

What's in this Leaflet

Patients do not always need to speak to a clinician in order to be referred to another service.

This leaflet contains a summary of services available for self-referral within North East Essex and how you can get in touch with them.

It will also provide a summary of useful local services and contact details are listed for advice, assistance, and guidance.

In addition, it will help explain the new roles within Primary Care. Through our associated Primary Care Network, we are able to offer additional services locally or within the Practice.

While there are numerous new roles within your GP

Existing Roles at the Practice

surgery, it is worthwhile revisiting the existing clinicians roles at the Practice with a brief description of what their role involves.

General Practitioner (GP)

The GP consults with patients regarding acute or ongoing medical conditions and can refer to specialist medical services.

Nurse Practitioner (NP)

NPs can prescribe, undertake minor illness consultations and make referrals.

Practice Nurse (PN)

PNs can do minor clinical procedures including cervical smears, contraceptive reviews, child immunisations and more. Our PNs specialise in asthma and diabetes care.

Health Care Assistant (HCA)

Our HCAs provide phlebotomy clinics (take blood samples), administer vaccinations, perform ECGs, take blood pressure, weight management and smoking cessation programmes, and undertake NHS Health Checks.

Further Useful Contacts

Essex Social Services

For all matters relating to adult social care and carer support in Essex.

Website: <https://www.essex.gov.uk/topic/adult-social-care-and-health>

Tel: 0345 603 7630

Relate

Offers counselling services for every type of relationship and advice on marriage, LGBT issues, divorce, and parenting.

Website: <https://www.relate.org.uk/colchester-relate>

Tel: 01708 441722

Samaritans 24 hour helpline

Whatever you're going through, call Samaritans free at any time from any phone.

Tel: 116 123

SSAFA Armed Forces

Providing support and practical services to veterans and service personnel and their families.

Website: <https://www.ssafa.org.uk/essex>

Tel: 01206 575609

Citizens Advice

Free, confidential, impartial and independent advice or information on all matter of issues.

Website: <https://www.citizensadvice.org.uk/local/colchester/>

Tel: 0300 330 2104

Community 360

Manage programmes that provide fundamental, practical support to the community with groups, event and organise community transport.

Website: <https://www.community360.org.uk/>

Tel: 01206 505250

Mind

Mental health charity giving support and advice to those stressed, depressed or in crisis.

Website: <https://mnessexmind.org/>

Tel: 01206 764600



THE
TOLLGATE
PRACTICE

Signposting to Useful Contacts



The Tollgate Practice
145 London Road
Stanway, Colchester CO3 8NZ

Tel: 01206 574483

www.tollgatepractice.co.uk

New Roles in Primary Care

There are now numerous new roles within your GP surgery. This section will explain more about these roles and a brief description of their competencies.

Mental Health Practitioner (MHP)

MHPs are trained to assess and support those with common mental health problems in the self-management of their recovery.

Paramedic

The paramedic can run clinics, triage, attend to minor illnesses, undertake home visits and manage housebound patients with long term conditions.

Pharmacist

The pharmacist will help to maximise benefit and minimise risk associated with medicines. They will perform medication reviews and liaise with local pharmacies while supporting the existing Practice prescription team.

Physiotherapist

The physiotherapist is a local point of self-referral within general practice. They will work one-to-one with patients regarding musculoskeletal and neurological conditions.

Social Prescriber

Social prescribers can assess the level of support and care people need. They can then find activities for people including physical activity sessions in the local area, new skills development, making new friends or finding employment.

Community Pharmacist Consultation Service

Facilitates same-day appointments with your local pharmacist for minor illness and other services. The administration team refer to your chosen pharmacy and the pharmacy will make contact with you to advise when to attend.

Self-Referral Services

Self-referral means people are able to refer themselves to a health service without having to see a GP first. There are a number of free NHS services that allow for self-referral, allowing you to find the care you could need more quickly than proceeding via the surgery. These services are available to book online or by phone and many can be booked for yourself or on behalf of someone else.

Maternity Service—Colchester Hospital

Website: <https://www.esnft.nhs.uk/service/pregnancy-and-birth-services/self-referral-to-colchester-maternity-services/>

Mental Health, Improving Access to Psychological Therapies (IAPT) —Therapy For You

Website: <https://www.therapyforyou.co.uk/>
Tel: 01206 334001

Physiotherapy, Podiatry and Pelvic Health Physiotherapy—North East Essex Community Services

Website: <https://physioselfrefer.co.uk/ACE>

Bereavement services, hospice and end of life services—St Helena Hospice

Website: <https://www.sthelena.org.uk/referral-area>
Tel: 01206 845566

Essex Sexual Health Service

Website: <https://www.essexsexualhealthservice.org.uk/>
Tel: 0300 003 1212

Drug and Alcohol Service—Essex Specialist Treatment and Recovery Service (STaRS)

01206 710757

Stop Smoking Service—Essex Wellbeing Service

Website: <https://www.essexwellbeingservice.co.uk/lifestyle/stop-smoking>
Tel: 0300 303 9988

If you need a referral to a hospital speciality you should contact the surgery for an appointment. The clinician will assess whether you are eligible and then make the referral if required.

Useful Contacts

Below is a selection of useful contacts that provide help and support services within the local area.

Colchester Food Bank

Providing food supplies to those going hungry in the community.

Website: <https://colchester.foodbank.org.uk/>
Tel: 01206 621998

Peabody Essex outreach support

Provides care and support to those who struggle to afford a place to live.

Website: <https://www.peabody.org.uk/care-and-support/care-and-support-services/care-and-support-services-in-essex/essex-outreach-support>
Tel: 0800 28 888 83

Colchester Borough Homes

For those who are homeless or on the verge of being made homeless.

Website: <https://cbhomes.org.uk/>
Tel: 01206 282514

Age Concern

Assisting with the welfare and quality of life of those aged 62 years and over

Tel: 01206 368420

Colchester Carers Centre

Support and advice to all carers, ensuring needs of cared for person and other family members are given equal consideration.

Tel: 01206 560997

Young Carers in Essex

Support for carers aged 16 to 24 years with confidential one-to-one support, advice, training and recreational activities.

Website: <https://youth.essex.gov.uk/young-people/young-carers/>