



# Kingswood Medical Centre

Clay Hill Road, Kingswood, Basildon, Essex SS16 5AD

Dr Chajed & Partners

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Newsletter Date: Winter 2017

## Patient News Letter

1) Medication, always order well before it runs out & take into account weekends when ordering

2) Everyday First Aid: Strokes. Think F.A.S.T. Face: is there weakness on one side of their face? Arms: can they raise both arms? Speech: is their speech easily understood? Time: to call 999.

3) Appointments 6.30pm to 8.00 pm each evening and 8.00am to 8.00pm Saturday, Sunday & Bank Holidays are pre bookable with BB Healthcare at our reception. This will be held at a surgery in the area.

4) RESULTS please phone the surgery for your results ONLY between the following times 12 midday to 1pm and 3pm to 4pm 5

5) Doctors Questions:- Tell the truth about your lifestyle habits, be honest about how much you drink or smoke. Make notes, as many patients forget to ask all the questions they wanted to ask. Don't walk away if you are unsure, if you are being referred for tests ask what they are looking for?

6) Blood Tests visit [www.basildonandthurrock.nhs.uk](http://www.basildonandthurrock.nhs.uk) to book an appointment. BASILDON HOSPITAL NOW OPERATE BOOKED APPOINTMENTS ONLY NO WALK IN'S ALLOWED. Call the new number 01702 746509.

7) The receptionist may ask questions when you call the surgery. They are there to help and assist you and may ask non intrusive questions for more information to aid your call.

8) If you have a cough, drink fluids and rest, no need to contact the surgery if you have had the cough less than 7 days, however, if you do have a breathing condition COPD or asthma then contact the surgery.

9) Have a spare heater handy so that you can keep at least one room warm should you have a heating failure, taking care to keep out of reach of young children. A cosy blanket to cover a small child to keep them warm too would be helpful.

10) Check your medicines often to make sure they are always within date, cough mixture, headache tablets etc.

11) Please make sure the surgery have all of your current contact details so we can keep your records up to date.

12) Please use the NHS Choices website for any feedback regarding your service at the surgery on [www.nhs.uk](http://www.nhs.uk)

13) Please only use 01268 663140 for the surgery.

14) Electronic prescribing is now available. Please nominate a chemist at reception and your prescription details will go to the chemist ready to be dispensed but please do allow at least 48hrs before collection.

15) A new system is available to book an appointment on line, or order a repeat prescription. Please ask at reception for more details. Each family member will have their own unique log in details.

Appointments please make sure you arrive on time If you are late then a further appointment may have to be made.

Open hours surgery - appointments can be made on the day if you call from 8.00 am onwards.

16) If you have a suggestion on how to improve the service at the centre, complete a suggestion form and put into the box by the receptionist desk or if you would like to attend our next meeting of the Patients Participation Group, the next meeting will be held on Thursday 2nd February 2017 1pm until 2pm at the surgery . All are welcome.

### Surgery Opening Hours

Monday to Friday 08:45 - 6.30

#### Phone Lines Open

Monday to Friday

08:00 - 6.30

#### Saturday & Sunday - & Out of Hours Emergencies

Call the surgery for information.

Telephone: 01268 663140

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

NON EMERGENCIES call 111 for the right service fast, available 24 hrs a day.

Email: [kingswood.info@nhs.net](mailto:kingswood.info@nhs.net)