

## APPOINTMENTS

To book an appointment call 01268 284285.  
You will be given a telephone consultation with  
the GP who will call you back.

We are unable to give you an exact time for the call  
back from the GP.

Nurse appointment can be booked by calling  
01268 284285 or at reception.

## SMS TEXT Appointment Confirmation

If you have a mobile we will TEXT you details of your  
appointment date & time.

Please ensure your MOBILE NUMBER is Up-to-date

### HOME VISITS

- Strictly for House Bound patients only
- Patients to call surgery before 10am.

Please remember, house calls are time consuming and  
at least three patients can usually be seen in the time  
taken to visit at home. Please ensure you make every  
effort to be seen face to face.

## We offer the Following Appointments:

### **ONLINE BOOKINGS**

(Please obtain a LogIn from Reception, a form of  
identification is required).

**Via Telephone**

**Web GP(no login details required)**

**HUB Appointments**

## SURGERY OPENING TIMES

Monday	8.00am to 6.30pm	
Tuesday	8.00am to 6.30pm	
Wednesday	8.00am to 6.30pm	
Thursday	8.00am to 6.30pm	
Friday	8.00am to 6.30pm	
Saturday		CLOSED
Sunday		CLOSED

## THE PRACTICE TEAM

### Clinical Staff:

- Dr. V. Sharma & Dr. R. Morgan
- Nurse
- Midwife

### Non-Clinical Staff:

- Madhu McVay (Practice Manager)
- Reception Team
- Administration Team

## ZERO TOLERANCE POLICY

### ***Abusive or Violent Behaviour***

Please note that this practice operates a "Zero Tolerance"  
policy. Noak Bridge Medical Centre has a duty to provide  
a safe and secure environment for staff, patients and  
visitors.

Violent or abusive behaviour will not be tolerated and  
decisive action will be taken to protect staff, patients and  
staff.

Any such incidents will be reported to the police  
immediately, the patient's treatment will be terminated and  
if applicable NHS England/ CCG will be informed.



**Dr. V Sharma (Male)**  
BSc MBBS DFFP MRCP

**Dr. R Morgan (Female)**  
BSc MBBS DRCOG MRCP



**Noak Bridge Medical Centre**  
**Bridge Street**  
**Noakbridge, Basildon**  
**Essex SS15 4EZ**

Telephone: 01268 284285  
Fax: 01268 289324

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

## OUT OF HOURS

### HUB SERVICE

You can call the surgery at 6.30pm and at weekends for a same day appointment at the HUB. (This service runs between 6.30pm and 8.00pm, weekdays and from 8.00am to 8.00pm Saturday and 8.00am to 1.00pm on Sundays). You can also pre-book appointments with the HUB by either calling the surgery or at reception.



### WHEN ITS LESS URGENT THAN 999

You should call 111 when you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor. The 111 adviser will be able to give you the healthcare advice that you need. NHS 111 is free to call from both landlines and mobiles.

## Accident & Emergency

**A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies ONLY.**

**LOCAL A&E is at BASILDON HOSPITAL**

## CLINICS AVAILABLE AT THE SURGERY

Here at NBMC, we provide a wide range of NHS Services as listed below.

- **Chronic Disease Management**  
Asthma/ Heart Disease/ Diabetes/ COPD  
Hypertension/ Rheumatology/ Mental Health
- **Antenatal Clinic.** (Once Weekly)
- **Vaccinations & Immunisation**
- **Stop Smoking Clinic**
- **Advice on contraception and HRT**
- **Travel Clinic**

### REPEAT PRESCRIPTIONS

Repeat prescriptions are available:

#### ONLINE

(Please obtain a LogIn from reception)

**Drop in a completed repeat medication form**

(Available at reception)

**Via Post  
Via FAX.**

**The prescription will be available for collection after TWO FULL WORKING DAYS.**

To avoid mistakes, Telephone requests will not be accepted.

### REPEAT DISPENSING

If you would like **up to 6 months of your repeat prescriptions** straight to your local pharmacy at Noak Bridge, then please **enquire about this service at reception.**

This service is limited to those patients who are on stable medication where the dose is unlikely to change and compliance is good.

Patients will need to adhere to their regular yearly follow up with the doctor or nurse where appropriate.

## NON – NHS SERVICES

### Medicals

Private medicals are by prior appointment ONLY:

- Insurance/ pre-employment medicals,
- HGV and Taxi Cab Licensing
- Travel Claims

### Travel Clinic

**YELLOW FEVER CENTRE – Vaccination: £65.00**

**MALARIA PRESCRIPTIONS: £15.00**

### SURGERY FACILITIES

#### **Disabled Patients**

We have full access for disabled patients as well as suitable W.C. facilities.

#### **Car Park**

Strictly for staff & patient use only.

### DATA PROTECTION & CONFIDENTIALITY

The practice aims to be **paper free** and to achieve this we use computers in many of our day-to-day activities i.e. patient consultations, documentation, storing records, filing results and making referrals to name all but a few.

Therefore, the use of Information Technology is an invaluable tool in primary care. Patients' records are held on the computer in accordance with the guidelines of the **Data Protection Act.**

### ACCOLAIDES, SUGGESTIONS & COMPLAINTS

Please let us know of any suggestions and comments about the service we offer.



If you wish to make a complaint, please speak with or write to **Mrs Madhu McVay, Practice Manager.**