



Welcome to Saxmundham Health



Lambsale Meadow, North Entrance

Saxmundham

Suffolk

IP17 1DY

Telephone Numbers:

Reception: 01728 602022

Fax: 01728 602083

Dispensary: 01728 602648

Email contact: saxmundhamhealth@nhs.net

Practice Website – www.saxquax.co.uk

PRACTICE TEAM

PARTNERS

Dr John Havard (MB BS DRCOG MRCGP FPCert) trained at The Royal Free Hospital in London and did his post-graduate training at Ipswich. He has been a Partner at Saxmundham since 1986.

Dr Julie Evans (MB ChB DCH FPCert DRCOG) trained in Liverpool, qualifying in 1984. She undertook her GP Training in Cuckfield, West Sussex, and has also worked in casualty in East London and in community paediatrics in Brixton.

Dr Mike Hamblyn (MB BS DFFP MRCGP BA (Hons)) trained at University College, London and did his postgraduate training at Ipswich Hospital. He has been a Partner at Saxmundham since 2002.

Dr Hilary Dunn (MB BS DRCOG MRCGP FPCert) trained at The Royal Free Hospital in London and was a partner at Stowmarket Health Centre prior to having her second child. After several years working here as an Assistant GP, Dr Dunn joined us as a part-time partner in January 2003.

Dr John Oates (MB BS DFFP MRCGP) trained at The Royal London Hospital before returning to Ipswich to follow a career in General Practice in 2000.

Dr Gareth Richards (MB BS Dip Medical Law and Ethics) qualified in 1984 from The Royal Free Hospital, London. He was a full time GP at a Suffolk practice from 1991 to 2002 when he left to work with a Primary Care Trust as Clinical Director. He started working here as a long term locum and became a partner in 2008.

Salaried GPs

Dr Adam Mowles qualified in 1991 from the University of Nottingham and qualified as a GP in 1996. Adam previously worked at Norwich Road Surgery.

Dr Jessica Milton qualified as a GP in 2000 and previously worked at Lattice Barn Surgery in Ipswich.

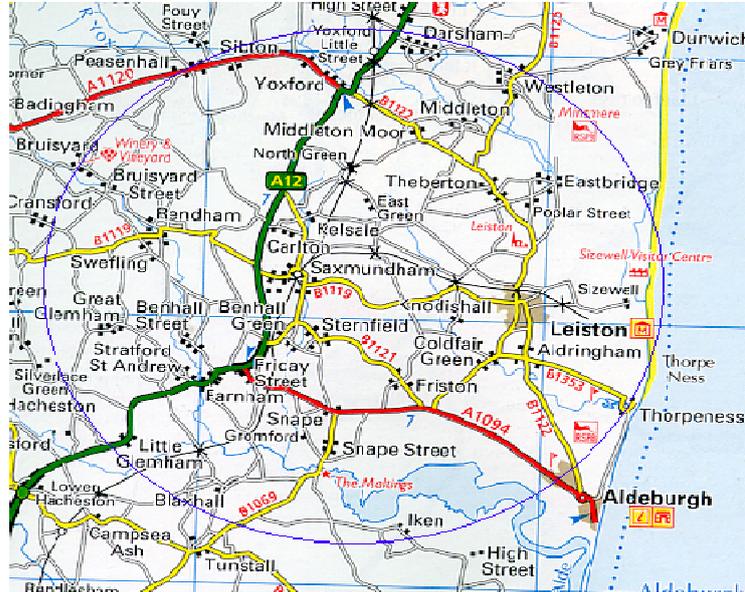
PRACTICE STAFF

THE SURGERY STAFF:

Business Manager	Sharon Meers
Practice Manager	Jayne Coulson
IT Manager	Hollie Hart
Nurse Practitioner	Inger Edwards
Practice Nurses	Lynn Williams Sarah Orr Tracey Riches Nichola Cooper
Health Care Assistants	Justine Smith & Chloe Barley
HCA/Administrator	Sally Owen
Admin Team	Melissa Price, Emma Pallant, Melissa Chestnut (apprentice)
IT Lead	Matthew Spencer
Medical Secretary	Susie Peel , Stephanie Gardner (Trainee)
Reception Manager	Tracey Whitwood
Receptionists	Sally Evans, Rebekah Walker, Jane Jones, Racheal Dungey, Kim Wolstenholme, and Kathryn Phillips-Last
Phlebotomist	Locum
Dispensary Manager	Shirley Scopes
Dispensary Team	Emma Driver, Sarah Curling, Hannah Philpot, Sarah Smedley, Melissa Foreman , Charlotte Lamb Lynnette Feller, and Helen Girling
Community Midwife	Lynne Moore

LOCAL CATCHMENT AREA

THE PRACTICE AREA INCORPORATES THE FOLLOWING VILLAGES:



- Benhall
- Blaxhall
- Broadacres
- Bruisyard
- Carlton
- Cransford
- Eastbridge
- Farnham
- Friston
- Gt Glemham
- Gromford
- Iken
- Kelsale
- Knodishall
- Lt Glemham
- Middleton
- Peasenhall
- Rendham
- Saxmundham
- Sibton
- Sizewell
- Snape
- Sternfield
- Stratford St Andrew
- Sweffling
- Theberton
- Westleton
- Yoxford

SAXMUNDHAM HEALTH OPENING HOURS

PLEASE NOTE: There **is** wheelchair access with automatic doors at this surgery and a dedicated car park.

The Surgery building is open from:

• **8.00am to 6.30pm** on Mondays – Fridays

Dispensary is open throughout these hours.

RECEPTIONIST TEAM

Our receptionists are here to help you and co-ordinate appointments for the doctors and nurses. They treat any information given in the strictest confidence. The duties of our receptionist team include greeting patients on their arrival and ensuring that they are checked in on the computerised appointment diary, registering new patients with the Practice, answering the telephone calls which include making appointments with Doctors, Nurses and a variety of clinics, passing messages to practice staff, dealing with general enquiries and “behind the scenes” duties such as filing and record keeping.

OUR APPOINTMENT SYSTEM

How to make an appointment

There are two ways to make an appointment at our surgery:

- 1.Booking in person or via the telephone with one of our receptionists on 01728 602022 between 08:00 and 18:30, Monday to Friday.
- 2.Booking online using the EMIS Access facility. This can accessed online via our website www.saxquax.co.uk or by asking one of our receptionists to register you.

Making an appointment with your Doctor:

Patients can request to see a particular GP although for continuity of care it is recommended patients normally see their usual doctor.

Appointments to see a doctor are classified as routine or book on the day. The latter are used for conditions that are more urgent and cannot wait for a routine appointment.

Routine appointments:

We ask that patients do not telephone to make routine appointments during the busy hours of the morning but ring in after 11.30am, Monday-Friday. Appointments can be made up to four weeks in advance. If you have more than one issue to discuss with your GP please ask for a longer appointment. In most cases, routine appointments can be offered within three working days of the request.

HEALTH PROMOTION/MANAGEMENT

Making an appointment with a nurse:

The nurses run routine treatment and clinic sessions. Appointments are all classified as routine unless a patient has to come into the surgery directly as the result of an accident. Patients can make appointments several weeks ahead.

Book on the day appointments:

If you request a 'book on the day' appointment during the early part of the morning you will be given an appointment that morning with either a GP as part of a 'pool' surgery or a Nurse Practitioner. Should an urgent request be made later in the day, you will be given an afternoon appointment with the duty doctor. These appointments are of 5-minutes duration, so there is only time for the urgent problem to be discussed.

Telephone appointments:

If you would like a telephone appointment, please liaise with our reception team.

ARRIVING FOR YOUR APPOINTMENT

On arrival at the surgery, please either report to a receptionist who will mark you in on the computerised appointment diary or you could try out our automated check in screen. When the clinician is ready to see you your name will appear on the screen in the corner of the waiting room. The screen will display the room number and the clinician you are seeing.

If you have vision problems or are hard of hearing, please tell a receptionist on arrival. We will ensure you do not miss your appointment.

We also use the calling screen to pass on information and messages. For example, if a doctor has been called out on an urgent visit.

Should you be unable to keep an appointment, please let us know as soon as possible so that your appointment can be offered to someone else.

As one of the ways to help improve patient services and communication with our patients, we are able to send you a **FREE appointment reminder** via text messaging 24 hrs before your appointment. If you would like to receive this service you will need to provide the receptionist with details of your mobile telephone number. Either complete one of our text messaging registration cards or give your mobile telephone number to the receptionist.

Accessing our online facilities enables patients to book and cancel appointments, order repeat medication, access online records and update address information.

TELEPHONE ADVICE

Our telephone system is very busy first thing in the morning, especially on Mondays. To help relieve this problem, calls to the surgery for test results, routine enquiries, or calls to dispensary should be made from 11.00 a.m. onwards.

Our clinicians are happy to give advice over the telephone or offer a pre-booked telephone appointment. Please leave your contact details with our receptionists, along with an indication of your problem and a message will be left for the doctors or nurses attention. Unless your call is urgent, receptionists have been asked not to interrupt the doctors in clinic. Telephone consultations are available for problems that can be dealt with by phone.

HOME VISITS

If you need to see or speak with a doctor but, for medical reasons, cannot attend the surgery, please telephone the surgery before 10am and leave a message with reception. The doctor will either telephone you back after morning surgery or visit you at home during the middle of the day.

OUT OF HOURS CARE

If you need to see or speak to a doctor when the surgery is closed, please telephone the surgery on 01728 602022 for details of the out of hours service or phone 111. Currently this is provided by Harmoni. Medical advice can be obtained 24/7 by telephoning NHS 111 on 111. This is a free phone number.

ACCIDENTS

We deal with minor injuries at the Surgery – however, where possible please telephone before bringing a casualty to us, in order that we may alert a Doctor or Practice Nurse. Major injuries are dealt with at A&E, Ipswich Hospital, Heath Road, Ipswich. Tel: **(01473) 712233**

EMAIL

Please note that our email address, saxmundhamhealth@nhs.net, is for general enquiries only. For anything urgent, appointments or queries requiring clinical input, please telephone our reception team.

DISPENSARY

The practice has a dispensary to enable us to supply medication to patients who live more than a mile away from a chemist. For this reason, patients resident in Saxmundham, Leiston and Aldeburgh cannot be supplied with medication by the practice. Non-dispensing patients will need to collect their prescription from the dispensary and take them to the chemist of their choice.

All repeat prescriptions are dealt with by our dispensers, patients are required to give 48 working hours for these to be prepared. This allows us time to order the medication and to meet safety legislation. Please note that we are not open on Saturdays or Sundays.

Prescriptions may be ordered in person, in writing, using the email address **dispensary.saxmundhamhealth@nhs.net**, or using our online facilities via EMIS access.

If you need advice on your prescribed medication such as side effects or drug interactions, you should contact dispensary in person or by telephone. If we cannot help we can speak to your doctor who can provide you with the necessary information.

If you have any unused or out-of-date medication you should return it to us and we will dispose of it safely.

To contact dispensary please call 01728 602648 (between 9.30am-12pm and 4.30pm-6.00pm)

Please note that changes to medication made by the hospital must be requested by the patient in the first instance- allowing the usual 48 hours for processing thereafter.

PRACTICE NURSES/HEALTH CARE ASSISTANT

Our Practice Nurses perform treatments including some blood tests, dressing of wounds, routine injections, ear syringing and fitting of 24 hour monitors as well as seeing emergencies.

The nurses and HCAs also run a variety of clinics in their areas of speciality including: asthma, childhood immunisations, hypertension, coronary heart disease, diabetes, family planning, smear clinics, rheumatoid arthritis, mental health, stroke, travel clinics and weight management.

We offer appointments in clinics run by our qualified Nurse Practitioner, Inger Edwards. She works closely with our doctors and is able to assess, review and treat a wide range of conditions and is able to prescribe some medications independently.

Our Healthcare Assistants, are, between them, trained to provide the following blood tests, ear syringing, 24 Hour ECG & BP, routine ECGs, new patient health checks, injections, NHS health checks, spirometry, learning disability reviews and simple dressings.

OTHER CLINICS AND SERVICES

DISTRICT NURSES

The district nurses work closely with the doctors and other members of the primary health care team to ensure that patients and their families receive the care and support they need in order to remain at home. The team members have an extensive shared specialist knowledge of different aspects of care including wound care, palliative care and continence care.

LINK WORKER

Suzanne Wyard provides sessions at the surgery as part of the IAPT (Improving Access to Psychological Therapies) service. Please ask at reception for further details.

MIDWIFE

The midwives provide two clinics a week here at the surgery. They are responsible for the antenatal and postnatal care of women in Saxmundham and the wider community.

OTHER SERVICES

There are a number of additional private healthcare services at the surgery- please ask at reception for details of these.

NEW PATIENTS

All new patients are required to fill in a registration questionnaire at Reception and provide proof of previous prescriptions within three months of registering. This enables us to establish a basic medical record on our computer system, whilst we wait for your medical records to arrive from your last GP.

We require proof of previous prescriptions to enable us to organise your future medication requirements. You will be provided with a month's worth of medication, after which you will be required to come in for a medical review.

It is our policy to invite all new patients registering with the Practice, over the age of five, for a medical review at the Surgery.

Medical reviews are performed by our Practice Nurses or Health Care Assistant and include blood pressure measurement, weight, medication check, and discussing your registration health questionnaire.

A sample of urine brought in a clean bottle is also required.

PATIENT CHOICE

For routine matters patients can generally make an appointment with the doctor of their choice. If you require an urgent or emergency appointment you will be given an appointment with our Duty GP if your usual doctor is not available.

ACCESS TO MEDICAL RECORDS

As providers of healthcare services, our staff ask you for information so that you can receive appropriate care and treatment. Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other people as well as NHS staff. So that we can all work together for your benefit, we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need to know and it is in your and everyone's interest.

You have a right of access to your health records. The Data Protection Act (1998) gives you the right of access to all information that the Practice holds about you on manual and computer records. You can now access your records online. It is your legal right to see your records and if you so wish, to obtain a photocopy of them. Only in exceptional circumstances can access be withheld. If you would like to apply for access to your health records or receive further information about this please ask at reception.

VIOLENT/ABUSIVE BEHAVIOUR

The Practice has a duty to provide a safe and secure environment for patients, staff and visitors. Violent or abusive behaviour is unacceptable and we take a zero tolerance stance. Decisive action will be taken to protect staff, patients and visitors.

CCTV

Closed circuit television (CCTV) is installed at the practice premises for the purpose of staff, patient and premises security. Cameras are located at various places on the premises and images from the cameras are recorded.

The use of CCTV falls within the scope of the Data Protection Act 1998 (“the 1998 Act”). Further information regarding our CCTV policy can be found on our website

UNABLE TO KEEP AN APPOINTMENT?

Please let the surgery know if you are unable to keep your appointment, as we will try to offer it to another patient.

TEXT MESSAGE APPOINTMENT REMINDERS

The Surgery offers a free appointment reminder service by text message, so please register for this by giving us your current mobile telephone number. NB *Please do **not** reply to any texts received from the surgery, as all replies are sent to an unmonitored mailbox.*

HELP US TO KEEP YOUR DETAILS UP-TO-DATE!

In order for us to be able to contact you we need to ensure that your records are kept up-to-date and it is therefore important that you keep us informed of any changes of name, address, telephone, email address or mobile numbers.

PRAISE, COMMENTS OR CRITICISM?

The Doctors and Staff of Saxmundham Health aim to provide a quality, caring service but we recognise that there is always room for improvement.

If you have any complaints or concerns about the service you receive from the doctors or staff working for this practice you are entitled to an explanation. Your complaint should be addressed to our Practice Manager who will acknowledge receipt within two working days. We will then aim to investigate your complaint thoroughly and respond to you within 10 working days.

PATIENT PARTICIPATION GROUP (PPG)

The practice has a very active PPG. The group meets four times a year in the Surgery. The purpose of the group is to provide support and challenge, where required, to enable the practice to provide the best possible health care. Details of the group’s activities and contact details can be found on the website www.saxquax.co.uk and on the notice board in the Surgery entrance.