

PRACTICE INFORMATION LEAFLET

Scott Park Surgery
205 Western Approaches
Southend-on-Sea
Essex SS2 6XY

Telephone: 01702 – 420 642

You can also visit our website
www.scottparksurgery.co.uk
to read or download a detailed copy of the
Practice Information Booklet

Reception Opening Hours

Monday to Friday:
08.00 to 18.30

Saturday and Sunday: Closed
Public and Bank Holidays: Closed

Doctor's Clinic Hours (by appointment only)

Monday, Tuesday, Wednesday, and Friday
Morning: 09.00 to 11.00
Evening: 16.30 to 18.00

Thursday
Morning: 09.00 to 11.00

Telephone Contact Opening Hours

Monday to Friday:
08.00 to 18.30

Saturday and Sunday: Closed
Public and Bank Holidays: Closed

Useful Numbers

NHS 111 & Out-of-hours Services 111
Southend Carers Forum Group 01702 393933
Morrisons Pharmacy 01702 421314

Dr H.W. Ng is your Allocated Named
Accountable GP

Qualifications: MB ChB MD MRCP

MB ChB: graduated at the University of Sheffield
Medical School in 1984. Full registration from 1
August 1985.

MD: awarded Doctor of Medicine Degree at the
University of Liverpool in 1994.

MRCP: Member of the Royal College of
Physicians (UK) since 1987.

Practice Team

1 Practice Manager	2 Practice Nurses
4 Receptionists	Locum Doctors

Primary Care Network Staff attached to the Practice

1 First Contact Nurse	1 Pharmacist
1 Population Health Nurse	1 Nurse Associate
1 Health Care Assistant	1 Health & Wellbeing Coach

Services Provided

General Medical Services – Dr Ng
Ante-natal & Post-natal Care – Dr Ng & Midwife
Child Health Surveillance – Dr Ng & Health Visitor
Pre-conceptual Advice & Family Planning –
Dr Ng & Practice Nurse
HRT – Dr Ng & Practice Nurse
Dressings – District Nurse, Practice Nurse
Cervical Smear – Practice Nurse
Intramuscular Injections – Practice Nurse,
Childhood Immunizations – Practice Nurse
Travel Advice & Vaccinations – Practice Nurse
Flu, Pneumococcal & Shingles Vaccinations – Practice
Nurse, PCN Nurse Associate / Population Health Nurse
/ HCA
Chronic Disease Management (asthma, COPD,
diabetes, cancer, hypertension, stroke/TIA, epilepsy,
obesity, learning disabilities, coronary heart disease,
mental illness, and hypothyroidism etc) – Dr Ng,
Practice Nurse & PCN Nurses & Pharmacist
Phlebotomy – PCN Nurse Associate & PCN HCA
Physiotherapy – First Contact Practitioner
Health & Wellbeing – PCN Health & Wellbeing Coach

New Patient Check

Where appropriate, some newly registered patients will
have a health check appointment with the Practice Nurse
to complete registration.

Booking Appointments: Online / Telephone or in Person

Dr Ng will see urgent cases within 24 hours of request.
Please do not request urgent appointments for non-
urgent conditions. Some conditions can also be dealt
with by telephone consultation.

If you cannot attend for your appointment, please contact
us ASAP so that the cancellation may be offered to
another patient.

Home Visits by Doctor or Home Visiting Service

This is mainly for the terminally ill and housebound
patients.

If you require a home visit, please telephone the surgery
before 10.30am and give the receptionist some indication
of the problem and its urgency. Dr Ng is likely to ring you
to assess the situation.

For patients who are unable to attend the surgery
because of **acute medical conditions**, please
**telephone the surgery between 08:30 to 11:00 for
advice or ring the NHS 111 Service (free phone
number 111) for advice.**

In case of a **serious or life-threatening emergency**,
please call for an ambulance or attend the Accident &
Emergency Department at Southend General Hospital.

No home visit is available for social inconvenience to
attend the surgery.

Test Results

Please call in at the surgery or ring between 12:00 –
17:00 for your test results. Test results can only be given
to the named patient unless he / she has given
permission for their release to a third party.

Out-of-hours & Extended hours Services

In case of a **serious or life-threatening emergency**,
please call 999 for an ambulance or attend the Accident
Emergency Department at Southend General Hospital.

Please dial 111 for access to medical care when the
surgery is closed.

Extended hours service: weekday evenings (18:30 – 20:00) and Saturdays (09:00 – 17:00) GP/Nurse's appointments are delivered by GP Healthcare Alliance (GPHA). Routine appointments must be pre-booked via the GP surgery, but urgent appointments are available on the same day by contacting the service provider direct on 07938 732180.

Telephone Consultation or Advice

Please ring or book online for a routine telephone consultation appointment. For telephone advice, leave a message with the receptionist. Dr Ng or Nurse will ring you back when they are free. Any urgent calls would be transferred to Dr Ng immediately.

Repeat Prescriptions: Online / Paper Request / Post

New patients on repeat medication **must** have an initial appointment with Dr Ng for their medication to be authorised and thereafter will be reviewed in accordance with the doctor's instructions.

Repeat prescription requests can be requested via online access or made by ticking the items that you require on the medications request slip and posting it into the 'Repeat Prescriptions Request Box' on the reception desk or sending it in by post with a stamped addressed envelope. We **cannot** take prescription requests by phone.

Please allow **48 working hours'** notice for all repeat prescriptions.

Disabled Access

We have ramps for ease of access in the Surgery car park. Specially designed toilet facilities are available. If you have difficulty opening the exit doors or require any specific help, please ask at reception.

Carers

Please inform the practice if you are a carer or being cared for so that this information can be recorded in your records. Please also inform the practice should your circumstances have changed.

Carers should contact the Adult Social Care Service on 01702 – 215008 for a Carers Assessment.

Patient Participation / Reference Group (PRG)

If you would like to join our PRG, please contact us for details or visit www.scottparksurgery.co.uk to download an application form.

Data Protection Act and Confidentiality

The practice records most of the information it obtains about patients in a computerised record. This information is held under the guidelines of the Data Protection Act, the Access to Medical Records Act and current Information Governance and Good Practice Guidelines.

Freedom of Information

Information required for disclosure under this act is available on written request from the practice manager.

Data Subject Access Request (DSAR)

We provide remote access to a secure self-service system which would provide the patients with direct access to his or her information. To apply for online access, please speak to the reception.

If you don't have access to online services, we can provide a copy of the information required free of charge. However, we may charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

There may be occasions when the doctor will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

DSARs can be made electronically, in writing or verbally. A DSAR form must be completed, and verification of ID will be required before access is provided.

Communication with Patients

We collect your mobile phone for appointment reminders, health promotion invites etc.

We also use your email address to send you newsletters, surveys etc.

You have the right to opt-out either service.

Sharing your Medical Record

It may be necessary for us to share information about you with other NHS organisations and authorities. We will only ever pass on information about you if there is a clear and genuine need to do so.

We will only give your relatives, friends, or carers information with your consent. You may ask us to

share your health record with agencies e.g. solicitors, insurance companies, we will only do this with your written consent, and you may ask to view this information before it is provided.

NHS Summary Care Records (SCR)

If you **do not** want the NHS to make up a SCR for you, you need to **complete an opt-out form** and return it to the surgery. Opt-out forms are available at <http://systems.hscic.gov.uk/scr/staff/aboutscr/comms/pip/optout.pdf> or from the surgery.

Patient Behaviour – Zero Tolerance

The practice is committed to protect both staff and other patients, we respectfully point out that inappropriate behaviour such as swearing; threatening and abusive behaviour; drunkenness; verbal or physical abuse of any kind; racial abuse and inappropriate demands will not be tolerated. Appropriate action will be taken by the practice, which may involve removal from the practice list and/or involvement of the police.

Complaints

Dr Ng deals with all complaints. For serious complaints please write to Dr Ng. For less serious complaints please make an appointment to see him after clinic hours. For full details, please ask for a 'comments and complaints' leaflet

Our Mission

We are committed to safeguarding children and vulnerable patients at risk, we also have a responsibility to ensure that our practice staff know what to do if they encounter child or adult abuse or have concerns that they may be at risk of harm.

We aim to offer the best possible medical care and good quality of service that is efficient, courteous and without discrimination.

We aim to treat every patient with equal respect, irrespective of disability or medical condition, age, gender, religion, race, sexuality, or social status.