

THE TILE HOUSE SURGERY



NEW PATIENT INFORMATION PACK

- Appointment System Explained
- How to get your Repeat Prescriptions
 - Car Park usage
- Useful Telephone Numbers

Please keep the following for future reference

THE TILE HOUSE SURGERY



Appointment System Explained

We operate an appointment system that allows appointments to be booked up to 90 days in advance, these are for routine, non-urgent problems. We retain appointments for same day, urgent bookings; these can be booked on the day they are required and are reserved for patients that cannot wait for a routine appointment slot and have a medical emergency occurring within the previous 24 hours.

The phone line is open 8am to 6.30pm weekdays and 9am to 11.30am on Saturdays.

Advance Appointments

If you need to book an appointment with your GP, please telephone or use the online booking service as soon as you know to enable us to offer you a good choice of available dates and times. An appointment can be booked days in advance, two weeks in advance, a month in advance or even 3 months in advance! You will then have the reassurance of knowing that your appointment has been made at a time to suit you.

Same Day Urgent Appointments

If you require to be seen the same day, phone the surgery at 8am on 01277 227711. You will be asked whether the appointment is urgent and necessary for that day; we try to accommodate those patients who have an urgent problem i.e. one that has only just occurred and cannot wait for a routine slot.

Naturally, we are unable to offer as much choice of appointment times, as we have to fit them into the Doctors clinics.

Once you have spoken with the receptionist you will either be advised of an appointment time or put onto the Duty Doctors list. The Duty Doctor will then call you back to discuss the current problem; if this can be resolved over the phone i.e. the GP issuing a prescription for you to collect this will be done. The Duty Doctor may wish to see you to discuss the matter further or for examination in which case they will offer you an appointment with them the same day.

Therefore, please phone us or use the online booking service in advance if your appointment is routine, or book at the desk if a follow-up appointment is suggested by your doctor. This helps us give you a better service and also helps your fellow patients who may have urgent problems that can only be resolved by booking one of our same day appointments.

Online Booking Service

To register for this service please bring either your passport or driving licence to reception and a utility bill and you will be provided with a password to access this online facility.

If you have an appointment which you are unable to keep we appreciate you letting us know so that we can offer it to another Patient.

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How to order your Repeat Prescriptions

The Repeat Prescribing Policy

The Tile House Surgery operates a repeat prescription service for patients. Repeat prescriptions are only issued for patients with stabilised chronic conditions. It is the responsibility of your Doctor to decide which items may be obtained on a repeat basis and these may vary from patient to patient. Repeat prescriptions are not appropriate for acute conditions.

Most medications are issued in multiples of 1 month. In some cases once your condition is stable your doctor will prescribe 2 months medication on a repeat basis. Typically your doctor will need to see you for a check-up once in each 6-12 month period, according to your specific conditions.

Benefits of the Repeat Prescription Service

- Good use of patients and doctors time.
- Reduces the pressure on doctors' appointments.
- Reminds patients when they are due to see their doctor for a check-up and to re-authorise their repeat prescription items.

The Need for Written Requests for Repeat Prescriptions

The Tile House does not accept telephone requests for repeat prescriptions. This is to:

- Comply with Department of Health advice on best practice.
- Minimise the possibility of error.
- Release staff time from dealing with often lengthy telephone calls.

Ordering Repeat Prescriptions

The surgery depends upon the co-operation of patients to ensure that the service operates effectively. ***Patients are requested to provide 48 hours notice (2 working days) for repeat prescriptions.*** We do not count weekends, bank holidays and public holidays as working days. Please avoid "last minute/urgent" requests as these place pressure upon staff and adversely affect the service for all patients.

To order your medication:

- Hand in the repeat slip.
- Post your request to us - a stamped addressed envelope must be provided for any prescriptions which are to be returned by post.
- Use our online service - you need to register at the surgery to use the online facility.
- Fax your request to us on 01277 200649
- If you are a regular customer at a local pharmacy you can place your request with them, they will contact us to request your medication, pick up your completed prescription when its ready then dispense your medication ready for your collection from them.

Most pharmacies offer a service to deliver medication to elderly and housebound patients.

Please ask at the repeat prescription desk for further information.

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Car Park Usage

The car park at the surgery is divided for staff and patient use.

As Doctors' cars must be free to enter and exit the car park at all times, to ensure there is no delay for urgent home visits, do not park blocking another cars exit.

Also the entrance to the surgery premises must never be blocked by patients' cars, this is to ensure unrestricted access for both ambulances other emergency services and disabled patients.

We have two spaces restricted for disabled parking only, these are opposite the entrance to the surgery. These must be left clear for disabled patients and a Disable badge must be shown in the windscreen.

Unfortunately at busy times you will need to park elsewhere; please ensure you leave sufficient time to find a parking space prior to your appointment. There are pay and display parking spaces in Sawyers Hall Lane, or the town centre car park in William Hunter Way.

Please bear in mind we have 14,000 patients therefore parking at the Surgery will not always be possible.

If you are just collecting a prescription, you may prefer to visit the surgery between 1pm and 2pm Monday - Friday as there are no surgeries at that time and the car park is generally quieter.

Finally, aggressive behaviour, whether verbal or physical, towards any member of staff at The Tile House Surgery may result in the police being called and you being removed from our patient list.

The Car Park is a private car park and only for use by patients when attending an appointment at the surgery.

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Useful Telephone Numbers

Local Pharmacists

Boots the Chemist	51 High Street, Brentwood	01277 210808
Burntwood	Shenfield Road, Brentwood	01277 219728
Cohens (Assura)	138 Hutton Rd, Shenfield	01277 225789
Co-op (Well) Rayleigh Road	201 Rayleigh Road, Hutton	01277 214628
Day Lewis	Pastoral Way, Warley	01277 216834
Ingrave	21 Eastham Crescent, Brentwood	01277 229203
New Pharmacy	33A High St, Brentwood	01277 216897
Ongar Road Pharmacy	249 Ongar Road, Brentwood	01277 211599
Pharm Choice	9 Ingrave Road, Brentwood	01277 215809
Rowlands	222 Hutton Road, Shenfield	01277 220705
Sainsburys Pharmacy	Sainsburys Superstore, Brentwood	01277 260750