

## WELCOME TO THE HEDINGHAM MEDICAL CENTRE

We are a dispensing practice providing medical services to about 9,500 patients in the rural areas around the Heddinghams and the Yeldhams. We hold surgeries at Castle Heddingham, Sible Heddingham and at Great Yeldham.

Our aim is to provide high quality individualised care from the moment you contact one of our receptionists through to when you see the doctor or nurse and beyond. As a result we score highly on all indicators for clinical care and patient satisfaction.

Please visit our website at [www.hedmed.co.uk](http://www.hedmed.co.uk) where you will find lots of useful information about the surgery. You can also keep up with the latest surgery news by liking us on Facebook and follow us on Twitter @HeddinghamCares.

### HOW TO REGISTER

Please complete a Registration form (NHS GMS1) and New Patient Questionnaire available from Reception or as a download from our website. **Please provide Photographic Identification in person and also proof of your address.** You are registered with the practice rather than with an individual GP. You may see any of the doctors and can express a preference for which doctor you want to see, subject to availability

### PRESCRIPTIONS

The Surgery dispenses drugs to all patients living more than one mile from their nearest Chemist. PLEASE INFORM US OF YOUR PREFERRED HOME SITE.

Repeat Prescriptions may be requested in any of the following ways:

- By placing a slip in the box on the reception counter
- By posting a slip through the letterbox when we are closed
- By post to The Heddingham Medical Centre
- Online via the link on our website or at [www.patient-access.co.uk](http://www.patient-access.co.uk) (Please ask at reception for a leaflet on how to register for this service)

Please allow 5 working days for your prescription to be filled before collection.

## OUT OF HOURS COVER

Emergency and Urgent call only:

# RING NHS 111

Out of Hours cover for the practice area is now undertaken by the NHS 111 service. This operates from 6:30pm until 8:30am on weekdays and all day at weekends and on public holidays.

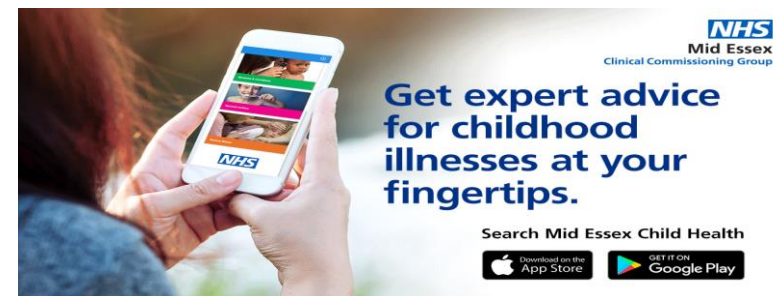
If you call the surgery between these times you will be asked to call 111.

**Your call will not be automatically diverted.**

### ONLINE SERVICES

Patients registered for online services can make and cancel appointments, request repeat prescriptions, view test results and view parts of their medical record. (16 years and over).

Please visit [www.hedmed.co.uk](http://www.hedmed.co.uk).



## COMPLAINTS & COMPLIMENTS

We aim to offer the best service at all times. If however you have a concern or wish to make a complaint please write to the Practice Manager who will acknowledge within 3 working days either by post or email [mseicb-me.hedinghamlistens@nhs.net](mailto:mseicb-me.hedinghamlistens@nhs.net)

We also welcome compliments as a means of informing us that we are providing a good service.

## HOW WE USE YOUR INFORMATION

The Surgery complies with the New General Data Protection Regulations (GDPR 25th May 2018). Our Privacy Notice is displayed in Reception and is also available on our website, please visit: [www.thecastlesurgery.co.uk](http://www.thecastlesurgery.co.uk)

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information.

There are times when we have to pass on information about you to others such as Hospitals, Social Services or the Local Health Authority. This is always done confidentially or after removing any identifying details. Everyone working for the NHS has a legal duty to maintain the highest levels of patient confidentiality.

You have the right to view your own medical records. For more information please write to the Practice Manager.

## WHAT YOU SHOULD EXPECT OF US AND WHAT WE EXPECT OF YOU

We aim to treat all our patients in a courteous manner and expect the same in return. We will not tolerate aggressive or abusive behaviour towards our staff or to other members of the public. The practice reserves the right to have such patients removed from the practice list.

If you are unable to attend an appointment we would appreciate it if you could inform us as soon as possible.

# HEDINGHAM MEDICAL CENTRE

**Dr R Silcox   Dr C Davies   Dr S Gresham**  
**Dr A Bucher   Dr R Bennett   Dr C Boon   Dr J Gell**  
**Dr O Benson   Dr D Fridrichova**

[www.hedmed.co.uk](http://www.hedmed.co.uk)

Castle Hedingham  
10 Falcon Square  
CO9 3BY  
Tel: 01787 461465

Sible Hedingham  
77 Swan Street  
CO9 3HT  
Tel: 01787 461465

Great Yeldham  
4 Bridge Street  
CO9 4HU  
Tel: 01787 461 465

Castle Hedingham opening times:

Monday to Friday      8.30 – 13.00      14.00 – 18.00

Sible Hedingham opening times:

Monday to Friday      8.30 – 13.00      14.00 – 18.00

Great Yeldham  
Currently closed

