



Enhanced Access

Enhanced Access enables GP practices to offer additional consultation time for their patients enabling them to offer appointments inside and outside of normal opening hours into the evening, weekends, and bank holidays.

Offering a range of general practice services, utilising the full multi-disciplinary team, to provide 'routine' services such as practice nursing, Advanced Nurse Practitioner, GPs and health checks, according to patient needs.



Urgent Treatment

We are a partner to Kent Community Health NHS Trust in delivering the **Urgent Treatment Centres (UTCs)** at the Royal Victoria Hospital, Folkestone and Victoria Hospital, Deal which are GP-led as part of a team together with nurses. The UTCs are open at least 12 hours a day, every day and offer face-to-face appointments that can be booked through 111 or people can walk-in. They are equipped to diagnose and deal with many of the most common ailments or injuries people attend A&E for.

UTCs ease the pressure on hospitals, leaving other parts of the system free to treat the most serious cases.

The UTC teams work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance, and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.

You can go to an Urgent Treatment Centre (UTC) if you need urgent medical attention or a minor injury treatment, but it's not a life-threatening situation.



Home Visiting Service

The **Home Visiting Service (HVS)** team includes nurses, paramedics, and Healthcare Assistants (HCAs) who visit patients at home with a wide range of health issues to provide face-to-face visits whilst preventing unnecessary hospital attendances.

During the Pandemic, and still continue to visit patients with covid-19 whilst using appropriate precautionary methods. They clinically assess their patient's condition, advise the GP of treatment options, arrange hospital attendance if needed and liaise with a wide variety of other health and social care colleagues. This is all supported by the HVS Admin Lead "the hub of the service" liaising with practices and staff, ensuring visits are appropriate and safe and much, much more!



Hosted Services

Channel Health Alliance (CHA) 'hosts' a number of staff and services on behalf of Total Health Excellence East and West Primary Care Networks (PCNs). CHA employs the staff and provides the appropriate quality assurance and safety to the staff and services it hosts for the PCN's. These services include the Care Homes Team who deliver Enhanced Healthcare in Care Homes, a First Contact Physiotherapist, the Workflow Team who sort and manage all the practice correspondence and the Clinical Pharmacists who support PCN practices with medicines management.

Channel Health Alliance played a key role in the delivery of Covid-19 vaccinations in the South Kent Coast area in line with national policy. This has seen us over the past 14 months deliver first, second & booster vaccines to local residents over the age of 5 years.

Patient Feedback

"Yet again I wish to express my gratitude for providing TREATMENT in a TIMELY FASHION for my Wife who has been suffering with a painful neck and shoulder condition. The service provided by your Physio CHANNEL HEALTH ALLIANCE is excellent."

"Lovely caring staff, would use the service again"

"The Doctor could not have been more supportive and helpful to us".

" I just wanted to say a huge, huge, thank you to the two nurses and the Paramedic from your Home Visiting team who provided excellent care to my grandmother. They were both so kind and compassionate but also laser-focused on her health and spotted the problem straightaway. They also gave me good advice regarding her dementia care and went above and beyond to help me out on what was a stressful day. After a short stay in Hospital my grandmother is now back at home and walking the dog again"

Contacting Channel Health Alliance

We are unable to respond to any individual comments on people, personal health problems or health conditions.

For any concerns, we would suggest that you contact your GP or a local pharmacist for advice.

General Enquiries

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Channel Health Alliance

Providing NHS Services



Since Channel Health Alliance was established in April of 2017, we are delighted to have attained accreditation with the Care Quality Commission, and a CQC rating of good which only a few federations have achieved.

Channel Health Alliance has embraced the continuing challenges faced by health and social care which has enabled us to provide high quality, innovative services for our diverse population.