

## 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 public holidays and on one Tuesday afternoon per month for training - see our website for dates or ask at Reception.

### How to See Your Doctor

For appointments please telephone

### **01277 227711 and press option 1**

This number operates Mon - Fri between 8.00am - 6.30pm. Over 70% of our appointments are routine pre-bookable, these are all 10 minute slots. Either ring the surgery to book one of these or book on-line at our website. (Pre registration to use this service is required- contact reception for information) However, if you have a medical emergency which has occurred within the last 24 hours and you feel you need to be seen by a doctor on that day, you should ring the surgery from 8am on the day. You will either be allocated one of our morning emergency appointment slots or if they have all been filled your request will be passed onto our Duty Doctor who will ring you back to assess whether or not you need to be seen that day, if so you will be asked to attend surgery at a specific time.  
We do have a limited number of afternoon emergency slots, to book these ring at 1.30pm.

### How to speak to your Doctor on the telephone.

If your condition or query can be dealt with over the telephone, please contact the surgery to book into one of the Doctors' telephone slots, these are booked in advance. The Doctor will then ring you back between appointments or at the end of surgery. We are not able to give a specific time for these returned calls.

### 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 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 generally given in the child vaccination clinics which operate as follows: Tue, Wed & Fri: 11.00am - 12.15pm. Attendance is by pre-booked appointment - contact the surgery to book.

Flu vaccinations are available for patients over the age of 65 or those in an at risk group, please ask at Reception.

### Extended Hours Surgery Saturday Mornings

The surgery is open between 9.00am and 11.30am.

Saturday appointments are pre-bookable routine appointments.

To book an appointment please phone **01277 227711 and press option 1**

We have 1 Doctor (each by rotation) and 2 nurses providing surgeries on a Saturday morning.

However, if you have an emergency on a Saturday morning, require a home visit or an emergency prescription you should ring the Out of Hours number direct on **111 (Calls are free)**

### Brentwood GP Extended Access Hub

This service operates Mon-Fri 6.30pm - 8pm, Sat 9am - 3pm and Sun 10am - 2pm, 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, 1st and 4th year medical students. If you do not wish to have the medical students in the room whilst you are with the doctor please let reception know.

## Home Visits

Please telephone **01277 227711 and press option 1** before 11.30am 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. (Home visits are not carried out on a Saturday)

### Test Results (Blood, X-ray etc)

Please telephone **01277 227711 and press option 3**

Mon-Fri 8am to 12pm. 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. Enquiries about tests ordered by the Hospital should be directed to the relevant hospital. If you would like access to your results online please see a member of the Reception staff.

### Repeat Prescriptions

Please telephone **01277 227711 and press option 2** Mon - Fri between 10am and 2pm 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 48 working hours notice (Monday to Friday) 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 request your repeat prescription:-

- placing your request in the box at the repeat prescription counter

- by post to the Surgery address,

- via your pharmacy,

- via our website, [www.tilehousesurgery.com](http://www.tilehousesurgery.com). (You need to register to use this service, contact the surgery for details).

If you wish us to post your prescription back to you please enclose a stamped addressed envelope. Your prescription can be 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.

### Brentwood Midwife Services

To make an appointment please ring **01277 695082**

Monday-Friday between 9am - 4pm. Clinics are held at Brentwood Community Hospital.

### Out of Hours Emergencies

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

Basildon & Brentwood Clinical Commissioning Group.

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 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 patient 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 area 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.

Surgeries	Morning	Afternoon/Evening
Monday	SH, CV, SY, DA, SN, JI	CV, DA, DR, SY, SN, JI
Tuesday	CV, JI, SY, SN, SH	CV, SN, SH, SY, JI
Wednesday	DA, SY, DR	DR, SH, DA, JI, SY
Thursday	SH, CV, DR, DA, SN, JI	CV, DR, JI, DA
Friday	DR, SH, CV, DA, SN, SY	SH, DR, SY, DA, CV, SN
Saturday	Each Dr by rotation	

**Clinical Commissioning Group**  
NHS Basildon and Brentwood CCG, Phoenix Court, Christopher Martin Lane, Basildon, Essex, SS14 3HG Tel: 01268 245765

NHS England 0300 311 233  
nhscommissioningboard@hscic.gov.uk

Details correct as at 04.10.2019 E&OE

# The Tile House Surgery

33 Shenfield Road  
Brentwood  
Essex  
CM15 8AQ

[www.tilehousesurgery.com](http://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, DFRSH, MRCGP*

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

*Tiffany Lee (Female) London (2019)*  
*MBChB, DRCOG, MRCGP*

Practice Manager — Linda Upson

