



Www.valkyriesurgery.nhs.uk
Phone 01702 221622



Valkyrie Primary Care Centre
50 Valkyrie Road
Westcliff on Sea
Essex
SS0 8BU

Opening Times

Monday	08:00 to 18:30
Tuesday	08:00 to 18:30
Wednesday	08:00 to 18:30
Thursday	08:00 to 18:30
Friday	08:00 to 18:30
Weekend	Closed

Appointments can be booked by **calling the number below during the times listed**, or by calling 01702 221622 during normal opening hours.

07938 732180

**Appointments are held at either
Valkyrie Surgery
Or
Southend Medical Centre**

FROM 20:00 TO 8:00 PLEASE CALL 111 SERVICE

Clinical Staff

Doctors

Dr S Callaghan	(F)
Dr A Vallattu	(M)
Dr I Akram	(M)
Dr O Adeniyi	(F)
Dr A Coker	(F)
Dr S Dutta	(F)
Dr S Noorah	(F)
Dr P Gupta	(F)
Dr M Khellaf	(M)
Dr T Holloway	(M)
Dr B Houston	(M)

Paramedic

Mandy Facey

Practice Nurses

Caroline Wilson

Mini Philip

Clare Lander

Janet Velmurugan

Lauren Asling

Healthcare Assistants

Lianne Morrell

Amanda Williams

Practice Administration Team

<i>Management</i>	
Debbie Johnson	Practice Manager
Claire Conn	Asst. Practice Manager
<i>Administration Team</i>	
Heather	Kaye
Jenni	Sharon
Jeanette	Angela
Louise	Nicola
<i>Receptionists</i>	
Sriyani	Katerina
Alice	Kerry
Sam	Sammy
Sarah	Donna
Samantha	Karen
<i>Secretaries</i>	
Elaine	Kelly
Judith	

New Patient Registration

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.

Registration is via our website. An appointment will be made for a new patient check by using the surgery pod. If you have complex conditions an appointment will be made with the nurse.

All new patients need to have a new patient health check with a member of our team to ensure that any required tests are up to date and that we have an accurate note of any repeat medication you may be taking.

Medical treatment is available from the date of registration on to our clinical system. Before leaving your current surgery, please make sure you have enough medication to cover you for 1 month.

The boundary for the surgery covers from **Margaret Drive in Leigh on Sea to North Road/Milton Road in Westcliff on Sea. This includes the southside of the A127 over to the Seafront. We do not accept patients out of this area. This surgery has not signed up for out of area patient service.**

Temporary Registration

If you are ill while away from home or if you are not registered with a doctor but need emergency treatment from the local GP practice, we are able to register you temporarily. This can be from 15 days up to three months.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Temporary registration can only be offered for emergency, immediate and necessary reasons. You should contact your permanent practice for routine queries such as immunisations, reviews, and general health problems.

Appointments

We operate a total triage service. Please complete a Systmconnect questionnaire available on our website. Your request will be triaged by a clinical member of our team.

Once triaged the doctor will decide if you need a face-to-face appointment or a telephone consultation. We may text you with advice and guidance regarding your condition. Please make sure you are available to accept a message, email or telephone call.

The doctors will respond within 72 hours of submission.

Blood test/phlebotomy appointments are available online only. Your appointment will be cancelled you book any other request in these appointment slots

Extended Hours

Extended hours are offered by our Primary Care Network, who work alongside several surgeries in our area. Monday to Friday 6.30 to 8pm and Saturday 9am to 5pm. 07938 732180.

Cancelling your appointment

If you cannot attend an appointment for any reason, please inform us as soon as possible for us to offer the appointment to someone else.

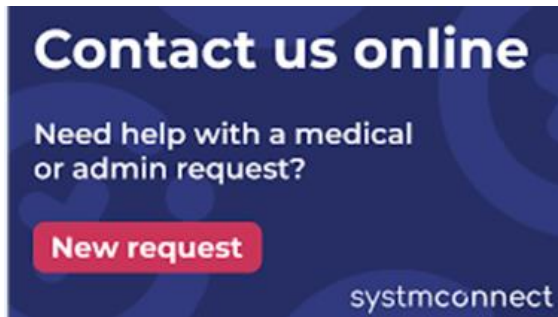
To cancel your appointment please call the surgery and follow the cancellation option. Please leave you name, date of birth and appointment details on the voicemail service. The admin team will cancel you appointment for you.

Remember, NHS 111 is available 24/7 for urgent medical advice. This service is not available for repeat prescriptions, medical certificates, or routine requests.

Using our online Service

Go to our website at www.valkyriesurgery.nhs.uk

At the top of the home screen



When you see this box
click for a new request

You do not need to log in to System online or the NHS app to complete the questionnaire. A carer, parent or guardian can complete on the patients behalf.

For Medical requests click on one of the boxes.

Medical request

New condition

Get help with a new health problem.



Existing condition

Get help with an ongoing health problem.



Follow up

Ask about a recent consultation or referral.



Health review

For example asthma, diabetes, learning disabilities.



Medication query

Ask about medication you are taking.



Other medical request

For example submit medical readings (such as blood pressure) or request information from my record.



Self-referral

Refer yourself to an available service.



For Admin requests click on one of these boxes

Admin request

Doctor's letter

Ask for a report or letter, for example for insurance.



Fit note

Ask for a fit / sick note.



Medication request

Medication reviews and prescription requests.



Test result

Ask for the results of a recent test.



Other admin request

For example cancel an appointment, make a subject access request.



Follow the instructions by completing as much information as possible.

Other information

For more information about our practice including vaccinations,
Carers support, Minor surgery please visit

www.valkyriesurgery.nhs.uk

Parking at the practice is limited, disabled parking bays are
available. Parking for patients are down the side of the building.

Parking at the back of the building is strictly for doctors only.

The Primary Care Centre also offer Health Visitor appointments,
Podiatry appointments and Southend hospital blood testing
appointments.

These appointments are booked through the provider, or via the
surgery. Blood test can be booked for downstairs via swift queue.
swiftqueue.co.uk

For all appointments downstairs please speak to the receptionist
on the ground floor.

The surgery only operates from the first floor, please book in on
arrival upstairs, either speaking to a receptionist or using the
automated booking in service on the screens in front of reception
or by scanning the QR code on your phone to mark yourself as
arrived for your appointment.

We offer Minor Surgery appointments for Valkyrie Surgery and
other surgeries, which also includes Vasectomy, Coil and Implant
clinics.

Sickness Certificate

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](#).

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to for some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work.

A medical certificate, from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

Please complete a Systmconnect request, which is available on our website. We will contact you if you need an appointment. Med 3 certification cannot be post-dated and will only be issued for a limited period.

Statement of Fitness for Work - 'Fit Note'

With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

Long term certificates will no longer be issued monthly but for 12 weeks. This will initiate contact with the DWP.

For more information see the [DirectGov website](#)

Home Visiting

We encourage all our patients to come to the surgery, where we have a range equipment and facilities available, however, we do appreciate that some of our patients are housebound or very sick.

If you feel you need a doctor to visit, then please try to call before 10am. The Doctor may want to phone you back, as it may be possible to deal with the problem over the phone.

We will always visit:

- The terminally ill
- The truly bed bound patient, where travel to the surgery in a car would cause deterioration in medical condition or unacceptable discomfort.
- Anyone with very severe breathlessness or pain.

Local guidelines state that a visit is unlikely to be required in the following cases:

- Adults with common problems of cough, sore throat, "flu-like" symptoms, chronic back pain, dental problems, lost prescriptions/tablets.
- Common symptoms of childhood: fevers, coughs, colds, earache, headache, diarrhoea/vomiting, and most cases of abdominal pain. These patients are almost always well enough to travel by car. It may well be that these children are indeed not fit to travel by bus or to walk, but car transport is a sensible option and often available from friends, relatives, neighbours, or taxi firms.

Please note that your doctor has both the right and the 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 our catchment area. If your residence is outside this area prior agreement should be obtained for you to remain on the practice list.

Test Results

Tests results should be viewed on you NHS app or SystmOnline. If you have any concerns about your tests results, please complete a SystmConnect questionnaire. This is available on our website.

Doctors or Nurses will send a text message to confirm your result or ask you to make a further appointment if required.

You will be told how long you should expect to wait for the results at the time of your test so please bear this in mind before calling. It is then your responsibility to check them and make any necessary follow-up appointment with the doctor.



Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them

Doctors, Nurses and Admin staff can request blood tests. Only Doctors, Nurses and Physio's can request Xray's.

The hospital can only arrange MRI and CT scans.

Who we are

- The Valkyrie Surgery is in the heart of Westcliff on Sea. Located on the first floor in the Primary Care Centre in September 2013.
- We currently have 18,000 patients registered at the surgery.
- In 2018 we expanded across the top floor, giving us pink zone to the left and purple zone to the right.
- In 2020/21 the Primary Care Network joined Valkyrie Surgery in the large vaccination room at the back of the building. Initially for COVID vaccination clinics, however, in more recent months, housing the PCN staff, including the Social Prescriber, Care Co-Ordinator, PACT Team etc.
- Further services are held downstairs, independent to The Valkyrie Surgery, including, Southend Hospital Phlebotomy, Essex Ultrasound Scans, Health Visitors and Podiatric.
- To contact these services or the main reception for the building call 01702 220170

Contact Us

Valkyrie Primary Care Centre

50 Valkyrie Road

Westcliff on Sea

Essex

SS0 8BU

Phone: 01702 221622

Email: valkyriesurgery@nhs.net

Web: Www.valkyriesurgery.nhs.uk