

AMBROSE AVENUE GROUP PRACTICE

at

**76 Ambrose Avenue
Colchester, CO3 4LN
Tel: 01206 549444
Fax: 01206 369910**



And Branch site at

**The Tollgate Health Centre
145 London Road, Stanway
Colchester CO3 8NZ**



www.ambroseavenue.com

WELCOME TO THE AMBROSE AVENUE GROUP PRACTICE

The Partners and staff would like to welcome you to our Practice. Our aim is to provide the best possible healthcare to our patients. To help us achieve this we would appreciate any suggestions or comments that you may have.

OPENING TIMES:

Ambrose Avenue

8.00 am – 6.30 pm Monday – Friday

Tollgate

8.00 am – 6.30 pm Monday – Friday

We now offer Extended Access Appointments through The Colte Super Partnership at 3 separate HUB locations, Creffield Road Medical Practice, Ambrose Avenue – Tollgate Branch and Wivenhoe.

These Appointments are available:

Monday – Friday	18:30pm – 20:00pm
Saturday and Sunday	08:00am – 11:00am

Please speak with reception to find out further information.

APPOINTMENTS

Ambrose Avenue and Tollgate

Appointments can be made by telephone or in person at the reception desk of the surgery you wish to attend. We also offer an online appointment booking service for which you will require a unique log in. Please enquire at Reception for more details.

Appointments will be offered between 8.30 am and 6.20 pm Monday – Friday. We have an Emergency Team every day Monday – Friday 8am to 6.30pm. The team is designed to help with patients who have been unable to get an appointment and feel they need to be seen that day.

If you are in doubt and thinking 'I won't get an appointment' it is worth calling, all urgent calls will be forwarded to the team and dealt with appropriately.

You may pre-book appointments up to four weeks in advance to see a doctor for the morning or afternoon sessions as available. We will have some appointments which can be booked on the day. Nurses and Healthcare Assistants will have pre-bookable appointments. You may also request a telephone consultation with a doctor or nurse.

REMEMBER PLEASE CANCEL YOUR APPOINTMENT IF YOU NO LONGER REQUIRE IT SO THAT IT MAY BE OFFERED TO SOMEONE ELSE.

THE PRACTICE HEALTHCARE TEAM

GP PARTNERS

Dr Max Hickman, BA, MB, B.Chir (Cantab), DCH
Dr Naila Karim, MB, BS, DRCOG, MRCP, DFFP
Dr Victor Gil Robles, LMS-T(GP)
Dr Ayotunde Ajala, MB, ChB, DFFP
Dr Ricardo Pinto Wright, BA, LMS, T(GP), DFFP
Dr Ann-Marie Soares, BSc, MBBS, DFFP, DRCOG, DCH, MRCP
Dr Susannah Russell DRCOG, MBBS

NURSE PRACTITIONERS

Tracie Scarth
Jayne Welby

PRACTICE NURSES

Beverley Carbonero, RGN, RM
Victoria Tyndall, RGN, Dip HE, FP

HEALTHCARE ASSISTANTS

Tracy Humm, nocn 3
Janet Belton nocn 3
Sarah Neal

PHLEBOTOMIST

Cindy Hyde-Crouch

Finance and Governance:

Operations Manager:

Facilities Manager:

Administration services Manager:

Reception Supervisor:

Patient Liaison Officer:

Mrs Elaine Hippisley

Mr Paul Murthwaite

Miss Catherine Stewart

Miss Stephanie Smith

Miss Hannah Moul/Kylie Hockley

Mrs Claire Bentley

ATTACHED STAFF

District Nurses – There is a nursing team attached to the practice.

Midwives: this service is geographically organised and they liaise closely with the Practice.

Counselling is arranged through Health in Mind. Physiotherapy is also available.

HOW TO REGISTER AS A PATIENT

If you move into the Practice area you may bring your medical card to reception to register. Alternatively you may complete a form GMS1. If you are already registered with a practice in the area and have not changed your address, you may write to the Practice Manager to request to register giving your reasons for wishing to change doctors.

Alternatively you may complete the registration forms online at www.ambroseavenue.com

When registering you should always bring proof of identity, i.e. photo driving licence and utility bill. Please ensure you bring in 2 items, one of which should be photo id.

NAMED GP's

From April 2015 all practices are required to provide all their patients with a Named GP who will have overall responsibility for the care and support that Ambrose Avenue Group Practice provides to them. Once you are registered with the Surgery please ask at reception for this information, if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request.

ACCESS FOR DISABLED PATIENTS

The Practice premises at both Ambrose Avenue and Tollgate Health Centre have suitable access for disabled patients. There is one designated parking space for disabled patients at Ambrose Avenue and four at Tollgate Health Centre.

HOME VISITS

Home visits may be provided for patients who are unable to attend the surgery due to illness or disability. Unfortunately, home visits are very time consuming so we are unable to offer home visits for other reasons such as lack of transport. We appreciate your help in making the best use of our doctors' time. If you require a home visit, please contact the surgery on 01206 549444 before 10.30 am unless it is an emergency.

REPEAT PRESCRIPTIONS

Please allow three working days for your repeat prescriptions. Requests must be posted or put in the boxes provided at the surgeries. To avoid errors requests will not be taken over the telephone.

Alternatively you may e-mail your request to postmaster.gp-f81067@nhs.net. (It may take longer for acute or one-off requests)

Or register online at www.ambroseavenue.com and follow the instructions.

RESULTS/ENQUIRIES

Please telephone after 11.00 am.

GETTING THE MOST FROM YOUR PRACTICE

The Practice ethos is one of working in partnership with patients and their carers to provide the best and most appropriate medical care. This requires a degree of tolerance and flexibility on both sides. If you would prefer to see a particular member of the team, please say so when making your appointment. If your preferred choice is not available we will endeavour to offer an alternative. Our Receptionists are all trained to help us to help you. They are friendly and competent but their job can often be difficult. Please give them your full co-operation to enable them to carry out their duties and to help you.

YOUR RESPONSIBILITIES AS A PATIENT

To help us work safely and effectively for all our patients please observe the following:

- ❖ Don't waste appointments – please let us know if you cannot attend
- ❖ Be considerate if there are delays or difficulties
- ❖ Do let us know if you change your name, address or telephone number
- ❖ Violent or abusive behaviour will not be tolerated and may result in prosecution or removal from the Practice list.

CONFIDENTIALITY

All contact with any member of the Practice team is treated confidentially. Access to your medical records is only permitted to people directly involved in your care. Other information will only be disclosed with your permission, for instance for insurance reports, etc. or under exceptional circumstances (as specified in the Data Protection Act 1998).

COMMENTS AND COMPLAINTS

We are committed to working with our patients and their carers to provide the highest standards of care. It is important that we learn what we can if things go wrong and we have an in-house complaints procedure for dealing

with formal patient complaints in accordance with NHS guidelines. If you wish to comment on the service we provide please contact the Practice and speak with the relevant Department Manager.

AMBROSE PHARMACY

We now have an in house pharmacy for any patient wishing to use them, as well as offering a service to the general public. The opening hours are Monday – Saturday 8am to 10.30pm and Sunday 8am to 9pm. They have their own dedicated telephone line for any enquires which is 01206 615669.

WHEN THE SURGERY IS CLOSED

During the hours of 6.30 pm – 8.00 am weekdays, all weekend and bank holidays emergency cover is provided by NHS 111. When the Surgery is closed, if you require urgent medical assistance which cannot wait until the surgery re-opens, please ring 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency please call 999.

Please note that when you receive treatment from NHS 111 a clinical report will be sent to the surgery to update your medical record.

COLCHESTER WALK IN CENTRE

The Walk in Centre is based at the North Colchester Healthcare Centre, Primary Care Centre, Turner Road, Colchester CO4 5JR. You can walk into the North Colchester Healthcare Centre between 7.00 am and 10.00 pm to see a GP or Nurse. There is a car park available for patients. You may see the nurse for:

- ❖ Wounds (cuts, minor burns)
- ❖ Muscle and joint injuries (sprains, strains, back pain)
- ❖ Coughs, colds, flu symptoms
- ❖ Stomach-ache, indigestion, constipation
- ❖ Sore throats, earache
- ❖ Skin complaints (rashes, minor allergic reactions, scabies)
- ❖ Blood testing for over 12 year olds (Monday to Friday 7.00 am – 1.00 pm; bring form from GP)
- ❖ Sexual health and emergency contraception

CLINICS

TRAVEL IMMUNISATION

There is a travel clinic at Ambrose Avenue. Please make appointments at the travel clinic 6-10 weeks before your departure. A charge may be made for some travel vaccines. The Practice is a YELLOW FEVER CENTRE – A £60 charge is made for the vaccine.

MINOR SURGERY:	Dr Gil, Dr Ajala and Dr Pinto
DIABETIC CLINICS:	Sr Carbonero and Sr Tyndall
INR MONITORING:	Tracy Humm & Janet Belton
CERVICAL SMEAR	Please make an appointment with the nurse

Each doctor is able to provide full maternity service and liaise with the community midwives. The NHS does not offer routine pregnancy testing.

FAMILY PLANNING: Please enquire at reception to book an appointment with one of our practice nursing team.

CONTRACEPTION: Emergency contraception is available through an emergency appointment with any doctor or at the Walk in Centre.

HEALTH TRAINER Appointment only. You can self refer or be referred by your GP.

FLU VACCINATIONS: Please make enquiries early October.

PHLEBOTOMY CLINICS Bookable blood test appointments can be made at both sites. Please ask at Reception for more details.

For clinic times, please ask at Reception or visit our website

PRIVATE MEDICAL/EXAMINATIONS:

By arrangement, a fee will be charged.

Please ask at Reception or see notice boards for further information.

SIX STEPS

The NHS is keen that patients use health services wisely – to get the right treatment at the right time and to ensure those precious resources are used appropriately. The following check list may be useful:

1. Can you treat yourself at home?

Keeping a well-stocked medicine cabinet will help you with many common illnesses (but **keep medicines away from children**).

2. **Have you been to a pharmacist?**
From sprains to stomach upsets, your local pharmacist is qualified to give expert advice – usually without an appointment.
3. **Have you called NHS 111**
Ring **1-1-1** for free expert health advice and assistance during times the surgery is closed.
4. **Have you tried your local NHS Walk In Centre?**
For advice and treatment for minor injuries and illness you can go to Colchester Healthcare Centre, Turner Road, Colchester CO4 5JR (open 7.00 am - 10.00 pm Monday – Friday, and 9.00 am - 5.00 pm Saturday, Sunday and Bank Holidays throughout the year).
5. **Do you need to visit your doctor's surgery?**
For medical advice and care, injections and prescriptions call for an appointment with your GP or Practice Nurse. You will normally be seen that day or within 48 hours.
6. **Do you or a family member need emergency medical treatment outside of normal working hours?**
If you are worried about the sudden onset of new symptoms or have suffered a serious injury or illness, then you should go to A & E or call **999** as soon as possible.

USEFUL CONTACTS

Ambrose Avenue Surgery	01206 549444
Tollgate Health Centre	01206 549444
North East Essex Primary Care Trust	01206 288500
Colchester Primary Care Centre, Turner Road, Colchester CO4 5JR	
Colchester General Hospital	01206 747474
Help Desk	01206 747576
Health Authority	01245 397600
Walk In Centre	01206 744300
North Colchester Healthcare Centre	01206 314015
PCT Patient Advice and Liaison Service	0800 328 5620
Essex County Council Carers Hotline	01245 434375
Ambrose Pharmacy	01206 615669
NHS 111	1-1-1