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 01376 561662
- Contact Kate Lowry
- 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.
Comments/suggestions/complaints

Even though we try our best, there may well betimes 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

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

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
Www.travelhealth.co.uk
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.