

The Valkyrie Surgery



**50 Valkyrie Road
Westcliff on Sea
Essex
SS0 8BU**

01702 221622

www.valkyriesurgery@nhs.uk



Opening Times

- **Monday**
 - **08:00 to 18:30**
- **Tuesday**
 - **08.00 to 18.30**
- **Wednesday**
 - **08.00 to 18.30**
- **Thursday**
 - **8.00 to 18.30**
- **Friday**
 - **08.00 to 18.30.**
- **Weekends Closed**

Surgery opening information

Please note

On every first Tuesday of each month, with the exception of January and August, the surgery is closed for training purposes. Should a bank holiday fall the day before this scheduled training, the closure will follow on the second Tuesday of the month

When we are closed

If you require urgent medical assistance which cannot wait until the surgery re-opens, please hang up and dial 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles. 111 service should not be used for medication requests and non urgent requirements

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Extended Access appointments can be booked late evening or weekends with the receptionist

Our Doctors

Dr Callaghan (Senior Partner)
Wednesday and Thursday

Dr Valliattu (Partner)
Monday, Wednesday, Thursday,
Friday
(minor surgery)

Dr Adeniyi (Partner)
Monday, Tuesday, Thursday, Friday
(Prescribing lead)

Dr Coker (Partner)
Monday, Tuesday, Wednesday, Friday
(Diabetes Specialist)

Dr Noorah
Monday, Wednesday, Thursday

Dr Gupta
Monday, Tuesday, Wednesday

Dr Ramoutar
Monday, Tuesday
(Women's Health Specialist)

Dr Sakeran
Thursday, Friday



Clinical Staff

| | |
|------------------|---|
| Dr Callaghan (f) | MB BS 1983 DOH DRCOG MRCGP |
| Dr Valliattu (m) | MBBS MS FRCS FRCSEd MRCGP MbCHB 1980 MSC Immunology, Diploma Dermatology |
| Dr Adeniyi (f) | MRCGP |
| Dr Akram (m) | MRCGP |
| Dr Coker (f) | MBBS MRCGP PGD Diabetes with distinction (Cardiff) |
| Dr Dutta (f) | MBBS 1986 |
| Dr Noorah (F) | MB ChB 1984 |
| Dr Gupta (f) | MBBS 2000 |
| Dr Ramourtar (f) | MB BS 2000 |
| Dr Sakeran (f) | BM BS 2017 |
| Dr Holloway (m) | MB BCh 2017 |
| Dr Khellaf (m) | MD 2016 |
| Mandy Facey | Minor Ailment Paramedic |
| Nurse Manager | Amanda Dean |
| Nurse | Caroline Wilson |
| Nurse | Mini Philip |
| Nurse | Janet Velmurugan |
| Nurse | Clare Lander |
| Nurse | Lauren Sykes |
| HCA | Lianne Morrell |
| HCA | Amanda Williams |

Practice Team

MANAGERS

| | |
|----------------------|-----------------------------|
| Ms Debbie Johnson | Practice Manager |
| Mrs Claire Conn | Assistant Practice Manager |
| Mrs Sriyani Mellon | Reception Manager |
| Mrs Katerina Neizraj | Assistant Reception Manager |

ADMINISTRATION

| | | |
|---------|----------|--------|
| Heather | Jackie | Jenni |
| Kaye | Jeanette | Sharon |
| Angela | Sam | |

RECEPTIONISTS

| | | |
|--------|-----------|-------|
| Alice | Sharon | Kelly |
| Sam | Charleigh | Donna |
| Connor | Kerry | |

SECRETARIES

| | | |
|--------|-------|--------|
| Elaine | Gemma | Judith |
|--------|-------|--------|

PRESCRIPTIONS

| | |
|-------|--------|
| Sarah | Louise |
|-------|--------|





PRACTICE INFORMATION

We operate a computerised appointment system. We offer:-

Urgent on the day appointments

Pre-bookable appointments

Telephone consultations.

Urgent same day appointments are booked by the reception team, who are fully trained to recognise emergency cases. They have full access to the Duty Doctor for advice and guidance. You will be expected to give brief details to enable the staff to direct you to the most appropriate clinician.

Opening Times

■ Telephone lines

open

08.00

close

18.30

Afternoon appointments are released on the computerised system at 11 am.

The reception staff cannot override these embargoed appointments until this time.

Cancellations

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else. We now have the facility for you to text 'CANCEL' when you receive your reminder message from the surgery

If you require an urgent appointment, we cannot guarantee you seeing the GP of your choice. To see a particular GP pre-bookable appointments are available if you are able to wait to be seen.

Emergency appointments will also be booked with the Paramedic or prescribing nurse.

Pre-bookable appointments open everyday, 10 days or 2 weeks in advance online. Please call in the afternoon if you do not require an urgent appointment.

Patients have a choice of telephone and face to face appointments.

Appointments are for one person at 10/12 minute intervals and one medical condition only. If you think you will need a longer consultation please book a further appointment.

Two of our practice nurses and our paramedic are able to prescribe and can help you with minor problems. Doctors appointments should not be used for minor illnesses. Patients are expected to have seen their local pharmacist before contacting the surgery, who offer a more complex service and may be able to prescribe treatments and antibiotics if required.

Home Visits

We will always visit

Terminally ill patients

Bed bound patients

Patients with severe breathing problems

Please note

Your Doctor has both the right and responsibility to make a final decision on whether a home visit will be made and how urgently a visit is needed

We do not visit

Patients out of the catchment area.

Patients unable to arrange transport

Patients with minor ailments such as sore throat, earache or headache.

Children and young adults

Sickness Certificates

7 days—self certificate

2—4 weeks to see Doctor

Long term conditions—request on 'E Consult'

DWP requests for evidence should be provided from your own information. The surgery will not write letters to confirm conditions or may charge. Summary of your records can be obtained free of charge



Home Visits

We encourage all our patients to come to the surgery where we have the equipment and facilities available to review you thoroughly. However, we do appreciate that some of our patients are housebound or very sick. If you feel you need a home visit as you are not able to come to the surgery you will be seen by the Home Visiting team or possibly a registrar training at the surgery. This will be allocated by a doctor, who will have reviewed your symptoms within the surgery and allocated to the Home Visiting Service. The doctor may contact you by telephone and if possible deal with the problem over the telephone.

Sickness Certificates (Med 3)

The first 7 days of illness

You do not require a doctor's sickness certificate for any illness lasting less than seven days. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

More than 7 days

If you are sick for more than 7 days, your employer can ask for you to give them some form of medical evidence to support payment of SSP (statutory sick pay). An appointment with your GP is required, either by telephone or face to face.

Long term certification

For long term conditions certificates should be requested by The Valkyrie Surgery website 'E Consult' only. These will no longer be accepted from letters or requests other than e consult

Please use the QR code



WHO SHOULD I SEE

Pharmacist

Sore Throat
Sinusitis
Cough
Cold
Flu
Cold Sore
Fever
Nose bleed
Hay fever
Mouth Ulcers
Sore eyes
Stye's
Nail infection
Chicken Pox
Constipation
Cystitis
Thrush
Bites and Stings
Verrucae
Sunburn
Head Lice

Prescribing Nurse

Eczema
Warts
Urine infection
Emergency contraception
Contraception
Vaginal discharge
Mastitis
Period problems
Menopause
Burns
Wounds
Sprains
Minor Injury

Physio

Back pain
Joint pain
Muscle pain

Social Prescriber



MINOR ILLNESS AND COMMON COMPLAINTS

First consider visiting you local pharmacy for help and guidance

Prescribing Nurses or Paramedic
have had Specialist training in common
Ailments to help with guidance and
Treatments including antibiotics if necessary

NEW PATIENT REGISTRATION

Please Complete

GMS 1 form

Patient Questionnaire

Alcohol screening

NEW PATIENT CHECK

New patient check may be requested with a practice nurse.

REPEAT MEDICATION

Please provide a list of repeat medication

Temporary Registration

Registrations for 15 days to 3 months only.

For immediate and necessary treatment only.

Immunisations and referrals should be completed by your registered GP at home.



If you live within our practice area you are welcome to register with us. Our reception staff will be happy to guide you through the procedure. Eligibility can be confirmed from your address, please provide proof by way of recent utility bill along with photographic ID.

You will need to complete:-

GMS 1 form

Patient Questionnaire (under 18s have an alternative questionnaire)

Alcohol screening form

Consent forms

NEW PATIENT CHECK

Please book a new patient check with reception, which can be completed on the Surgery Pod situated in the reception area.

REPEAT MEDICATION

















Repeat medication templates do not transfer from practice to practice and will require setting up manually by the administration team. Please provide a full list of medication from the counterfoil of your latest prescription. This should have been provided from your pharmacy on your last order request.

TEMPORARY REGISTRATION

If you are temporarily visiting our area you can register with our surgery on a temporary basis. All your consultations and requests will be transferred to your registered GP at a later date. Registrations can register for 15 days to a maximum of 3 months.

On a temporary registration we are unable to do immunisations or referrals. A temporary registration is for immediate and necessary purposes only.

QR CODE LINKS

| | |
|--|--|
|  <p>Sickness Certificate Paperwork requests</p> |  <p>Medication Review</p> |
|  <p>Asthma Reviews</p> |  <p>Blood Pressure Review</p> |
|  <p>COPD Review</p> |  <p>Cancer Care Review</p> |
|  <p>Contraception Review</p> |  <p>Coronary Heart Disease Review</p> |
|  <p>Depression and Anxiety Review</p> |  <p>Diabetes Review</p> |
|  <p>Epilepsy Review</p> |  <p>HRT Review</p> |
|  <p>Heart Failure Review</p> |  <p>Learning Disability Review</p> |
|  <p>Peripheral Arterial Disease Review</p> |  <p>Rheumatoid Arthritis Review</p> |
|  <p>Thyroid Review</p> | |



Telephone contacts

Valkyrie Surgery
01702 221622

Southend Hospital
01702 435555

Southend Council
01702 215008

Valkyrie Primary Care Centre
(downstairs reception)
01702 220170

Lloyds Pharmacy Valkyrie Road
01702 343889

Boots Pharmacy Hamlet Court Road
01702 342880

Longthornes West Road
01702 343676

Asif's New Pharmacy
01702 558432

Elms Pharmacy
01702 474306

Derix Pharmacy
01702 715558



USEFUL LINKS

The Valkyrie Surgery

Www.valkyriesurgery.nhs.uk

Www.facebook.com/thevalkyriesurgery

NHS England Website

Www.nhs.uk

Southend Borough Council Social Care Services

Www.southend.gov.uk/social-care

01702 215008

Southend Borough Council Health and Wellbeing

Www.southend.gov.uk/health-wellbeing

01702 215008

Southend Hospital

Www.mse.nhs.uk/southend-hospital

01702 435555

01702 385333 Patient advice and liaison service

South Essex Integrated Care System

Www.midandsouthessex.ics.nhs.uk

West Centra Primary Care Network

Www.westcentralpcn.nhs.uk

Frequently Asked Questions

PRESCRIPTIONS



Prescriptions

- We require 72 working hours notice to supply a prescription
- All prescriptions are sent electronically to your pharmacy
- You can nominate a pharmacy at the surgery
- You can also request the pharmacy to change the nomination
- A prescription remains valid for 6 month after issue date
- A maximum of 2 months can only be issued in one time
- Prescriptions can be ordered
 - Online
 - Post
 - In person dropping into one of the post boxes inside and out side of the building
- Only bedbound patients are able to order on the telephone.
- Please check with the pharmacy first with any queries

APPOINTMENTS



Appointments

- Please cancel all appointments if they are no longer required
- Results are available after 2 pm to avoid busy times
- Non urgent appointments can be booked in advance please call in the afternoon
- For urgent conditions, such as chest pain, broken bones or severe bleeding, please visit A & E as we do not have the facilities to treat these conditions efficiently.
- Preferred GPs cannot be guaranteed for urgent appointments. The next available appointment slot is offered.
- Some of our nurses are able to help with minor ailments
- Southend Hospital also run a blood taking service downstairs. All appointments booked with our receptionist are upstairs.
- Each 10 minute appointment is for one problem only.

The Valkyrie Surgery

We ask all patients to treat our staff and our building with respect.

Please be patient on the telephone as our lines are very busy.

We are all working hard to help all of our Patients and thank you for your kindness

