

Practice Area

We accept patients who live within the Basildon Postcode area.

Further Information

Further information on both Ballards Walk Surgery and The Gore Surgery can be found on the practice website:

www.ballardswalksurgery.nhs.uk

Patient Participation Group

We run a PPG group every 6-8 weeks. This is your chance to have your say about the services provided. If you are interested in joining, please speak to a receptionist or print off and complete the form on our website

Practice Management

Our Practice Manager is Mrs. Jackie Mellia, who heads our team of receptionists, secretaries, and administration staff. All the staff are here to assist you with any problems or queries you may have.

We endeavour to provide a professional service throughout our catchment area, but if you do have any concerns, please contact the Practice Manager.

Behaviour Tolerance

Both Ballards Walk Surgery and The Gore Surgery have a zero-tolerance policy with regards to violence. Action will be taken against any person found acting in a violent or abusive manner towards practice staff or other patients, either physically or verbally. If a patient becomes verbally abusive over the phone with practice staff, the phone call may be terminated.



Ballards Walk and The Gore Surgeries



Ballards Walk Surgery
49 Ballards Walk
Basildon
SS15 5HL

The Gore Surgery
George Hurd Centre
Audley Way
Basildon SS14 2FL

Practice Doctors

Dr. A.J. Mitchell (Male)

Dr. T. Hannan (Female)

Dr. N. Ahmad (Male)

Dr. J. Otim (Female)

Practice Opening Hours

Ballards Walk Surgery

The Gore Surgery

Mon - 8:00am - 6:30pm

Mon - 8:00am - 1:00pm

Tues - 7:30am - 6:30pm

Tues - Closed

Wed - 8:00am - 6:30pm

Wed - 8:00am - 6:30pm

Thur - 7:30am - 6:30pm

Thur - 8:00am - 1:00pm

Fri - 8:00am - 6:30pm

Fri - Closed

www.ballardswalksurgery.nhs.uk

01268 542 901

Booking an Appointment

To make an appointment with a clinician, please ring on the day you require the appointment. Your call will be triaged, and a clinician will call you back on the same day. The clinician may only need to call you, but if a face-to face appointment is required, they will arrange one with you.

- Both Ballards Walk and The Gore are fully accessible •

Home Visits

If you require a home visit, please phone the surgery before 10:00am. These can only be made on the day, Monday-Friday. You may only request a home visit if you are housebound or too ill to attend the surgery.

Out of Hours

An out of hours service operates between the weekday hours of 18:30 - 08:00 and for 24 hours at weekends. You can contact our out of hours service by telephoning 111.

Updating Your Details

If any of your details have changed since your registration, such as name, address, or if you have become a carer, please let us know. You can print off the necessary forms from our website or collect one from reception. Once completed, simply bring the form into reception with any I.D. that may be required.

Chaperones

The surgery offers a Chaperone Service. Should you wish someone to accompany you during a consultation or examination, please ask a member of staff or the GP.

Clinics Available

Diabetes • Asthma • COPD • Family Planning
Travel • Chronic Heart Disease • Hypertension

Services Available

Cervical Smears • Breast Examination • Family Planning and Related checks (Morning after pill) • Maternity/Ante Natal • Vaccinations & Immunisations • Blood Pressure • Smoking Cessation • Urine Checks
ECG • Wound Dressing • Suture Removal • Phlebotomy (bloods)
Minor Surgery

Pharmacy Nomination

You can have your prescription sent to a pharmacy of your choice. This saves you time and eliminates the need for you to visit the surgery to pick up a paper prescription. You can nominate a pharmacy either at the surgery or at the pharmacy itself.

Repeat Prescriptions

All requests for repeat prescriptions should be made by ticking the items required on the printed order slip. These can be dropped into the surgery or posted. Please remember to include a stamped addressed envelope if you want us to post it back to you. We **do not** take telephone requests. Please bear in mind that requests for repeat prescriptions are subject to 72 hours notice.

Test Results

If you have a test done at the surgery, it is your responsibility to contact the surgery for the result. Please call reception after 11am Monday-Friday.