

**Rowhedge and University of Essex
Medical Practice, 7 Rectory Road,
Rowhedge, Colchester, Essex,
CO5 7HP**

www.rowhedgesurgery.co.uk

OPENING TIMES

Rowhedge

Mon: 08.30-12.30 13.30-18.30

Tue: 08.30-12.30 13.30-18.30

Wed: 08.30-12.30 13.30-18.30

Thu: 08.30-12.30 13.30-18.30

Fri: 08.30-12.30 13.30-18.30

Sat: Closed

Sun: Closed

University

Mon: 09.00-12.30 13.30-16.30

Tue: 09.00-12.30 13.30-16.30

Wed: 09.00-12.30 13.30-16.30

Thu: 09.00-12.30 13.30-16.30

Fri: 09.00-12.30 13.30-16.30

Sat: Closed

Sun: Closed

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

01206 728585

Appointments

Rowhedge Surgery: Tel 01206 728585

University Health Centre Tel 01206 794484

Results

Please call after 1.30pm

Rowhedge Surgery: Fax 01206 729262

University Health Centre: Fax 01206 864396

E Mail:

rowhedgesurgery@nhs.net

hcentre@essex.ac.uk

PRACTICE STAFF

Doctors:

Dr Michele Wall MB ChB [GMC No 4006237]

Dr Siobhan O'Regan MBBS [GMC No 3088708]

Dr Carolyn Richardson BM MRCGP DFRS
DRCOG [GMC No 4109893]

Dr Alan Speers B.Sc MBBS DFRS MRCGS
MRCGP [GMC No 4410883]

Dr Matthew Dawson MRCGP MBBS BSc
DFSRH [GMC No 6128076]

Dr Emily Foster – Sessional GP

BMBS MRCGP [GMC 6101628]

Dr Jamal Sijanivandi – Sessional GP

MRCGP [GMC 6081718]

Dr Karen Chumbley – sessional GP

MB BS [GMC 4201173]

Practice Manager:

Dawn Baker

Business Manager:

Joanna Chaplin

Rowhedge Reception Manager:

Jacque Dale

Dispensary Manager:

Tracey Smith

University Health Centre Reception Manager:

Lynn Matthews

**Rowhedge and University of Essex
Medical Practice**

Part of The ColTe Partnership Group

**PRACTICE
CHARTER**

Information for
Patients



PARTNERS

Dr M Wall

Dr S O'Regan

Dr C Richardson

Dr A Speers

Dr M Dawson

Patient's Rights to General Medical Services

- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP think it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of the Practice leaflet, setting out the services the surgery provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Rowhedge and University of Essex Medical Practice.

Rowhedge and University of Essex Medical Practice Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 48 hours
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours.
- ❖ All comments and suggestions about the service are welcome.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Rowhedge and University of Essex Medical Practice as accessible as possible. If you have hearing, visual or physical difficulties, please let the receptionist know so that we can enable you to fully use our services.
- ❖ All patients registered at our practice will have a named, accountable GP. This does not mean you have to see a particular GP at the practice. You can still make appointments with any GP but your named GP will take the lead responsibility for the co-ordination of all services provided to you at the practice. Please ask at reception for details of your named GP.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ Make a separate appointment for each problem that needs to be dealt with. This allows the Doctor enough time to treat each problem with the time that they deserve.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.