

## THANK YOU

- \* For joining our practice
- \* For treating staff and doctors with respect
- \* For attending your appointment on time and cancelling your appointment in good time if you are unable to attend.
- \* For understanding if an emergency causes your appointment or be delayed.
- \* For allowing time for your doctor to complete your medical insurance forms as they are completed in personal time.
- \* For any helpful ideas and suggestions as to how we can improve our service to you.
- \* For informing us if you are a carer/Have a carer, in order that we can record this information into your records.



Dr Palacin Surgery

## New Patients Welcome

Please ask at reception for registration forms.  
You will also be required to attend a New Patient Check with the nurse.

*Please note, you are registered with the practice, however, this does not prevent you from seeing any doctor in the practice, depending on your personal choice and practitioner availability.*

If you are already on medication and require a repeat prescription, please ensure you have booked your New Patient Health check.

### Sharing Patient Information

The responsibility or making decisions regarding patient information rests with the doctor., however please be assured the following rules will always be applied when dealing with patient information.

- ◇ Justify the purpose
- ◇ Do not use patient identifiable information.
- ◇ Use the minimum patient identifiable info.
- ◇ Access to patient identifiable info is only ever on a strict "need to know" basis.
- ◇ Every member of staff must be aware of their responsibilities.
- ◇ Information is only faxed to a confirmed "safe haven" fax.
- ◇ Patient identifiable info is only to be emailed to a safe encrypted account (nhs.net).
- ◇ Any data held on a computer will only be used if it is in the interest of medical treatment.
- ◇ A strict code of confidentiality is adhered to within the practice.

## Patient Information Leaflet

### DR PALACIN

#### SHOEBURY HEALTH CENTRE

Campfield Road,  
Shoeburyness, Essex  
SS3 9BX

#### DR. X. PALACIN

MBBS LMS

#### DR E. GUYLER

MBBS DRCOG MRCGP

#### Dr C. NZEMEKE

MRCGP MBBS Msc

#### PRACTICE NURSES

Lisa Ambridge RGN  
Jacqui Baker RGN  
Joanne Richardson RGN  
Catherine Popplewell HCA

#### SURGERY TELEPHONE

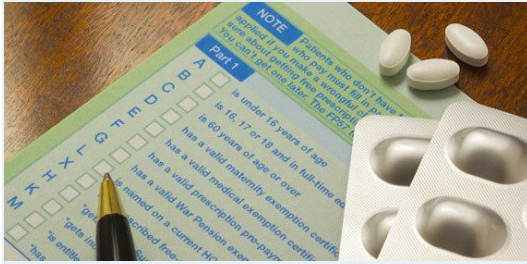
01702 987777

#### E-Mail

drpalacin.surgery@nhs.net

#### OUT OF HOURS

Please call NHS 11 1 service



### Repeat Prescriptions

Requests for repeat prescriptions may be made by post, Systmonline, email or at the surgery. No requests will be accepted by telephone to prevent any errors. Please allow 48 hours for prescriptions to be ready for collection.

### Change of address/contact details

Please remember to advise us of any new details, particularly if you use a mobile telephone. You will need to complete a form available at reception.

### Test Results

Please telephone the surgery after 2pm for test results.

### Complaints

If you are not satisfied with any service we have provided, please contact the Practice Manager.

For further support and advice regarding complaints: Healthwatch Southend are independent complaints advocates:

Tel: 01702 356066

Website: [www.healthwatchsouthend.co.uk](http://www.healthwatchsouthend.co.uk)

## Reception Hours

### 8.00am—18.30 Monday to Friday

Our telephone lines remain open during 8.00am – 18.30.

Surgeries are held at varying times throughout the day.

### 8.00am—6.00pm Monday to Friday (start times may differ, please check with reception)

*Out of hours please call 111 in AN EMERGENCY CALL 999.*

*For weekend services, GP & Nurse appointments will be held at: North Shoebury Surgery – Frobisher Way Shoeburyness SS3 8UT*

We offer both a “book on the day” and pre booked appointments system, therefore enabling patients to see a doctor on the day of their choice, we are also able to offer telephone consultations. Please ask at reception for more details.

Online access is now available to our patients for appointment booking, ordering of repeat prescriptions and viewing of your coded GP record. Please speak to the receptionist to register for this service.

### Home visits

Please make home visit requests before 10.30am. We would advice home visits are at the doctors discretion and you may receive a call from the doctor prior to visiting.

### Chaperone Policy

The practice is committed to providing a safe environment and all patients are entitled to have a chaperone present for any consultation/procedure. If required please speak to the receptionist.

## Practice Nurse Clinics

Practice Nurse appointments are available daily.

The nurse will be happy to help/advise on general medical matters including:

- ◆ Chronic Disease Management
- ◆ Asthma: Patients should be reviewed annually.
- ◆ Diabetes: Patients should be reviewed regularly.
- ◆ Heart Disease monitoring: Patients should have regular checks.
- ◆ COPD: Patients should be routinely reviewed annually.
- ◆ Childhood immunisations.
- ◆ Travel advice and vaccinations
- ◆ Cervical cytology testing
- ◆ Hypertension—regular blood pressure monitoring
- ◆ Wound dressing and stitch removal
- ◆ Family Planning advice and checks
- ◆ Smoking cessation advice and management
- ◆ Influenza and pneumonia vaccination for over 65’s & chronic disease patients.
- ◆ Diet & exercise advice and monitoring
- ◆ Ear syringing
- ◆ We have a dedicated member of our team Lisa our in house Smoking advisor to advise you and help you to STOP SMOKING TODAY .



*Delivering Excellent Health Care*