



Practice Leaflet

Version: August 2023

Private Thyroid Health Clinic with a holistic Functional Medicine approach.

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About CountryHealth

You don't need to travel to us, either. With our [multi-award-winning](#) **TELEMEDICINE** practice we serve patients all over the UK and as far as Jordan, Kenya and Singapore.

We deal with nearly everything related to an **UNDERACTIVE THYROID**, create a **BESPOKE** treatment plan, and use - if needed - medication that works for you, including **NDT** and **T3**.

What WE do is **different** ... We investigate and address the **REASONS** why you have your symptoms and aim to solve the **CAUSES** of the problems, not just "covering up" your symptoms.

We use a **HOLISTIC APPROACH** with a combination of lifestyle adjustments, nutritional medicine, supplements and prescription medicine. We also have the support of affiliated practitioners.

WE REDUCED OUR CARBON FOOTPRINT

By switching our practice to **TELEMEDICINE**
Dr Frey reduced his Carbon Footprint within one year by **over**

**3.51 tonnes of
CO₂e**

To find out more, please visit our website: www.CountryHealth.co.uk

We have been rated **GOOD** by the [CQC](#)

CountryHealth Ltd

23 Green Side, Waterbeach, Cambridge CB25 9HW

NON-URGENT ENQUIRIES:

via email: support@countryhealth.co.uk or
via voicemail: **+44 1449 833 833**

IN AN EMERGENCY: ALWAYS CALL 999 / 112

URGENT ENQUIRIES:

Via WhatsApp on:
+44 7771 448 559 Mon - Fri 14:00-18:00

Our core office hours

Our core office hours are Monday to Thursday from 9:00 until 12:00 and 13:00 until 16:00 and Fridays from 09:00 until 12:00.

We are closed on bank holidays and weekends.

Pre-registration calls can be booked 24/7 online via our website:

<https://www.countryhealth.co.uk/product/free-call/>

Appointments for telephone consultations can be booked

- By phone: 01449 833 833
- By email: support@countryhealth.co.uk.

Our Practice Team

Our medical team

- Dr Oliver Frey - our lead GP

Our administrative team

- Dena Thorley - our patient coordinator
- Ellie Maling - our administrative assistant

About Dr Frey

Dr Frey has dedicated his life to helping people take control of their health. Over 30 years of studying and practising in a variety of fields in medicine in Germany, England, Estonia and Switzerland give him a fair bit of experience.

He has an MD from the University of Saarland, Germany "magna cum laude", qualified as a family doctor in the UK following several years in a variety of surgical specialties.



He holds a level 4 ILM Diploma from the University of Derby in Leadership and Management and was a member of the Institute of Leadership and Management [UK] for many years. Dr Frey served as Ambassador for Health for the Institute of Directors in Suffolk [UK] and as a board member for the American Chamber of Commerce in Estonia [AmCham]. He is a member of the Federation of Small Businesses (UK).

Dr Frey holds a level 3 diploma in Nutritional Therapy from Oxford College and a Certificate in Life Coaching from Newcastle College.

He has been working as a family doctor in England, Estonia & Switzerland in state and private practice, was a strategic development director and chief physician of a 300-bed spa hotel in Estonia and was featured on Estonian TV. He is regularly presenting health-related interactive workshops.

His fascination with the field of functional medicine made him specialise in Thyroid Health. Dr Frey now runs a multi-award-winning fast-growing Telemedicine Thyroid Health Clinic in the UK with patients in every UK county and as far as Jordan, Sudan and Zambia.

Dr Frey is registered in the UK with the GMC and in Estonia with Terviseamet. Dr Frey is an affiliate member of the American Thyroid Association.

Our prices

CountryHealth operates a private medical practice and all our services attract a fee.

You can find our prices and our current price list on our [website](#). If you need a specific test, please call or email our administration team and they can look up the price for you.

How to register

We offer a **FREE** telephone call for interested clients with Dr Frey where they can discuss their current health problems and find out whether we might be able to assist them. Calls can be booked via our [online booking system](#) or by contacting our patient coordinator.

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

We charge a **registration fee** to cover our administrative costs.

Once registered, patients have access to all our services.

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 are 100% Telehealth - there is no need to come and visit us and hence no access restrictions.

Home visits

We don't offer home visits.

Teaching and Training

We are currently not a teaching or training practice

Prescriptions

Prescriptions are ONLY available to our registered patients with an up-to-date thyroid report compiled by us.

Your thyroid report states when the next blood test and follow-up report should be done. Reports can only be provided for blood results (including TSH, FT4 and FT3) not older than 2 months!

ROUTINE PRESCRIPTIONS:

Routine prescriptions can only be ordered whilst you are within the follow-up period!

URGENT / ADVANCE PRESCRIPTIONS:

If you are outside of the recommended follow-up period, you need to order a URGENT / ADVANCE prescription + follow-up report.

We do not dispense medication.

Complaints

We are always keen to keep all our clients happy. Should you feel that we could have done better, please speak directly to the team members involved. Should you not be happy with the outcome, please speak directly to the team member involved. Should you not be happy with the outcome, please write to us via support@countryhealth.co.uk and we will do our best to resolve any problems.

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 online with a valid debit or credit card or BACS transfer.

We might agree to offer payment via invoice and ask to settle invoices within 3 days. A late payment fee of 15% p.a., min £20 applies.

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 adopt 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.

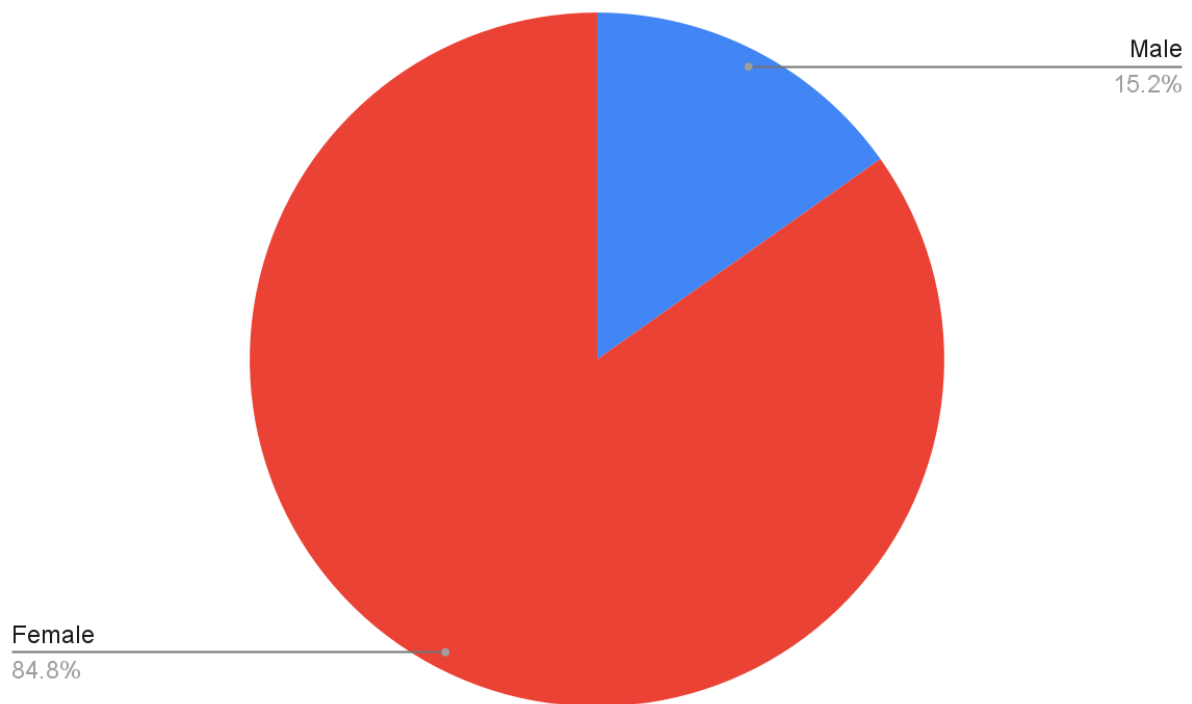
Access to confidential information

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.

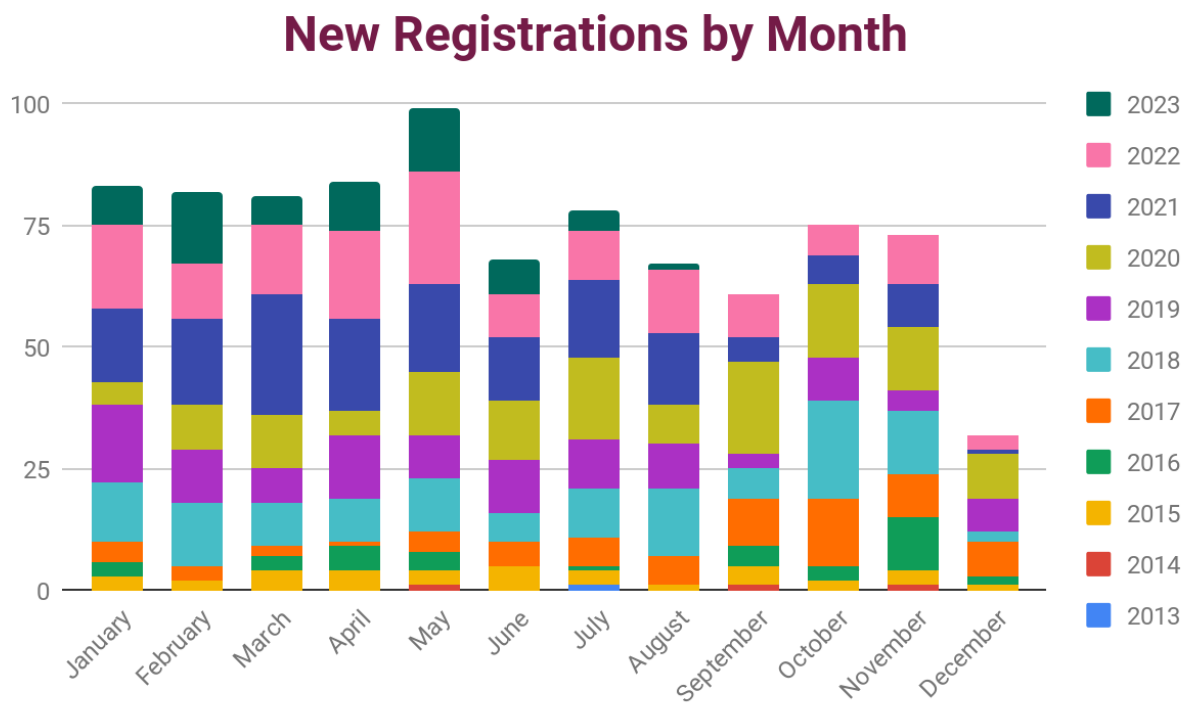
Practice Profile

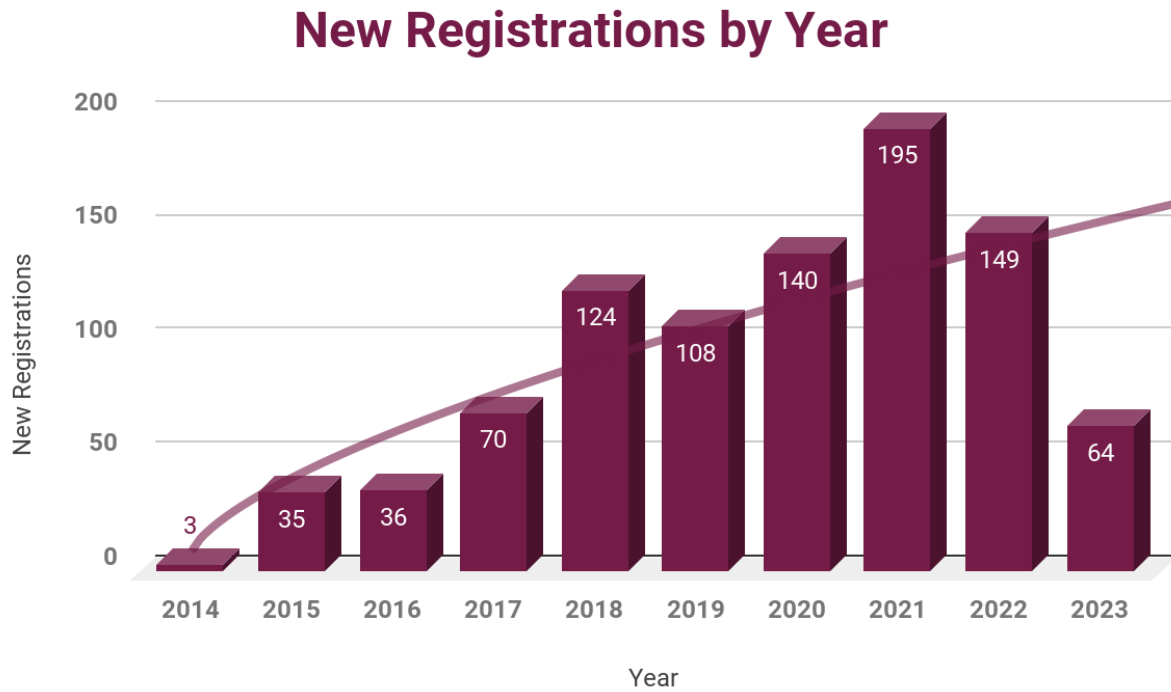
We have predominantly female patients which reflects the higher frequency of thyroid issues in female patients.



Practice growth

Our practice enjoys a steady and healthy growth.





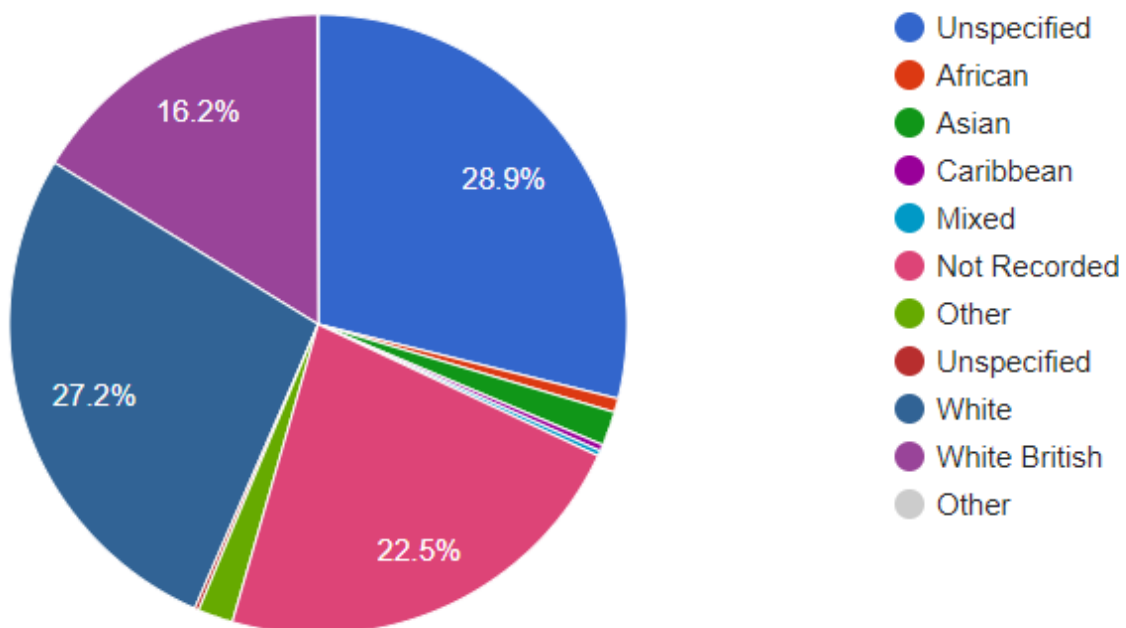
As of 04.08.23 we had 925 registered patients in our practice.

Geographics

We have patients in every of the 102 administrative counties of the UK and as far as Jordan and Kenya.

Ethnic origin

We cater for patients from a variety of ethnic origins in line with our equality and diversity policy.



Social engagement

CountryHealth actively engages with its clients and a health-conscious audience.

Thyroid Support Group UK - #thyroidpreneurs

Many facebook groups address the need for further information for affected people, but they are usually run by lay people and unfortunately a lot of misinformation is given there.

To address this, we created the closed facebook group #thyroidpreneurs on 6th October 2017. The group has grown by 1757 members since May 2019 to now 2181 with a steady growth and engagement of members.

2,181 total members ⓘ

▲ 0.18% vs 6 Jul 2023

3 Aug 2023



Company information

CountryHealth Ltd is registered in England and Wales No. 9059874

Company Director: Dr Oliver Frey

CountryHealth is registered with the CQC.