

Rivermead Gate Medical Centre

A Guide to Services for Patients

123 Rectory Lane
Chelmsford
CM1 1TR

Tel: 01245 348688

Fax: 01245 458800

(Branch site)
158 Wood Street
Chelmsford
CM2 8BN

Tel: 01245 354732

Fax: 01245 344562

www.rmgmc.co.uk

Languages Spoken

Arabic, German, Hindi, Punjabi, Urdu, Spanish & Portuguese

Welcome to Rivermead Gate Medical Centre

Our mission statement...

"We aim to provide high quality, easily accessible care in a family orientated environment, by a team of dedicated, well trained professional staff", our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem, involve our patients in decisions regarding their treatment, promote good health and well-being to our patients through education and information, involve allied healthcare professionals in the care of our patients where it is in their best interests, encourage our patients to get involved in the practice through a patient participation group and encouragement to comment on the care they receive historically through comment forms which has now been replaced by the friends and family test, ensure that all member of the team have the right skills and training to carry out their duties competently and treat patients with understanding and respect.

For the practice to work successfully we also need your help. We need you to familiarise yourself with the guidelines contained within this booklet. We need you to tell us (politely) when we get it wrong or if you have any ideas for improvement. We also need your understanding when, from time to time, circumstances change outside of our control. Like most organisations, staff absences affect us, either through holidays or sickness.

In the main, your visit to the practice will be to see a nurse or a doctor; however, your first point of contact will be with our receptionists. They undertake an essential and very demanding role, often having to juggle booking patients in, handing out prescriptions and dealing with telephone queries all at once. Please be a 'patient' patient.

Drs. Savage, Riechardt-Olschner, Singh, Gilbert & Yadav

Rivermead Gate Medical Centre is a Non Limited Partnership

Useful Telephone Numbers

Community Nurse Contact	0300 003 1902
Health Visitor	01245 459471
NHS 111	111
Broomfield Hospital Switchboard	01245 362000
Mid Essex Clinical Commissioning Group (CCG)	01245 398750
Adult Social Care	0300 123 2224
CRS Patient Referral Line	0300 123 0771

Practice Area

We register patients residing in Chelmsford City Centre and those who live in some surrounding areas. Please check at Reception to see if your home address is within our catchment practice area or use the area checker on our website. Please note that the catchment area may be subject to change without notice.

For advice on registering with a new GP or catchment area enquires. Contact Essex Signposting on 0300 003 2125.

The practice has the right to refuse your request for registration on reasonable grounds, e.g. if you live outside the practice area.

How to Register

Come to the surgery with your medical card/letter if you have one. You will be asked to complete a registration form, medical questionnaire and to provide photo identification and proof of address, e.g. utility bill. If you are taking medication you will need to make an appointment with the doctor.

For advice on registering with a new GP or catchment area enquires. Contact Essex Signposting on 0300 003 2125.

Accountable/Named GP

The practice is required by the Government under the terms of the latest GP contract to allocate all patients a named accountable GP. Individual patients will be informed of their named accountable GP at the first appropriate interaction with the surgery. If you wish to be told the name of your accountable GP, ask at Reception when you next attend the surgery.

Please note: Having a named accountable GP does not prevent you seeing any other doctor in the practice. Your named accountable GP will not be available at all times, and you may need to discuss your health with an alternative doctor.

Preferred Method of Contact

All organisations that provide NHS services, or publicly funded adult social care must have fully implemented and conformed to the Accessible Information Standard (1605) by 31st July 2016. This means we would like to record your preferred method of contact so that you can receive your health information in a format you can understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you suffer from hard of hearing or blindness that may not be suitable for you.

If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing either reception or the Practice Manager at your surgery. We will record your needs by highlighting it on your medical records.

How to see your Doctor/Appointments

Our opening hours at Rivermead are: 8.00am to 6.30pm Monday to Friday and at our branch site: 8.00am to 12.30pm and 3.00pm to 6.30pm, Monday, Wednesday and Friday (Monday 2.00pm to 6.30pm) and 8.00am to 12.30pm, Tuesday.

The receptionist will try to book you with the doctor of your choice, but if this is not possible, an alternative doctor or advanced nurse practitioner. If you cannot keep your appointment, please cancel it so that it can be used for someone else.

Appointments can also be booked or cancelled via our practice website. You will need to register for the service at reception, in person. Consultation times are between 8.00am to 11.30am and 3.00pm to 5.50pm and varying from 2.30pm to 5.50pm.

Appointments

We offer book in advance, book on the day and telephone consultations. These can be useful if you need to speak with the doctor about a condition which does not require a physical exam.

Urgent Appointments

A proportion of each day's appointments are reserved for emergency bookings; these are particularly appropriate for acute illnesses. Our receptionists are trained to help you make the most appropriate appointment for your needs and ask the reason for your request to inform the doctor. We hope you will understand that at times they cannot satisfy your needs completely.

Home Visits

Please contact the surgery before 10.30am, unless an emergency so that they can be allocated in the most effective way. The doctor prefers you to be seen at the surgery, this is because we have the ability to carry out tests and have access to your full medical history. The doctor/nurse practitioner will telephone you as it may be that your problem could be dealt with by telephone advice. Visits are only carried out when, in the judgment of the clinician, they are justified by clinical need.

Repeat Prescriptions

Repeat prescription requests should be made (using the computer printout) in person, by post, via the practice website or by agreement with your pharmacist. To ensure that the correct drugs are prescribed we do not accept telephone requests for prescriptions. We require two working days' notice for prescription requests. You will be asked to see the clinician from time to time to review your treatment.

Test Results

For test results call the result line on 01245 458829 (option 2 on the main line) between 10.30am and 12.30pm. If you do not have a follow up appointment with your doctor is it advisable to check your own results. The staff will inform you of the outcome and any feedback from the doctor.

Disabled Access

Wheelchair access is possible to all consultation and treatment rooms. At Rivermead this is via the lift in the foyer (a fire lift is installed for emergency evacuation). Wheelchair access is to the side of the building at the branch site.

Non-NHS work and private fees

Certain forms are required to be completed or signed by a doctor, e.g. medical insurance claim forms and holiday cancellation forms.

The signing of non-NHS forms attracts a fee at the approved BMA rate. Private medical examinations can also be arranged for special purposes, e.g. insurance, H.G.V, sports medicals. These also attract a fee at the approved BMA rate. Please ask for details.

Out of Hours

Between 6.30pm and 8.00am Monday to Friday and at the weekend, the surgery is closed. For general practice medical services at these times call our telephone number to hear our telephone message. This will provide you with the telephone number of the out of hour's service or advice may be obtained via NHS 111. In serious emergencies dial 999 for an ambulance.

Training

The practice is approved for GP training. We usually have up to two GP registrars working under the supervision of Dr. Yadav and one Foundation doctor (FY2) working under the supervision of Dr. Riechardt-Olschner.

GP Registrars are experienced doctors gaining the skills necessary to work independently as a GP. As part of this training it is occasionally necessary to video consultations. Your consent will always be requested for this.

Foundation doctors are house doctors who have had at least twelve months experience in hospital medicine after qualifying before they are placed with a practice for four months.

From time to time medical, midwifery or nursing students are attached to the practice who may sit in our clinics.

Patients are always informed and have the right to refuse to have a student in their consultation.

Nursing

Nurses and Health Care Assistant clinics are pre-booked. Appointments can be made for blood pressure checks, dietary advice, dressings and wound care, ear syringing, injections, smears and general advice. Our Nurses have specialist qualifications to enable them to see patients with diabetes, hypertension, asthma, COPD, family planning and contraception advice.

Please note that whilst we provide a travel vaccination service, some travel vaccinations are a private service and fees will be payable.

Safeguarding

The Practice is committed to protecting children and vulnerable adults and will make their welfare its highest priority. Where additional support is necessary this will include working with other agencies to ensure their safety. If you are concerned about a child or vulnerable adult please speak to a GP or Practice Nurse.

Patient Right and Responsibilities

The Practice has strict rules of confidentiality and no personal details will be divulged without written consent. Computer held information is subject to the Data Protection Act.

Medical information that cannot be traced to individual patients may be passed to third parties for research or statistical purposes. Patients may choose to opt out and would need to inform the practice to have their records coded.

Patients may ask to see/request their records – application forms are available from reception.

Compliments/Comments/Suggestions/Complaints

We have a procedure to deal with compliments, comments, suggestions and complaints about the service we offer. A complaints pack is available from the receptionist. We would prefer to speak to you to resolve any issues you have, however if you make a formal complaint we will acknowledge you letter within 3 working days and aim to provide a full response within 25 working days.

We would like to give you the highest possible standard of care and we try to deal with problems that may occur swiftly. We value your positive feedback on our services and suggestions for improvements.

Missed Appointments

Our appointments are valuable and patients have a responsibility to attend appointments or cancel within reasonable time. We have a policy of removing from the list those patients who persistently fail to attend. We publish our missed appointment data on our website monthly to raise awareness and to help us reduced the number of missed appointments.

Verbal or Physical Violence

We have a policy of zero tolerance of verbal or physical violence towards our staff or other patients. Patients who ignore this will be removed from the list and may face police action.

Patient Participation Group

We have an established a virtual Patient Participation Group with the aim of creating a bridge between all members of the Practice and our patients, with a view to help to improve the health and wellbeing of our local community.

We would like to know how we can improve our service to you and how patients perceive our surgery and staff. Patients do not need to attend meetings as communications are via email.

Your Contact Details

Please ensure the surgery is informed of any changes to your contact details, including new mobile telephone numbers.

Practice Team

Partners

Dr. N Savage	MB ChB (Liverpool) 1982, FFFP
Dr. R Riechardt-Olschner	German Med.State Exam 1976 MD Freiburg DFFP
Dr. S K Singh	MB BS (University of London) 1996
Dr. M Gilbert	MB ChB (University of Basra) 1987 DFFP
Dr. R Yadav	MRGGP 2008, MRCS 2008, C Royal College of Surgeons, Edinburgh

Salaried GP

Dr. A Asghar	MBBS, Karachi University 1996 MRCGP 2007
Dr. K Paheerathan	MRGGP 2013, DRCOD 2013, MD (Paed)

Practice Manager

Mrs. Michelle Coote

Nurse Practitioner

Rebecca Kaluba

Practice Nurses

Janet Byrne	RGN, ENB Diabetes Nursing
Joanna Parker	RGN B. Nurse ENB237ENB998
Katrina Dawkes	RN

Health Care Assistant

Deborah Davies	Grade 4
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