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Welcome to Rivermead Gate Medical Centre

You will find all the information you need about our services, operational hours, appointment system, patient information booklet and other health care details on our website [www.rmghmc.co.uk](http://www.rmghmc.co.uk)

Please download the forms and when you have completed email them with photographic proof of identity, such as driving license or passport, and proof of address which can include a bank statement or utility bill but not a mobile phone bill to [rivermeadgate.admin@nhs.net](mailto:rivermeadgate.admin@nhs.net). Please ensure you complete all sections of the consent form.

If you have arrived from outside the country, you must complete supplementary questions on the reverse or the GMS1 Family doctor service registration form.

If you are on regular medication which is issued each month, make a telephone appointment with the clinical pharmacist within the next four weeks.

Whilst you are registering and have photographic proof of identity with you, please sign up for On Line Access (SystemOnline) or download the NHS App. With online access you will be able to book appointments, request repeat prescriptions, view your summary care record and have access to your detailed coded record, subject to GP approval, which includes vaccinations, blood test results and your medical summary. Parents are also able to apply for proxy access for a child up to the age of 12 years.

Let us know who your preferred pharmacy is. When you request your medication we will send it to them electronically.

Let a member of the reception team know your preferred pharmacy at the time of registration or speak to your pharmacist if you decide to sign up to this service at a later date.

The advantages of EPS:

- you can collect repeat prescriptions directly from a pharmacy without visiting your GP
- you won't have paper prescriptions to lose
- you may spend less time waiting in the pharmacy
- the service is reliable, secure and confidential

### **How Rivermead Gate Medical Centre uses your information to provide you with healthcare**

You can access our Privacy Information Leaflet for Adults and our Privacy Information Leaflet for Children on our website [www.rmghmc.co.uk](http://www.rmghmc.co.uk)

If you do not have access to the internet and would like a printed copy of either leaflet please ask one of our reception team members.

Our Patient Privacy Notice is available on our website and in the waiting room on the Your Clinical Data/Your Care noticeboard.

### **Keeping in Touch**

Please consider giving consent to your email address being added to our PRG (Patient Reference Group) contact list so that we can send information on behalf of the PRG such as newsletters and patient questionnaires and the Practice can send information that is not related to your direct health care. Please note that historically we have sent three or four emails each year.

You can withdraw your consent at any time by emailing [rivermeadgate.admin@nhs.net](mailto:rivermeadgate.admin@nhs.net)

### **How we invite you for health review**

Our preferred method of inviting you to come for your regular health review is initially by letter; which allows us to include other health information documents and blood forms.

Our second invite is usually by SMS text messaging if you have provided a current mobile contact number.

Unless you notify us we will accept that you are agreeable to us contacting you by these methods.