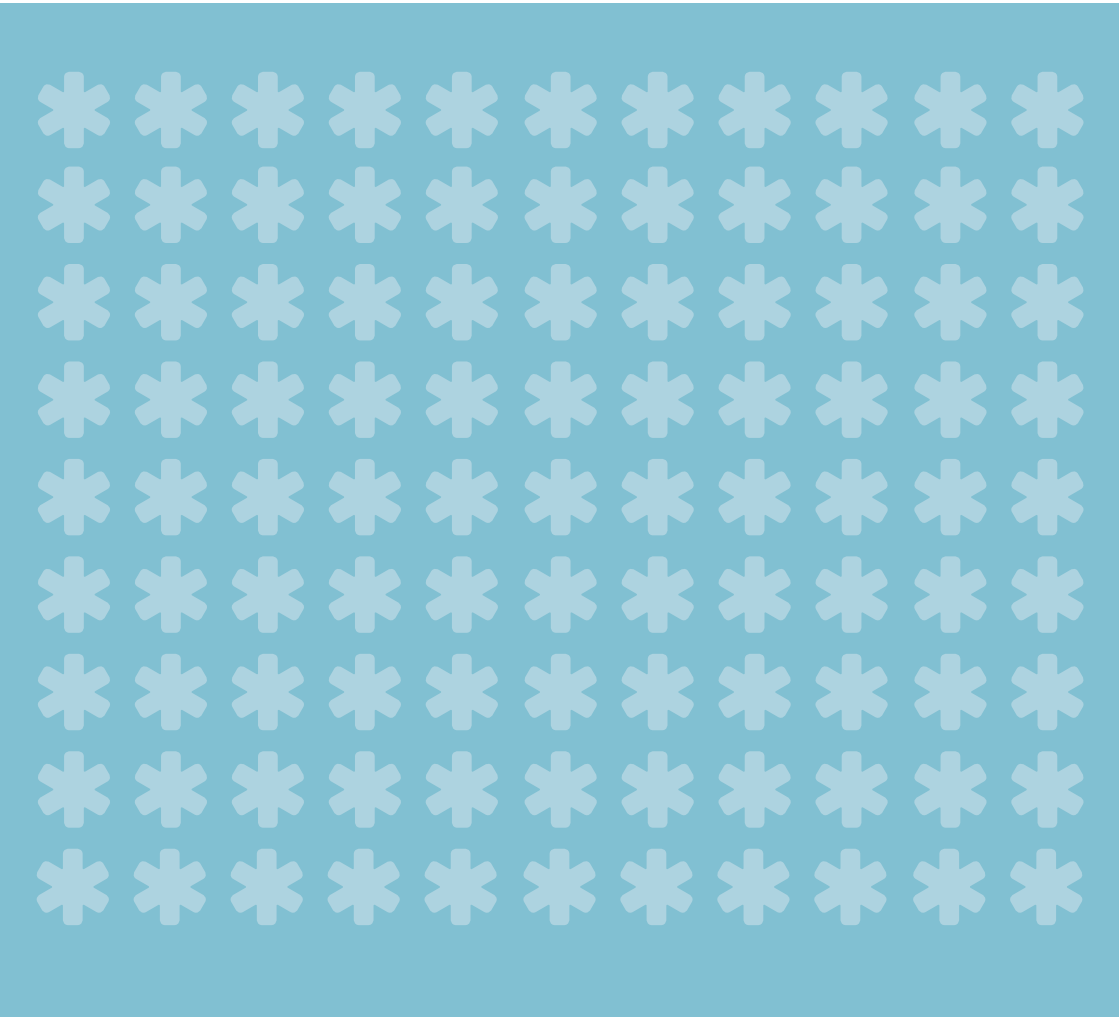


Information guide

Purfleet Care Centre



Welcome to Purfleet Care Centre

Our centre gives you additional choice and greater access to healthcare.

Our services

Clinics and services that are available in the centre are:

- 24 hour blood pressure monitoring
- Cervical screening
- Childhood health surveillance
- Childhood immunisations and pre-school boosters
- Counselling
- Health trainers
- Learning disabilities
- Maternity medical services
- Midwife available twice a week
- Osteoporosis
- Phlebotomy
- Smoking cessation
- Speech and language services
- Vaccinations and immunisations
- Weight management
- Zoladex

Our opening times

Our centre is open from 8am to 6.30pm Monday to Friday.

Our team

Our team is managed by a centre manager and we offer a range of GPs, nurses and healthcare staff to provide you with a high quality service.

We also provide mentoring for student nurses.

We fully meet the Disability Act and have wheelchair access throughout. There is also a hearing loop available for our patients with hearing aids.

Registering with us

You can register with us if you are a resident of Purfleet, within the postcodes of RM19 and RM20.

To register, you need to complete a patient registration form which is available on our website or from reception. Please note that you will need proof of address and photographic identification when registering. You may be asked to provide proof of residency if you are from overseas.

Please let us know if you are a carer or have a carer. Our carer's champion will be pleased to advise you on the services available to our carers.

Booking an appointment

Once you are registered with us you can see a clinician by appointment. Appointments should be pre-booked and can be made by visiting, telephoning during opening hours on the numbers in the 'Get in touch' section or using our online service.

You should be able to see a GP within 48 hours, a healthcare professional within 24 hours, your choice of GP within seven days and a pre-booked appointment up to four weeks in advance. At the time of booking please ensure you advise us if you want to see a particular GP or nurse. In order to provide the correct appointment you may be asked about your appointment. Please let us know if you think you will need a double or extended consultation with the GP or nurse.

Please let us know if you will require an interpreter during your appointment, the centre uses a telephone interpreting system.

It is important to be on-time for your appointment and to let us know as soon as possible if you need to cancel an appointment.

Bringing someone with you

You are welcome to bring someone with you to your appointment. Sometimes our staff may also request to have someone present for an appointment. If you or the member of staff is uncomfortable with the person, we'll reschedule to a later date when the correct person is available.

Arranging home visits

Home visits are available to you if you are a registered patient. If you are requesting a home visit, you must be housebound because of illness or disability.

If you need a home visit, please call the centre before 10am if possible. A doctor or nurse may call you back to see if your problem can be dealt with over the telephone.

It may also be appropriate to send a nurse or arrange a hospital attendance for you.

Home visits are extremely time-consuming so please try to attend the centre if possible.

Prescriptions

There is an on-site pharmacy and other local pharmacies in West Thurrock some of whom collect prescriptions on behalf of patients. Please let us know if you would like your prescription to be collected for you.

Repeat prescriptions

If you take medication on a long-term basis, you can order your repeat medication by completing a repeat prescription form which is available on our website or from reception. Alternatively, please use the form attached to your previous prescription. You may also register for our online repeat prescription service.

You can return the form to us in person, by post or by fax. However, we do not accept telephone requests for repeat medication. Requests take two working days to process.

We will conduct a review of your medication at regular intervals. This may require you to attend an appointment with a doctor before a repeat prescription can be issued.

If you require medication that is not on your repeat medication list then this will need to be approved by the GP. The easiest way to do this is to request the medication in writing. If necessary the GP will call you to discuss your request.

Repeat dispensing

If you or someone you care for uses the same medication regularly, you may be able to benefit from repeat dispensing from one of the local pharmacists. This means you will not have to visit the centre every time you need more medicine.

Our reception team will be happy to provide more information and/or an application form.

Test results

When your test results are available, you will receive a letter if it is necessary for you to attend a routine appointment in the next two weeks. Should your result need more immediate treatment, you will receive a telephone call.

Our receptionists are not medically trained and can only pass on what the clinician has told them.

Out of hours care

If you need urgent medical care when Purfleet Care Centre is closed, you can visit the **Thurrock Health Centre** from 8am to 8pm, 365 days a year. The centre is located on 55 – 57 High Street, Grays, Essex RM17 6NJ and the telephone number is **01375 898 700**.

You can also telephone the centre which will transfer you to the out of hours service or telephone **NHS 111** on **111**.

- Symptoms will be assessed over the telephone.
- You will be given appropriate advice and treatment.
- If you need to see a doctor you will be given an appointment at a local clinic.
- Home visits may be offered.

NHS 111 operates 24 hours a day, 365 days a year. It's free from a landline and a mobile.

Specialist and hospital care

If a GP or another member of our healthcare team believes hospital treatment or specialist care is needed elsewhere, they will discuss this with you. Referrals are made electronically after the appointment and you will be contacted with details of how to book your appointment.

Accident and Emergency/999

If anyone experiences severe chest pain, loss of blood or suspected broken bones, go to the nearest **Accident and Emergency** department or call **999**. Accident and Emergency departments are open 24 hours a day, 365 days a year.

Other local NHS services

- Call **NHS 111** on **111** – for free expert NHS health advice and information 24 hours a day.
- Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Please call or visit your local pharmacy, or those listed above, for more information.

South West Essex Community Services is responsible for ensuring you get all the services you need. For details call: **01268 244 600**.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised.

If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please visit www.virgincare.co.uk or write to our information governance team at:

Virgin Care Limited
6600 Daresbury Business Park
Daresbury WA4 4GE

People with special needs and additional information guides

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

NHS 111 provides a confidential interpreter service in many other languages if required. For deaf people and those hard of hearing, a text phone service is available on **111**.

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. You can fill out one of our feedback forms or tell a member of the team.

Alternatively, if you would like to make an official complaint, please ask a member of staff, or visit our website for a copy of our *What if I have a concern* leaflet.

Our patient group

There is a patient group which meets regularly with us and takes the opportunity to review and help us improve our services. They also organise healthcare events and provide support in many ways. If you'd like to get involved in the patient group, please contact the centre on **01708 864 834**.

How to find us

By car

From the A13, exit via the Wennington and Rainham turn off. At the roundabout, follow the sign to Purfleet. At the first set of traffic lights turn right onto New Tank Hill Road. Cross two bridges and look out for Marlow Avenue on your left. The centre is on the left immediately after this turning.

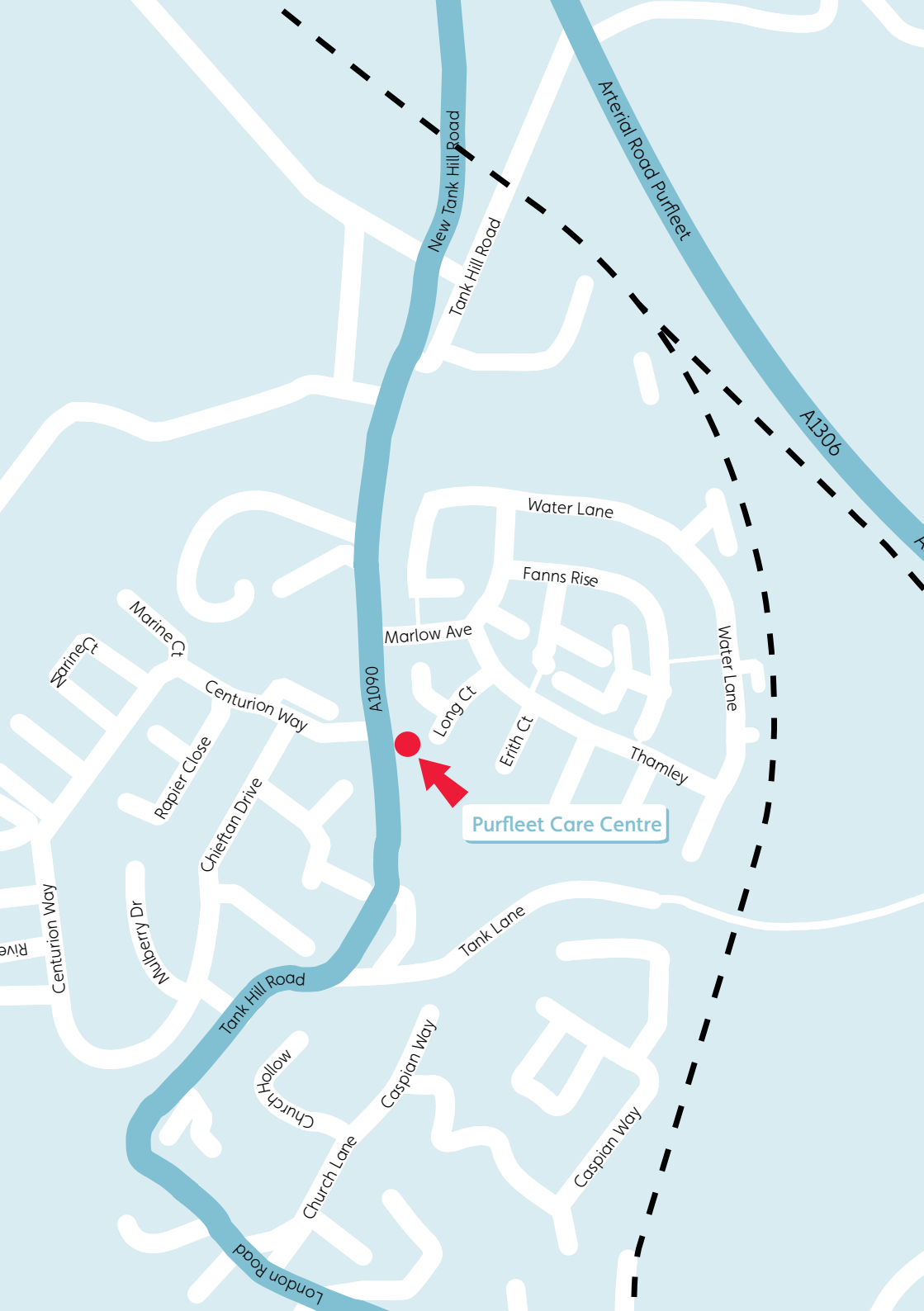
When approaching Purfleet from Grays, follow the signs to Purfleet station. Pass the station and follow the road until Purfleet Primary School. The centre is on the right immediately after the school.

By bus

The number 11 bus from South Ockendon/Orsett Hospital runs every two hours and the number 44 from Grays and Lakeside runs every 30 minutes.

By train

The C2C line operates to Purfleet station from Southend Central or London. It is approximately 0.5 miles from the centre. Turn right out of the station and follow the road until you reach the centre on your right. Alternatively there is a taxi office at the station.



New Tank Hill Road

Tank Hill Road

Arterial Road Purfleet

A1306

Water Lane

Fanns Rise

Marlow Ave

Long Ct

Erith Ct

Water Lane

Thamley

Purfleet Care Centre

A1090

Tank Lane

Tank Hill Road

Church Way

Caspian Way

Caspian Way

London Road

Milbry Dr

Chieftan Drive

Centurion Way

Marine Ct

Mariner Ct

Centurion Way

River

Purfleet Care Centre

Opening hours:

Monday	8am to 6.30pm
Tuesday	8am to 6.30pm
Wednesday	8am to 6.30pm
Thursday	8am to 6.30pm
Friday	8am to 6.30pm

Address:

Purfleet Care Centre
Tank Hill Road
Purfleet
Essex RM19 1SX

t: 01708 864 834

f: 01708 862 577

w: www.purfleetcarecentre.nhs.uk

Get in touch

Virgin Care and VH Doctors are proud to provide *Purfleet Care Centre*.

The registered address of Virgin Care is Lynton House, 7 – 12 Tavistock Square, London WC1H 9LT.

Purfleet Care Centre

Tank Hill Road

Purfleet

Essex RM19 1SX

t: 01708 864 834

