

# Wickhambrook Surgery



## ∴ Wickhambrook Surgery Practice Booklet

Wickhambrook Surgery is a rural practice in south west Suffolk. We are situated between the towns of Newmarket, Haverhill and Bury St Edmunds and we care for patients from a number of villages in the area. (Our practice area is listed on the Other Important Information page). Our aim is to provide up to date medical care whilst retaining a personal approach to caring for our patients.

### ADDRESS AND PHONE NUMBERS:

Wickhambrook Surgery, Nunnery Green, Wickhambrook, Suffolk CB8 8XU

**01440 820140:** Appointments, Emergencies and General Enquiries

**01440 823801:** Dispensary

**01440 823809:** Fax

### SURGERY TIMES

The surgery is open from 8:30am to 6:30pm from Monday to Friday. In addition there is a short surgery from 7:00-8:00am on Monday mornings; this is for pre-booked appointments only.

Which days are the doctors here?

<b>Monday</b>	<b>Morning</b>	<b>Afternoon</b>
	Dr Philip Lloyd-Jones	Dr Philip Lloyd-Jones
	Dr Paul Cooper	Dr Paul Cooper
	Dr Angela Clifton-Brown	Dr Kate Coopern
	Dr Kate Cooper	GP Registrar
<b>Tuesday</b>	<b>Morning</b>	<b>Afternoon</b>
	Dr Philip Lloyd-Jones	Dr Philip Lloyd-Jones
	Dr Paul Cooper	Dr Paul Cooper
	GP Registrar	GP Registrar

# Wickhambrook Surgery

<b>Wednesday</b>	<b>Morning</b>	<b>Afternoon</b>
	Dr Angela Clifton-Brown	Dr Angela Clifton-Brown
	Dr Paul Cooper	Dr Paul Cooper
<b>Thursday</b>	<b>Morning</b>	<b>Afternoon</b>
	Dr Lloyd-Jones or Dr P. Cooper	Dr Lloyd-Jones or Dr P. Cooper
	Dr Angela Clifton-Brown	GP Registrar
	GP Registrar	
<b>Friday</b>	<b>Morning</b>	<b>Afternoon</b>
	Dr Lloyd-Jones or Dr P. Cooper	Dr Lloyd-Jones or Dr P. Cooper
	Dr Kate Cooper	Dr Kate Cooper
	GP Registrar	GP Registrar

Please note that during holiday periods the doctors' working days may alter slightly.

## DISABLED ACCESS

Wheelchair access to the building is via the front door and a disabled patients' WC is provided.

## PHONE CALLS

The surgery's phone lines are open between 8:30am and 6:00pm Monday to Friday. If you wish to speak to your doctor on the phone please give your details to the receptionist. Your doctor will call you back, usually after morning surgery or before afternoon surgery. In an emergency the call will be put through to the duty doctor immediately.

## HOME VISITS

If you feel that you would be unable to attend the surgery and require a home visit, please telephone before 11:00am. Please be ready to tell the receptionist a little about the problem. This helps the doctor to assess the urgency and plan other visits.

## EMERGENCIES/URGENT PROBLEMS

The provision of medical services during the Out of Hours period (6:00pm until 8:30am and weekends and Bank Holidays) is the responsibility of Suffolk PCT. Harmoni have been commissioned to provide these services and your calls during these hours will be redirected to Harmoni. You may be asked to come and see a doctor at one of the Harmoni bases in Bury St Edmunds, Newmarket or Haverhill.

## YOUR DOCTORS

### Dr Philip Lloyd-Jones

MB ChB, MClEd, MRCP, DRCOG, DCH, DPD, FP Cert

Birmingham 1979

Qualified from Birmingham in 1979. Joined Wickhambrook Surgery in 1986. Has interests in dermatology and GP Training.

### Dr Angela Clifton-Brown

MB BS, MRCP, DRCOG, FP Cert

London 1980

Qualified from The Royal Free Hospital, London in 1980. Joined Wickhambrook Surgery in 1987. Has interests in family planning.

### Dr Paul Cooper

BM, MRCP, DRCOG

Southampton 1997

Qualified from Southampton in 1997. Joined Wickhambrook Surgery in 2001. Has interests in cardiovascular disease and diabetes.

### Dr Kate Cooper

MBChB, MRCP, DRCOG, DFSRH

Birmingham 2004

Qualified from Birmingham in 2004. Joined Wickhambrook Surgery in 2008. Has special interests in women's health.

# Wickhambrook Surgery

## YOUR PRACTICE TEAM

### **Mrs Sally Welsh** RGN

Practice Nurse

Qualified in 1975 and joined the Surgery in 1989. Has special interests in respiratory disease and family planning.

### **Linda Cawston** RGN

Practice Nurse

Qualified in 1984 and joined the Surgery in 2000. Has special interest in diabetes.

### **Mrs Janet Webb**

Healthcare Assistant

Joined the Surgery in 2001.

Sally and Linda are the two Practice Nurses. Nurse surgeries are held each morning and afternoon of the week. The nurses are involved in many aspects of patient care including chronic disease management (eg diabetes, heart disease and respiratory disease), cervical screening, smoking cessation support, immunisations, travel vaccinations and advice, family planning, well person checks, post operative wound care, ear syringing and assisting the doctors with minor surgery and minor injury cases and other emergencies that may arise.

Janet is the Practice's Health Care Assistant. Her primary role is as the Practice's phlebotomist and she also assists the nurses with taking blood pressures, ECGs, new patient checks and audiograms. She holds clinics on Monday, Tuesday, Thursday and Friday mornings. Please contact reception for an appointment. All specimens for delivery to the hospital must be at the surgery by 1:00pm.

## Non-Medical Staff

### **PRACTICE MANAGER**

Mrs Libby Hoffmann

### **ASSISTANT MANAGER**

Mrs Jane Seiler

### **SECRETARY**

Mrs Margaret Wiseman

## ADMINISTRATIVE STAFF

Mrs Karen Flagg and Mrs Nicky Thompson

## RECEPTION TEAM

Mrs Kathy Miller, Mrs Denise Catton, Mrs Sue Hastie, Mrs Alison Gilbert, Mrs Melanie Johnson and Mrs Nicky Thompson

## DISPENSING TEAM

Mrs Debbie Walker, Ms Diane Smith, Mrs Denise Catton, Mrs Kathy Miller, Mrs Alison Gilbert, Mrs Sue Hastie, Mrs Melanie Johnson, Mrs Nicky Thompson and Mrs Jane Seiler

## SERVICES AVAILABLE

### **SPECIALISED SERVICES**

In addition to general medical services, the practice offers the following specialised services to its patients:

#### **Minor surgery:**

for removal of skin lumps etc. See your doctor for a routine consultation first to discuss the problem.

#### **Minor Injury:**

for the treatment of minor injuries where dressings or simple suturing may be required.

#### **Diabetes clinics:**

for annual checks run by the practice nurses.

#### **Respiratory clinics:**

for patients with Asthma or COPD, run by the practice nurses.

#### **Coronary Heart Disease clinics:**

for annual checks on patients with heart disease, run by the practice nurses.

**Hypertension** - for patients with high blood pressure. Please be advised by your doctor or nurse as to when your next check is due.

#### **Well person checks:**

general health checks carried out by the practice nurses, available to all. We encourage new patients and those who have not had a check in the past

three years to have one. We also offer annual health checks for all patients aged over 75 and a home visit to assess their needs for medical services.

### **Cervical Screening:**

all women aged between 25 and 65 are encouraged to have regular cervical smears. You will be written to when your smear is due; when making an appointment please ask for a cervical smear appointment with the nurse.

### **Family Planning:**

Contraceptive advice (including emergency contraception) is available from all doctors and from Practice Nurse Sally Welsh. Please see Dr Clifton-Brown if you are interested in using a coil.

**Stop Smoking Support** - support for those wishing to give up smoking is available at the surgery - please make an appointment with the nurse.

**Weight Management** - for any patients who have concerns over their weight.

### **Child Health Surveillance:**

Development checks and immunisations are offered for pre-school children, run by the Health Visitor, doctors and practice nurses.

### **Immunisations:**

run by the practice nurses for foreign travel and protection at home. A full range of immunisations are available for all children.

If travelling abroad, please contact the surgery in good time to ascertain which immunisations you may require. In some cases a fee may be charged for holiday immunisation.

Flu clinics are held annually, primarily during the month of October. Flu immunisation is recommended for all those aged 65 and over and those suffering from diabetes, heart disease, respiratory disease, kidney disease or immuno-suppression.

## **ASSOCIATED STAFF**

### **District Nurses - Tel: 01440 710036**

A District Nursing Team, employed by the PCT and based in Haverhill, care for those of our patients who are too unwell to leave their homes and patients requiring home care following a stay in hospital. These nurses work closely with the Doctors who refer patients to them when necessary. They can be contacted by phoning the above number.

### **Physiotherapist**

A physiotherapist employed by the PCT visits the surgery on Tuesday and Thursday mornings. Patients are seen here following referral by their doctor.

### **Chiropodist**

A PCT employed chiropodist holds a clinic at the surgery on most Fridays. Please contact Reception for an appointment.

### **Health Visitor**

A baby clinic is held at the surgery every 1st Wednesday of the month from 2:00pm.

### **Ante-natal care**

Pregnant patients are cared for by the community midwifery team. Patients who become pregnant should contact Reception to request a booking-in form; they will then be sent details of their first appointment with the midwife.

## **HOW DO I ?**

### **How do I Register?**

Providing you reside within our Practice area as shown, you can register with us. It's easy! Simply contact the receptionist either in person or by phone and request registration forms and accompanying literature for each new patient. Once the forms are returned your details will be entered onto our database and we will send for your notes. You will be registered with the practice rather than with an individual GP; however, if you have a preference to receive services from a particular individual either generally or for particular conditions, please

note this on the top of the registration form.

## What if I am only staying in the area a short time?

We provide a Temporary Patient service for anyone staying within our Practice area. This could be whilst on holiday, staying with relatives etc. Just call into the Surgery, fill in one of our Temporary Resident forms and we will assist you.

## How do I book an appointment?

All consultations are by appointment and should be made at Reception or by telephone during opening hours. The receptionist will offer you the next available appointment with the doctor of your choice but if you feel your problem is urgent you will be offered an emergency appointment with one of the doctors on duty that day. Alternatively, you can pre-book an appointment online through our website: [www.wickhambrooksurgery.co.uk](http://www.wickhambrooksurgery.co.uk)

If you no longer require your appointment please phone to cancel it in good time so that it can be offered to another patient.

## How do I order a repeat prescription?

Please see our Dispensary section.

## How do I get a sick note?

You can self certificate the first 7 working days of any illness and your employer is legally obliged to accept this and not to demand a doctor's note (ask for an SC1). If you think you will need a longer time off work, please make a routine appointment with a doctor. If you are having hospital treatment, a sick note can be issued on the basis of a hospital report and you do not have to see a GP as well, just let the receptionist know and they will arrange for you to pick it up later.

## How do I get the results of any tests?

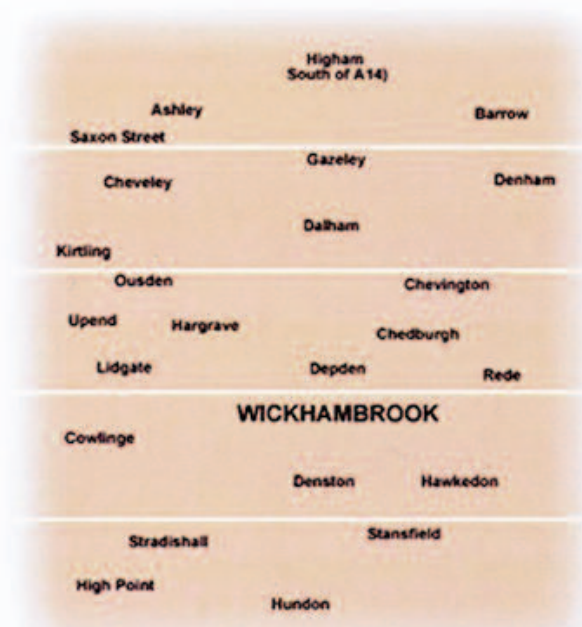
Please phone Reception after 11:00am to ask for the results of any blood tests, X-rays etc that you may have had taken.

## How do I make a complaint or suggestion?

See under Other Important Information section.

## OTHER IMPORTANT INFORMATION

### Practice Area



### Training

There is usually a doctor (the GP Registrar), fully qualified with hospital experience, working at the surgery to learn more about general practice. We also occasionally have a clinical medical student sitting with the doctor. The receptionist will tell you if this is so and, if you do not wish the student to attend the consultation, please tell her.

Occasionally some consultations are video recorded for teaching purposes. This will only be done with the consent of the patient both prior to and following the consultation.

### Patients' rights and responsibilities

We hope to operate a system of mutual trust and respect between patients and the practice team. Patients should be treated with courtesy and consideration at all times. Violent or abusive behaviour will not be tolerated in the surgery and patients committing acts of violence or abuse to any member of the practice team or any other person present on the practice premises will be asked to leave the premises immediately. Acts of this nature may lead to the removal of the patient from the practice's list.

## Access to information

All information at the practice is held, retained and destroyed in accordance with NHS guidelines. Information concerning patients is protected by the Data Protection Act 1998 and is not released to individuals outside the practice other than for the purposes of the medical care of the patient (eg hospital consultants) or with the prior consent of the patient. Under the Data Protection Act 1998 patients are entitled to access their clinical records or any other personal information held about them. If you wish to access these records please contact the Practice Manager.

## Suggestions and complaints

We welcome comments about our services which should be made in the first instance to the Practice Manager, Mrs Libby Hoffmann or, in her absence, Mrs Jane Seiler.

## DISPENSARY

The surgery has a dispensary which is open for the collection of prescriptions:

Monday to Friday: 8:30am to 6:30pm

Medication is available for sudden onset conditions immediately after your consultation.

For repeat prescriptions 48 hours notice (excluding weekends) is required. Requests can be made by telephone at any time (01440 823801 answer-phone). Alternatively you can use the repeat order form, provided with your medication by ticking the items you require and posting, faxing or handing the form into the surgery. You may also e-mail the dispensary at: [Dispensary@GP-D83003.nhs.uk](mailto:Dispensary@GP-D83003.nhs.uk) or click here to order on line through the secure site: EMIS Access.

If you wish to speak to a dispenser please telephone between 9:00 and 12:00 or 5:00 and 6:00.

Please ensure that you make an appointment for a medication review when advised to do so as the

Dispensary will be unable to issue further repeats when a review is overdue.

Exemption from prescription charges: if you are exempt from prescription charges please have evidence of exemption available each time you collect medication. Cheques must be accompanied by a cheque guarantee card; we regret that we are unable to accept credit or debit cards.

If you are regularly taking 2 or more medications, you may find it beneficial to purchase a pre-payment certificate: please ask at the Dispensary.

## Medication delivery

We offer a home delivery service to all patients on repeat medication. If you wish to take advantage of this please contact Jane Seiler at the surgery.

The main features of the service are as follows:

- Our delivery day is normally Tuesday, between 1:00 and 7:00pm, but in event of a Public Holiday the delivery would be on the previous Friday, between 9:00am and 1:00pm.
- Delivery is every 4 weeks – this is 28 days to come into line with quantities issued on prescription.
- The order will need to be placed by 6.p.m. on the preceding Wednesday allowing 48 hours preparation time as usual
- The first time a patient uses the delivery system they can order extra to bring their medication into line with the delivery date
- Patients will have to be at home to receive their medication. If the patient cannot be at home they can specify a neighbour to receive their medication but we will need their authorisation in writing prior to the delivery day
- We respectfully ask patients to be aware that if they choose to allow someone else to accept their medication their repeat slip is in the medication bag
- If patients pay for medication we will need their payment by cheque before the delivery day. The delivery driver will not be able to take payment for medication on delivery.
- If patients have an exemption card or a pre-payment card and wish to have their

medication delivered we will need to take a copy of the card to add it to their medical record.

Once we have a copy of the card the driver will not need to see the card on delivery.

- Even if the patient feels they have a safe letter box I'm afraid we are not allowed to leave medication. It must be handed over by the delivery driver to a patient or their nominated representative.
- Re-ordering and delivery of medication will not be automatic. Patients wishing to have their medication delivered should order it in the normal way AND always mention that they wish to have it delivered.

## **FUTURE DELIVERY DATES**

Future delivery dates are shown on our Practice News Webpage

## **ONLINE SERVICES**

### **EMIS Access**

Please note that you need to have set up your account to use this online facility. To do so please contact our reception. It will be necessary for you to attend the surgery, bringing with you some form of identification, such as a driving licence or passport. If you are unable to attend you must provide another person, acting on your behalf, with signed, written consent and a means of identification with your signature on it to be given these details. Clearly, access to the online facility needs to be secure, hence the need for the above precautions. Please retain the details you are provided with once you have set up your account.

You do the following online from our website:  
[www.wickhambrooksurgery.co.uk](http://www.wickhambrooksurgery.co.uk)

Online Appointments

Online Repeat Prescriptions