



The Derry Court MEDICAL PRACTICE

Unit 2/3, Derry Court, Derry Avenue, South Ockendon, Essex RM15 5GN

Tel 01708 607722/607444 Fax 01708 852276

www.thederrycourtmedicalpractice.co.uk

INFORMATION FOR PATIENTS

Welcome to The Derry Court Medical Practice

Medical Staff

General Practitioners

Dr H Okoi
Dr J Hamilton

Practice Staff

Registered General Practice Nurse

Administration Team

Practice Manager
Receptionists

Secretary
Administration Manager

How To Register

The registration forms are available at reception. New patients will be requested to make an appointment with the practice nurse for a new patient health check. Patients under 16 years of age will need to be accompanied by a parent or guardian.

Opening Times

The surgery is open from 8.00am to 6.30pm Monday to Friday. (Every second Tuesday of the month we close at 13:00)

The Derry Court Medical Practice

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm

The surgery closes for an hour each day from 1.00 - 2.00pm.

How To See Your Doctor

The Triage
How it
works:

On the day you wish to see a doctor please call the surgery and book a call back from the doctor (8am -11am triage calls). Reception will confirm your identity and telephone number. If you request an urgent call back then you may be asked to provide a brief description of your condition. You may note to reception an approximate time as we understand how important this is to patients who are at work for example. You will then receive a call back from the GP. The GP will then assist over the telephone or agree with you a time for a face to

face appointment when they speak to you. The aim is to increase access to doctors by patients. This system has been used in a number of healthcare services and appears to improve continuity of care and service. If you want to make an appointment with a Doctor ahead of your planned day off, you can arrange this with the Doctor over the phone.

Emergencies Out Of Hours

This practice provides 24-hour emergency cover when we are closed. **Please contact 111** you will then be transferred to the out-of-hours emergency service provider.

For the latest information click to: www.thederrycourtmedicalpractice.co.uk

Non-NHS Medical Services

Private certificates, HGV/medical examinations, insurance medicals and special tests are arranged by appointment and a fee will be charged in accordance with the BMA recommendation - details of which can be found in the waiting room or at the reception desk.

Patients suffering with suspected fractures and cuts requiring suturing should attend the Minor Injuries Unit at Orsett Hospital. Their telephone number is 01268 592300.

Home Visits

Home visits are considered on an individual basis. We would ask that you attend the surgery if possible. The doctor is able to see six patients in the time it takes to make one house call. Please telephone the surgery before **10.30am**, giving as much information to the receptionist as possible which will be passed on to the doctor. All home visits will be at the discretion of the doctor.

Repeat Prescriptions

Please allow two working days for the processing of repeat prescriptions. A computer-generated slip will be printed as part of your prescription. Please use this to order repeat medications. Repeat medications may not be issued during a consultation with the doctor and requests will not be taken over the phone. For the added convenience of our patients, we operate a Chemist pick-up service for prescriptions which will be dispensed at Boots or Hemants Chemist. Please ask about our Repeat Dispensing Service.

Test Results

Test results can be obtained at any time during surgery hours. If you wish to speak to a GP about your test results you can use our telephone triage system between 8.00am and 1.00pm and request a time for the GP to call you back. PLEASE CALL RECEPTION 5 WORKING DAYS AFTER YOUR TEST FOR YOUR RESULTS.

Medical Certificates

The first week of illness is covered by a 'self certificate' which the patient can complete themselves and is available from reception. Any illness persisting longer than a week will need an appointment with the GP for assessment regarding an NHS certificate. Please note there is no guarantee that the doctor will issue a medical certificate.

- Postnatal Care
- Cervical Smear
- Coronary Heart Disease
- Family Planning
- Hypertension
- Sexual Health

Clinics

- Asthma
- Child Health Surveillance
- Diabetes
- Holiday Vaccinations
- Smoking Cessation
- Vaccinations and Immunisation

Removal Of Patients From The Practice List

We maintain a **Zero Tolerance Policy** regarding abusive or violent behaviour towards staff members; aggressive incidents will be reported to the police and patients will be subsequently removed from the doctor's list. Patients who repeatedly miss appointments or refuse to attend for clinical reviews will be removed from the GP's list.

Comments, Suggestions And Complaints

We welcome any comments, suggestions or complaints. If you have a complaint, please speak to the practice manager, who will respond to you within seven working days.

Confidentiality

We operate under a strict patient confidentiality policy which all staff adhere to. Under Data Protection laws, patients are allowed access to their medical records for which an administration charge may be incurred.

Disabled Access

Our surgery provides access for the disabled. Please ask at reception for details.

IT'S UP TO YOU TO HELP KEEP OUR CHILDREN SAFE!!!

**IF YOU SUSPECT A CHILD IS BEING
ABUSED OR NEGLECTED PLEASE REPORT
YOUR CONCERNS. YOU CAN REPORT
YOUR CONCERNS TO CHILD LINE 0800 1111:**

where you can get help and advice about a wide range of issues. Alternatively you can contact Thurrock Council by phone, write or call the Initial Response Team. Phone immediately if you believe it is urgent.

Children's Services Initial Response Team:

01375 652 802 or 01375 652 634

Emergency Duty Social Work Team:

01375 372 468 (out of hours)

Police Child Abuse Team: 01277 266 822

CONTACT THE NSPCC ON

Phone: 0808 800 5000. You can also text your query to 88858.

Textphone service for people who are deaf or whose hearing is impaired on 18001 0808 800 5000.

Email at help@nspcc.org.uk

To report suspicions of child abuse or neglect.

**YOU CAN ALSO SPEAK TO YOUR GP
IN CONFIDENCE AND SCHOOL**

If a child is in immediate danger call 999.

**IF YOU'RE WORRIED AT ALL
ABOUT A CHILD'S SAFETY – ACT ON IT**

Practice Area

Our practice area covers South Ockendon and Aveley.

