable for any forms a doctor completes. We accept cheques with a cheque guarantee card and also accept credit/debit cards. Private letters and forms will be completed on receipt of full payment. Please allow a minimum of 10 working days. For passports application forms, the doctor must have known you for at least 2 years.

**'Extra doctors'** - From time-to-time we employ locum GPs to cover busy periods, annual/sick/study leave and maternity leave.

**GP training**— The practice has been through rigorous inspection and approved as achieving the high standard required to be a training practice. This means that fully-qualified doctors (GP Registrars) join us for between 3–18 months to complete their General Practice training.

**Medical students**—From time-to-time we have medical students sitting in on our surgeries. You will be told if your GP is teaching them so please tell the receptionist if you do not want them present when you see the doctor.

**Parking**—There is limited parking to the rear of the premises. Please do not park in the Duty Doctor space or in Smith's Car Park next door.

**Disabled facilities**—The Practice is situated on the first floor. There is a lift available.

**Baby changing facilities**—These can be found throughout the practice.

## **Website**

You can now visit our website on [www.ongarhealthcentre.co.uk](http://www.ongarhealthcentre.co.uk)

Here you will find a host of information that will enable you to make the most of the services we offer. It has useful links to health-related sites and current national health promotion campaigns. We would value your comments, especially on other information you would like to find on this site.

## **Responsibilities of a Doctor**

You will be treated as an individual and will be given courtesy and respect at all times

You have the right to be treated confidentially

Respect for religious and cultural beliefs will be honoured

We will always aim to answer the telephone promptly and courteously

You have a right to information about your own health, illness and treatment, possible side effects, prevention or recurring illness etc.

We will offer medical advice and information for promotion of good health

You have the right to see your own medical records subject to the limitations of the law. A charge may be made for copies of medical records

You will be given a time to see a doctor in accordance with the system used in this practice. If there is a substantial delay for any reason, you will be given an explanation.

## **Responsibilities of a Patient**

Please let us know if you change your name, address or telephone number.

Please attend your booked appointment or use the appointment cancellation option on the telephone (option 3)

When making an appointment, please keep your call brief and avoid calling during peak surgery times.

We ask that you treat the doctors and staff with courtesy and respect.

Please remember that you are responsible for your own health and that of your children. We will give you our professional advice and help.

Please read our practice booklet and use it as a guide to obtaining the best service from our practice.

## **Confidentiality**

All of our consultations are confidential. This means that we will NOT discuss the reason for your visit to the surgery with anyone else - including members of your family - unless you give us written permission. Each member of staff is required to sign a 'Contract of Confidentiality' - proven breach of which would result in instant dismissal. In order to preserve your right to confidentiality, we will:

- \* Not disclose dates and time of appointments, or results of tests, to anyone other than the patient
- \* Ensure that the computer screen is cleared of your details once your consultation is completed
- \* Not tell anyone who enquires whether or not a patient is seeing a clinician, or if they have left the building following an appointment.

We realise that this may inconvenience people if you are expecting someone to come and collect you.

Therefore, **IF YOU WANT SOMEONE TO KNOW YOU ARE IN THE SURGERY, PLEASE TELL A RECEPTIONIST WHEN YOU ARRIVE** - otherwise we will be unable to let them know.

### **Violence against Doctors and their staff**

The NHS zero tolerance zone is a nationwide campaign to stop violence against staff working in the NHS.

Staff working in the NHS do so to care for others. They do not go to work to be victims of violence or abuse. Aggressive, violent, racist and threatening behaviour does not go with the job and will not be tolerated. Individuals behaving violently towards staff will be reported to the police.

Those rare patients who are violent, abusive or offensive to doctors or their staff will forfeit the right to be seen in a regular GP surgery and will only be seen at a Secure Treatment Scheme centre run by the local health authority.

Any patient who is violent, abusive or offensive will be notified in writing of their removal from the practice list and the reasons why.

### **No smoking or alcohol**

We operate a strict no smoking or alcohol policy in all parts of the surgery and seek the patient's co-operation with this. Any patient who is considered under the influence of drink will be asked to re-book their appointment.

### **Self-treatment of common illnesses and accidents**

There are several minor illnesses which can be treated simply at home without the need to come to the surgery. You are all responsible for your own health and should have some basic first aid items as a thermometer and Paracetamol/Calpol.

**Back Pain**— This causes many working days to be lost each year. The spine is a complex structure which supports the whole weight of the upper body. Damage can be avoided by lifting items carefully with knees bent and a straight back. Take care to sit as upright as possible and support the small of the back. Take simple painkillers but, if the pain persists for more than a few days or radiates down your legs, then seek either GP or physiotherapist advice.

**Burns**— Apply large quantities of cold water or immerse the whole area until the pain subsides. This may take as long as 20 minutes. If the skin is blistered but unbroken, apply a loose, dry, dressing. Do not apply ointments without medical advice. If the burn is large, deep or the skin is broken, seek medical advice.

**Chickenpox**—On the first day the rash appears as small, red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3-4 days more blisters will appear with the earlier ones forming a scab and drying up. Calamine lotion/cream will help soothe the itching. Paracetamol/Calpol will also help with the general discomfort. A child can return to school once newest lesions have formed a scab.

**Colds**— We have no cure for the common cold. They normally get better in 5-7 days. Go to bed and drink plenty of fluids. Paracetamol will help if you have a sore throat, temperature or headache. Antibiotics will not help unless you happen to have a secondary bacterial infection.

**Diarrhoea**— Most cases of diarrhoea are caused by viruses and will soon get better on their own. In young children it's important to avoid dehydration. Drinks of Dioralyte or Rehidrat will help. Cow's milk products are best avoided. In infants, soya milks are the best. If symptoms persist for more than 24 hours, or are

accompanied by persistent vomiting, seek medical advice.

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

**Headlice**— Regular application of hair conditioner and fine tooth combing of the hair is the best prevention.

**Influenza**— This is a common winter viral illness. High temperature, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular pain relief are usually all that is needed. If you have another medical problem (diabetes, heart disease or chest trouble) it would be wise to seek medical advice. We have an active campaign of 'flu and pneumonia immunisation that usually starts in October each year. Ask at reception if you are unsure if you are eligible for this.

**Insect bites and stings**— Ice packs, Paracetamol, antihistamine tablets and 1% hydrocortisone cream will usually relieve symptoms. These can be bought from a chemist and do not require a prescription.

**Measles\***— The rash is blotchy and red and appears on the fourth day of the illness—mainly on the face and trunk. The child can be quite unwell. It is infectious for 2 days before the rash appears until it has gone.

**Mumps\***— This is typically a painful swelling just in front of one ear, often affecting the other side within the next day or so. Paracetamol will help ease the discomfort. It is infectious 2 days before any swelling, and for about the next week.

**\*Vaccination against measles, mumps and rubella (MMR) can prevent these diseases and is offered to children and susceptible adults.**

**Minor cuts and grazes**—Wash the wound thoroughly with water removing all dirt and grit. Stop the bleeding by applying pressure with a clean handkerchief or dressing. Cover with a clean, dry, dressing and keep the wound dry.

**Nose bleeds**— Sit in a chair (leaning forward with your mouth open), with the nose pinched 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 icepack—a packet of frozen peas is ideal—for 15-30 minutes to reduce the swelling. Apply a crepe bandage or elasticated support and rest the joint until the pain and swelling have subsided.

### **Sunburn**

It is important to avoid over exposure to the sun, especially for children and people with fair skin as this can lead to skin cancer. For minor sunburn treat with cold water and an after-sun cream.

### **Non-Emergency transport to and from Hospital**

Please note from June 2005 patients have had to be assessed to ensure they are eligible for this service. You no longer need to call the surgery for your transport booking. An eligible patient is defined as one who fulfils the criteria and requires treatment and/or transport at NHS expense, but does not need the skills of an ambulance paramedic. The phone number is 0300 123 2295. You will need your NHS number when calling.

### **Current Practice Leaflets**

The following leaflets are available from reception

Repeat Prescriptions

Complaints Procedure  
Lumps and bumps  
Travelling Abroad  
Tests and Results  
Abdominal pain in children  
Common ENT problems  
Head injury  
Fever advice for children 0-5  
LARC leaflet

### **Helpful do's and don'ts**

#### **Please do.....**

**Keep** any appointments you have made

**Cancel** any appointments you no longer need—we can always offer them to someone else.

**Try** and give as much information as possible when asked—we're not trying to be nosy but to offer you the most suitable appointment

**Try** basic remedies first i.e. Paracetamol or Calpol. We feel it is reasonable for patients to take some responsibility for their own, and their families, health.

**Try** to be patient—everyone else is here because they feel unwell too. Please try to remember that we are not keeping you waiting on purpose. The GPs and nurses have every intention of seeing you on time but some patients are more unwell than others.

**Remember**—we are here to help—not hinder.

**When possible** come to the surgery rather than ask for a visit. It takes four times as long to do a home visit and we have more facilities and equipment available at the surgery. Home visits are reserved for the immobile and patients will only be visited at home if deemed necessary by the doctor.

**Realise** that although you may see a doctor privately, or a hospital consultant, the doctors here are still legally responsible for your medical care. It may be necessary for the doctor here to see you if you are put on a new medication too and so prescriptions may not be issued on demand.

**Let** us know if you've changed your address or work/home/mobile number—we may need to contact you urgently.

**Remember**—we're only human and mistakes can genuinely happen even though we do our best to prevent them.

**Arrive** on time for your appointment. If you're late, your doctor will decide whether they are still able to see you. It may mean you will have to wait until the end of surgery to be seen or to make another appointment.

#### **Please don't .....**

**Let** yourself run out of medication then demand an immediate replacement. You too have a responsibility towards your own health care. It takes a minimum of 48 hours to process repeat prescriptions and those received after 3.00pm will not be processed until the next day.

**Expect** letters and forms to be completed there and then. Each doctor spends part of their day dictating referral letters and completing paperwork. If your paperwork is required promptly, don't leave it until the last minute and expect it to be done immediately. Please allow at least 2 weeks.

### Suggestions and complaints

We are very happy to receive constructive comments and suggestions for improving our service to patients. Similarly, if you have a complaint, we will deal with it in a constructive way. A leaflet detailing the complaints procedure is available from reception.

We aim to give you the highest possible standard of service with the resources available, and we try to deal with any problems that may occur. If you would like to speak to someone, please ask at reception for Yvonne Pope, Practice Manager, who will be happy to speak to you.

Ongar Health Centre is committed to protecting Children and Vulnerable Adults and we 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 your GP or Practice Nurse.

### Number of Sessions Worked Each Week

**Dr Hugh Taylor**—7 sessions a week (1 session a month Research, 1 session a month Local Medical Committee. Rota'd to undertake Registrar teaching)

**Dr David Rogers**—9 sessions a week (1 session a week joint-teaching surgery with Registrar, half-a-session visiting Dudbrook Nursing Home, 1 session a month Dispensary management)

**Dr Zia Yaqub**—9 sessions a week (3 sessions a week Registrar training)

**Dr Alex Phipps**—7 sessions a week (1 session a week clinical governance, half-a-session Family Planning, Rota'd to undertake Registrar teaching)

**Dr Shah Chowdhury**—7 sessions a week

Dr Rafaela Pires (Salaried GP) —6 sessions a week

Dr Martha Hilland (salaried GP) —6 sessions a week

Dr Varun Potluri (salaried GP) - 8 sessions a week

Dr Prab Gill (ST3 Registrar)—8 sessions a week - half-day Vocational Training Scheme

Dr Shah Arghandawi (ST3 Registrar) —4 sessions a week - half-day Vocational Training Scheme

Dr Natasha Sandhu (ST 3 Registrar) —8 sessions a week- half-day Vocational Training Scheme

Dr Zaynab Murat (ST3 Registrar) - 4 sessions a week - half-day Vocational Training Scheme

Dr Kavitha Murali (Innovative Post Registrar) - 3 sessions a week

### Tests and Results Information

**Blood tests**— You can have your bloods taken at OWMMC on Tuesday and Wednesday morning between 9.00am—11.30am. No appointment is necessary.

If you have been told it is a 'fasting' blood test, please ensure that you fast for 12-14 hours before the time of your test. You may only drink water during the fasting period. **NO** food and **NO** drinks, other than water are permitted. Whenever possible, we suggest that you arrive early so you can go home and have a good breakfast after your test!

If you are having a non-fasting blood test it is ok for you to take your medication that morning.

If you have diabetes and are taking Metformin or are taking Lithium then **do not** take these medications on the day of the blood test.

Blood tests can also be carried out at local hospitals. Please see back page for times.

**Specimens**— For testing e.g. urine, can be placed in the surgery specimen box between 8.00am –12.30pm each day. They will be collected by the courier and taken to either St Margaret’s Hospital, Epping or PAH. If you try to deliver a specimen to the surgery after these times they will be refused. Specimens stored overnight may deteriorate and may no longer be suitable for testing and so you will be required to repeat the tests.

**24 hour ECG and blood pressure tests**— If you have been advised by the doctor to have a 24 hour ECG or 24 hour blood pressure check, you will be contacted with two appointment times. The first is to have the machine fitted and the second is for the following day to return the machinery.

Please note there is a waiting list for these machines. Should you fail to keep your appointment without letting us know, you will be returned to the bottom of the waiting list.

### **Results**

Please call our results line 01277 367200 option 4, preferably after lunch to enable results to be reviewed. If you would like to be contacted by email or text message, please ask at reception for a consent form to enable us to do this.

### **PLEASE NOTE**

Due to patient confidentiality results **will only be given to the patient** unless specific written permission has been given by the patient to involve a named person. If the patient is under 16 years of age the result may be given to them directly depending on the nature of the test, otherwise, it will only be given to a parent or guardian.

When you take your test you will be told how long it will be before the results are returned to the practice.

Once it has been assessed by your GP, our team will be able to let you know if the test is satisfactory, if you need to phone the doctor to discuss the result or whether you need to book an appointment to see the doctor about the result.

Please note when you are asked to speak to a doctor, or to book an appointment, **this is a routine matter and does not imply you need to be seen urgently**. If there is an urgent problem, your doctor will phone you directly. Please remember it is your responsibility to phone and find out the results of your tests.

Alternatively, if you have opted to receive test results via SMS we have made some changes to the way we manage test results.

Please be aware when getting test results via SMS you may receive more than one test as one blood test appointment can lead to multiple laboratory tests. Some of the results may be normal, some may not. You will get separate texts for each report as these may be different.

This is not a system error but occurs as the individual results arrive back at the practice separately. Some are analysed quicker than others so there may be a gap between each text you receive.

**Cervical smear tests**— Preferably, you should have your smear test in the middle of your cycle (when you are not bleeding). Once the nurse has taken the sample it is sent to St. Margaret’s, Epping.

The result is sent straight to you via the post. You should receive this within two weeks. The surgery is also notified of the result, therefore, if you have not had the result after four weeks please ring the result line.

Clinic or Department	Days	Times
<b>Phlebotomy (bloods)</b>		
<b>O王某某</b>	Tuesday & Wednesday	9.00am—11.30am
<b>PAH Harlow</b>	Monday—Friday	7.0am—4.30pm
<b>SMH Epping</b>	Monday—Friday	9.00am—4.15pm
<b>X-ray Department</b>		
<b>PAH Harlow</b>	Monday—Friday	8.00am—9.00am 2.00pm—8.00pm (Last patient 7.45pm)
<p><b>Please note, GP requested patients cannot be seen at Harlow between 9.00am—2.00pm. Patients with new suspected fractures should go to A &amp; E between 9.00am—2.00pm</b></p>		
<b>SMH Epping</b>	Monday, Tuesday, Thursday, Friday	8.00am—4.30pm Lunch 12.00—2.00pm
	Wednesday	8.00am—8.00pm (Last patient 7.30pm)
<b>Herts and Essex Bishops Stortford</b>	Monday—Friday	9.00am—1.00pm 2.00pm— 4.30pm
<b>ECG</b>		
<b>SMH Epping</b>	Monday—Thursday	9.00am—4.00pm