

Patient Leaflet (reviewed October 24)

We are a friendly team who take pride in offering efficient patient care. **Your health is our priority!**

Website

Our website provides further information & the latest edition of this leaflet www.helixmedicalcentre.co.uk

During surgery hours call 01279 594450 (extended hours are subject to change)

Monday	08:00 - 18:30 (doors open 08:30)
Tuesday	08:00 - 18:30 (doors open 08:30) Phones close at 18.30 <i>No emergency appointments after 18:30</i>
	18:30—20:00 Extended Hours for pre booked appointments.
Wednesday	08:00 - 18:30 (doors open 08:30)
Thursday	08:00 - 18:30 (doors open 08:30) Phones close at 18.30 <i>No emergency appointments after 18:30</i>
	18:30—19:30 Extended Hours for pre booked appointments.
Friday	08:00 - 18:30 (doors open 08:30)
Saturday/ Sunday	Closed

Emergencies outside of GP hours—dial 111

Dial 111 for urgent medical assistance when the surgery is closed. This is the NHS 111 Service, open 24 hours a day, 7 days a week, 365 days a year. **Calls are free.** If you have a **life-threatening** medical emergency, **dial 999** & ask for an **Ambulance**.

'AccuRx' Online Consultation Service

Via our website you can complete a simple online form to get advice & treatment usually by the end of the next working day. The GP decides on the best treatment & staff respond with advice, a prescription or an appointment.

Extended Access Hub Appointments

<https://www.stortvalleyhealthcare.com/contact-us/>
Evening & weekend GP / Nurse appointments are available as part of an 'extended access hub' service to patients in Bishops Stortford, Sawbridgeworth & surrounding areas. Appointments are held in different locations across these areas, please contact our reception team to book.

GP Survey Results - Ipsos

Results can be viewed via www.gp-patient.co.uk

Ipsos, is an independent research agency that administers the survey on behalf of NHS England.

Appointments

WE DO NOT OFFER A SIT & WAIT SERVICE

Urgent Appointments: are released at 8 a.m. daily for issues that need to be seen the same day. These should **not** be requested for something that is routine or being treated as on-going by a Doctor.

*You will be offered the next available time slot (**we cannot accommodate time preferences for urgent appointments**).*

If we are fully booked, we offer a triage service to those needing urgent clinical attention. We will call you once a response has been received from the Clinician.

Routine / pre-bookable appointments: can be booked via reception, but please avoid the busy morning period by calling after 10 a.m. If you have complex issues to discuss, book a double appointment to ensure the Clinician has sufficient time to support you.

Home visits: are only for patients who are housebound due to illness or disability.

Please call us & give the receptionist a full description of your condition; the GP can then make an informed decision about the need for a home visit. Visits may be covered by Herts Urgent Care Service or our GP Registrars.

Repeat prescriptions

We aim to process repeat medication requests within 2 working days if the prescription review date is unexpired. Once approved, electronic prescriptions are sent to your nominated pharmacy for preparation.

Bear in mind the pharmacy will need time to prepare your medication, once the prescription has been received.

Our **online service** is a convenient way to must be allowed for us to complete the request. Our receptionist can assist you with login details or you can use the NHS App.

Test Results

It is a patient's responsibility to contact the surgery for results. Please only call between 10.00 & 18.00 hours. Once the Doctor has viewed the result & added any comments, the receptionist can then pass this information to you.

We have a strict policy regarding confidentiality & data protection. We can only discuss test results with the person concerned, unless a 'Third Party Confidentiality' form has been signed & scanned onto your records, giving your authority to release result details to a specified person. Forms are available on our website or at reception.

Why does a receptionist ask me what is wrong?

A receptionist connects you with the most appropriate service for your needs. Our GPs request reception staff ask certain questions when booking to aid the smooth running of clinics. It is important to ensure you see the most appropriate clinician, this helps us save a GP appointment for when you really need it!

Your Clinical Team at Helix Medical Centre
<p align="center">General Practitioners</p> <p>Dr Jagjit Takhar, (Male GP) Partner—<i>BSc (Hons), MBBS, MRCGP(Dist), DFFP, DRCOG, LFHOM, PgDip Cardiology</i></p> <p>Qualified in 2002 from Bart's & The Royal London Medical School. Joined the Practice in 2007 & has an interest in Cardiology, General Medicine, Education & Minor Surgery.</p> <p>Dr Pritpal Takhar, (Female GP) Partner—<i>MBBS, BSc (Hons), MRCP (UK), MRCGP (Dist), DCH, DRCOG, DFSRH, PgCert Med Ed</i></p> <p>Graduated from Bart's & The Royal London in 2002. Began working in hospital-based general medicine, moving onto General Practice. Joined Helix team in October 2014 later qualifying as a Trainer in 2017.</p>
<p align="center">Medical staff</p> <p>Practice Nurse—Ami Ryder-Leese</p> <p>Ami has worked as a Student Nurse & Assistant Practitioner in hospital settings since 2012. She completed her nurse training in 2020, graduating from Anglia Ruskin University. She is passionate about providing high standards of patient care using evidence based practice.</p> <p>GP Assistant—Hayden Emerson</p> <p>Hayden joined in Jan 2024, supporting our team & patients with health promotion, health checks, along with day to day management of clinical admin duties.</p> <p>Nursing Associate Apprentice - Sophie Barber</p> <p>Sophie qualified as our HCA in April 2018 & in March 2024 started a Nursing Associate course at Anglia Ruskin Uni. She continues expanding her knowledge to assist the clinical team & support patients.</p> <p>GP Registrars We are an experienced training practice. GP Registrars spend 3 years in training programmes - 18 months in hospital posts & 18 months in General Practice. Both our GP Partners supervise & mentor Registrars.</p> <p>Locums GP & Nurse Prescriber Locums have a range of valuable skills, that support our team & patients.</p> <p>Additional roles: Community Paramedic, Dietician, Midwife, Physician Associate, Research Nurses, Medical Students.</p>
<p align="center">Referrals</p> <p>We aim to complete work within 7 to 10 working days of the GP dictating a referral. In times of high clinical demand this may be longer & there may be occasions that referrals are prioritised due to clinical urgency. <u><i>No priority is given to private referrals.</i></u></p> <p>If you need to book or change a follow-up appointment at Princess Alexandra, Herts & Essex or St Margaret's Hospitals, contact the central booking team on 01279 827391 or use the NHS APP. If you still need support regarding a referral, please contact our Secretarial Team.</p>
<p align="center">Not all services are NHS contracted</p> <p>Private work carried out by the GP's is not part of their GMS contract or classed as an essential service and therefore is chargeable at rates set by each GP Practice. Work is accepted at their discretion. GP's are under no obligation to complete private work & fees are reviewed on a yearly basis.</p>

Services Available
<p>Please check with our reception team which health professional is appropriate for your appointment needs. As well as being a GP Practice with nursing & admin support, we also offer:</p> <ul style="list-style-type: none"> • Midwifery Services onsite • Childhood Immunisations • ECG & 24-hour blood pressure monitoring • Minor operations & joint injections • Wound Dressings • Private Services • Dietician Clinic • Cervical Screening • Baby Checks • Ear Syringing Clinic • Travel Advice & Vaccinations • Smoking Cessation Clinic • Contraceptive Services
<p>Checks & Reviews for:</p> <ul style="list-style-type: none"> • Asthma • Atrial Fibrillation • Blood Pressure • Chronic obstructive pulmonary disease • Cancer • Cardiovascular Disease Primary Prevention • Chronic Kidney Disease • Dementia • Depression • Diabetes • Epilepsy • Heart Failure • Hypertension • Learning Disabilities • Mental Health • Obesity • Osteoporosis • Palliative care • Peripheral Arterial Disease • Rheumatoid Arthritis • Secondary Prevention of Coronary Heart Disease • Stroke & Transient Ischaemic Attacks (TIA)
<p align="center">New patient registrations</p> <p>Our list is currently open. If you live within our Practice boundary you can apply online via our website. To register you will need to provide photo Identification (passport / driving licence) & proof of address (utility bill).</p> <p>Please do not expect to see a Clinician immediately. We aim to register new patients within 7 to 10 working days. You can call us to confirm your details are on our system. Within this registration timeframe, please contact your current surgery for medication / appointment requests. Should you have any difficulties—please inform us & we will do our best to help.</p>
<p align="center">Privacy & Confidentiality</p> <p align="center">Patient feedback – Compliments / Complaints</p> <p>Everyone working for the NHS has a legal duty to keep information about you confidential. We respect patient privacy, dignity & confidentiality at all times. If you wish to discuss anything in private, please inform our receptionist.</p> <p>If you feel the care or service you have received has not met your expectations & wish to raise an issue, please advise our receptionist.</p> <p>We believe listening to patients is the best way to resolve complaints. Our Operations Manager is happy to discuss your concerns. If a suitable resolution cannot be found, your complaint may be escalated to the Practice Manager.</p> <p>Alternatively a Patient Complaint Form can be obtained via reception or is downloadable from our website. Feedback can also be submitted via NHS Choices Ratings and reviews - Helix Medical Centre - NHS (www.nhs.uk)</p>