

Patient Confidentiality

Your doctor and the team of health professionals caring for you keep records about your health and any treatment you receive from the NHS. This information will either be written down or held on computer. These records are then used to guide and manage the care you receive.

You may also be receiving care from organisations outside the NHS. If so we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

We may also receive requests for medical information about you from outside agencies i.e. Solicitors handling a personal injury claim, employers etc. We will not release this information without a signed consent form from you and you have 21 days to see any information before it is sent. You do, however, need to notify us if you wish to see the information before it is sent.

If you have any queries or concerns about our use of your information, please feel free to make an appointment with the Practice Manager to discuss them.

The Practice Nurses/Health Care Assistants

Nurses - Annette Ford, Helen Jenns, Dimple Joseph
HCA's - Samantha Baldry, Susan White

The Practice Nurses work in close liaison with the Doctors, they have their own surgeries and can help and advise on:

- Immunisation both routine and for travel
- Hormone Replacement Therapy
- Cervical Smears
- Menopause
- Asthma
- Dietary advice
- Heart Disease Prevention
- Well person clinic
- Diabetes
- Life style advice
- Over 75 health checks
- Blood pressure checks
- New patient health checks
- Smoking cessation

Other Clinics

Immunisation

Influenza – offered to patients over 65, on at risk register, pregnant ladies and carers

Pneumonia – offered to all patients aged 65 and over.

We also offer advice and vaccination for overseas travellers.

Family planning

A full family planning service is provided, including implant and coil fitting. To arrange coil fitting please contact the surgery on 01279 418136.

Minor surgery

Dr Radhakrishnan is approved for the performance of minor surgical procedures at the Health Centre.

Health Visitors

The Health Visitors are based at Keats House, Bush Fair they will guide you through the early days of your children's lives. They also run Well Baby Clinics, Baby Massage, Post Natal Support Groups. They are available for advice on 01279 698671.

Community Midwives

The community midwives are available at the Health Centre on Wednesday when we have our antenatal clinic. A midwife will look after you during your pregnancy and following the birth of your baby.

Violent & abusive patients

We operate a zero tolerance policy with regard to violent and abusive patients. Any such patients will be removed from the Practice list with immediate effect.

Suggestions & complaints

The Practice strives very hard to ensure that everyone receives quality care, and welcomes any suggestions or comments from you as to how to improve the service we offer. Should you feel that your needs are not being met, we welcome the opportunity to discuss this with you, any of the Doctors or the Practice Manager would be happy to deal with your complaint.

The practice staff

All our staff are here to help you make the best of our services. Our receptionists are here from 8.00 am to 18.30 pm on Monday through to Friday to help you.

Practice Manager – David Bell

David is in charge of the staff and responsible for the smooth running of the surgery and will deal with any problems or queries concerning the practice. He will be happy to hear your comments – both good and bad.

Old Harlow Health Centre Jenner House



Garden Terrace Road
Old Harlow, CM17 0AX

Tel: 01279 418136

Fax: 01279 429650

www.oldharlowhealth.co.uk

Doctors:

Dr Richard Y Anthony
MB, BS, FRCGP, DCH, DRCOG

Dr Krish T Radhakrishnan
MB, BS, DLO, FRCGP

Dr Carolyn Smalley
MB, BS, FRCGP, DFSRH

Dr Amik Aneja
MBBS, BSc, MRCGP

Dr Huai Phen
MBBS, BSc, Pg Dip Dermatology
MRCG, MRCGP

Practice Leaflet

Date: August 2015 V1.2

Welcome to the practice

We have prepared this leaflet in an endeavour to provide you with information about the practice, the services we offer and the ways in which you can help us to provide you with a high quality service. Please read the leaflet carefully and then retain it for future reference.

The Practice

The Practice is situated in the centre of Old Harlow.

The Practice area includes Old Harlow, New Hall, Churchgate Street, Sheering, Matching Tye. A detailed map is available for inspection at the surgery.

To register at the Practice you must live within the Practice boundary (We do not accept Out-or-Area registrations). You are registered with the practice rather than an individual G.P. and may see any of the doctors. You are able to express a preference of practitioner and whilst the Practice will try to comply, it might not always be possible, in which case we will explain why.

How to see a doctor/nurse

To make an appointment, please call at Reception or telephone 01279 418136. If it is an urgent problem, let the Receptionists know and they will fit you in. Please give as much notice as you can for routine appointments, as we will then be able to offer a wider choice of times. We can book appointments up to four weeks in advance.

If you wish to speak to one of the doctors or nurses please contact the surgery and provide the receptionist with brief details of your query and your contact number. The doctor or nurse will then contact you following either morning surgery or before evening surgery begins.

Surgery Hours

Monday	09.00 - 11.00, 15.20 – 17.30
Tuesday	09.00 - 11.00, 15.20 – 17.30
Wednesday	09.00 - 11.00, 15.20 – 17.30
Thursday	08.30 - 11.00, 15.20 – 17.30
Friday	09.00 - 11.00, 15.20 – 17.30

The surgery is open from 8.30am until 18.00pm on Monday through to Friday. When the surgery closes patients can contact a doctor by ringing the surgery number.

The Doctors

Dr Richard Y Anthony MB, BS, FRCGP, DCH, DRCOG
Qualified 1983 London Hospital Medical School. Dr Anthony trained for General Practice on the local vocational scheme and joined the Partnership in 1987. He has been a GP trainer since 1999.

Dr Krish T Radhakrishnan MB, BS, DLO, FRCGP
Qualified in 1981 and has been a GP since 1992. He has been a GP Trainer since 2002. He is also an Associate Director, Postgraduate GP Education with the East of England Deanery.

Dr Carolyn Smalley MB, BS, MRCGP, DFRSRH
Qualified in 1982 and trained as a GP in Plymouth. She has been working in West Essex since 1986 and joined the Old Harlow Partnership in October 2003. She has been a Trainer since November 2005.

Dr Amik Aneja MBBS, BSc, MRCGP
Dr Aneja trained at Guy's and St Thomas' Hospital. Following this his GP training was conducted at the local vocational training scheme and he subsequently qualified as a GP in August 2007. Joined as a Partner in May 2009.

Dr Huai Phen MBBS, BSc, PgDip Derm, MRCG, MRCGP
Dr Phen trained at St Barts and The Royal London School of Medicine and Dentistry and qualified in 2005. He trained in General Practice on the Harlow scheme completing his training at Old Harlow Health Centre in 2015. Since then he has continued to work in the Practice as a salaried GP

Training

We are a recognised GP Training Practice. Dr Anthony, Dr Smalley, Dr Radhakrishnan and Dr Aneja are approved trainers. They are responsible for overseeing the GP Registrar's training.

Home Visits

If you are too ill to come to the Surgery or housebound and need a home visit, please telephone (01279) 418136 before 10.30am. Please explain to the Receptionist what is wrong so that the more urgent calls can be seen first. Home visits are usually carried out following morning surgery and therefore it may be better for you to attend surgery, if this can be arranged, as you will be seen sooner this way. Please remember that we can see several people at the surgery in the time it takes to do one home visit.

Out of Hours Calls - Emergencies

Always telephone 01279 418136 if you require urgent attention. When the surgery is closed, you will be given the 'Out-of Hours' providers number.

Clinics

Antenatal with Midwives

Wednesday 13.00 to 15.00 pm

We hold a clinic each week to monitor your progress through pregnancy and share your care with the Hospital Consultant. Appointments are made by the Midwives for their clinics.

For GP antenatal appointments please ring reception and they can make an appointment with your GP.

Postnatal

Arranged via an appointment with the GP

Child Health and Immunisation

Thursdays 10.00 to 12.00 noon

Blood tests

Blood tests appointments are between 11.45am -12-30pm Monday to Thursday at this surgery. Please contact the surgery at 11.00am the day before the test is required. Blood tests are normally available within 3 days. For the results of your blood test please phone the surgery between the hours of 9.30am and 4pm and select option 2 on the phone system.

Repeat prescriptions

Please give 48 hours notice of your repeat prescription requests.

To order prescriptions you can:

- Submit your request via our website www.oldharlowhealth.co.uk
- Fax your request on 01279 429650
- Post your request form (if you wish to have this returned by post please enclose a SAE)
- Drop in your order request
- Please note we do not accept requests for medication by telephone.

Access for the disabled

As a purpose built Health Centre we are fully equipped with facilities for the disabled. Access ramps, automated double doors, and disabled toilet facilities are available.