

KELVEDON & FEERING HEALTH CENTRE

46 HIGH STREET

KELVEDON

CO5 9AG

Tel: 01376 572906

Fax: 01376 572484

www.kfhc.co.uk



**Kelvedon & Feering
Health Centre
Part of the Dickens Place Group**

Practice Booklet

**46 High Street
Kelvedon
Essex
CO5 9AG**

**Phone: 01376 572906
Fax: 01376 572484
www.kfhc.co.uk**

Surgery Opening Times

Monday—Friday 8.15am to 6.30pm

Telephone lines open from 8am



Appointment System

-by telephone or in person

Pre-bookable Appointments

Approximately 40% of appointments are available to book in advance for routine problems with the doctors and our Nurse Practitioner

Same Day Appointments

Approximately 40% of our appointments are available to book on the day—these are released at 8am in the morning .

Once all appointments are gone and you feel you need to be seen that day a message will be passed to the duty doctor that day and if appropriate an emergency appointment will be offered.

Home Visits

Please call the surgery as early as possible if a home visit is required, these are reserved for patients that are housebound.

Local Organisations

Walk in Centre ,Turner Road, Colchester	01206 314015
Relate	01245 258680
Colchester Mobility Centre	01206 710909
Carers Support Group Contact Kate Lowry	01376 561662
Cruse ,Bereavement	01206 369309
Alcoholics Anonymous	0845 769 7555
Samaritans	0845 790 9090
Citizens Advice Bureau	0844 4994719
Village Agents	0800 9775858
Patient Transport - ERS	0333 2404083

TELEPHONE NUMBERS

The Surgery	01376 572906
Surgery Fax Number	01376 572484
Kelvedon Chemist	01376 570368
Coggeshall Chemist	01376 561298
Tiptree Chemist	01621 815432
Silver End Chemist	01376 584926
St Mary' School, Kelvedon	01376 570411
Feering Primary School	01376 570296
Health Visitor	01376 561331
Midwife	01621 725305/6
Broomfield Hospital	01245 440761
Colchester Hospital	01206 747474
Springfield Private Hospital	01245 461777
The Oaks Private Hospital	01206 751946
Social Services	0845 603 7630
NHS 111	111
Patient Advice and Liaison Service (PALS)	01245 459459

Online Appointments

Approximately 20% of our appointments are available to be booked online via the internet. These appointments are for GPs only; you may only book a maximum of one appointment at any one time via the internet. To register please present photographic identification at reception and complete the relevant form available at the surgery.

Online appointments are NOT for health checks, Diabetic reviews, Immunisations, Foreign Travel, Smears, Dressings, Blood tests, coils, and steroid injections. You will need to ring the surgery to book these.



Appointment Reminder Service

An appointment reminder service is in place to confirm your appointment by SMS text message to your mobile phone. A confirmation text will be sent to confirm your booking and a reminder will be sent the day before. Please ensure that we have a current mobile telephone number for you. Please notify us in writing if you wish to retract this service.

Failure To Attend An Appointment

If you no longer require your appointment, please telephone the surgery in good time to cancel to enable this appointment to be offered to another patient.

Doctors

Dr Hilary Ramsay (Mon-Thur)



Advanced Nurse Practitioner

Leslie Hicks

Nurses

Annie Rowley

Rhian Weir

Healthcare Assistants

Elizabeth Garwood

Sharon Lynn



Managing Partner

Sharon Kendall

Comments/suggestions/complaints

Even though we try our best, there may well be times when things don't go as well as they could or should. We strive to maintain a high quality service to our patients, within the limitations of the NHS. If you have any reason to feel you have not received the best from us, we need to know about it.

We rely on all of our patients to tell us when things have gone wrong or where our systems have proved inadequate. If we are not told we cannot correct them.

Please take time to tell us about your experience. The best person to speak to is our Practice Manager. She will be happy to listen to any comments, suggestions, or complaints you may like to make, we like to hear the good as well as the bad!

We follow the NHS complaints procedure, so if there is any thing you feel warrants a formal complaint, that will also be dealt with by The Practice Manager.

If you would prefer to write to us with any comment/complaint, we shall deal with it promptly. We do have forms at reception for comments or more formal complaints if you would find that easier.

General Information

Named GP

All our patients are allocated a named accountable GP. If you wish to know who your named GP is please ask at reception. However you can choose to see any GP or nurse at the practice.

Chaperone

Sometimes it is appropriate for a chaperone to be present at a consultation and the doctor will ask your permission first. If you would like a chaperone please ask the clinician or receptionist when attending for your appointment.

Advice on Self Certification

Any patient off sick from work for any length of time can self certify for the first seven calendar days. Only after then will you require a medical certificate signed by a doctor.

Zero Tolerance

In line with NHS Guidelines we operate a policy of zero tolerance regarding physical or verbal abuse to the doctors, their staff or anyone else on the premises.

Change of Details

It is very important that you notify us immediately of any changes of name address or telephone number. There are many reasons why we may need to contact you. If you change your name by marriage or Deed Poll we will require a copy of the documentation.

Care Navigators

Some of our staff are trained Care navigators which means they are able to support and signpost patients to the right NHS and community services, to assist you they may have to ask a few questions.

Services Offered

Here are a few of the services we are able to offer our patients with our nurses and healthcare assistants

<i>Asthma check</i>	<i>Cervical smear</i>
<i>Diabetic check</i>	<i>Warfarin monitoring</i>
<i>Blood Pressure check</i>	<i>Travel vaccinations</i>
<i>Pill checks</i>	<i>Childhood immunisations</i>
<i>Lifestyle advice</i>	<i>COPD monitoring</i>
<i>NHS health checks</i>	

Phlebotomy Clinics

Every morning



Nurse Practitioner

Our nurse practitioner is able to treat minor illness and Injury e.g.

Sore throat/cough

Minor stomach complaints

Urine infection

Earache/ear infection (not ear syringing)

Skin complaints

Chest Infections

Minor wounds, bruising or swelling

Minor head injury with no loss of consciousness or swelling

Strains/sprains

Eye problems e.g infection, sticky eye

Contraceptive advice including emergency contraception

Some appointments for these clinics can be booked in advance

Repeat Prescriptions



Requests for repeat prescriptions must be made in writing by ticking the medication required on the repeat slip put into the 'Repeat Prescriptions' box located in reception.

You can also order repeat medication online once you have registered for online services—please note this is for medications on repeat prescribing only, not for any other medication.

Please allow 48hrs (2 working days) for a prescription to be ready. Prescription requests need to be received by the surgery by 11am to be ready 48hrs later.

Prescriptions can also be sent electronically to your chosen pharmacy if requested.

Test Results

Please call the surgery between 1pm and 3pm for test results.



Maternity Bookings



You are able to telephone the antenatal clinic and book in your pregnancy yourself on the following telephone number.
01621 725305/6

Foreign Travel Immunisations



The following travel vaccinations are usually available free on the NHS

- Diphtheria, polio and tetanus (combined booster)
- Typhoid
- Hepatitis A

These vaccinations will only be administered when you bring written proof from your travel health information provider that you need these for your trip(s).

You must make the initial appointment 6-8 weeks before you travel.

The following sources provide information and advice on travel health queries:-

[Www.masta.org](http://www.masta.org)

[Www.travelhealth.co.uk](http://www.travelhealth.co.uk)

[Www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk)

When we are closed

In the case of urgent need when the practice is closed you can call **NHS111**. Dial 111 on your telephone. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Calls to NHS 111 are free from landlines and mobiles.

Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens.

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.