

Riverside Health Centre

Station Road, Manningtree, Essex, CO11 1AA

Tel: 01206 397070

www.riversidehealthcentre.org.uk

Partners –

Dr John Hoskyns MBBS DA(UK) 1986

Dr Ada McMahon MBBS 1997 MRCGP 2009 DFSRH DRCOG

Dr Simon Butcher MB BS 1999 MRCGP 2015

Nurses –

Mr John Buckley RGN 1986 (Nurse Practitioner)

Mrs Jo Weeden RN 2006

Mrs. Hannah Jenkin RN 2008

OPENING HOURS

Monday – Friday: 8.00am – 1.00pm & 2.00 – 6.00pm

DISPENSARY OPENING HOURS

Monday – Friday: 8.30am – 1.00pm & 2.00 – 6.00pm

ROUTINE SURGERY TIMES

Monday – Friday: 8.30 – 11.30am & 3.30 – 5.30pm

Dr Hoskyns has Thursday afternoon off. Dr McMahon has all day Tuesday off. Dr Butcher has Wednesday afternoon off.

PHLEBOTOMY (Blood Taking) CLINIC

Monday – Friday 8.00am – 11.00am

BABY CLINIC

Wednesday & Friday 1.30pm – 3.00pm

For childhood immunisations and post-natal examinations.

MINOR SURGERY CLINIC

Thursday (on selected weeks) 1.00pm – 2.00pm

By referral from GP only.

ANTE-NATAL CLINIC

Thursday 2.00pm – 4.40pm

We have a community midwife who deals with ante-natal care. Please book in with the midwife as early as possible during your pregnancy.

INFORMATION ABOUT THE PRACTICE

This dispensing practice was purpose built in 1991 and is ground floor. There is adequate parking at the rear of the practice. We dispense medication to those patients who live more than one mile, as the crow flies, from a community pharmacy. Please ask if you are unsure in this regard.

Our practice team consists of:- 3 doctors, 3 nurses, a practice manager, an assistant practice manager, 2 health care assistants, a secretary, 2 dispensers & 4 receptionists/administrators.

APPOINTMENT SYSTEM

We offer 48 hour access to see a doctor. On a Monday, patients can request an appointment for Monday or Tuesday. On Tuesday they can request an appointment for Tuesday or Wednesday etc. etc. We do not book over the weekend.

We also offer pre-booked appointments, which can be booked up to one month in advance between 8.30am – 9.20am each weekday morning.

You can also book limited appointments using our online service. Please see reception and provide proof of ID in order to sign up to this service.

Please be aware you may be asked the reason for your appointment to ensure the appropriate clinician and time is allocated. This is to provide best use of our resources and improve patient care and access. You have the option to decline but we thank you for your co-operation.

CANCELLATIONS

Please phone to cancel appointments if you no longer require them. Our appointment system cannot operate efficiently if patients fail to keep appointments. Persistent DNAs (Did Not Attend) may be at risk of leaving the list.

TELEPHONE CONSULTATIONS

The doctors are happy to discuss problems on the telephone. You will be asked to leave a contact telephone number and the doctor will ring you when he/she is free.

HOME VISITS

Home visits are triaged on clinical need and are at the discretion of the Doctor. Please be aware that a GP can see up to 5 patients in the surgery in the time it takes to do one home visit, also the facilities for examination and treatment are far better at the surgery. If you need a visit please phone before 10.30am, if possible, so that the doctors can plan visits.

CONFIDENTIALITY

Patients and their relatives are respectfully requested not to ask for any details of adult patients at this surgery. All our staff are bound by a code of confidentiality. Please do not embarrass them by requesting information they are unable to disclose.

TEST RESULTS

It is essential and **your** responsibility to enquire about test results. Most test results take at least 5 days to come through. X-rays can take 7 – 10 days. Please phone in the afternoon for results. Please also be aware that we are only able to give the results to the patient to whom the result relates (unless a child).

CHANGE OF NAME/ADDRESS

It is vital the practice has your current address. Please complete a change of address form as soon as possible. Please inform us if you change your telephone number.

ORDERING MEDICATION

We **do not** accept requests for repeat medication over the telephone. Please use the right hand side of your last prescription and hand it in to the surgery or use our online access system*, **at least 48 hours** before you need it. Please ensure you make an appointment, when requested, for a medication review.

To get online access, please see reception or dispensary to register. You will need to provide photo ID in order to receive this service.

For **urgent** medication enquiries out of hours, contact 111.

SUMMARY CARE RECORD

Practices are required to enable successful automated uploads of any changes to a patient's summary information, at least on a daily basis to the Summary Care record.

Having your Summary Care Record available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.

Riverside Health Centre is already live with SCR. However, if you do not want your medical records to be available in this way then you will need to let us know so that we can update your record. Please see the receptionist for an 'opt out form'.

PATIENT PARTICIPATION GROUP (PPG)

We have an active PPG group at the surgery and welcome new members to join the group.

SICKNESS CERTIFICATES

Please do not ask for sickness certificates for the first seven days of sickness. The DSS guidelines state specifically that we are not required to issue statements of incapacity to work for periods lasting 7 days or less, or for the first 7 days of longer spells. This puts an unnecessary burden on our appointment system, to the detriment of those with a real need to see the doctor.

PRIVATE CERTIFICATES

You may require a private certificate from the doctor - a fee is chargeable for this service.

NON-NHS EXAMINATIONS AND WORK

Medical examinations and certification for special purposes, e.g. HGV, PSV, taxi driver, elderly drivers, pre-employment and insurance can be arranged. Fees for these services are payable in advance. There is an up to date list of fees payable in the waiting room. The practice is VAT registered – VAT No. 269 6237 63.

COMPLIMENTS, COMMENTS & COMPLAINTS

We are always happy to receive patients' comments as to how we can improve the service we offer. Should you have any suggestions, please discuss them with the staff or put them in writing to the Practice Manager. We sincerely hope that you have no reason to complain, but if you do, we have a comprehensive complaints procedure – please ask to speak to the Practice Manager.

You can also voice your opinions on the practice by completing one of our friends and family test (FFT) forms, which are available at reception. This is a national programme designed to provide feedback to NHS England about how patients feel about their surgeries.

OUT OF HOURS

If you need advice or medical/dental information outside normal hours even if urgent, please ring **NHS 111** by dialling **111**. You will be connected to a call handler who will help you.

Urgent Treatment Centre – next to A&E at Colchester Hospital

GENERAL DATA PROTECTION REGULATIONS (GDPR)

The practice adheres to the rules and regulations of these regulations with regard to information held on computer about you, and access to it.

WELCOME TO RIVERSIDE HEALTH CENTRE

PLEASE DO NOT HESITATE TO CONTACT US IF YOU HAVE ANY QUESTIONS ABOUT OUR PRACTICE.