

## **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](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

### **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

### **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  
Childhood/Catch-Up Campaign Immunizations –  
Practice Nurse  
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 & PCN Staff  
Phlebotomy – PCN Nurse Associate & PCN HCA  
Physiotherapy – First Contact Practitioner  
Health & Wellbeing – PCN Health & Wellbeing  
Coach

### **New Patient Check**

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

### **Booking 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 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 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.

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

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.scottparkssurgery.co.uk](http://www.scottparkssurgery.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.