



## What do you think of our service?

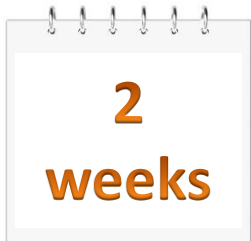
- We always want to make our services better.
- Your comments or complaints helps us.
- If you are unhappy about our service please tell us.

**Tell us what you think**



1. Do you think the idea is a good one?

- ☐ Yes  
☒ No  
☐ Not sure



1. Fill in the form in our Easy Read Complaints leaflet. You can ask someone to help you fill it in.
2. We will reply in less than 2 weeks to tell you what we are doing about your complaint.

## Swanwood Partnership



**Applewood surgery,  
Wickford Health Centre,  
Market Avenue,  
Wickford  
SS12 0AG  
01268 562444**



[www.swanwood.com](http://www.swanwood.com)



## When the surgery is open

### Weekdays

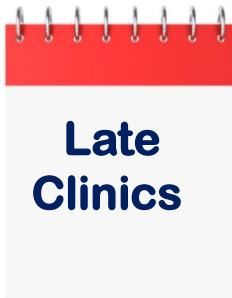
Monday 8.30 am- 6.30 pm

Tuesday 8.30am – 6.30pm

Wednesday 8.30am – 6.30pm

Thursday 8.30am – 6.30pm

Friday 8.30am – 6.30pm



### Extended Late Clinic

Booked Appointments available at local hub service between 6.30pm – 8.00pm.

## Access



- Access to the Surgery is from the main entrance via the carpark behind the building.



- There are accessible toilets and a Changing Places toilet.

## Repeat prescriptions



This means getting more of your usual medication without seeing a doctor.

### How to get a repeat prescription

- Hand in a Repeat Prescription form any week day when we are open.
- We have a post box on the wall so you don't have to queue.
- We can help you fill in the form.
- Local chemists can deliver your medication for you. Ask at reception about this.
- Your prescription should be ready in two days



Pharmacy

**2 days**

## Surgery Doctors



Dr Rai (Male)

Dr Sunitha (Female)

Dr Kaklugin (Male)

Dr Sara Haq (Female)

Dr F Namaazi (Male)



# Surgery Staff Nurses



## Nurse Prescriber

Sister Sue Murray

## Practice Nurses

Lisa Stilwell  
Christine Seeley



## Associate Practitioner

Katie Durrant



# How to make an appointment



Phone  
**01268 562444**



8:30



10:30

If you need an appointment on the same day phone at 8.30am.

The phone lines can get very busy. Phone after 10.30am if it's not urgent.



Or come in to the surgery and ask for an appointment.



Ask to see your usual doctor if possible. This helps us get to know you better and give you better care.

## New Patients



If you want to join this surgery you need to live in the local area.



Bring a form of identification with you when you register (like utility bill, passport etc)



New patients will be offered a routine health check.



We will ask you to fill in a form with your medical details. We can help you fill it in.

## When the surgery is closed



If you need a doctor's advice or treatment when we are closed please phone

**111**



**Call 999 in an emergency.**

**An emergency is if you have chest pains or you are short of breath.**



## Tests and Results



Sometimes the doctor or nurse will need to do a test to find out what is the matter with you.



Tests will be done in the surgery and then sent away.



You can make an appointment with your doctor or nurse to get the results of your tests.



Or you can phone the surgery for your results.



It takes 2 or 3 days for most test results to come back to the surgery.

## Clinics and services



We have special clinics for:



Diabetes

Asthma

COPD

CHD

CKD



Minor Surgery

Family Planning

Coil Insert

Implant Fitting

6 week baby check

Post Natal

Vaccinations and

immunisations

Health Checks

Stopping smoking

