

# CHURCH LANGLEY MEDICAL PRACTICE

Church Langley Way, HARLOW, Essex CM17 9TG

**Tel: 01279 638520 Fax: 01279 629294**

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



**Dr Margaret KISENYI** - MBChB (1976), LMSSA, LRCS, LCRP (1994)

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# WELCOME TO OUR PRACTICE

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. This booklet is to help you get to know about the services we provide. We hope you will find it useful and keep it for future reference.

## PRACTICE NURSING TEAM

### *Nurse Practitioner*

Barbara Dunn

### *Practice Nurse*

Bernadette Wilson

### *Practice Manager*

The **practice manager** is here to ensure the smooth running of the practice

### *Nurse Practitioner*

Pam Durrant

### *Health Care Assistants*

Frances Clark, Michelle Butcher

## SURGERY OPENING HOURS

The surgery is open for telephone calls from Monday to Friday 8.00am - 6.30pm.

Patients can speak to a receptionist face to face between 8.30am and 6.30pm

The surgery is closed between 1.00 and 2.00pm daily.

## ROUTINE APPOINTMENTS

All consultations are by appointment. You may consult any of our doctors.

As the doctors' and nurses' time is limited we would ask patients as a courtesy to cancel an appointment if unable to attend. Patients who persistently fail to attend and do not contact the surgery to cancel appointments in advance, may be removed from the practice list.

## URGENT APPOINTMENTS

If you have an urgent problem please phone the surgery on the day. You will be given an emergency telephone consultation appointment with our duty doctor. You will need to give our medical receptionist brief details about your condition and your contact telephone number for that day. Our duty doctor will then call you back and discuss your symptoms with you and agree the best cause of treatment; which may involve a same day appointment for you with a doctor or one of our nurse practitioners the same day.

Telephone access is available Monday to Friday between:

8.00am - 1.00pm

2.00 - 6.30pm

Telephone No: 01279 638520

Fax No: 01279 629294

## OTHER SERVICES

We also offer a number of direct dial numbers to assist patients in contacting the right person who may be dealing with their enquiry:

### *Queries relating to medical reports*

01279 638529 Monday to Thursday 9.00am - 3.00pm

### *Queries relating to referrals*

01279 638521 Monday to Friday 11.00am - 3.00pm

### *Queries relating to repeat prescriptions*

01279 638522 Monday to Friday 9.00am - 3.00pm

## OUT-OF-HOURS EMERGENCIES

If you need a doctor outside normal surgery hours please call our out-of-hours service on 0845 070 1611.

If you require health information or advice, you may contact NHS Direct on 0845 4647 or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## ACCIDENT AND EMERGENCY DEPARTMENT

The nearest Casualty department is situated near Harlow town centre at:

Princess Alexandra Hospital

Hamstel Road

Harlow CM20 1QX

Tel: 01279 444455

## PRIMARY MEDICAL SERVICES

For information on Primary Medical Services provided in Harlow please contact.

West Essex Primary Care and Localities

Building 3 Spencer Close

St Margaret's Hospital

The Plain, Epping CM16 6TN

Tel: 01992 566135

## COMPLIMENTS/COMPLAINTS

Our aim is to provide the best possible service to our patients. However, we realise that occasionally misunderstandings or mistakes occur; if this is the case we will do our best to resolve the problem as quickly as possible.

If you have a complaint or concern about the service you have received from any member of the practice team, you are entitled to make a complaint.

If you need to make a complaint please write or speak to our practice manager, who will investigate your complaint fully and provide a formal response.

## RECEPTIONISTS

Our receptionists are here to help you. They have a very demanding job to do and sometimes they will need to ask you about your condition in order to ensure that you are treated appropriately and either triaged by our nursing team or offered a doctors appointment. All our receptionists treat patient information as highly confidential.

## **PRACTICE MANAGER**

Our practice manager should be able to help you with any questions about administration or non-medical aspects of your treatment at the practice. Please call at any time if you would like to discuss any aspect of the practice.

## **CHANGE OF PERSONAL DETAILS**

If you change your name, address or telephone number, please let us know immediately. If you move outside the practice area it will be necessary for you to register with your nearest GP surgery. In exceptional circumstances, you may be able to stay as a patient of the practice whilst you are receiving treatment for a specific condition. However, once treatment has been completed you will be required to re-register with another practice. This is to ensure that the practice can meet the demands of patients within its practice area. The local Primary Care Trust will help if you experience any difficulty.

## **REGISTRATION**

To register at the practice you must have a permanent address within the defined practice area. When you register you will be asked to provide proof of residence and complete a set of forms which are available from reception. You will also be offered a new patient health check. It is important that you attend for this brief medical as it will help the doctor or nurse if you request an urgent appointment in the future.

You will be registered with the practice rather than an individual doctor and may see any of the doctors. You are able to express a preference of practitioner and, whilst the practice will try to comply, it might not always be possible to do so in which case we will explain why.

## **PRACTICE AREA**

Our boundaries for accepting patients are as follows:

Church Langley

Newhall

Potter Street (North of Harlow Common)

South of Gilden Way

East of the A414

## **DISABLED FACILITIES**

The practice has facilities for the disabled.

## **NEW PATIENTS**

You will be invited to make an appointment for a health check with one of our health care assistants. This includes children over five years. This is a useful opportunity to meet you and do some simple routine health screening. We can also discuss any medication you may be taking.

## **TELEPHONE ADVICE**

The doctor/nurse will be happy to give you advice on the telephone when they are not consulting. The receptionists have been asked not to interrupt doctors/nurses if they are with a patient, unless your call is urgent. You will therefore be asked to leave a message and call later for the reply, or the doctor/nurse will ring you back. We cannot give a specific time but you will be called as soon as possible.

## **HOME VISITS**

Please try to attend the surgery whenever possible, as facilities here are far better for examinations and treatment. If you feel a home visit is needed please telephone by 10.30am.

## **REPEAT PRESCRIPTIONS**

If you are on regular medication, a request for a repeat prescription can be made by bringing your repeat slip to the surgery or sending a written request. Please allow 48 hours for prescriptions not including the day you make your request. Please enclose a stamped addressed envelope if you would like your prescription posted to you. A number of local pharmacists work with the practice in offering a free delivery/collection service of repeat prescriptions; please speak to your pharmacist about this service.

You will normally be required to see the nurse every six months if you are on regular medication and you can request a repeat prescription via our website [www.clmp.co.uk](http://www.clmp.co.uk) but please note this is not a secure site; you can also drop off your repeat request slip in the mail box within the patient waiting room area at the surgery.

## **IMMUNISATIONS**

These are extremely important. Children are recalled by the local Health Authority. If it is more than 10 years since you had a tetanus vaccination you can book an appointment with the practice nurses. The nurses also give advice about travel vaccinations and administer any necessary injections. However, please ensure that you have your travel vaccinations done six weeks prior to your travel; if the practice is unable to accommodate your needs, we will always signpost you to the nearest travel clinic.

We are a Yellow Fever Centre. Please note this is a private service and is chargeable.

## **PATIENTS OVER 75**

These patients are offered an annual check-up either in surgery or at home. If you are unable to get to the surgery, please let us know and we will arrange for the community nurse to attend your home.

## **FAMILY PLANNING**

A full service is offered to all men and women. Patients may see a doctor of their choice for this or attend a nurse-run clinic.

## **CERVICAL SMEARS**

We encourage all eligible women to attend for this test (which can be life saving). These are carried out by all doctors and our practice nurses.

## **CHRONIC DISEASES**

Clinics are held at the surgery. Please contact reception to make an appointment.

## **BLOOD TESTS**

Early morning blood tests are available at the surgery although these are limited; please ring the surgery for an appointment. Alternatively, a full service is available at Princess Alexandra Hospital.

## **OTHER SERVICES**

We offer physiotherapy services via appointment (a referral from your doctor will be necessary). In addition to this service we also have dietician appointments available; we offer a monthly nurse-led diabetic clinic on a Friday morning. Please contact our receptionists if you require any further information on these additional services.

## **MATERNITY CARE**

Our midwives are based at the health centre. In conjunction with the GPs they provide antenatal and postnatal care. Urgent messages for the midwives can be left via the hospital on 01279 444455 ex 7103 during office hours, or ask for maternity bleep out of hours. Health visitors are also based at the centre.

## **INFORMATION LEAFLETS**

Some health information leaflets are available from us. Please ask at reception for details.

## **DISCLOSURE OF PATIENT INFORMATION**

In accordance with the Data Protection Act 1998 everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on our computer system and in paper records which are accessed by authorised users only.

Disclosure of identifiable patient information to any outside agencies will only be done after receiving written permission from the patient.

## **MEDICAL RECORDS**

You are entitled to access your medical records. The practice charges a standard fee of £10. Please speak to the practice administrator on 01279 638529 for further information. Requests for medical reports from insurance companies are charged at a different rate.

## **VIOLENCE AND ABUSE**

We operate a zero tolerance policy. Violence and abuse against any member of the practice team, whether verbal or physical, will not be tolerated. Staff are entitled to work in a safe environment. Any incidents of violence will be reported to the police and will result in the patient being removed from the practice list immediately.

For other incidents, patients will be given a written warning that any repeat incident may result in them being removed.

## **PATIENT PARTICIPATION GROUP - FRIENDS OF CHURCH LANGLEY**

The practice has set up a patient participation group who first met in July 2011. They meet approximately every two months and actively encourage patients to take part in the various meetings that take place throughout the year. Further information on the group can be obtained for our website [www.clmp.co.uk](http://www.clmp.co.uk) or just pick up a leaflet at the practice.

## **RESPONSIBILITIES**

1. You are responsible for your own health and that of your family.
2. The consequences of ignoring health advice or failing to take prescribed medication will be your own responsibility.
3. You are expected to treat doctors, staff and other patients with courtesy and respect.
4. Unreasonable demands stretch limited resources and cause other people to suffer. Requesting urgent same-day appointments for non-urgent problems would be considered unreasonable.
5. If you cannot keep an appointment you must cancel it giving as much notice as possible. Failure to do this prevents us offering the appointment to another patient and wastes valuable time. If you fail to attend a booked appointment on three occasions during the space of one year, you may be removed from the practice list.
6. It is your responsibility to get to the surgery to see a doctor. Doctors decide whether a visit is needed based on medical need.
7. Please allow sufficient time for requests for medicals, travel vaccinations, certificates and completion of forms.
8. You are responsible for the payment of fees for non-NHS services, details of which are displayed in the waiting room.



## *professional & friendly legal services*

The prime objective of the firm is to provide exceptional levels of service combined with first rate legal advice, assisted by the very latest in innovative technology

The firm has dedicated departments in the following:

- Residential & Commercial Property
- Corporate & Commercial
- Dispute Resolution
- Wills & Probate
- Family Law
- Advocacy & Crime
- Employment Law
- Debt Recovery
- Personal Injury
- Notarial (property abroad)

**In addition, Legal Aid Franchises are held in Family and Crime**

### **Head Office – Harlow**

6 Mitre Buildings, Kitson Way, Harlow CM20 1DR  
Tel: 01279 439439 Fax: 01279 439100  
enquiries@whiskers.co.uk

Offices also in Epping and Bishop's Stortford

For details of all our services, visit [www.whiskers.co.uk](http://www.whiskers.co.uk)

## **Your Solicitor – A Friend in Deed!**

In the normal course of our daily lives, there may be several times when we require the help, guidance, reassurance and representation of a solicitor.

It is vital that you feel happy and confident with your solicitor, since they are going to act on your behalf. To assist with this, many firms offer the first consultation free of charge so that they can assess if they are able to help you. It also, of course, gives you the ideal opportunity to make sure you feel comfortable with them. Your local solicitor will be able to act on your behalf in a whole range of circumstances, from house purchase to making a Will, inheritance or probate enquiries, as well as family law and personal injury.

Over the last few years there have been a number of quite large national firms springing up who specialise in one specific area of the law. However, it is certainly worth first contacting a local firm, with local knowledge, to see how they can help you.

To assist you when attending the first appointment, write down all the questions that you want to ask, and take the list along to the meeting. Collect together any relevant paperwork you'll need in your meeting. Try to get these papers in order: this makes it easier for your solicitor to understand your situation and advise you more quickly.

Remember, your local solicitor is there to act on your behalf and will be happy to advise what is best for you on all legal matters.

ADVERTISING FEATURE

## **ComputerBits**

We offer many services including:

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- Health checks & servicing
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- Data back-up & recovery
- Secure data wiping
- Laptop screen replacements
- Faulty laptop power sockets
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- Home computer call-out repairs

Covering areas:

Harlow, Braintree, Cressing, Witham,  
Dunmow, Cambridge, Colchester & Chelmsford

**Tel: 01279 420400**

[www.computerbits.zytrix.biz](http://www.computerbits.zytrix.biz)

42 The Stow, Service Bays, Harlow, Essex CM20 1AN

## **My computer doesn't need a health check - Does it?**

In the last few years computers in the home have become nearly as common as TVs and washing machines. Working well, the improvements they can make in day to day living are astonishing. It's possible to buy almost anything online, which is of enormous benefit not only to busy working people, but very many disabled people are now able to 'shop' for themselves without leaving their own living room. We can communicate easily with friends and relatives all over the world. So, can you imagine how your stress levels would rise if your computer didn't start one morning? Suddenly you wish you'd had someone look at that error message.

Think of it like your health – make time now to prevent damage in the future. Take a few minutes each week to back up your documents to a CD, and think about getting a technician in every six months to run a health check. Treat your computer to a thorough health check, and give yourself the protection of knowing you will not lose your vital information through a hardware or software problem.

ADVERTISING FEATURE

**MASTERSON FUNERAL HOME**

Jerome Masterson Dip FD • MBIFD

- Pre-paid funeral plans
- Private chapel of rest
- 24 hour service
- Irish repatriation specialists
- Catholic funeral director available
- Horse-drawn hearse available

**TELEPHONE: 01279 626238**  
 Station Road, Old Harlow, Essex, CM17 0AS  
 (Car park at rear of funeral home)

Local *Independent* Family Funeral Directors and Monumental Masons

*Arrangements can be made in the comfort of your own home*

ADVERTISING FEATURE

### What To Do In Time Of Bereavement

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

#### If someone dies at home

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

#### If someone dies in hospital

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

#### In all cases of death

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

## FREEDOM OF INFORMATION

The Practice Publication is a description of the information about the practice which we make available.

It is reviewed at regular intervals and its effectiveness is monitored.

If you wish to access the Church Langley Medical Practice Publication Scheme, please contact the practice manager.

## LIST OF USEFUL NUMBERS

Church Langley Medical Practice.....	01279 638520
Queries Relating to Medical Reports.....	01279 638529
Queries Relating to Prescriptions.....	01279 638522
Out-of-Hours Service.....	0845 070 1611
School Nurses .....	01279 868360
Health Visitors.....	01279 698685
Midwives.....	01279 827103
Dentist (Church Langley) .....	01279 306690
Chemist (Church Langley).....	01279 629065
NHS West Essex .....	01992 566140
Essex Health Authority .....	01376 302100
NHS Direct.....	0845 4647
Princess Alexandra Hospital .....	01279 444455
St Margaret's Hospital.....	01279 444455
Social Services (Adult) .....	0845 603 7630
Social Services (Child) .....	0845 603 7627
Police.....	01279 641212
CRUSE.....	0844 477 9400
RELATE.....	01245 258680
ChildLine .....	0800 1111
Rape Care Crisis .....	01707 276512
PALS (Harlow PCT) .....	01992 566123
Diabetic Association .....	020 7424 1000

for 24 hour information visit: [www.clmp.co.uk](http://www.clmp.co.uk)

## WAYS TO KEEP HEALTHY

### *Healthy Living*

Many illnesses are brought about by a poor lifestyle and doctors often have to advise patients on changing their habits if they want to become well and remain well. We would recommend that you attend one of the health promotion clinics and have regular screening tests and blood pressure checks.

### *Smoking*

Smoking is the cause of many diseases. Smoking in pregnancy affects both mother and baby and passive smoking has been shown to be harmful to others. There are various methods of helping people to stop smoking and if you cannot manage it on your own you should seek help from your doctor.

### *Alcohol*

Moderate consumption of alcohol should not cause problems but alcohol in excess can be harmful. The recommended safe limit is 21 units a week for men and 14 units for women, spread throughout the week. A unit is approximately one small glass of wine, half a pint of beer or a single measure of spirit.

### *Exercise*

Regular exercise is good for circulation and general wellbeing and is a good habit to maintain from youth. If you have not exercised recently, do not do anything too strenuous to begin with, but build up gradually. If in doubt about your fitness have a word with your doctor or nurse before starting.

### *Diet*

Healthy eating helps reduce the risk of developing many conditions such as heart disease, cancer, constipation, diabetes, obesity and tooth decay. A well balanced diet should contain a variety of foods with plenty of fruit and vegetables and foods rich in starch and fibre. Eat the right amount to be a healthy weight and avoid too much fat and sugary food. Further dietary advice is available from our nursing staff.

## THE FAMILY FIRST AID BOX

Here is a list of useful medicines and dressings. Keep them in a box or cupboard well out of the reach of children.

### *Paracetamol Tablets*

For adult use. Good for headaches, sore throats and general pain.

### *Paracetamol Mixture*

Calpol or Disprol for relief of pain or fever in children.

### *Menthol Crystals or Friar's Balsam*

Added to hot water to make steam for inhalation for treating croup, catarrh or painful cough.

### *Olbas Oil*

For stuffy noses and head colds.

### *Calamine Lotion*

Apply directly to take the heat out of insect bites, stings and sunburn.

### *Dressings*

Sticky plaster dressings, cotton wool, antiseptic solution and three-inch crepe bandage.

### *Thermometer*

Invest in a good one. A digital thermometer is easy to read and will last a lifetime.

### *Tweezers*

For removing splinters, stings and thorns.

## MANAGEMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines you can buy over the counter.

### *Cold And Flu*

These usually start with a runny nose, cough, temperature and aches. Children with these symptoms often get swollen glands at the same time. These are mostly caused by a virus and antibiotics are of no use in their management. Treatment with paracetamol and other simple remedies is usually enough. Remember to drink plenty of fluids. If you or your children are very unwell, or if the symptoms last more than a few days, you should consult your doctor.

### **Diarrhoea And Vomiting**

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid you have lost and resting the digestive system by having nothing to eat for 24 hours. Fluids in small quantities should be taken frequently. If the diarrhoea contains blood or there is severe pain or high fever you should discuss it with your doctor.

Diarrhoea and vomiting in small babies and young children should be treated with caution, and your doctor will be happy to advise you about this over the phone and arrange to see you if necessary. Elderly people and those with medical conditions (eg diabetes) should consult the doctor.

### **Back Pain**

Most acute strains and sprains will settle within a few days. It is considered best to keep mobile and control pain with simple painkillers such as paracetamol. If the pain is difficult to control or not improving, then consult your doctor.

### **Sprain**

First apply a cold compress containing ice (eg a packet of frozen peas) for 15 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until the discomfort has subsided.

### **Head Lice**

Head lice may affect anyone and are not a sign of poor hygiene. Medicated head lotion can be obtained from the chemist without a prescription.

### **Insect Bites And Stings**

Most of these do not need treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

### **Worms**

These are common in children. It is worth checking to see if others in the family are affected. Some people like to treat only the family members affected but many like to treat the whole family, just in case. Treatments are available from the chemist.

### **Nosebleeds**

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding usually stops. If bleeding continues, consult your doctor.

### **Burns And Scalds**

Remove any clothing from the area and apply lots of cold water. Do not burst any blisters that form. If there is a large area involved or if the blisters are broken you should see the nurse for a dressing or seek medical help.

## **CHILDHOOD PROBLEMS**

### **The Child With A Temperature**

We are aware of how worrying it can be to have a sick child. If you are concerned about your child we will always be able to see them the same day at the surgery. We do ask that whenever possible you bring your child to the surgery rather than request a home visit. A child will come to no harm being brought to the surgery and can usually be seen sooner. Your co-operation in this matter is greatly appreciated. It is always wise to keep a supply of children's paracetamol (Calpol or Disprol) at home. Paracetamol reduces a child's temperature so should be given four-hourly whenever a child has a temperature. In most minor illnesses in childhood this is the only treatment required.

If you are worried about the child or if the child fails to improve in two or three days, he or she should be brought to the surgery for a check.

### **Chickenpox**

This is the most common childhood infection which we cannot prevent by immunisation. The rash typically takes the form of small blisters and is infectious for one week from the time the spots first appear. Usually it is fairly mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever. Both of these can be bought from a chemist.

### **German Measles (Rubella)**

The rash appears during the first day of illness; it is usually fairly faint and fades within two or three days. It is infectious for about a week.

The only danger is to unborn babies and it is important to avoid people who are pregnant, although nowadays most expectant mothers have been immunised as schoolgirls.

Immunisation can prevent this disease.

### **Mumps**

Mumps is a viral infection involving the salivary glands and presents as swelling of one or both sides of the face and neck.

Immunisation can prevent this disease.


We hope all children will now be immunised against Measles, Mumps and German Measles by having the MMR injection soon after their first birthday, with a booster at age four.

All the above infections are caused by viruses and usually require no treatment from the doctor. However, if your child appears particularly unwell or if you are worried, your doctor will be happy to give you advice.

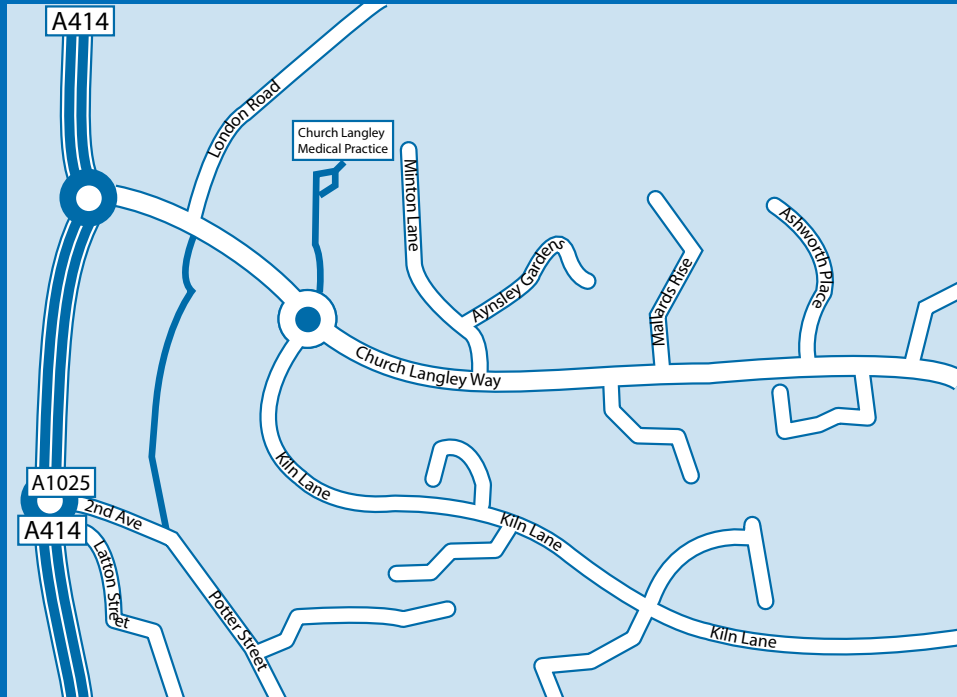
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## PRACTICE MAP



The practice is situated at the rear of Tesco's car park in the Florence Nightingale Health Centre.

Our boundaries for accepting patients are as follows:

- Church Langley
- Newhall
- Potter Street (North of Harlow Common)
- South of Gilden Way
- East of the A414