



Enhanced Access

Enhanced Access services are provided on behalf of GP Practices who are required to deliver access to some services for patients outside of normal working hours – into the evening and over the weekends.

Channel Health Alliance provides these services for the Primary Care Networks within the federation. Services offered may include: wound dressing, removal of surgical clips and sutures, Physiotherapy assessments, GP and Advanced Nurse Practitioner appointments. This service is well received locally, and we receive excellent feedback.



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** team includes nurses, paramedics, and healthcare assistants. They holistically assess the patients' condition and health needs on behalf of the patients GP. They advise the GP of the treatment options and liaise with a range of other health and social care colleagues, as appropriate. They ensure that their patient, and if necessary other members of the family, get the appropriate care and support they need.

This is all supported by the Home Visiting Service Admin Lead “the hub of the service” liaising with practices and staff, ensuring visits are appropriate & 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.

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

+44 (0) 1304 809750 | cha.info@nhs.net

Communication & Engagement

cha.info@nhs.net

Incidents/Safeguarding

cha.quality@nhs.net

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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.