

### Home Visits

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 12 (noon) if at all possible. Wherever possible, we prefer to see you at the surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

### Out of Hours

When the practice is closed, patients are advised to contact NHS 111 which is the NHS non-emergency number. You can dial 111 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not life threatening; or if you need health information or reassurance about what to do. They can signpost to the most appropriate service or arrange an appointment with an out of hours doctor or nurse.

In case of emergency please call 999.

### Repeat Prescriptions

Requests for prescriptions must be made in writing using the repeat prescription slip. We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal surgery hours. Please allow at least three working days before collection.

Repeat prescription slips may be dropped into the practice, posted or online.

The practice is signed up to the Electronic Prescription Service (EPS), allowing patients to collect some prescriptions directly from their nominated pharmacy. Please contact us if you would like further information about this.

### OPENING TIMES

Mon: from 08:00:00 to 18:30:00  
Tue: from 08:00:00 to 18:30:00  
Wed: from 08:00:00 to 18:30:00  
Thu: from 08:00:00 to 18:30:00  
Fri: from 08:00:00 to 18:30:00  
Sat: GPHA weekend service  
Sun: GPHA weekend service

### Reception / Appointments

To cancel an appointment

01268 686140 - option 1

To book an appointment or for queries

01268 686140 - option 2

### Test Results

01268 686140 - option 3 (after 2pm, only)

### Prescription Enquiries

01268 686140 - option 4 (8.30am–1pm)

### Medical Secretaries

01268 686140 - option 5 (9.30-2pm)

### Services

#### Cervical Smears

Childhood and adult vaccinations

Blood pressure monitoring

ECG

Diabetes checks

Asthma and COPD checks

Spirometry

Wound care

Smoking cessation & weight management

Phlebotomy

## The Grafton Surgery

Central Canvey Primary Care Centre,  
Long Road, Canvey Island SS8 0JA  
Tel. 01268 686140 Fax. 01268 686141

[www.thegraffonsurgery.co.uk](http://www.thegraffonsurgery.co.uk)

This service is being delivered by  
**GP Healthcare Alliance**

#### Directors

Dr P Long, Rushbottom Lane Surgery

Mrs K Sadler, CEO GPHCA

Ms T Packman, The Island Surgery

Ms L Caughlin, GPHCA

Dr S Chana, Rushbottom Lane Surgery

Dr R Genthe, Audley Mills Surgery

Mr I Murphy, GPHCA

*(further shareholder information available on request)*

#### Contact details

GP Healthcare Alliance

The Surgery, 91 Rushbottom lane

Benfleet, Essex SS7 4EA

<http://www.gphealthcarealliance.co.uk/>

Email: [admin@gphealthcarealliance.co.uk](mailto:admin@gphealthcarealliance.co.uk)

Registered address

Orbital House

20 Eastern Road, Romford

Essex RM1 3PJ

*For advice on illnesses and local health services*

*Website: [www.nhs.uk](http://www.nhs.uk)*

*The Practice has suitable access for disabled patients and also there is a disabled parking bay.*

### **Appointment**

All surgeries are by appointment, and can be made in person, by telephone or online. We offer 'same day' GP appointments and the facility to book in advance for routine appointments.

If you are unable to attend for your appointment please let us know so that we can offer this to someone else.

### **Disabled Access**

The practice has reserved car parking spaces close to the entrance for our disabled patients. A WC is also provided in the waiting area. All rooms are accessible for wheelchair users.

### **Practice Boundary**

We welcome new patients from within the Canvey Island locality. Please ask how to register as a new patient at reception.

### **Patient 'System Online'**

Once registered to System Online, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online. Ask at reception for more details

### **Freedom of Information**

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available.

### **Named GP**

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

### **Carers**

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs. Please contact the surgery for more information.

### **Confidentiality**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

### **Zero Tolerance**

We strongly support the NHS policy on zero tolerance. Anyone who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list.

In extreme cases we may summon the police to remove offenders from the practice premises.

### **Castle Point & Rochford Clinical Commissioning Group**

The practice is a member of Castle Point & Rochford Clinical Commissioning Group

Pearl House  
12 Castle Road Rayleigh  
SS6 7QF  
Tel: 01268 464508  
Email: [cpr.ccg@nhs.net](mailto:cpr.ccg@nhs.net)

<http://castlepointandrochfordccg.nhs.uk/>

### **Investigations and Specimens**

Please call the practice between 9.30am-2pm for all investigation results. Specimens must be dropped off at the practice before 12pm Mon-Fri.

### **Change of Personal Details**

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change.

### **Sickness Certification**

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate; you will need to make an appointment for this. If you require a certificate covering a period of less than seven days, a private certificate can be issued but a fee will be charged.

### **Chaperone**

You can request for a chaperone to be present during your consultation. Please let a member of the reception team know and they can make the arrangements.

### **Late Arrivals for Appointments**

Where possible we try to accommodate late arrivals but if this is impacting on the clinic and other patients, we may need to ask you to rebook.

We do try to let patients know if their doctor or nurse is running late. We appreciate how frustrating this can be and we're grateful for your patience and understanding.

### **Complaints Procedure**

If you have a complaint please come and speak to us. We have a complaints leaflet which outlines our complaints process. If you have any queries please speak to the Practice Manager.