

# Rivermead Gate Medical Centre

## A Guide to Services

Rivermead Gate Medical Centre  
123 Rectory Lane  
Chelmsford  
CM1 1TR  
Tel: 01245 348688

[mseicb-me.rmgadmin@nhs.net](mailto:mseicb-me.rmgadmin@nhs.net)  
[www.rmgmc.co.uk](http://www.rmgmc.co.uk)

## 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group and encouragement to comment on the care they receive historically through comment forms which has now been replaced by the friends and family test, ensure that all member of the team have the right skills and training to carry out their duties competently and treat patients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. Singh, Gilbert & Yadav*

*Rivermead Gate Medical Centre is a Non-Limited Partnership*

Languages Spoken

Arabic, Hindi, Punjabi, Urdu, Spanish & Portuguese

## Useful Telephone Numbers

Community Nurse Contact	0300 003 1902
NHS 111	111
Mid Essex Clinical Commissioning Group (CCG)	01268 594350
CRS Patient Referral Line	0300 443 0120

## Practice Area

We register patients residing in Chelmsford City Centre and those residing in some surrounding areas. Please [use the area checker on our website](#). Please note that the catchment area may be subject to change without notice.

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

We are asking all patients where possible to visit our website [link](#) to complete the registration form and health questionnaire. Forms can be printed collected from the surgery. Please allow 7 working days for your registration to be processed.

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 31<sup>st</sup> 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

Opening hours at Rivermead are: 8.00am to 6.30pm Monday to Friday.

User the contact us form on our website [link](#). If you are unable to complete the form yourself, call the surgery and our staff will complete it for you. Your request will be triaged by one of our clinical teams and we will contact you to offer you an appointment with the most appropriate clinician for your condition or signpost you to an alternative service. This may be the doctor, nurse, nurse practitioner, pharmacist, paramedic, physiotherapist, social prescriber, or another appropriate clinician.

If you cannot keep your appointment, please cancel it so that it can be used for someone else.

Appointments can also be cancelled via our practice website or NHS App [link](#). If you apply at the surgery, you will need to bring photo ID with you.

## Appointments

A proportion of our appointments with the GP/ANP/paramedic are available up to two weeks in advance.

## Urgent Appointments

Urgent appointments are reserved for acute illnesses. Please use the website contact us form or call the surgery. These may be with the GP or one of our other clinicians.

## Home Visits

Please use the website contact us form or call the surgery before 10.30am so that they can be allocated in the most effective way. If your illness is an emergency, please call 999 for immediate care.

A trained clinician will telephone you to assess your symptoms. 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 NHS App or online [link](#). Online registration forms are available from our website. To ensure that the correct drugs are prescribed we do not in general accept telephone requests for prescriptions. We require two working days' notice for prescription requests. From time to time, you will be advised to have a medication review before we issue your medication. This will be with one of our clinical pharmacists.

## Test Results

On having a test or investigation at the surgery we would encourage all patients to either check the NHS app or contact the surgery to find out the results.

Call the surgery 01245 348688 and choose option 2 between 12.30pm and 2:30pm Monday to Friday to enable us to keep our telephone lines free for urgent calls in the morning.

If you do not wish to call us, please download the NHS app and you can access your records and results directly.

Staff are not clinically trained and therefore cannot advise you about your results. They will inform you of the outcome and any feedback provided by the doctor.

Enquiries about tests ordered by the hospital should be directed to the hospital.

## 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

We are happy to undertake, by appointment, medical examinations, reports for insurance companies, employers and solicitors however please be aware that this is considered non-nhs work and will incur a charge. [Download our 2024 Fees List.](#)

To request a letter of support please put your request in writing or [complete our online form](#). Full payment of £40 will be required in advance. Payment to be made by cheque or cash in person at the reception desk. We will try our best to action your request in 4 weeks from payment. Please note if you require the letter prior to the 4 weeks that we have stated, we cannot guarantee that it will be ready.

Unfortunately, the NHS does not cover these services and a fee will be charged, likewise, we will charge a fee for private certificates, medicals and insurance claim forms.

Forms of such a nature will need to be paid for, prior to completion by the GP/Clinician. Please contact the surgery for further details regarding fees.

Full payment in advance is required for all medical examinations.

## 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 have GP registrars and Foundation Doctors working under supervision.

GP Registrars are experienced doctors gaining the skills necessary to work independently as a GP.

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.

As part of training, it is occasionally necessary to video consultations. Your consent will always be requested for this.

You have the right to refuse to have a student in your consultation.

### **Nursing**

Nurses and Health Care Assistant clinics are pre-bookable for blood tests, blood pressure checks, dietary advice, dressings, wound care, injections, smears, general advice, and health monitoring.

Our Nurses have specialist qualifications in diabetes, hypertension, asthma, COPD, family planning and contraception advice.

Please note that we only provide NHS funded travel vaccinations You will need to visit a travel clinic for other vaccinations.

### **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 can make a Subject Access Request for medical records [link](#). Please allow 30 days for us to process these.

### **Compliments/Comments/Suggestions/Complaints**

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. You can leave feedback here [link](#). Please complete a Friends and Family comment card [link](#).

We have a procedure to deal with compliments, comments, suggestions, and complaints about the service we offer. Visit our website [link](#) or pick up a pack is 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 your letter within 3 working days and aim to provide a full response within 25 working days.

### **Missed Appointments**

Appointments are valuable; 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.

### **Patient Behavior**

We operate a zero tolerance policy [link](#) to verbal or physical violence towards staff and other patients. Patients who ignore this will be written to and may be removed from the list and may face police action.

### **Patient Participation Group**

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. Please use the [link](#) for more information.

### **Diversity**

The practice believes in fairness and equality, and above all, values diversity. All staff completes ongoing equality and diversity training.

### **Your Contact Details**

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

## Staff

Dr. S Singh	General Practitioner
Dr. M Gilbert	General Practitioner
Dr. R Yadav	General Practitioner
Dr. K Paheerathan	General Practitioner
Ms R Kaluba	Nurse Practitioner
Janet Byrne	Practice Nurse
Colette Wilson	Practice Nurse
Mrs. Michelle Coote	Practice Manager

## Other Staff Roles

Health Care Assistant  
Clinical Pharmacists  
Child Mental Health Worker  
Physician Associate  
Pharmacy Technician  
Paramedic  
Social Prescriber  
Health & Wellbeing Coach