

Opening Times

Monday to Friday 8am to 6.30pm

The surgery doors are open between 8.00am and 6.30pm. The surgery is closed on Saturdays, Sundays and public holidays and one Tuesday afternoon per month for training—see our website for dates or ask at reception.

How to See / Speak to Your Doctor

For appointments please telephone

01277 227711 and press option 1

This number operates Monday—Friday 8.00am-6.30pm.

Over 70% of our appointments are routine pre-bookable, these are all 10 minute slots for patients with a chronic conditions. Either ring the surgery to book one of these or book on-line via our website or the NHS App. (Pre registration to use this service is required—contact reception for information).

However, if you have a medical emergency or an acute problem and you feel you need to be seen or speak to a clinician on that day, you should ring the surgery from 8am. Having been triaged by our Care Navigators you may be allocated one of our acute appointment slots, if we have capacity and it is appropriate, to see or speak to a GP, a Pharmacist, Physician's Associate, Social Prescriber or Orthopaedic Specialist or you will signposted to another service this may be 111, A&E, Minor Injuries, a Mental Health Practitioner, or the Community Pharmacy. (Our Care Navigators are required to ask you questions by the GPs in order that you can be directed to the most appropriate service.)

Continuity of Care/Named Accountable GP

All patients have a named accountable GP, the doctors prefer you to see this GP when they are in clinic however if you wish to see an alternative doctor please speak to reception. Please ask at Reception if you are unsure of the name of your named accountable GP.

Practice Nurses - Treatment Room

Our practice nurses undertake a variety of general nursing duties, they also offer NHS travel vaccinations and run NHS health checks, diabetic, cervical smear, flu and other specialist clinics. The nurses are seen by prior appointment. Please call reception to book an appointment or to speak to a nurse. Cervical smears are available every day by pre-booked appointments.

Child vaccinations are given throughout the week. Attendance is by pre-booked appointment. Contact the surgery to book

Additional Clinical Staff

We have an array of clinical staff who assist our Doctors and Nurses.

We have a Physician Associate, Pharmacists, an Orthopaedic specialist, Mental Health Practitioners and non-clinical Social Prescribers who are all available to speak to patients. Please discuss these options with Reception when booking an appointment.

Brentwood GP Extended Access Hub

This service operates Mon-Fri 6.30pm—8pm, Sat 9am—5pm. To book an appointment with a GP or Nurse for this service ring Reception on **01277 227711 Option 1**

Teaching Practice

The Tile House is a teaching practice, we have GP Registrars in attendance and also, from time to time, medical students from Anglia Ruskin University. If you do not wish to have the medical students in the room whilst you are with the doctor please let reception know.

Armed Forces Veteran Friendly Practice

Being accredited by the Royal College of General Practitioners means that our practice can better identify and treat veterans, refer them, where appropriate, to dedicated NHS services. If you are a veteran please let us know.

Research Active Practice

The surgery is an accredited research active practice. You may be contacted, if eligible, to take part in a study. If you do not wish to be contacted please let the surgery know. For full details of all the studies we are currently taking part in please visit our website.

Home Visits

Please telephone **01277 227711 and press option 1** before 10am if you think you need a home visit from a doctor. You will be asked what your problem is and the duty doctor will phone you and, if appropriate, will arrange for a doctor to visit you. Requests for non-urgent home visits can be made in advance.

Test Results (Blood, X-ray etc)

Please telephone **01277 227711 and press option 3** Mon—Fri 8am & 2pm). It is your responsibility to check your results and to make an appointment with your doctor if you are advised to do so. Please do not ask Reception staff for information about your test results. Test results will only be given out to the person they relate to, unless that person has given prior permission, or they are not capable of understanding them. Enquires about tests ordered by the hospital should be directed to the relevant hospital. If you would like access to your results online please speak to a member of the Reception staff.

Repeat Prescriptions

Please telephone **01277 227711 and press option 2** Mon-Fri 10am—4pm. If you have a query about your repeat prescription, please note that we do not accept requests for repeat prescriptions over the telephone. Please allow 2 working days notice when ordering a repeat prescription.

We only accept written requests for repeat prescriptions at the surgery, you can use the right hand side of your prescription form to order your medication by ticking the items you require.

The following are ways to order a prescription:

- placing your request in the box at the prescription counter
- By post to the surgery address
- Via your pharmacy
- Via our website, www.tilehousesurgery.com. (You need to be registered for this service, contact the surgery for details)

All prescriptions are now sent to your preferred pharmacy electronically, you can register your preferred pharmacy by contacting the surgery or your pharmacy.

Repeat prescriptions are available only to patients who are stabilised on medication. Your condition will need to be reviewed from time to time by your doctor.

Child Development Clinics

Dr Indrakumar is the surgery's nominated lead for Child & Young Peoples Safeguarding. A copy of our Child Safeguarding Statement of Intent is available from the Practice. Dr Natarajan and Dr Aung hold clinics at the surgery to undertake child development checks at 6-8 weeks of age.

Attendance is by prior appointment.

Minor Surgery

We undertake certain minor surgery procedures, including, joint injections, excision of lumps and toe nail removal. Contact the Surgery for details.

Family Planning

A full range of family planning services are provided. Dr Hildebrand and Dr Rahman fit IUCDs and Implanon,. This is by appointment only.

District Nurses & Health Visitors

The District Nurse and Health Visitor teams work in co-operation with the surgery to provide community care to patients.

The District Nurses provide home nursing services mainly for the elderly, the housebound and chronically sick.

The Health Visitors usually work with families and young children.

Midwife Services

If you have a positive pregnancy test you can refer yourself to a hospital of your choice for your maternity care. Basildon Hospital, Broomfield Hospital or Queens Hospital

Full details and the links to the self referral forms can be found on our website.

Out of Hours Emergencies

The surgery has contracted out of supplying Out of Hours services, these are provided by :

Mid and South Essex Integrated Care System

Health advice is available 24 hours a day by telephoning **111**

In case of emergency, at any time, please telephone **999**

Accidents and Emergencies

Some types of Minor injuries may be dealt with at the surgery, if we have an appointment available, please ring to confirm so we can advise you before you attend surgery. Patients can also attend Orsett Minor Injuries Unit, which is open 10am—7.30pm Monday to Sunday, x-ray appointments need to be booked by 4pm, (there is no x-ray service at Orsett over the weekend.) Please phone first on 01268 592300. For major problems patients should attend the nearest Accident & Emergency departments at Queens Hospital or Basildon Hospital.

Patient Conduct

The staff at the Tile House treat all Patients with respect and expect this to be reciprocated, We have a zero tolerance policy to abusive or violent behaviour by Patients, any Patient who is abusive or violent to staff will be removed from our list. Patients who regularly fail to attend pre-booked appointments will be asked to register with another practice. Please ensure you ring the surgery to cancel any unwanted appointments.

Disabled Access

There is full access to all treatment areas for patients with disabilities,. If you require any assistance whilst attending the surgery please ask at Reception.

Suggestions and Complaints

Constructive comments and suggestions are welcome. We try to respond sympathetically to complaints and these should be by letter or email (tilehouse.reception@nhs.net) and addressed to our Practice Manager.

Data Protection

We are a registered user under the Data Protection Act, and all computer files are strictly confidential. Should you wish access to your clinical record please contact the Practice Manager.

Patient Reference Group

The Practice has a PRG which was established in January 2012, information on this group can be found on our Website and also on a notice board in the waiting room .

Patient Confidential Information

Patient personal information is available to clinicians and staff of the practice on a need to know basis. Access to patients' records by local clinical organisations is by a sharing protocol and consent for this use is requested from patients from time to time. We never disclose information about you without your consent.

The Health & Social Care Information Centre (hscic)

If you do not wish your personal information to be shared with the HSCIC please contact the surgery to opt out of this, more details are available from the surgery or on our website to enable you to make an informed decision.

Friends & Family Test

F&FT survey cards are available to complete in the Surgery or you can go to our website and click the link.

Patient Registration

To register as a Patient and find out if you live within our practice Aaea please contact Reception. A basic map of the Practice Area is overleaf.

Out of Area Registration

Please note that we do not register Patients who live outside our Practice Area.

<u>Surgeries</u>	Morning	Afternoon/Evening
Monday	SH, CV,SY, DA, SN, JI	CV, DA, DR, SY, SN
Tuesday	CV, JI, SY, SN, SH	CV, SN, SH, SY, JI
Wednesday	DA, SY, DR	DR, SH, DA, SY
Thursday	CV, DR, DA, SN, JI	VS, DR, JI, DA
Friday	DR, CV, DA, SN, SY	DR, SY, DA, CV, SN

Clinical Commissioning Group

Mid and South Essex Integrated Care System
Www.midandsouthessex.ics.nhs.uk Tel: 01268 594350
Address: Unit 10 Phoenix Court
Christopher Martin House, Basildon SS14 3HG

NHS England 0300 311 2233
England.contactus@nhs.net

Details correct as at 03/04/2023
E&OE

The Tile House Surgery

33 Shenfield Road
Brentwood
Essex
CM15 8AQ
www.tilehousesurgery.com

Telephone 01277 227711

**The Tile House Partnership
General Practitioners
All are General Partners
We are not a limited Partnership**

Sarah Hildebrand (Female) London (1984)

MB, BS, DRCOG, DFFP, MRCGP

Christopher Villiers (Male) London (1988)

MA(Oxon), MB,BS, MRCGP, DGM, DRCOG

Sami Yaqub (Male) London (1991)

BSc(Hons), MB, BS, DRCOG, DFFP, MRCGP

Damian Aung (Male) London (1994)

*MB, BS, DRCOG, DFFP, MRCGP, PG Cert
MedEd*

Sooraj Natarajan (Male) India (1995)

MB, BS, (Kerala), MRCP (CH), MRCGP

Ditia Rahman (Female) London (2005)

MB, BS, DRCOG, DFSRH, MRCGP

*Dr Jaanani Indrakumar (Female) London (2009)
MB,BS*

Practice Manager — Linda Upson

