

**Patient Information Leaflet (reviewed Jan 2023)**

We are a small, friendly team with pride in our efficient patient care. **Your health is our priority!**

Our address is **Helix Medical Centre, Herts & Essex Hospital, Cavell Drive, Haymeads Lane, Bishops Stortford, Hertfordshire, CM23 5JH**

**Contact in surgery hours 01279 594450  
(extended hours are subject change)**

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30—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
Thursday	08:00 - 18:30—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
Saturday & Sunday	Closed

**Emergency contact outside surgery 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** and ask for **Ambulance**.

**Pre-bookable appointments**

These can be booked at any time, but please avoid the busy morning period by calling after 10 a.m. If you have complex issues to discuss, please book a double appointment via our Reception Team. We encourage you to use the online appointment booking service, **SystemOnline** (suspended since Covid-19). Appointments can be booked / cancelled & repeat prescriptions ordered. To register, ask our Reception Team.

**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.

**'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.

**Urgent Appointments**

**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 the Doctor's attention the same day.

The Reception Team will be in touch once a response is received from the Clinician.

**We do not operate a sit and wait service.**

**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 the Herts Urgent Care Service or our GP Registrars.

**Repeat prescriptions**

We aim to process repeat medication requests within 48 hours, if the prescription review date is unexpired.

Once approved, electronic prescriptions are sent to your nominated pharmacy for preparation.

You may still opt to collect prescriptions from reception, if you prefer. Please see our opening times.

Our **online service** is a convenient way to request repeat prescriptions. Again 48 hours should be allowed for us to complete the request. The Reception Team can provide you with login details.

**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 Reception Team 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 the 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!

**Website**

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

Your Clinical Team at Helix Medical Centre
<p align="center"><b>General Practitioners</b></p> <p><b>Dr Jagjit Takhar, (Male GP) Partner</b>  <b>BSc (Hons), MBBS, MRCGP(Dist), DFFP, DRCOG, LFHOM, PgDip Cardiology</b></p> <p>He is relationship-driven &amp; focuses on positive outcomes &amp; results for patients. Qualified in 2002 from Bart's &amp; The Royal London Medical School. He joined the Practice in 2007 &amp; has an interest in cardiology, general medicine, education &amp; minor surgery.</p> <p><b>Dr Pritpal Takhar, (Female GP) Partner</b>  <b>MBBS, BSc (Hons), MRCP (UK), MRCGP (Dist), DCH, DRCOG, DFSRH, PgCert Med Ed</b></p> <p>Graduated from Bart's &amp; The Royal London in 2002 &amp; began working in hospital-based general medicine moving onto General Practice. Prit joined the Team in October 2014, qualifying as a Trainer in 2017</p>
<p align="center"><b>Medical staff</b></p> <p><b>Practice Nurse—Ami Ryder-Leese</b></p> <p>Ami has worked as a Student Nurse &amp; Assistant Practitioner in hospital settings since 2012 and completed her nurse training in 2020, graduating from Anglia Ruskin University. She is passionate about providing the highest standards of patient care using evidence based practice to get results for the individual needs of each patient.</p> <p><b>Healthcare Assistant (HCA) - Sophie Barber</b></p> <p>Sophie qualified as our HCA in April 2018. She continues to expand her knowledge assisting the clinical team. Sophie is also our Reception Manager &amp; combines both roles.</p> <p><b>GP Registrars</b> We are a training practice. Registrars spend 3 years in training programmes - 18 months in hospital posts &amp; 18 months in General Practice. Both of our GP's supervise &amp; mentor Registrars.</p> <p><b>Locums</b> We are supported by GP &amp; Nurse Locums who have a range of skills as required by the surgery.</p> <p><b>Additional Clinical roles:</b> Paramedic, Clinical Pharmacist, Physicians Associate, Midwife, Dietician, Research Nurses</p>
<p align="center"><b>Referrals</b></p> <p>We aim to complete letters within 7 to 10 working days of the GP dictating them. In times of high clinical demand this may be longer &amp; there may be occasions that letters are prioritised due to <b>clinical urgency</b>. <u>No priority is given to private referrals.</u></p> <p>If you need to book or change your follow-up appointment at Princess Alexandra, Herts &amp; Essex or St Margaret's Hospitals, please contact the central booking team on 01279 827391. If you still need support regarding your referral, please do not hesitate to contact our Secretarial Team.</p>
<p align="center"><b>Not all services are NHS contracted</b></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 <b>no obligation</b> to complete private work and 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, especially if booking online.</p> <p><b>As well as being a GP Practice with nursing &amp; admin support, we also offer:</b></p> <ul style="list-style-type: none"> <li>• Midwifery Services onsite</li> <li>• Baby Checks</li> <li>• Childhood Immunisations</li> <li>• Ear Syringing</li> <li>• ECG &amp; 24-hour blood pressure monitoring</li> <li>• Minor operations &amp; joint injections</li> <li>• Wound Dressings</li> <li>• Travel Advice &amp; Vaccinations</li> <li>• Private Services</li> <li>• Smoking Cessation Clinic</li> <li>• Dietician Clinic</li> <li>• Contraceptive Services</li> <li>• Cervical Screening</li> </ul> <p><b>Checks &amp; Reviews for:</b></p> <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Atrial Fibrillation</li> <li>• Blood Pressure</li> <li>• Chronic obstructive pulmonary disease</li> <li>• Cancer</li> <li>• Cardiovascular Disease Primary Prevention</li> <li>• Chronic Kidney Disease</li> <li>• Dementia</li> <li>• Depression</li> <li>• Diabetes</li> <li>• Epilepsy</li> <li>• Heart Failure</li> <li>• Hypertension</li> <li>• Learning Disabilities</li> <li>• Mental Health</li> <li>• Obesity</li> <li>• Osteoporosis</li> <li>• Palliative care</li> <li>• Peripheral Arterial Disease</li> <li>• Rheumatoid Arthritis</li> <li>• Secondary Prevention of Coronary Heart Disease</li> <li>• Stroke And Transient Ischaemic Attacks (TIA)</li> </ul>
<p align="center"><b>New patient registrations</b></p> <p>Our list is currently open. If you live within our Practice boundary you can download a registration pack via our website, packs are also available from our reception desk. Please visit in person to submit your forms. We require photo Identification (e.g. passport / driving licence) &amp; proof of address (e.g. utility bill).</p> <p><b>Please do not expect to see a Clinician immediately.</b> 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 &amp; we will do our best to help.</p>
<p align="center"><b>Privacy &amp; Confidentiality</b></p> <p align="center"><b>Patient feedback – Compliments/Complaints</b></p> <p>Everyone working for the NHS has a legal duty to keep information about you confidential. We respect patient privacy, dignity &amp; confidentiality at all times. If you wish to discuss anything in private please inform our receptionist.</p> <p>If you feel that the care or service you have received has not met your expectations &amp; wish to raise an issue, please advise our Reception Team. Alternatively a Patient Complaint Form can be obtained via Reception or is downloadable from our website.</p> <p>We believe that listening to our patients is the best &amp; quickest way to resolve complaints. Our Reception or Operations Managers are happy to discuss if required.</p> <p>Please also feel free to comment via the NHS Choices website.</p>