

Responsibilities:

The Ross Practice will:

- Work with other agencies within the framework of the local Safeguarding Adults Board Policy and Procedures
- Act within GMC guidance on confidentiality and will usually gain permission from patients before sharing information about them with another agency
- Pass information to Adult Services when more than one person is at risk EG if there are concerns regarding any form of abuse including neglect, within a care home
- Inform patients that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the services user's consent
- Make a referral to Adult Services as appropriate
- Endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults

The Practice Safeguarding Lead is: Dr. Janet Bellingham

The Ross Practice recognises that it is the role of the practice to be aware of maltreatment and share concerns but not to investigate or to decide whether or not a vulnerable adult has been abused.

Updated August 2017

HOW TO CONTACT THE DOCTOR

Tel: 01279 215354

Appointments can be made by telephone from 8.30am to 6.00pm Monday to Friday or in person during surgery opening hours.

You may see the doctor of your choice, subject to appointment availability. If you cannot attend, please to cancel your appointment as soon as possible so we can offer to another patient. There is a message facility even when the practice is closed, so please do give us a call and leave your details.

URGENT CASES:

Patients will be given an appointment for the same day, or advised when to come to the surgery. **Please note, we cannot guarantee the doctor of your choice for an urgent appointment. You will be asked to see the allocated doctor.**

PHONE CONSULTATIONS:

Telephone consultations with the doctor can be made via reception

HOME VISITS:

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason we ask our patients to come to the practice if at all possible. However, if you are genuinely unable to attend the surgery due to illness, we will visit you at home. Please make your request before 10.00am so we can plan our rounds. Calls made after 12.30pm will be dealt with by the duty doctor.

ACCIDENT & EMERGENCY, HARLOW:

If you have an accident causing an injury that may require stitching, or you think you

Updated August 2017

may have broken a bone, you are advised to go straight to A&E. Or calling NHS 111

AFTER HOURS:

From 6.30pm Friday to 8.00am Monday an Emergency Doctor Service is in operation. See below. Tel 01279 215354

NIGHT AND WEEKEND EMERGENCIES:

We belong to PELC, a London based on-call service which uses services of some local GPs **Please call 01279 215354**

Your call goes directly to the NHS 111 where your details will be taken. The service begins at 6.30pm each evening. If your problem is not urgent, please wait until the surgery is next open. **Please use this service with discretion.**

CONSULTATION TIMES

The surgery reception is open from 8.30am to 6.00pm
Monday to Friday

Surgeries are held: 8.40am to 11.30am and
3.30pm to 5.30pm Monday to Friday

Weekend Hub Appointments with GP, Practice Nurse and HCA (please speak to a member of our team for further information)

Training

The Ross Practice from time to time is involved in training 6th form students and medical students, GP Registrars and nurses. Patients will be fully informed and consent sought prior to consultation.

Updated August 2017

THE ROSS PRACTICE SAFEGUARDING ADULTS POLICY STATEMENT

Person responsible for review of policy:

Dr. J. Bellingham
Date of last review: September 2016
Date of next review: September 2017

POLICY STATEMENT

Purpose: This policy will enable The Ross Practice to demonstrate its commitment to keeping safe patients who are vulnerable adults and other vulnerable adults with whom it comes into contact with. The Ross Practice duly acknowledges its duty to respond appropriately to any allegations, reports or suspicions of abuse. It is important to have the policy and procedures in place so that all who work at The Ross Practice can work to prevent abuse and know what to do in the event of abuse. The Policy Statement and Procedures have been drawn up in order to enable The Ross Practice to:

- Promote good practice and work in a way that can prevent harm, abuse and coercion occurring
- Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported
- Stop that abuse occurring

Definition: Vulnerable adults are defined as:

- People aged 18 or over
- Who are receiving or may need community care services because of learning, physical or mental disability, age or illness
- Who are or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation

Scope: It is acknowledged that significant numbers of vulnerable adults are abused and it is important that The Ross Practice has a Safeguarding Adults Policy, a set of procedures to follow and puts in place preventative measures to try and reduce these numbers.

The Ross Practice is committed to implementing this policy. The policy will be made accessible to staff and Partners and will be reviewed annually.

It addresses the responsibilities of all members of the practice team and those outside the team with whom we work. It is the role of the Safeguarding Adults Lead and the Practice Manager to brief all staff and partners on their responsibilities under the policy, including new starters and seasonal GPs. For employees, failure to adhere to the policy could lead to dismissal or constitute gross misconduct. In order to implement this policy The Ross Practice will work:

- To promote the freedom and dignity of the person who has or is experiencing abuse
- To promote the rights of all people to live free from abuse and coercion
- To ensure the safety and wellbeing of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing
- To manage services in a way which promotes safety and prevents abuse
- To recruit staff safely, ensuring all necessary checks are made
- To provide effective management for staff through support and training

Updated August 2017

THE ROSS PRACTICE SAFEGUARDING CHILDREN POLICY STATEMENT

Person responsible for review of policy:

Dr. J. Bellingham
September 2016
September 2017

Date of last review:
Date of next review:

POLICY STATEMENT

Purpose: The Ross Practice is committed to protecting children from abuse and neglect, preventing impairment of health and development, and ensuring they grow up in circumstances consistent with the provision of safe and effective care enables children to have optimum life chances and enter adulthood successfully. This policy is in place to:

- Provide awareness for all staff of the importance of prompt and effective action in response to child protection concerns
- To practice good inter-agency cooperation at all levels
- To ensure that agreed multi-agency procedures are followed in dealing with cases of child abuse
- To promote the sharing of information in order to safeguard the welfare of children at risk

Scope: The Ross Practice is committed to implementing this policy. This policy will be made accessible to staff and Partners and will be reviewed regularly. The commitment to the safeguarding of children means that many different practice protocols and policies include mention of child protection. The purpose of this policy is to give an overview of Child Protection procedures, and signpost to the specific policies as appropriate. It addresses the responsibilities of the practice team and those outside the team with whom we work. It is the Safeguarding Children Lead and the Practice Manager to brief the staff and partners on their responsibilities under the policy including new starters and sessional GPs. For employees, failure to adhere to the policy could lead to dismissal or constitute gross misconduct.

Responsibilities: The Ross Practice will

- Make arrangements to take all reasonable measures to ensure that risks of harm to children's welfare are minimised including protecting children from maltreatment and preventing impairment of children's health or development.
- Ensure all national, regional and local guidelines are followed as applicable to the practice
- Work with colleagues in other disciplines (Health Visitors, Social services etc) to ensure timely and appropriate action.
- Share information essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection
- Make a referral to Children's Services as appropriate
- Manage services in a way which promotes safety and prevents abuse
- Recruit staff safely, ensuring all necessary checks are made
- Provide effective management for staff, through support and training. The practice will seek to meet the requirements of the NHS West Essex Child Protection Team

The Practice Safeguarding Children Lead is Dr. Janet Bellingham

Updated August 2017

Joining the practice

You may join the practice by attending with your NHS Medical card or by completing a registration form. New patient packs are available at the reception desk. Although you register as a patient of The Ross Practice, you may ask to be seen by a particular practitioner. **Please note, choice of practitioner cannot be absolute and will depend upon the Doctor or Nurse's availability, the appropriateness and reasonableness of the request.** You will be invited to attend for a new patient consultation. **If you are attending for an emergency appointment then you will not be able to specify a specific doctor for your consultation.**

Speaking to a Doctor or Nurse by telephone

It is possible to book telephone appointments with each Doctor and Nurse. Ask a member of our reception team for details

Friends of The Ross Practice

This group was formed a good time ago to promoted co-operation and understanding between patients, doctors and the local services available. The Friends' notice board in the waiting room carries details of meetings, events and functions. Or please ask a member of our reception team for details

Friends of The Ross Practice Patient Participation Group

We are looking to expand the role of the Friends Group by introducing a patient participation group. If you are interested, please leave your contact details with a member of our reception team.

Removal from the Practice List

Very rarely the Practice finds it necessary to remove a patient from the Practice List. This is usually on the recommendation of the BMA and RCGP. Should this occur, you will receive a letter stating clearly why you are being removed and with instructions on how you may register with another doctor in the area. You can also contact **NHS West Essex on 01992 566140**

Comments, Compliments and Complaints

The Ross Practice aims to give a friendly and professional service to all our patients. However, if you feel you have any concerns about any aspect of our service, please let us know.

Updated August 2017

Speak to whomever you feel most comfortable – your GP, our Practice Manager or a member of our reception team will be happy to help.

The majority of cases, concerns, can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at West Essex C.C.G., Building 4 Spencer Close, St. Margaret's Hospital, The Plain, Epping, Essex CM16 6TN.
The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problem before they become formal complaints. To speak to a PALS officer, please telephone: 01992 566122 or 0800 783396

Access to Medical Records, reports and correspondence.
You are entitled to access most of the records the Practice holds on you (there are a few exceptions). The Practice makes a statutory charge of £10.00, as directed by the Data Protection Agency. Please contact the Practice Manager for details and to arrange an appointment to view records.

If a Doctor writes a medical report for an outside Agency, i.e. Insurance Company, you are entitled to view the report before it is sent. However, please note that you must indicate your preference to view the report and there is a time limit. Please ask a member of our senior administrative team for details.

When a Doctor writes a letter about you, you are entitled to a copy; discuss this with the doctor at the time of your consultation

Please note: the Doctor will not divulge any information the Practice holds on you, to any other Agency, Organisation or Family, without your signed consent. You may discuss arrangements with our Practice Manager.

Freedom of Information Act The Ross Practice Publication Scheme

Details of who has access to Patient Information and Patients Rights and disclosure of such information is set out in the above document. Please apply in writing to our Practice Manager.

Private Medical Services

Not all the services we provide are covered by the NHS and free of charge. Items such as Private Certificates, Private Medical Examinations, Employment Reports and Insurance Claims attract a fee. A full list of charges is displayed in the waiting room, or please ask a member of our reception team.

Updated August 2017

Care of the Elderly

We have Community Nurses dedicated to caring for the elderly and housebound. We also offer annual health checks for patients over 75yrs. These are carried out by a Practice Nurse, or if you are unable to attend surgery, a Community Nurse will visit you. *If you need this service, please contact the surgery to arrange*

Community Mental Health Team

Based at The Latton Bush Centre. Referrals are via the Doctor or the hospital psychiatric service

Midwifery Care

We have a team of midwives who provide antenatal, intra-partum and post natal care in conjunction with the Doctors.

Practice Dietician

Tracey Parker is the practice dietician. She holds clinics every three weeks and helps support the diabetic clinic. Tracey holds "group" sessions for newly diagnosed diabetics. Referrals are made by the Doctors and Practice Nurses

Practice Phlebotomist

Tuesday 9.30 – 11.00am The Ross Practice
Wednesday 9.30 and Friday 10.00 – 11.00am The Hamilton Practice

Appointments may be booked. Patients may attend either practice
Please note: when you need a fasting blood test, nil by mouth should be taken for 14 hours before the test. You may drink water. If you do not follow this instruction, your blood sample may be invalid.

We also have phlebotomy appointments with one of our Health Care Assistants, 3 mornings a week, for Ross Practice patients only.

West Essex Clinical Commissioning Group

Harlow practices belong to West Essex Clinical Commissioning Group. It's aim is to develop high quality – sensitive care. One of our Partners, Dr. Rob Gerlis is West Essex CCG Chair

Updated August 2017

Health Care Assistants:

Our two health care assistants are important members of the practice team who work under the supervision of a qualified nurse. They can take blood, check blood pressure, test urine, and undertake simple dressings and removal of sutures. They have also been trained to carry out the NHS Healthchecks, health reviews in general and give advice on contraception and smoking cessation once a treatment plan has been established by the qualified practice nurses.

HCA Lynne Bowering
Lynne has been with the practice since 1999

HCA Sandy Gallagher
Sandy has been with the practice since 2004

Practice Manager

Sheila Keller is our Practice Manager. She will be able to help you with any administrative problems you may have with the way the practice is run.
Sheila has been with the practice since 2009

Senior Administrator

Sandra Gray is our Senior Administrator. She will oversee clerical tasks within the practice and will deal with queries in Sheila's absence.
Sandra has been with the practice since 1996

Reception and administrative staff

We have a team of 11 reception and admin staff who will be more than happy to help you with your enquiry. Their job is very demanding so please be patient.

District Nurses and Health Visitors

Provide nursing advice and help in your home and in their clinics
Patient contact telephone numbers:
District Nursing Team: 01279 621916
Health Visitor Team: 01279 698685

Updated August 2017

NB: The doctors do not sign passport applications, shot gun certificate applications, LighterLife or Cambridge Diet registration application forms.

Change of personal details

Please notify us immediately of any change of name, address or telephone numbers. Failure to do so could lead to serious errors or failure in communication. It could lead to you being inadvertently removed from the practice list.

Hospital investigations

Please telephone **after 11.00am** if you wish to find out the result of your blood test, x-ray, urine sample etc.

Please note that many tests will take up to 10-14 days to be returned to the practice. *Test results are normally only given to the patient in the interests of confidentiality.*

If you have had tests performed at a hospital out-patient appointment, it is unlikely that the surgery will be copied in to the result. It may be that you will have to wait until your follow-up appointment at the hospital to be informed.

Clinics held at The Ross Practice

In conjunction with the Practice Team, we perform

- Full family planning services including sexual health advice for all ages in strict confidence
- Cervical screening
- Immunisations, including a travel clinic
- Asthma, COPD, Diabetic and Cardiovascular clinics
- Health Promotion advice such as anti-smoking, health living and dietetics
- Minor Operations and 24 hour blood pressure testing
- Full child development service
- Antenatal and postnatal clinics
- Shared Care Teamwork with Drug and Alcohol Team
- NHS Health Checks to eligible patients

Please ask a member of our reception team for specific details

Updated August 2017

Repeat Prescriptions

You may request your medication either in person, by ticking the items required on the prescription tear off slip and bringing it into the surgery, via our website, or by telephone. *Written requests are however preferred, as confusion and misunderstandings are reduced.* Please state clearly the medication and dose you require.

Alternatively, you may request your repeat by post, enclosing a stamped addressed envelope. Please do however, give us additional notice at Bank Holidays or if you are going away and require changes to your normal request.

The preferred method of requesting a repeat prescription is to register for on-line access to your medical records. Please bring p.

The Practice now operates a prescription collection service with local chemists. Please ask the Pharmacist when you take in your prescription.

Other local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the Instructions and use the suggested dose

Updated August 2017

Our team

The Partners:

Dr. Janet Bellingham MB BS DRCOG (London 1980)
Dr. Bellingham has been with the practice since 1984

Dr. Robin Gerlis MB BS DRCOG MRCCGP (London 1982)
Dr. Gerlis has been with the practice since 1986

Dr. Karin Ashar MB ChB DRCOG MRCCGP (Manchester 1989)
Dr. Ashar has been with the practice since 1997

Dr. Muhammad Younas BA MB BS DRCOG DFFP Dip AVN MED
Dr. Younas has been with the practice since 2006

Dr. Tim Rundell MB BS MRCCGP (London 1986)
Dr. Rundell has been with the practice since 2002

Dr. Javed Ahmed MBBS MRCCGP DGM DRCOG
Dr. Ahmed joins the practice in September 2013

Our other doctors:

Clinical Governance Advisor:

Dr. Kim Gerlis MB BS DRCOG MRCCGP
Dr. Kim Gerlis has been with the practice since 2003

Salaried GP:

Dr. David Smalley MB BS DCH DRCPG DPD FRCCGP

Our nursing team:

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and care plan. They are experts in many areas such as diabetes and asthma

Practice Nurse Lesley Bellamy
Lesley has been with the practice since 2003

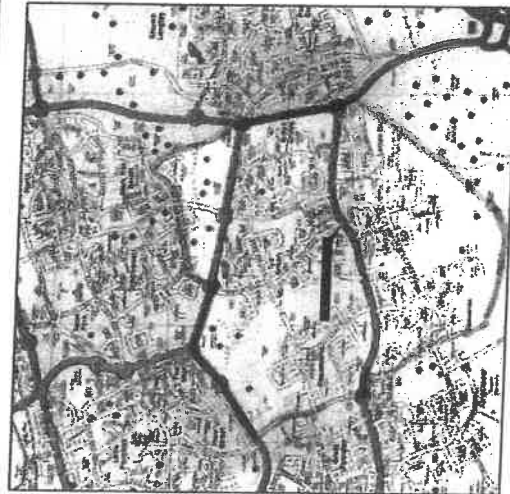
Practice Nurse Ann Lees
Ann has been with the practice since 2006

Updated August 2017

Practice catchment area

If you live within the catchment area shown on the map, you may register with The Ross Practice. If you move outside the area but remain in Harlow, you may remain with the Practice but may find it more convenient to move to a Practice nearer your new home. This is constantly under review and the practice reserves the right to change the arrangement.

Unfortunately, we cannot retain patients living outside Harlow.



Location

We are situated by the traffic lights at the junction of Tawneys Road and Southern Way. There is a large public car park opposite the surgery. The first hour only is free. You must display a pay and display ticket.

Updated August 2017

- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out of date medicines back to the pharmacy

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct (08 45 46 47) for details

Urgent Care Centre

The Urgent Care Centre is based in Princess Alexandra Hospital A&E Department. The centre is managed by experienced nurses qualified in the treatment of minor injuries and illnesses, seven days a week.

Opening Times: 8.00am to 10.00pm seven days a week
You do not need an appointment

NHS Direct

NHS Direct offers free expert health information and advice 24 hours a day on 0845 46 47 or at their website www.nhsdirect.nhs.uk which also offers an enquiry service. For

deaf people and those who may be hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

Accident and Emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspect broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess **serious injuries and provide emergency treatment.**

Finally, we aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary from our list of patients.

Updated August 2017

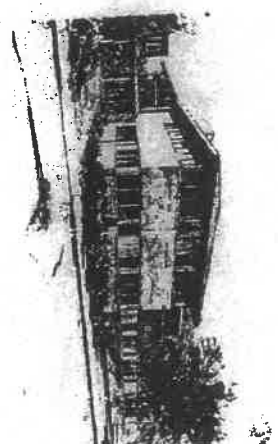
Welcome to

The Ross Practice

Keats House, Bush Fair
Harlow, Essex CM18 6LY

Tel: 01279 215354
Fax: 01279 634639

www.therosspractice.com



We take great pride in the quality of the medical services we provide. We hope you will find this leaflet informative and helpful.