



Practice Leaflet

V 1.3/2018

CountryHealth
Cornwallis Chambers | 23 Great Colman Street | Ipswich | IP4 2AN
Email: reception@countryhealth.co.uk
www.countryhealth.co.uk
Tel: 01473 218373 or 01449 833 833
Fax: 01473 218373

Introduction

CountryHealth has established itself as a specialist in Thyroid Health. We offer our clients in-depth blood tests which go beyond the typical NHS tests. Based on the results we provide our clients with a bespoke holistic treatment plan. Our client list has grown within a short period of time to over 300 clients with several new registrations every week.

Whilst the majority of clients come from the Ipswich area, we serve clients from all over the UK, with the furthest from Wales and Yorkshire.

Our other expertise is in nutritional medicine, finding out which foods can cause individual health problems. We use laboratories in the UK, Germany and the US for our analysis.

Some clients seek our help for in-depth health screenings. We also offer pre-employment assessments & health checks for companies and DVLA medicals.

All our practice staff - as well as all affiliate complementary practitioners - are DBS checked. The checks are renewed every 3 years or if felt necessary.

Practice Area

Our patients come from all over the UK with one “remote” patient in Latvia and a couple from Germany.



Last updated: 05/2018

Whilst many patients travel to our practice for consultations and tests, some use the facility of home testing of their thyroid labs with our reporting facilities.

Our private GP

Dr Oliver Frey, MD MRCGP MInstLM
State Exam Med 1992, Germany
GMC 4392132

Dr Frey offers private GP services with a special interest in thyroid health, nutritional and functional medicine.

Our opening hours:

CountryHealth is open Monday to Friday from 9:00 until 12:00 and 13:00 until 16:00.

On Wednesdays we open from 09:00 until 12:00.

We are closed on bank holidays and weekends and offer our services on an appointment only basis.

Appointments can be booked

- By phone: 01449 833 833 or 01473 218373,
- By email: reception@countryhealth.co.uk.
- Or 24/7 online via: <http://practicedrfrey.selectandbook.com>

Our prices

You can find the majority of our prices on or [Price List](#). If you need a specific test, please call or email our receptionist and we can look up the price for you.

How to register

All new patients need to register with the practice and complete a registration form, which is available [online](#) or from reception.

We charge a small registration fee to cover our administrative cost.

NHS GP

Please remain registered with your NHS GP.

We encourage you to **share all results and treatments** received from us with your NHS practice.

Emergency and out of hours services

We do NOT offer out of hours or emergency services. If you need a doctor urgently, please contact your NHS GP practice. In an emergency always dial 999, and if it is less urgent 111.

Disabled access

We have a lovely Grade 2* listed building near the centre of Ipswich. Unfortunately the building is not wheelchair friendly.

Our consulting rooms are on the first floor accessible via a rather narrow staircase. Our patient toilet is accessible via two steps.

There are also a few small steps to the health assessment room and our studio room.

Please advise us if you have a disability and want to access our practice to find the most suitable solution as we might want to see you in a different room as our usual consulting room.

Within a very short distance is a public toilet which is fully accessible. Our receptionist is happy to advise you

Home visits

If you require a home visit, please contact reception on 01473 218373 to check availability. Home visits are available on request within a 10 min radius around of our practice postcode IP4 2AN or after agreement with our practice.

Please be aware that a surcharge of 100% to our usual consulting fees applies for home visits.

Teaching and Training

We are not a teaching or training practice

Prescriptions

We offer for our registered patients private prescriptions for **non-controlled drugs**. Prescriptions can be brought to any registered pharmacy and the items have to be paid for, which can sometimes be cheaper than the NHS prescription charge.

For specialist prescriptions, e.g. Nature Throid, we have established links to registered pharmacies who can supply medication on a named patient basis.

To request a prescription, please contact the practice. We kindly ask to give us at least 2 working days to process your request but will do our best to deal with it quicker if it is urgent.

We do not offer a repeat prescription service and do not dispense medication.

Complaints

If you are unhappy with our practice please speak directly to the team member involved. Should you not be happy with the outcome, please write to our complaints manager Mirjam Frey who will aim to solve your issues quickly:

mirjam@countryhealth.co.uk

Should you not be happy please ask for our [Complaints Procedure Leaflet](#)

Your responsibilities

We offer a complementary private healthcare service and want to work with you in partnership to help you to get well and stay well. We would like you to provide us with all information regarding your health - current and past - to enable us to get a full picture.

Please settle the fee for our services either by pre booking online or with a valid debit or credit card after your appointment.

We might agree to settle additional amounts via invoice and ask to settle invoices within 3 days.

If you need to cancel an appointment or are running late please contact us as soon as possible. We reserve the right to charge for missed appointments at our current rate.

Please **keep your NHS GP informed** about any test results or changes in your treatment plan.

Zero Tolerance Policy

We adapt a zero tolerance policy against patients who are violent or aggressive and reserve the right not to see them and to prevent them from booking future appointments. If necessary we will inform the police.

If we introduce you to affiliate practitioners of our practice we kindly ask that you see them only in our premises to avoid conflict of interest.

Access to confidential information

Only members of the clinical team have access to your clinical notes. We are all bound by our confidentiality policy and registered with the ICO.

Should you wish somebody else to have access to your information you need to provide us with a written disclosure note.

NHS Primary Care Trusts

The following trusts cover our core practice area and your NHS GP can provide you with further information on request.

Ipswich and East Suffolk CCG

Rushbrook House, Paper Mill Lane, Bramford, Ipswich, Suffolk IP8 4DE,
Tel. 01473 770000

West Suffolk CCG

West Suffolk House, Western Way, Bury St Edmunds, Suffolk IP33 3YU,
Tel. 01284 774794

Company information

CountryHealth Ltd is registered in England and Wales No. 9059874

Company Director: Dr Oliver Frey

CountryHealth is registered with the CQC.