

WELCOME

Commisceo Primary Care Solutions Special Allocation Service

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Your Health - Our Priority

Commisceo Primary Care Solutions
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Patient Responsibilities

In the same way that a patient can make a complaint and have access to their medical records, patients also have responsibilities to use the available medical facilities sensibly. This will include:

- Arriving on time for appointments
- Notifying the Service of cancellations
- Ordering repeat medication in good time
- Complying with medical advice given, including medication
- Not abusing the out-of-hours service
- Having reasonable expectations when seeking medical help
- Behaving in an acceptable manner (verbally and physically) when dealing with the Service staff.

SERVICES

Our Service offers the full range of general medical services and there are clinics for chronic diseases for example diabetes, heart disease, COPD and asthma.

SERVICE OPENING TIMES

Monday, Tuesday, Wednesday Thursday & Friday

08:00 – 18:30

Appointments

You need to make an appointment, which can be made by telephone, to see the Doctor. Consultations are for 10 minutes, If you have more than one problem or feel you need longer, please tell Reception.

Appointments can be booked for more than 48 hours in advance.

If you cannot keep your appointment please telephone to cancel.

Phoning to speak to the Doctor

Please call the service telephone number to make an appointment to be seen by the Doctor or to agree a suitable time for a telephone consultation.

Emergencies

Please call Out of Hours service on 111

The Hospitals have A&E Departments for genuine life-threatening emergencies

Repeat Prescriptions

Please give 48 hours notice.

Prescriptions can be posted to you if a stamped addressed envelope is supplied.

Moving House or Change of Personal Details

Please let us know if your personal details, address or telephone change.. If moving out of the area, we may not be able to continue to care for you.

Out-of-Hours (Evenings, Weekends and Bank Holidays)

NHS 111

You may obtain advice from NHS 111

Please note that these phone calls may be recorded. Additionally, health information can be sought from <https://digital.nhs.uk/services/nhs-111-online>

Disabled Access

The service has been designed for wheelchair access and all the consulting rooms are on the ground floor. There is also wheelchair access to the toilet.

Medical Records

Under the Data Protection Act 1984, you have the right to see the records which we hold about you on the computer. You can also have access to any written or printed records, but we do maintain the right to withhold that information if, in the opinion of the Doctor, it is considered detrimental to your health.

Personal Health Information

This information is treated in the strictest confidence and respect. Clearly, when we need to pass on information e.g. to a hospital, this is done on a need to know basis.

Comments, Suggestions and Complaints

We are always pleased to receive your comments both formally and informally, and any suggestions about how we can improve our services would always be welcome. Please address all correspondence to the Service Manager.

If you have a complaint, please contact the Service Manager in writing. She will acknowledge your letter within 3 working days and respond more fully, after investigating the matter, as soon as reasonably practicable.

Zero Tolerance

We support the NHS policy of zero tolerance. Anyone who abuses or acts violently to any member of staff, be it verbally, physically or in a threatening manner will be escorted from the location by security and reported to the police.

