

## ACCESS TO RECORD

You can now view your GP health record using the NHS App or by logging into your account on the NHS website. You can create an account if you already do not have one. To view your GP record online, you must be:

- registered with a GP surgery
- aged 16 or over

Further information can be found by visiting [www.nhs.uk/nhs-services/gps/view-your-gp-health-record](http://www.nhs.uk/nhs-services/gps/view-your-gp-health-record)

## CONFIDENTIALITY

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.

## COMPLIMENTS & COMPLAINTS

If you would like to discuss a complaint, please speak to reception about your concern. However if you are not satisfied then you can complete the online complaint form on our website or pick up a complaint form at reception. Similarly you can contact the Hertfordshire and West Essex ICB to give you feedback. Their contact details are found at the end of this leaflet

## ZERO TOLERANCE

We would like same politeness and respect as you would expect of us. We operate a zero tolerance policy when it comes to any form of violent, threatening or abusive language or act. This includes any abuse on social media platform

## TRAINING AT THE PRACTICE

As a practice we are involved with both undergraduate and post graduate medical education and as such you may come across medical students and GP registrars. Please rest assured that their consultation and work is fully monitored by a qualified GP trainer.

## CLINICS

We offer different types of clinic including;

- Immunisation (including baby immunisation)
- Post natal checks
- Family planning (including contraceptive coil and implant insertion/removal)
- Minor surgery (interpractice referral centre)
- Joint injection (knee, shoulders, elbows)
- Long term condition reviews (Asthma, COPD, Diabetes, Heart Failure, etc)
- First contact physio
- Dietician
- New patient health check
- Weight management assessment
- Cervical smear
- Blood pressure check
- Wound care management
- Blood tests
- Social Prescribing
- Citizen advice bureau drop in sessions

*The list above is not exhaustive and some services may be subject to change*

## SELF REFERRAL

There is a wide variety of services that are available to you via simply referring yourself. For more information use the QR code. Alternatively visit <https://www.clmp.co.uk/pages/Self-Referral>

These services include:

- Counselling
- Physiotherapy
- Weight management
- Sexual health clinic
- Alcohol/smoking support
- Termination of pregnancy



DR KUTI • DR SABER



# PRACTICE LEAFLET

PART OF



**HARLOW  
NORTH**  
Primary Care Network

## WELCOME

This leaflet is to help you get most out of the practice and help us provide you with the best healthcare services. Translation service is available for non-English speaking patients.

## SURGERY HOURS

Monday—Friday 08:00-18:30

For weekend or evening appointments please speak to the receptionists (Call 111 if you need a doctor outside of the above hours)

These out of hours services are commissioned by Hertfordshire and West Essex ICS

## PRACTICE AREA

Please be advised in order to register at this practice you need to be living within the practice boundary. This is found on our website [www.clmp.co.uk](http://www.clmp.co.uk)

## REGISTRATION

To register at the surgery please either use the online registration via our website or using this QR code. You can also pick up registration form at the reception desk and return it completed. All patients will be allocated an accountable GP. Patients have the right to express a preference of GP, the practice will determine if this is appropriate



## DISABLED ACCESS

- Disabled WC,
- Step free access,
- Wheelchair access,
- Hearing loop,
- Sign language,
- Adjusted appointment times (dependent on needs).

## APPOINTMENT

**Urgent Appointment:** call us and to speak to receptionists to book urgent appointment. The receptionist is likely to enquire as the reason for your appointment. This is to help us to provide the right service for you in a timely manner. Providing us with your symptoms will allow us to signpost you appropriately.

**Routine appointments:** We ask you to use our online consultation found on our website on <https://floreay accurx.com/p/F81078>. If you cannot utilize online services call reception.

## HOME VISITS

Home visits are only for those who are housebound or too ill to visit the surgery. If you need a home visit please call the surgery and speak to a receptionist by 10:30 AM.

## YOUR RIGHTS & RESPONSIBILITY

It is your responsibility to keep to your appointment time. For respect for other patients we are unable to see you if you are more than 10 minutes late for your face to face appointment. Please discuss one problem per consultation.

## REPEAT PRESCRIPTION

If you take regular prescription at the time of joining the practice please provide us with evidence of full list of regular medications. To request your repeat medications you can use the NHS app, online consultation (via our website) or complete a paper medication request form. Please allow us 3 working day to issue your prescription from the time you request your medication. If you are due medication review we may ask you to do up to date blood test, blood pressure and sometimes speak to GP or clinical pharmacist. Failing to do this may result your prescription being reduced or stopped.

## CLINICAL TEAM

Dr Bolaji Kuti (MBBCH MRCGP DRCOG DFFP)  
Dr Ahmed Saber (MBChB MRCGP DRCOG)  
Dr Maryann Nwizu (MBBS MRCGP)  
Dr Mahwish Abid (MBBS MRCS MRCGP)  
Nurse Joanna Knight (Dip higher education—nursing)  
Nurse Roxana Spataru (Dip higher education—nursing)  
Nurse Vivian Owusu (Dip higher education—nursing)

## REFERRAL

Once a referral has been made, please be aware the hospitals are in charge of the appointments. If you need to chase the referral/appointments please contact the relevant hospital directly. Choose and book referral can be booked by visiting <https://www.nhs.uk/nhs-services/hospitals/book-an-appointment> or calling 0345 608 8888.

## WANT TO HAVE YOUR SAY?



Join the church Langley Patient participation group. If you would like to join please visit our website and complete the online form. Alternatively speak to receptionist at the surgery.



01279 638520



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



Church Langley Way, Harlow, CM17 9TG

## Contact Details for Local Commissioners

Hertfordshire and West Essex ICS.  
The Forum, Marlowes,  
Hemel Hempstead, Hertfordshire. HP1 1DN  
Tel: 01992 566 122  
Email: [hweicbwe.patientfeedback@nhs.net](mailto:hweicbwe.patientfeedback@nhs.net)