

## Appointments

To book an appointment call reception on 01268 663 140. You can book a telephone or face to face appointment with our clinicians.

For telephone appointments we are unable to give you an exact time for the call back from the GP.

### 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.

## Surgery Opening Times

|                  |                  |
|------------------|------------------|
| <b>Monday</b>    | 8.00am to 6.30pm |
| <b>Tuesday</b>   | 8.00am to 6.30pm |
| <b>Wednesday</b> | 8.00am to 6.30pm |
| <b>Thursday</b>  | 8.00am to 6.30pm |
| <b>Friday</b>    | 8.00am to 6.30pm |
| <b>Saturday</b>  | CLOSED           |
| <b>Sunday</b>    | CLOSED           |

## The Practice Team

### Clinical Staff:

- Doctors
- ANP
- Nurse
- HCAs
- FCPs
- Pharmacists
- Social Prescriber
- Care - Coordinator

### Non-Clinical Staff:

- Practice Manager
- Reception/Admin Team

## Clinics available at the surgery

We provide a wide range of NHS Services:

- Chronic Disease Management Asthma/ Heart Disease/ Diabetes/ COPD Hypertension/ Rheumatology/ Mental Health
- Vaccinations & Immunisation
- Stop Smoking Clinic
- Advice on contraception and HRT
- Travel Clinic

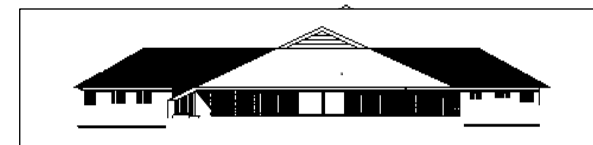
## **Kingswood Medical Centre**

**Dr G C Chajed (Male)**  
MMBS LRCP MRCS MRCP(I) MRCP(UK)

**Dr A Chopra (Male)**  
MBBS DRCOG MRCGP

**Dr R Shah (Female)**  
MBCHB BSC (Hons) DRCOG DFFP

**Dr K Kabeer (Female)**  
MBBS DA MRCGP DFRSH



**Kingswood Medical Centre**  
**Clay Hill Road**  
**Basildon**  
**SS16 5AD**

Tel: 01268 663 140  
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[www.kingswoodmedicalcentre.co.uk](http://www.kingswoodmedicalcentre.co.uk)

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## 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 calling reception.



### 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**

## ZERO TOLERANCE POLICY

### Abusive or Violent Behaviour

Please note that this practice operates a “Zero Tolerance” policy. Kingswood Medical Centre has a duty to provide a safe and secure environment for staff and patients.

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.

## REPEAT PRESCRIPTIONS

Repeat prescriptions are available to request: Online using this link [SystemOnline](#) (Please obtain a Login details from reception)

- Delivering the counterfoil to the surgery in the prescription box allocated on the right hand side outside the front door.
- Posting
- Request via your local pharmacy
- Through the [NHS App](#)

The prescription will be available for collection after **TWO FULL WORKING DAYS**. To avoid mistakes, telephone requests are not accepted.

## NON - NHS SERVICES

### Medicals:

Private medicals are by prior appointment ONLY

Insurance/ pre-employment medicals  
HGV and Taxi Cab Licensing

## 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 write to Practice Manager.