

Laboratory Results

If you have been asked to telephone the surgery for a result, please ring 01255 879400 after 11am. This allows the doctors time to complete the appropriate paperwork.

Computer

To ensure that you receive the best possible care and treatment we keep medical information about you on paper and on the computer system. We are fully registered with the Information Commissioners Office (ICO)

Please let us know if you wish to opt out of the Summary Care Record or Care Data. More information can be found on our web-site.

Confidentiality

We will maintain confidentiality within the practice team. There are times when we have to pass on information about you to other people such as hospitals, social services or the Health Authority. This is always done confidentially or by removing your identifying details when they are not essential. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Disclosure of patient identifiable information to any other outside agencies will only be done after receiving written permission from the patient.

Discrimination

No member of the practice may discriminate against or treat unfairly another member of the practice, a patient or a member of the public attending the surgery, on grounds of gender, race, nationality, ethnic origin, colour or creed, age, marital status, disability, medical condition, social background or sexual orientation. Respect and dignity are the right of everyone; staff, patients and members of the public.

Violence and Aggression

If you are rude or aggressive to our staff you will be told of this and the incident will be recorded in your notes. If it happens a second time, you will be removed from our list and will be allocated to another practice by NHS England. This practice operates a zero tolerance to verbal and physical violence and aggression and will remove any patient who is physically violent or aggressive to the GPs or staff and will report the matter to the police.

General Information

Smoking is not permitted in the surgery. Please turn off your mobile phone whilst on the surgery premises.

We operate an appointment system and as such expect patients who book an appointment to keep the appointment or cancel it in good time so that it may be offered to someone else. Patients who do not attend for appointments may be written to. Persistent non-attenders

Named GP

All patients have a "named GP" who is responsible for their care. If you are unsure who your named GP is please ask at reception and they will be happy to inform you.

Other services available – Appointments 01255 879400

Asthma Clinic	Telephone Advice
Diabetic Clinic	Cytology (Smear)
Coronary Heart Disease Clinic	Flu clinic (autumn)
Childhood Immunisation Clinic	Travel Immunisation

Your GP Offers:

- Child Health Surveillance – checks carried out on children at 6-8 weeks and again at 3.5 years
- Contraceptive Advice
- Minor Surgery
- INR Monitoring (Warfarin treatment)

Non-NHS Services

The GPs in the surgery provide a few services, such as pre-employment medicals, HGV or taxi medicals, insurance reports and adoption/fostering medicals. These services are not covered by the NHS and therefore attract a fee. Details of the fees are available in reception.

Suggestions, Complaints and Praise

Ours is a large practice and occasionally things don't work out at we might have anticipated. We welcome constructive criticism and suggestions on how to improve our services. We also like to receive letters telling us what we have got right!

If you have any comments or complaints about the surgery, please complete this form and return.

Feedback, Comments, Suggestions,

Name _____ Tel. _____

Or email mayflower.ppg@nhs.net to join our Patient Participation Group.



Mayflower Medical Centre
 419 Main Road
 Dovercourt
 Harwich
 Essex
 CO12 4EX

Tel. 01255 879400

www.mayflowermedicalcentre.co.uk

Monday: 8am - 8.30pm
 Tuesday: 8am - 8.30pm
 Wednesday: 8am - 8.30pm
 Thursday: 8am - 8.30pm
 Friday: 8am - 8pm

Welcome to the Mayflower Medical Centre

How to register:

To register at our practice please bring your medical card into reception. If you cannot find your medical card we have a supply of forms which can be completed at the surgery. Please bring a form of identification and proof of address such as recent utility bill.

Location



Doctors at Mayflower Medical Centre

Dr Mohamed Abu-Seido MB ChB DRCOG DCH MRCP MRCGP
Qualified Aberdeen 1999

Dr Kwabena Twumasi MB Ch B DRCOG MRCP MRCGP Qualified Ghana 1992

Dr Lorna Burn MB BS MRCPG Qualified London 2003

Dr Daniel Catmull MBBS MRCPG BSC Qualified London 2003

Dr Drazena Susa MD DRCOG MRCPG Qualified Zagreb Croatia 1999

Dr Allan Smith MRCPG MBBS BSc (Hons) Qualified London 2005

Dr Steven Kalynuk BM.BCh.MA MRCP MRCGP

Dr Amy Roberts MBBS, MRCP, DRCOG, DFSRH Qualified London 2007

Dr Farman Ali MRCPG MBBS MPH DPHM PDHM

Junior Doctors

Our practice is committed to educating junior doctors because we believe it is important for the future of General Practice and helps bring doctors to the area. In fact, some of the established doctors in the area today came as trainee doctors in the past. You may therefore be offered an appointment with a registrar.

Practice Manager

Lizzie Stovell

The Practice Manager is responsible for non-clinical management of the practice and is assisted by a team of friendly, hardworking receptionists who will make appointments, take messages, answer queries and arrange home visits. All our receptionists are bound by our confidentiality policy.

Our Nurse Practitioners assist the doctors with your medical requirements. Our Nurse Practitioners are highly qualified in dealing with chronic diseases and are able to prescribe medication when necessary.

Disabled Facilities

The Medical Centre has facilities for the disabled with easy access, parking, disabled toilet and ground floor consulting rooms. Wheelchairs are available.

How to see your doctor

We try, wherever possible, to encourage patients to see the doctor with whom they are registered as we feel that this promotes continuity of care and a closer doctor-patient relationship. If your own doctor is unavailable you will be offered an appointment with another doctor.

Consultations

Consultations are by appointment only. The receptionist will take your contact details and your GP will arrange the appointment with you him / herself.

Telephone Consultations

Your doctor is always willing to speak to you on the telephone. Please call the main surgery number. The receptionists will take your details and a brief description of the nature of your call. The doctor will return your call as soon as possible, which is most likely to be at the end of surgery. Please make sure you are available. You may also telephone our nurses for advice. Your number may be taken for our nurses to ring you back.

Home Visits

Home visits are available for patients who are too ill to attend surgery. If you require a visit please telephone the surgery before 10am for visits. You will be added to a triage list, which will be reviewed by one of our clinicians. They will then contact you to arrange the best course of action. This may indeed be a home visit but if you are able to arrange transport, you may be seen more quickly at the surgery. On average, it takes four times as long to see you at home.

Treatment rooms

Our practice nurses can see a wide range of ailments, such as chest infections, ear infections, constipation, asthma, and chest pain.

These appointments are book on the day and are released at 8am in the morning. Those with a Patient Access account can book these appointments online or you can call or pop in to make an appointment.

When the surgery is closed

If you require any medical attention when the surgery is closed, telephone the usual surgery number 01255 879400 and you will be transferred to the Out of Hours service. (111)

111 Service

The 111 service can contacted at any time by telephoning 111.

Repeat Prescriptions

If you are on long term treatment, your doctor may agree to supply some of your repeat prescriptions without seeing you. Requests for repeat prescriptions must be made at least two working days in advance in writing using your prescription side slip.

We do not accept telephone requests for repeat prescriptions in order to avoid errors that occur with this means of communication. If you wish, you may nominate a chemist and your prescription will be sent directly to the chemist for you. If you do wish us to send your prescription to a chemist, please allow 5 working days from your request to your collection. This will allow the chemist time to process your prescription. We also offer a repeat dispensing service. Please ask at reception for details.

VS October18

Vs. May