

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

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

We want your feedback, both good and bad. If you would like to discuss a complaint, please speak to reception about your concern. We will try our best to resolve any issue. However if you are not satisfied then you can complete the online complaint form on our website or pick up a complaint form reception.

ZERO TOLERANCE

We would like same politeness and respect as you would expect of us. We operate a zero tolerance policy when it comes 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

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

SELF REFERRAL

There is a wide variety of services that 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 produced to help you get most out of the practice and help us provide you with the best healthcare services for you.

SURGERY HOURS

Monday—Friday

08:00-18:30

(Call 111 if you need a doctor outside of the above hours)

If you require weekend or evening appointments please speak to receptionist

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

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



DISABLED ACCESS

Our disabled access includes;

- 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://florey.accurx.com/p/F81078>. If you cannot utilize online services call reception.

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.

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.

- 🔗 Order repeat prescriptions
- 📞 Use NHS 111 online
- 📍 Find NHS services
- 👁️ View your GP health record
- 📅 Book appointments
- ✉️ Get reminders and messages

And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

Download on the App Store | GET IT ON Google Play



01279 638520



www.clmp.co.uk



Church Langley Way, Harlow CM17 9TG