

## Frinton Road Medical Centre Patient Information



68 Frinton Road  
Holland-on-sea  
CO15 5UW  
[www.frintonroadmedicalcentre.co.uk](http://www.frintonroadmedicalcentre.co.uk)

**Telephone: 01255 814936**

Service provided by:

### Practice Staff

#### Doctors:

**Dr Lobna Meleka (F)**  
MB ChB DRCOG MRCPCH DFFP  
Qualified Cairo 1987

**Dr Nigel Roper (M)**  
Qualified Southampton

**Nurse Practitioner: Alison Jones**  
**Practice Matron: Teresa Orton**  
**Practice Nursing Team:**  
**Debbie Guthrie, Eve Foot,**  
**Healthcare Assistant: Vikki Seldon**  
**HCA/Phlebotomist: Jo Lee-Taylor**  
**Practice Manager: Denise Raven**  
**Assistant Practice Manager:**  
**Joanne Tarrant & Rosemary Fish**  
**GP Care Adviser: Sue Ward**  
**Clinical Pharmacist: Adebisi Balogun**

#### Practice Nursing Services

Our nurses are able to offer the following services:

Immunisations, Ear Syringing, Cervical Smears, Blood Pressure Checks, Dressings, Smoking Cessation Advice, Coronary Heart Monitoring, Diabetes Monitoring, Asthma Monitoring, Family Planning & Contraceptive Advice, Travel Advice, Asthma/Spirometry & Health Check-ups. Please make an appointment at reception.

#### Chaperones

A chaperone is available to any patient wishing to have one. Please either ask at reception or when you see the clinician.

**FLU vaccine** is available every winter and is recommended for patients that are at high risk e.g. elderly patients, those suffering from heart disease, asthma, and diabetes.

**Pneumonia vaccination** may be recommended if you suffer from any chronic disease – please ask your Doctor or Nurse.

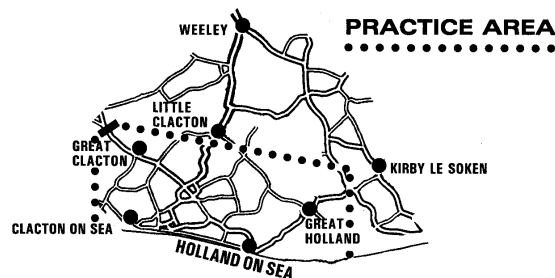
**Travelling Abroad** - We recommend that patients planning a trip abroad visit [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) for up to date advice on travel vaccination before making an appointment with our nurse.

**NHS Zero Tolerance Policy** - The practice expects the Doctors and staff to be treated with respect.

**Facilities for Disabled Patients** - There is a wide sloped path giving access to the front of the surgery, and disabled toilet to cater for wheelchair patients.

**Test Results** - Please telephone for results preferably after 1pm, as your doctor may not have dealt with them. Some results may not be given over the telephone. We will not give out results to anyone but the patient, unless we have the patients consent to do so, in advance.

**Patient Participation Group (PPG)** - The practice has a PPG to aid communication between the practice and patients. If you wish to pass on your views and comments to one of the group or wish to become involved their names and contact details are displayed in the waiting room.



## Surgery Opening Times

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	08:00 - 18:30
Thursday	08:00 - 18:30
Friday	08:00 - 18:30

**Surgery is closed Saturday and Sunday**

**Routine appointments last for 10 minutes. If you feel that you need longer for your appointment because you perhaps have more than one problem then please speak to reception.** Please always inform us as soon as possible if you are unable to keep an appointment.

**Home Visits** - Where possible please let us know before 10.30am. Ensure the visit is necessary as the doctor can see 5-6 patients in the surgery in the time it takes for a visit.

**Urgent Visits** - These are given priority and you may be kept waiting in the surgery. Please be patient. The GP may telephone you before deciding to visit.

**Out of Hours** - Between 6.30pm & 8.00am, Weekends and Bank Holidays, our phone is switched to the 'Care UK' and is for **emergency use only**.

**Tel: 01255 814936** or for advice call NHS 111

**A&E at Colchester Hospital is for EMERGENCY USE ONLY**

**Please use Clacton Hospital for Minor Injuries, open 9am-9pm every day OR Colchester Walk-In Centre, Turner Road, Colchester, open 7am -10pm.**

**Repeat prescriptions** - Please allow **2 working days** for repeat prescriptions to be prepared and signed. **Please do not wait until your last tablet before requesting a repeat. Please note in the interest of patient safety we do not take repeat requests over the telephone.**

**Repeat prescriptions can also be requested on our website** [www.frintonroadmedicalcentre.co.uk](http://www.frintonroadmedicalcentre.co.uk)

**We would kindly ask that patients do not collect prescriptions from the surgery before 10.30am.**

**Maternity care** - All GPs provide maternity care supported by local midwifery team.

**Text reminders** - Please let us have your current mobile telephone number so that we can send you reminders for your surgery appointments.

**Moving House** - Please always let us have your up to date address and contact number(s).

**Next of Kin Details** - Please let us have their contact details for our records.

### Carers

If you are a carer please let us know.

**Cervical Smears** - It is recommended that all women between the ages of 25 and 65 have regular smear tests. Our nurses usually carry out these and your name will automatically be put on our recall register, for regular smears.

**Child Health surveillance** - This service is provided for children under 5 years

**Children's Immunisation** - We strongly recommend that all children have the available routine immunisations and it's our policy to encourage this. Please call to make an appointment

**Patient Confidentiality** - Please be assured that any information we may hold will be kept confidential at all times. You may request a copy of 'How We Use Your Information' leaflet.

### Summary Care Record

The practice policy is to share certain information about any medication, allergies and reactions with Health Professionals who may need to treat you in an emergency situation. You will need to let us know if you do not want this health information shared.

### Complaints Procedure

If you have a concern or wish to make a complaint you can speak or write confidentially to the practice manager who will discuss with you how best to resolve your complaint. Please note that making a complaint will not affect your treatment at the surgery whatsoever. You can also contact the Complaints Manager either by phone or in writing to:

Complaints Department  
Anglian Community Enterprise  
659-662 The Crescent  
Colchester  
CO4 9YQ  
Tel: 01206 288613

**Health Services** - Adult Immunisation: Tetanus, all adult patients should be immunised. Two boosters, at ten yearly intervals required after primary course.