

Prescriptions - Patient Access

We ask that requests for repeat prescriptions are put in at least 2 days in advance, via your prescription side slip or by using the patient access website or app. We then send your prescriptions electronically via EPS (electronic prescription service) to your nominated pharmacy. Batch prescriptions are also available to patients on long term repeat medication.

Patient Access can also be used to book appointments, look at your test results and care record. Please ask our reception staff how to sign up.

Confidentiality

We maintain strict confidentiality within the practice team. There are times when we are required to pass on information about you to other people or organisations, for the purposes of your healthcare. This is always done securely, and your identifying details will be removed where not essential. Disclosure of patient identifiable information to any outside agencies will only be done after receiving written permission from the patient.

Discrimination

No one may discriminate or treat unfairly any other individual on the surgery premises. This includes, but is not restricted to discrimination based on gender, race, nationality, age, marital status, disability, medical conditions, social background, religion or sexuality. Respect and dignity are the right of everyone: staff, patients and members of the public.

Violence and Aggression

We operate a zero-tolerance policy to abuse of any kind. Our staff have an inviolable right to work in an environment free from abuse, intimidation or violence, and patients who fail to respect this right are not permitted to remain registered with us. A warning letter will usually be sent out in the first instance to advise that any future incident may result in their removal from our books. However, any abusive behaviour runs the risk of immediate removal. Any violent conduct will be reported to the police.

Disabled Facilities

Our practice has facilities for the disabled with easy access, disabled parking spaces, disabled toilet and ground floor consulting rooms. Wheelchairs are available if needed.

When the Surgery is Closed

If you require any medical attention when the surgery is closed, telephone our usual surgery number and you will be transferred to the out of hours 111 service. This service can be contacted any time of day by dialling 111.

Mayflower Medical Centre



419 Main Road

Dovercourt

Harwich

Essex

CO12 4EX

Tel. 01255 879400

www.mayflowermedicalcentre.co.uk

Monday: 08:00am - 20:30pm

Tuesday: 08:00am - 20:30pm

Wednesday: 08:00am - 20:30pm

Thursday: 08:00am - 20:30pm

Friday: 08:00am - 20:30pm

Welcome to Mayflower Medical Centre

We the team at Mayflower Medical Centre welcome you and look forward to working with you to provide the best possible health outcomes in this climate of unprecedented demand on primary care. As the NHS continues to evolve we commit to keeping our patients at the heart of our service. - **GP Partners**

How to Register

Phone 03003112233 to enquire about registering at a local GP practice.

Doctors at Mayflower Medical Centre

Dr Mohamed Abu-Seido MB ChB DRCOG DCH MRCGP MRCPCH - Qualified Aberdeen 1999

Dr Lorna Burn MB BS MRCGP - Qualified London 2003

Dr Daniel Catmull MBBS MRCGP BSC - Qualified London 2003

Dr Andrea Green MBBS BSC DRCOG DFFP MRCGP - Qualified London 2003

Dr Nadeeja Koralage Ba (Hons) MRCEM MRCGP PGC - Qualified London 2006

Dr Drazena Susa MD DRCOG MRCGP - Qualified Zagreb, Croatia 1999

Dr Kwabena Twumasi MB Ch B DRCOG MRCOG MRCGP - Qualified Ghana 1992

GP Working Days

	Dr Abu-Seido	Dr Burn	Dr Catmull	Dr Green	Dr Koralage	Dr Susa	Dr Twumasi
Monday			✓	✓		✓	✓
Tuesday	✓		✓	✓	✓	✓	
Wednesday	✓	✓				✓	✓
Thursday	✓	✓	✓	✓			
Friday		✓			✓		✓

Junior Doctors & Locum Doctors

Our practice is committed to educating junior doctors because we believe it is important for the future of general practice and helps bring doctors to the local area. Our practice also regularly brings in locum doctors to help with appointment demand.

Nursing Team

We have a vast team of experienced nurse practitioners, practice nurses and healthcare assistants who specialise in acute and chronic illness and health prevention. Our nurse practitioners help assist our doctors with your medical needs as they are all highly qualified and are able to prescribe medication where necessary.

Other Services

At Mayflower Medical Centre we also offer a number of helpful services, in house, to assist with your medical needs. These are: Physiotherapist, Clinical Pharmacists, Social Prescriber, Mental Health Nurse, Child Counsellor, Cancer Care Specialist Nurse and a Pharmacy Referral Scheme. Please ask about any of these services when booking appointments to ensure that we are booking you with the most suitable clinician for your needs.

Operations Manager - Fiona Gardner

Our Operations Manager is responsible for the non-clinical management of the practice. She is assisted in the day to day running of the practice by a team of friendly, hardworking receptionists, administrators, secretaries and prescription clerks, who help with patient needs such as booking appointments, answering queries and processing repeat prescriptions.

Named GP

Patients are given a 'named GP' at the practice who is responsible for their care. If you are unsure who your named GP is, please ask our reception staff. If your named GP is unavailable, we have a duty doctor on site every day who will treat patients with an urgent problem on that day. You may also be offered an appointment with a locum doctor, a member of our nursing team or any of our other services available to get you the best care.

How to Book an Appointment

We offer appointments that can be booked both on the day, and in advance. You can book an appointment by phoning our reception or by using patient access and booking online. We have both face to face and phone call appointments available with our clinical team. Our appointments that can be booked ahead of time with doctors and nurses become available one week in advance. Any routine appointments, for example: blood tests, chronic illness clinics and smear tests can be booked up to one month in advance.

Home Visits

Home visits are available for those patients registered as housebound or are medically unable to attend the practice. Please phone before 11am for a visit to be booked on the day with a doctor or nurse who will then call the patient to triage them and arrange a time they will come out to visit.

Weekend Appointments

Weekend appointments are provided by Tendring PCN, so you may be offered a Saturday appointment. Weekend appointments based at our surgery will usually be available every third Saturday of the month, although this can and will vary. Our receptionists will be able to advise you of the next Saturday clinic based at Mayflower Medical Centre.

Non-NHS Services

The GPs do provide some Non-NHS services such as HGV or Taxi medicals, insurance reports and adoption/fostering medicals. These services are not covered by the NHS and therefore attract a fee. Details of these fees are available in our reception.