

About the Practice

Welcome

We are a one-partner General Medical Services (GMS) practice which covers the Stanway, Eight Ash Green and Copford areas of Colchester.

Opening Hours

The surgery is open Monday to Friday 8.00am to 6.30pm. On occasion, we offer pre-booked appointments on Saturday mornings. We are closed on Sundays.

For appointments and enquiries, please contact the surgery on 01206 574483. For on-the-day appointments, please call between 8.00am and 10.00am.

Telephone Lines

Our telephone lines are open from 8.00am to 6.30pm Monday to Friday.

Out of Hours

If you require medical care when the surgery is closed, you should telephone NHS 111.

If the matter is life threatening, you should dial 999.

Online Appointments

Appointments are available to book online with a number of different clinicians.

To book an online appointment, please visit www.tollgatepractice.co.uk

Practice GPs

Dr Kamal Abeysundara (Male Lead GP Partner)
Dr Enoka Bopitiya (Female GP)
Dr Tamas Halasi (Male GP)
Dr Stephen Jones (Male GP)
Dr Ewa Olejarczyk-El Graoui (Female GP)
Dr Liliana Szitty (Female GP)

Colchester Urgent Treatment Centre

Colchester General Hospital
Turner Road
Colchester CO4 5JL

01206 747474

Patient Advice and Liaison Service (PALS)

NHS Suffolk and North East Essex Integrated Care Board
Aspen House, Stephenson Road
Colchester CO4 9QR

0800 389 6819

sneeicb-nee.pals@nhs.net

<https://suffolkandnortheastsex.icb.nhs.uk/have-your-say/patient-advice-and-liaison-service-pals/>

NHS 111

CQC—Who are the CQC?

The Tollgate Practice is registered with The Care Quality Commission (CQC).

The CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage improvement.

The CQC monitor, inspect and regulate services to ensure they meet fundamental standards of quality and safety.

Privacy Notice

A copy of our Privacy Notice and Privacy Notice for Children are available in the Practice reception or can be found on our website:

www.tollgatepractice.co.uk/practice-information/

Practice Management

Annette Bloomfield
Practice Manager

Jason Crouch
Deputy Practice Manager

Paul Kusel-Baum
Administration & Reception Manager



THE
TOLLGATE
PRACTICE

Practice Information



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

Tel: 01206 574483

www.tollgatepractice.co.uk

How to Register as a Patient

The practice welcomes all new patients. We are a registered Doctors Of The World Safe Surgery, meaning we require no photographic ID or proof of address to register with the Practice.

Fill in our [online form](#) to register, or attend the Practice reception to collect registration forms.

Appointments

We operate an appointment system that can be booked in to online [via the website](#) or by telephoning the Practice on 01206 574483.

Appointments can be booked up to four weeks in advance for routine issues. A number of same-day appointments are released Monday to Friday for more urgent requirements.

Clinical Team

Our clinical team consists of the following practitioners:

- GPs
- Nurse Practitioners—Nurses who can diagnose and prescribe for a variety of minor illnesses
- Practice Nurses—Nurses who undertake clinics including cervical screening, diabetes reviews, and respiratory reviews
- Healthcare Assistants—Clinical staff who are trained to take blood samples, undertake NHS Health Checks, and take blood pressure readings
- Clinical Pharmacists—Review medications, offer monitoring and provide general medication advice
- Physiotherapists—Provide first contact musculoskeletal physiotherapy to advise, assess and diagnose conditions

Home Visits

Home visits are offered to those who are housebound and unable to attend the Practice in person. Visits should be requested before 10:00am where possible.

Online Services

In order to register for online services, including repeat prescription ordering and appointment booking, please complete our [online form](#) and attend the Practice reception with photographic ID.

Prescriptions

If you are prescribed repeat medication, please order your medication via our [online ordering form](#) in the first instance. Alternatively, please complete a repeat medication ordering form available from the reception, or ask your pharmacy for a copy of your repeat slip.

Our prescription line is open Monday to Friday between 10:00am and 12:00 noon on 01206 574483. Please note, this is available for prescription queries only and is not available for prescription requests.

If you are housebound and unable to attend the Practice and do not use the internet, please speak to our prescription team for further advice on ordering your medication.

Please allow 72 hours (three working days) for prescriptions to be processed. Please contact your pharmacy if you wish to find out if your prescription has arrived with them.

Chaperones

All patients are entitled to have a chaperone present for any consultation. You can request a chaperone at any time, ideally at the time of booking. Please speak to the administration team or the clinician during your appointment.

Services Available

- Cervical screening
- Childhood immunisations
- Chronic disease management
- Family planning
- Influenza vaccinations
- Minor surgery
- NHS Health Checks
- Over 75 Health Checks
- Travel vaccinations
- Weight management



Blood Test Results

It is the patient's responsibility to follow-up blood test results. Blood test results can be obtained via the [Practice website](#) or by calling the Practice on 01206 574483 after 10:00am Monday to Friday.

Accessibility

The Practice is fully wheelchair accessible and offers step-free access from the car park to all of our consultation rooms, including the reception and disabled WC.

There are designated disabled parking bays at the surgery entrance. The Practice has wide doors to allow for wheelchair access.

The Practice has one wheelchair for patient use if necessary.

Car Park

There is a large car park that is shared between all Tollgate Health Centre buildings. It is for patient use and is used at your own risk.

The Practice accepts no liability for any losses or damage caused while on the premises. We recommend patients do not use the car park in icy conditions.

Comments and Complaints

If you have any suggestions or comments regarding any aspect of your treatment whilst in our care, please complete the [online form](#) or provide this in writing.

We do make every effort to ensure that you are treated to the highest standard, but if you have any complaints, we are prepared to listen. Please address your complaint in writing to the Practice Manager and we will acknowledge your letter within three working days. Please see our complaints leaflet for further information.

Patient Participation Group

If you would like to join our Patient Participation Group, please contact the Practice for further details.