**Robert Frew Medical Partners**

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| illustration of the surgery building  Silva Island Way **Shotgate Branch Surgery**  Salcott Crescent 340 Southend Road  Wickford Wickford  SS12 9NR SS11 8QS  **Telephone: 01268 209229 Website: www.robertfrewsurgery.com** |  |  |

**Robert Frew Medical Partners**

Dr. Adeboyega Tayo MB BS, FRCS (Ophth), MRCGP (male)

Dr. Margaret Odufuye MB BCh MRCGP DFFP, (female)

Dr. Louisa Boateng-Gaisie BSc MB CHB DFFP, MRCGP (female)

Dr. Nigel Tam MBBS MRCGP (male)

Dr. Peter Subrt LMS JCTGP(UK) LAV Cert (RCOG) (male)

Dr. Lande Ogunsanya MBBS BSc MRCGP (female)

Dr. Sampson Dasari MBBS, MRCP(UK), DGM(UK), MRCGP (male)

Dr. Taiwo Aderolu MBBS MRCGP (female)

Dr. Adenike Popoola MBCHB MRCGP DFFP MSCMED (female)

Dr. Abid Siddiqui BSc (hons), MBBS, MRCGP (male)

**Locum**

Dr. Columba Donnelley MBBCH, DRCOG Locum (male)

The Partnership has two surgery sites in Wickford at the addresses shown above with clinical and reception staff rotating between the two locations on a regular basis.

Appointments may be made at either location.

**Robert Frew Medical Partners - A Short History**

The Practice was established in 1919 by Dr Robert Frew with consulting rooms at his home "Ladybrow" in Wickford High Street, the site of what is now. the “Ladygate Centre". His two sons, Thomas and James later joined Dr Frew in partnership. In 1970 the Practice moved to new premises in Franklins Way and moved again to Silva Island Way in 1998 to offer more space for our team of medical professionals involved in General Practice. In April 2019 the Partners took over responsibility for Shotgate surgery and now provide services from both sites.

**The Surgery Team**

**Partnership Doctors**

**Dr Adeboyega Tayo, MBBS, FRCS (Ophth) -** Dr Tayo joined the practice in October 2003. He comes from Nigeria but has done most of his post-graduate training in the UK. He has a special interest in Ophthalmology.

**Dr Margaret Odufuye MB BCh MRCGP DFFP -** Dr Odufuye joined us in March 2006 from a practice in Romford although originally, she is from Nigeria. She has an interest in Child health.

**Dr Louisa Boateng-Gaisie BSc MB CHB MRCGP OFFP -** Dr Boateng-Gaisie joined the practice in October 2009 having originally qualified from Ghana in 1998. Dr Boateng-Gaisie has done most of her post-graduate training in the UK. Her special interests are in women’s and children’s health.

**Dr Nigel Tam MBBS MRCGP -** Dr Tam joined our team in May 2015. He qualified from St Georges in South London in 2001 and was previously working as a GP in Great Dunmow

**Dr Peter Subrt LMS JCTGP (UK) LAV CERT (RCOG) MRCGP -** Dr Subrt joined our practice in August 2017 having previously been a partner in a practice in Southend-on-Sea. His interests are minor surgery and vasectomies.

**Dr Lande Ogunsanya MBBS BSc MRCGP -** Dr Lande Ogunsanya graduated from University College London in 2011. She completed the General Practice vocational training scheme in Southend-on Sea in 2016. Subsequently she was a freelance GP in the Essex and East London regions for two years before joining our practice.

**Dr Sampson Dasari MBBS MRCP(UK) DGM(UK) MRCGP -** Dr Dasari joined the practice in April 2019. He graduated from Gandhi Medical College, India. He has completed general practice training from Sheffield VTS scheme in 2012. His areas of expertise are general medicine, elderly care and chronic disease management.

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| **Dr Taiwo Aderolu MBBS MRCGP –** Dr Aderolu graduated from university of Ilorn Nigeria in 2002. Post graduate training  UK – Romford UTS. Completed in 2010 MRCP. Formerly worked in Southend until 2021 when she joined the  Robert Frew Medical Partners in 2021. Has additional qualifications in Paediatrics and child health (DCH) and in  Obstetrics & Gynaecology.  **Dr Adenike Popoola MBChB; MRCGP; DFFP, MSCMED**  Dr Popoola joined the Practice in 2024. She graduated from Obafemi Awolowo College of Health Sciences,  Nigeria in 1997,and completed her postgraduate training in the UK. Prior to joining the Practice, she worked in  Southend on Sea for 20 years and has a wealth of experience both in primary and secondary care. Her special  interests include Women's Health, Diabetes and Medical Education. |
| **Dr Abid Siddiqui BSc (Hons), MBBS, MRCGP**  Having received his BSc(Hons) from King's College London, Dr Siddiqui went on to obtain his MBBS from Zhejiang University,  China, graduating in 2018. He has since worked in various teams at Basildon Hospital including paediatrics, frailty, the  covid-19 taskforce and acute medicine. Dr Siddiqui worked at Robert Frew during part of his GP training, now  returning to join the team as a qualified GP. |

**Nurses**

**Jacqui Moody BSc Hons NP, RGN, RM, DipHE** – Jacqui has been with the practice since 2016. She worked previously as a midwife in her early career, going on to cardiothoracic nursing and most recently a clinical nurse specialist in Diabetes working in the Community, Jacqui is a great asset to the practice and has a specialist practitioner degree in general practice who also has an interest in Chronic Disease Management.

**Jacqueline Dobson RGN Dip Asthma & COPD** – Jacqueline joined us in 2005 and is a great asset to the practice providing nursing duties including childhood vaccinations, smears and ECGs. She has also completed a Diploma in Asthma Management.

**Bernie Spires RGN** – Bernadette joined us in 2006 and is a great asset to the practice being involved in all general nursing duties including taking smears, immunizations and performing and ECGs.

**Charlotte Wigmore Practice Nurse** - **Nurse Prescriber -** Charlotte qualified in 2012 from Anglian Ruskin University, she has a background in cardiothoracic critical care nursing and previously managed a Community Team for home oxygen. She is a great asset to the practice and has a special interest in heart failure and family planning/sexual health and most recently a clinical nurse specialist in Diabetes working in the Community.

**Lesley Baldry – HCA NVQ2 qualified**. Lesley has been at the surgery since 2008, she transferred to the clinical team in 2014 and is a great asset to the practice being involved in all general nursing duties including performing ECGs. She also assists in minor-op procedures and vasectomies.

**Michelle Plumridge – Associate Practitioner**/**HCA NVQ2 qualified**. Michelle has been at the surgery since 2019 and is a great asset to the practice being involved in all general nursing duties including performing ECGs. She also assists in minor-op procedures and vasectomies.

**Charlotte Little - Practice Nurse –** Lottie qualified in 2006, her background is community general nursing and was a stroke specialist nurse. She joined the clinical team 2022 and is a great asset to the practice being involved in all general nursing duties including taking smears, immunizations and performing ECGs.

In addition to their individual areas of special interest our nursing staff also offer a wide variety of other services including (but not limited to): -health checks, health promotions & screening, child and certain travel vaccinations, wound care, suturing and suture removal, ECGs and blood pressure monitoring/management. A team of experienced reception, administrative staff and medical secretaries also assist the doctors. District nurses, midwifes, health visitor, counsellors, physiotherapist, clinical pharmacists and a dementia nurse specialist also work in close liaison with the practice.

**Practice Managers**

**Allison Boor – Practice Manager** – Ally joined the surgery in 2004 as an HCA and joined the management team in 2014 as Deputy Practice Manager and more recently in February 2022 stepped up as Practice Manager.

**Susan Chesson – Deputy Practice Manager** – Sue joined the surgery in 2019 after a successful career in banking and pharmacy work as a dispenser. Sue started as a medical receptionist before joining the administration team in 2021 and now stepping up to Deputy Practice Manager in March 2022.

**Disabled Access**

Our surgery has internal doors and corridors that are wheelchair compliant for access and external double doors which can be opened to aid wheelchair access. Should you anticipate difficulty with access to the surgery please contact reception and we will try to have a receptionist available to assist you. Disabled toilets and parking spaces are available at both the surgeries.

**Patient Participation Group**

The surgery actively supports the principle of patient involvement in all aspects of their healthcare and consider the patient group to be an integral part of the ‘team’.

For more information on our patient group and how to become a member please see their notice board in reception or refer to their page on our website.

**Registering as a Patient**

Our normal practice catchment area is shown on the map at the back of this leaflet. You will need to complete some forms with relevant information pertaining to your last GP and last address. Accurate information is required to help the records office transfer your notes efficiently. Please ask at reception for registration forms or register online on the Robert Frew Medical Partners website. You will also be asked to book an appointment for a New Patient Check. This check is done by a Health Care Assistant. Although patients are registered with the practice, they will also be allocated an accountable GP. You will be advised of his/her name at your New Patient Check. You do have the right to request allocation to a specific GP as your accountable doctor should you so wish.

**Registering for access to our Online and SMS Services**

Once registered with the practice you may wish to book appointments or order repeat prescriptions online. To do this (through our surgery website) you will require a user ID and password. These can be obtained from reception.

We also offer an appointment reminder service which will send a text to your mobile phone 2 days before your appointment is due. Reception can also register you for this service.

Please note that access to these services may be withdrawn should you fail to attend booked appointments without informing us first.

**Medical Records**

The practice team will keep your medical records entirely confidential. Every patient has a right of access to information held about them, unless it is likely to cause serious harm to their mental or physical health. If you wish to see your medical records or have copies of them (subject to payment of a fee) please initially speak to reception.

**Online Access to Records**

Due to the confidentiality of medical records, patients will need to complete an additional form requesting this access and provide identification. A clinician will check your records before access is granted, this can take a few weeks to process. Please speak to reception for more information.

**Data Protection and Freedom of Information**

All those working in the NHS have a legal obligation to maintain patient confidentiality. We ask you for personal information so that you can receive appropriate care and treatment and this information is kept secure. This information is recorded on computer, and we are registered under the Data Protection Act. No personal health information will be disclosed to a third party without prior consent of the patient, other than in exceptional circumstances when it is felt to be in the public interest. There are occasions when we must share information about you with others such as hospitals, Social Services or the Health Authority. We ensure confidentiality by following strict guidelines and removing all non-essential personal identifiers.

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available. Details of this scheme are available from reception.

If at any time you would like to know more about the way we use your information, please contact the practice manager.

Please refer to our practice website for a full statement of our Privacy Notices or, alternatively these are available on request from reception.

**Violent & Abusive Patients**

The surgery operates a zero-tolerance policy in relation to violence or abuse towards our staff. The police will be called if staff believe that they may be in danger. If you are violent or threaten violence to any member of staff, you will be removed immediately from the practice register. If you are abusive to staff by using abusive language for instance, you will be sent a letter warning that removal from the list may occur if unacceptable behaviour is repeated. The practice will judge whether language or behaviour is abusive. Please note that all our telephone calls are recorded.

**Safeguarding Policy**

The practice is committed to safeguarding children and vulnerable adults and have a responsibility to ensure that their practice staff know what to do if they encounter child or adult abuse or have concerns that they may be at risk of harm. Please see our website for further information.

**Prescribing Policy**

Robert Frew Medical Partners adhere to Mid & South Essex ICB prescribing formulary.

**How to See Your Doctor**

**The surgeries are open between**

**8.00am - 6.30pm Monday to Friday**

An appointment system is used for all surgeries. Appointments may be made by telephone by the following ways –

**TELEPHONE - We appreciate the phone lines are extremely busy, but we do try to process these calls as quickly as possible.**

**AUTOMATED SYSTEM - Contact the surgery on 01268 209229 and choose option 2. You will be asked to enter you date of birth and telephone number. You can book an appointment with a GP or Healthcare Assistant both on the day and pre-bookable up to 3-4 weeks in advance.**

**ONLINE - We have both on the day appointments and now an increased number of pre-bookable appointments you can book through the online system, if you wish to apply for online access, it is a quick and simple process. We do appreciate some patients may not have online access or be confident in using this service, our automated telephone system is an easy to follow alternative. PLEASE STATE WHEN BOOKING IF THE APPOINTMENT IS FOR A FACE TO FACE OR A TELEPHONE CONSULTATION.**

**IN PERSON - You can come to the surgery to book your appointment but during the winter months we would prefer you to stay in the comfort of your home and book your appointment through one of the methods detailed above.**

**E CONSULT - Via the website for self-help information or have an administrative request (such as a sick note or test results).**

You may consult any doctor of your choice, when available, but if you have an ongoing illness or problem, it is usually best to consistently see the doctor who knows about you.

If you need to ask about more than one problem or think a consultation may be prolonged for any reason, please book a "double appointment" and please make follow up appointments in good time or you may find the surgery is fully booked.

An adult should, whenever possible, accompany children under 16 years of age. However, where a child is deemed Fraser competent, they can be seen without an adult.

Please be aware that the nature of general practice is such that we cannot guarantee you will be seen at exactly the appointed time. Some consultations are prolonged, or your doctor may be delayed in an emergency. We will do our best to ensure that any delay to your appointment is as short as possible.

**Extended Hours Appointments**

There is now an extended hours GP service operating from Wickford and Billericay which is run by BB Healthcare Solutions. The extended hours are: -

**Monday to Friday 6.30pm to 8.00pm**

**Saturday 8.00am to 6.00pm**

Please note that the Saturday clinics are held in Billericay or Wickford on alternate weekends, patients registered at Robert Frew can attend either of these locations.

These appointments are only bookable 48 hours in advance and can be made in the usual way by phoning this surgery. You will be told if the appointment is at a Wickford practice or a Billericay practice.

There are both GP and Nurses appointments available.

As this is an extended hours service, the GP or nurse you see may not be from The Robert Frew Medical Centre.

The NHS 111 service is still available for non-emergency medical needs.

**Speaking to your Doctor/Nurse on the Telephone**

If you need to speak to a doctor or nurse, please telephone the receptionist who will take a message and the doctor/nurse will call you back at their earliest opportunity. This will normally be at the end of their surgeries either after 12.00noon or after 6.00pm.

Please be advised that clinicians will not be interrupted during consultations unless it is an emergency.

**Home Visits**

Home visits are available only for patients who are too ill or infirm to come to the surgery. They normally take place in the afternoon. Please telephone between 8.30am and 10.00am if you need a visit but indicate to the receptionist if you require urgent assistance. Your request will be assessed by the duty doctor to ascertain if a visit is required.

**Out of Hours**

**NHS 111 -** When the surgery is closed you may like to speak to the NHS 111 service for advice. They will assess your medical need and where necessary offer an appointment at a local out of hours centre. Basildon and Brentwood Clinical Commissioning Group (BBCCG) are responsible for community ‘out of hours’ services.

**Minor Injuries Unit –** There is also a minor injuries unit at Orsett Hospital (telephone number on page 12) which can treat limb injuries, head injuries, removal of foreign bodies, eye injuries/foreign bodies, minor cuts, bruises, burns, scalds and sprains.

**Emergencies**

In the event of a medical emergency, i.e., chest pain, severe haemorrhage or suspected stroke, please dial 999 immediately.

**Cancelling an Appointment**

Do please let us know as soon as possible if you cannot keep or no longer require your appointment. You can cancel an appointment when the surgery is closed by using our automated system (option 1 immediately after connection) which is available 24/7. You can also cancel appointments online if you are registered for this service. Please note that hundreds of hours are lost in nonattendance of appointments. Please cancel if you do not require it to free this appointment for another patient to use.

**Repeat Prescriptions**

We operate a repeat prescribing system for patients on regular medication. You will be given a printed slip attached to your prescription that should be kept safely. Repeat prescriptions may then be requested either by posting this slip to us, indicating which of the items you require or by bringing it to the surgery. If you have signed up to our internet access (please see page 3) you can also order your repeat prescription via the link on our website.

Prescriptions may take up to five working days to process (Please see the repeat prescription schedule in reception). If you prefer to enclose a S.A.E, wewill post your prescription to you. You can also nominate a chemist for the electronic prescription service, please ask at reception for more details.

Some of the pharmacists in the town offer a collection service; so, if you want to take advantage of this service, please indicate on your request to which chemist you would like your prescription to be sent.

Please be advised that it is your responsibility to make sure you have adequate stocks of your repeat medication.

**WE CANNOT ACCEPT REQUESTS FOR PRESCRIPTIONS OVER THE TELEPHONE.**

**Making the Most of your Doctor**

We are committed to always giving you the best possible service within the constraints of limited resources. Please help us to help you.

**What we aim to do for you**

Treat you with courtesy and respect.

Discuss with you the care and treatment we can provide.

Maintain complete confidentiality.

Allow access to your medical records, within the limitations of the law.

Provide good quality care by appropriately qualified staff.

Provide emergency care when required.

Refer you to a consultant acceptable to you when your GP thinks appropriate.

Arrange a second opinion when your GP agrees it is necessary.

Give a full and prompt response to any complaints about our service.

**What we would ask of you**

Treat us with courtesy and respect.

Tell us if you are unsure of the treatment or advice you are offered.

Only use the emergency service when absolutely necessary.

Request a home visit only when the patient is unable to attend the surgery through illness and infirmity.

Inform us as early as possible if you cannot keep your appointment.

Inform us of any change of name, address or telephone number.

Tell us about any concerns as soon as possible to allow us to deal with them.

Let us know how our service can be improved. (In writing, please).

Remember that an appointment is for one person only.

Remember that emergency appointments are for acute, immediate problems only.

Have realistic expectations of the service.

**Complaints Procedure**

We always try to give the best possible service to our patients but there may be times when you feel this has not happened. If you wish to make a complaint, in the first instance please speak to our Reception Manager. They will try to resolve your complaint immediately, however, if you feel that your complaint has not been resolved then please ask for a Complaints Leaflet. The leaflet will explain how to complain. Please give us as much detail as you can about your complaint. The Complaints Manager will contact you to acknowledge your complaint and ascertain how you would like your complaint handled. This could be by a face-to-face meeting or if you prefer a written reply to your complaint. A mutually agreed time scale for resolution of the complaint will be set. This will depend on the complexity of the complaint and will take into consideration holiday and/or sickness periods. We take all complaints seriously and through them try to learn and improve our service. We hope that you will feel satisfied that your complaint has been dealt with adequately, however if you remain unsatisfied and wish to take you complaint further, we will give you details of the appropriate authority.

**Other Services**

**Antenatal Care** - please tell the receptionist when you make your first antenatal appointment – we have two midwives available 3 days per week at our Shotgate surgery.

**Child Development** - Children are invited for periodic checks. These include an examination by a doctor at 6·8 weeks. In addition, the health visitor sees each child at 8 months and 2-21/2 years. You will receive appointments for your child at the appropriate times.

**Contraception and HRT** - When a prescription suited to your needs has been agreed with you, please make appointments with the nurses for check-ups and repeat prescriptions.

**Diabetes and Asthma·**-Our specially trained nursing staff, who involve the doctors, when necessary, monitor the treatment of these long-term illnesses. This reduces attendances at the hospital for these patients.

**Nurse Practitioners** – You may be able to see our Nurse Practitioner for chronic disease management, COPD, asthma, diabetes and heart disease.

**Nursing** -Appointments may be made for immunisations, dressings, removal of sutures, cervical smears, certain travel vaccinations, contraception and HRT reviews. The nurses can also be contacted by telephone for advice at the end of their clinics.

**Smoking Cessation·**-Three specially trained nurses are available for those patients who would like some help to give up smoking. Please telephone reception to book on appointment.

**Travel and Childhood Immunisation** -Our practice nurses will be able to advise you on the schedule for all Childhood Immunisations. Advice for travel vaccinations is available on request. Please speak to the receptionist who will provide you with a form to complete. Please give at least a months’ notice if you require holiday vaccinations as nurses’ appointments quickly get booked up. Please also be advised that if you require vaccinations at short notice, and we have no available appointments you may be asked to attend a private vaccination centre at a cost to you. Vaccines given at short notice before a holiday may leave you unprotected.

**Vasectomies** - These are available to our patients on the NHS under local anaesthetic. Enquiries should be made on 01268 577989**.**

**Minor operations –** We have specialist doctors who can administer steroid injections into painful joints and remove lumps and bumps, please book to speak to the relevant doctor by making and appointment/enquiry at reception.

**Mental Health -** We have two dedicated and trained mental health advisors who can discuss your concerns, please book to speak to them by making an appointment/enquiry at reception.

**USEFUL TELEPHONE NUMBERS**

Surgery - appointments, general enquiries 01268 209229

Private Medicals, enquiries 01268 577975/6

Vasectomy enquiries 01268 577989

District Nurses 01702 372070

Health Visitor 0300 300 1540

Minor Injuries Unit Orsett Hospital 0300 300 1527

St Andrews Centre Billericay 01277 626153

Breast Screening Unit 01702 385024

Blood Test Appointments 01702 746065

Basildon Hospital 01268 524900

Queens Hospital Romford 01708 435000

Southend Hospital 01702 435555

Broomfield Hospital Chelmsford 01245 362000

St Luke’s Hospice Basildon 01268 524973

The J’s Hospice Chelmsford 01245 475474

Farleigh Hospice Chelmsford 01245 457300

Fair Havens & Little Havens Hospices Southend 01702 220350

Police 101

South Essex Adult Social Services 03456 037630

South Essex Children’s Social Services 03456 037627

Citizen's Advice Bureau 08444 770808

Patient Advisory Liaison Service 01268 394440

S Carter & Son Funeral Directors 01268 733108

Co-op Funeral Service 01268 761502

Mid and South Essex ICB (formerly B&B CCG) 01268 594350

Phoenix House, Christopher Martin Road, Basildon, SS14 3HG

**PRACTICE AREA**

