

## **PRACTICE INFORMATION LEAFLET**

***This Practice is research active***

**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](http://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

***Extended Hours: 18.30 to 19.15 Monday evening only***

### **Telephone Contact Opening Hours**

Monday to Friday:  
08.00 to 18.30

Saturday and Sunday: Closed  
Public and Bank Holidays: Closed

**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      1 Clerical Assistant  
2 Practice Nurses      Locum Doctors  
4 Receptionists

### **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

Smoking Cessation Advice – Practice Nurse

Wart Treatment – Dr Ng & Practice Nurse

Ear Syringing – Practice Nurse

Childhood/Catch-Up Campaign Immunizations –  
Practice Nurse

### **Services Provided (cont...)**

Travel Advice & Vaccinations – Practice Nurse

Flu, Pneumococcal & Shingles Vaccinations –  
Practice Nurse

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 & District Nurse

### **New Patient Check**

All newly registered patients **must** attend for a health  
check appointment with the Practice Nurse to complete  
registration.

### **Appointments: Online / Telephone or in Person**

Online access is by application only, please ask for  
details. 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**

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 have given  
permission for their release to a third party.



### Out-of-hours Service

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.

If you need to see a doctor please dial 111 for access to urgent medical care when the surgery is closed.

For medical advice either in-hours or out-of-hours please also dial 111 (NHS 111 Service).

### Telephone Advice

If you need telephone advice please ring between 08:00 - 18:30 and 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.

There are plenty of information leaflets in the waiting room for adult and young carers.

### Patient Participation / Reference Group (PRG)

If you would like to join our PRG, please contact us for details or visit [www.scottparkssurgery.co.uk](http://www.scottparkssurgery.co.uk) to download an application form.

### Data Protection Act and Confidentiality

The practice records the majority 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.

### Access to your Medical Record

You may request to see your medical records, please ask for an application form from the reception or send a written request to the Doctor. A fee of £10 is payable (if applicable). You are also entitled to receive a copy of the information you have seen, please note that a charge may be made for the administration.

Should your doctor decide that seeing your records might put your health at risk, you may only shown part of your records or your request may be declined.

### Sharing your Medical Record

On occasion 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 not disclose our information to third parties without your permission.

We will only give your relatives, friends and 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.

### Useful Numbers

NHS 111 & Out-of-hours Services	111
NHS England	0300 3112233
Southend Carers Forum Group	01702 393933
Morrisons Pharmacy	01702 421314

