



PATIENT LEAFLET FOR FRESSINGFIELD & STRADBROKE MEDICAL CENTRES



Fressingfield Medical Centre
New Street
Fressingfield
IP21 5PJ



Telephone: 01379 586456 or 01379 586227
Website: www.fressingfieldmedicalcentre.co.uk

When the surgery is closed call 01379 586456



Stradbroke Medical Centre
Wilby Road
Stradbroke
IP21 5JN



Telephone: 01379 388313 or 01379 384220
Website: www.fressingfieldmedicalcentre.co.uk

When the surgery is closed call 01379 384220

**Disabled access is available at both sites. Further
Information is available on the www.disablego.com
website**



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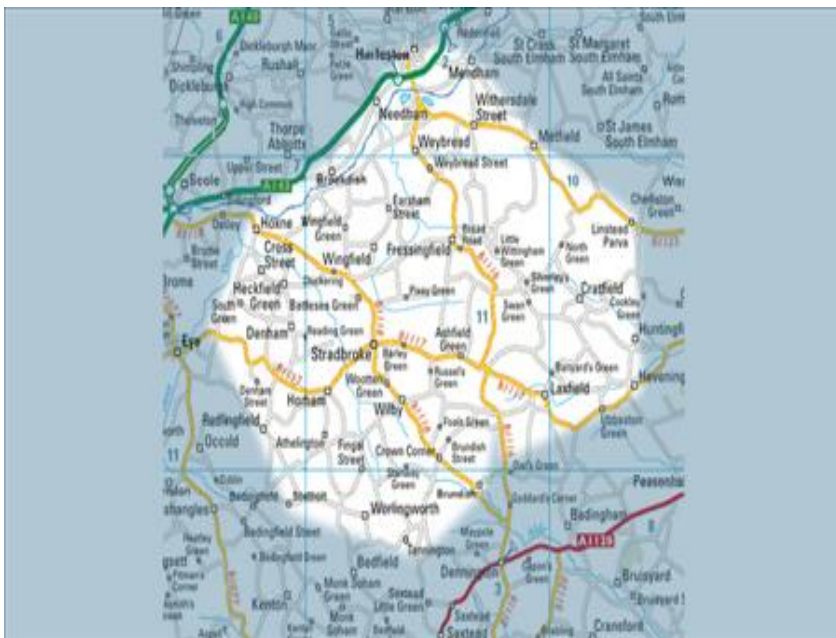
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WELCOME TO FRESSINGFIELD & STRADBROKE PRACTICES

The practice area covers 115 square miles of rural North Suffolk, stretching across the River Waveney into South Norfolk. It is served by two surgeries, the main one situated in Fressingfield with a branch surgery at Stradbroke.

We are a high achieving practice and pride ourselves on providing a high level of service to our patients; scoring well on the QOF (Quality & Outcomes Framework), which is a system that measures practice performance against a number of clinical and organisational indicators.

Results of the Government's GP Survey, which is sent to randomly selected patients each quarter places us in the top 10 best performing practices in Suffolk, an achievement we are very proud of.





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OPENING TIMES

The opening times for the two surgeries are as follows

	Fressingfield	Stradbroke
Monday	08:00 - 18:30 18:30 - 19:25*	08:30 - 12:30 15:45 - 18:15
Tuesday	08:00 - 18:30	08:30 - 12:30
Wednesday	08:00 - 18:30	08:30 - 12:30
Thursday	08:00 - 18:30	08:30 - 12:30
Friday	08:00 - 18:30	08:30 - 12:30 15:45 - 18:15

To contact us:

- Phone Fressingfield Medical Centre on 01379 586456 / 01379 586227 or
- Phone Stradbroke Medical Centre on 01379 384220 / 01379 388313.

Please note that between 18:30 and 8am during weekdays and all weekends and bank holidays, our phone system will provide a recorded message providing the telephone number for the Out of Hours service.

*EXTENDED HOURS

The Practice is pleased to offer extended evening opening hours on a Monday evening, late appointments are available up to 7:10pm.

These extra hours are only available for pre-booked Doctors appointments. The 'Out of Hours' service will be responsible for any medical emergencies from 6:30pm.

If you would like to register for an on-line account so that you can book appointments online, you will need to visit the reception at either Fressingfield or Stradbroke, and ask for an online booking application form, or download it from our website (www.fressingfieldmedicalcentre.co.uk).

You will need to complete this form and show proof of identity such as a passport, utility bill or driving licence.



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EMERGENCIES

In an emergency phone: 01379 586227 or 01379 384220.

If the surgery is open you will be able to speak to a member of staff who will speak to or contact the doctor on duty. Try to give as much information as possible.

If the surgery is closed, an answer phone message will give you the number to call for the doctor on duty. Our out of hours calls are handled by NHS Suffolk's Out of Hours Service who will request information about the problem you have so it can be communicated to the duty doctor. When the surgery at Stradbroke is closed during the day, the calls are switched directly to Fressingfield Medical Centre.

If someone experiences severe chest pain, collapse, unconsciousness or severe hemorrhage (bleeding) you should dial 999 in the first instance and ask for the ambulance service.

ALWAYS PHONE: 01379 586227 OR 01379 384220 IF YOU NEED THE DOCTOR URGENTLY.

ABOUT OUR APPOINTMENT SYSTEM



The Practice operates a system for dealing with urgent medical problems e.g. those that cannot wait until the next routine available appointment with any of the Doctors at any site. These are short (5 minute) appointments for acute problems and if the Doctors consider that this is not the case, you may be asked to re-book on another day in a routine slot. If you have a non-urgent medical problem, it is not advisable to come to the surgery without first making an appointment, as the doctor will be unable to see you. If required, you can book a telephone consultation with your Doctor at the end of morning surgery.

LOCUM DOCTORS

On some occasions you may find that the doctor on duty in the surgery or carrying out visits is not one of the doctors from the practice. This Doctor is called a locum Doctor and is standing in for one of the regular doctors who is away.

HOSPITAL APPOINTMENTS

If you experience difficulties with your hospital appointment e.g. cancellations, re-arranged times etc. first of all contact the hospital appointments department, or the secretary of the consultant concerned. (You will find the telephone number of the Consultants at the Norfolk & Norwich University Hospital in the ordinary telephone directory.) If you still experience problems contact Jenny our secretary at Fressingfield.

HOME VISITS

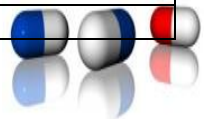
Requests for home visits should be made before 10.00am so that each doctor can organise his visiting schedule in the most effective way. Please remember that there are very few reasons for requesting a home visit: in the majority of circumstances medical problems are best dealt with at the surgery. If, for example, your child has a temperature, there is no harm done bringing him or her to see the doctor at the surgery. Requests will always be accepted for patients who are terminally ill or housebound. Please call 01379 586227 OR 01379 384220 to make a request for a home visit.

PRESCRIPTIONS

Please allow at least 2 working days notice for your prescriptions. Your prescription requests will be picked up by our dispensers during their normal working hours, so any requests made outside normal working hours will be processed on the next working day. Please see below timetable for collection of prescriptions.

PRESCRIPTION COLLECTION TIMES

REQUESTED BY		READY FOR COLLECTION FROM	
Monday	AM	Wednesday	AM
Monday	PM	Thursday	AM
Tuesday	AM	Thursday	AM
Tuesday	PM	Friday	AM
Wednesday	AM	Friday	AM
Wednesday	PM	Monday	AM
Thursday	AM	Monday	AM
Thursday	PM	Tuesday	AM
Friday	AM	Tuesday	AM
Friday	PM	Wednesday	AM





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If you have to pay for more than 3 prescription items in 3 months or 14 items in 12 months, you could save money with a Prescription Prepayment certificate (PPC).

Further information is available from this website:

<http://www.nhsbsa.nhs.uk/1127.aspx> or phone 0845 850 0030

The Practice has two fully staffed dispensaries at Fressingfield and Stradbroke that are open during the surgery opening hours. If you are a dispensing patient it means that your prescriptions can be dispensed at the surgery – a dispensing patient is someone who lives more than a mile away from the nearest chemist.

Anyone living within a mile of a chemist (for example Harleston patients) will have to have their prescriptions dispensed by any chemist that is convenient for them.

REPEAT PRESCRIPTIONS

Repeat prescriptions are dispensed at Fressingfield Medical Centre. They can be collected at Fressingfield and Stradbroke Surgeries during surgery hours only. Please make clear as to when and where you wish to collect your medication on the repeat slip provided.

It requires time and careful organisation to achieve this as 7000+ items are dispensed each month and we therefore request at least 2 working days notice for repeat prescriptions.

The dispensers are only too happy to help with non-medical enquiries, relating to your prescriptions. Medical enquiries will be passed to the doctor who deals with your medication. For routine enquiries about your prescription please contact the Dispensary between 12 noon and 4pm as this is the quieter time of the day (during clinic times the dispensers are usually very busy).

It is not necessary to phone to confirm if your prescriptions is ready for collection if you have allowed the necessary two full working days.

WHAT IS A REPEAT PRESCRIPTION?

It is long term, regular medication prescribed by your doctor; as such it will be added to your prescription slip and monitored on a regular basis by your doctor or a nurse. Any other medication prescribed for acute problems CANNOT be prescribed on the same basis.

If the medication that you are requesting is not on your repeat prescription slip, then the dispensers will not be able to issue it, until you have been seen by a doctor.

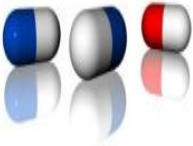
A hospital script can only be dispensed after the Doctor has checked it providing it is for medication that he feels he can take responsibility for.

ORDER OPTIONS

1. Put the slip in the Repeat Prescription Box provided at each surgery or through the letterbox.
2. Fax your request to the Surgery on 01379 588265.
3. Post it to the Surgery.
4. Order it online via our website

If you are elderly or housebound and need further assistance please contact the surgery on 01379 586456

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.





MEMBERS OF THE TEAM

Doctors



Dr JAMES MORRIS MBBS MRCGP DCH DFFP (Reg. LONDON 1989)

I joined the practice in 1998 having completed a 7 year short service commission in the RAF as a medical officer. My wife is an anaesthetist working in the region. My medical interests are varied and include paediatrics and sports medicine. When not at work most of my time is spent with my young family but I am also keen on walking/mountaineering and have recently rediscovered the joy of swimming & running (long may it last!!). I also dabble in woodwork & DIY.

Dr FAISAL MANTO MBBS DipDerm (Reg. LAHORE 1993)

Following my graduation I took up volunteer work and spent two years in the democratic republic of Congo. After completing my training in General Practice and Diploma in Dermatology in the UK, I joined the practice in 2005 and have thoroughly enjoyed my time working with the excellent team of staff and doctors. I think of myself as a generalist but have also developed an interest in dermatology. When I am not at work, I am busy with my young family of four who keeps me sane and on my toes. I enjoy days out, cooking, eating and (crave) relaxing in my spare time.

Dr James Mackay MBBS

Dr Mackay will join the practice in January 2013. Dr Mackay studied medicine at the UEA and completed his GP training in Suffolk. He has a young family and is married to a GP.

Practice Manager:

Katie Civil



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Nurses:	Suzanne, Cathy, Debby, Yvonne & Sharon (HCA)
Reception Staff:	Margaret, Claire, Heather & Tania
Secretary:	Jenny
Administrators:	Marion, Debbie
Dispensers:	Claire, Carole, Helly, Debs, Angela, Morag

Attached Staff

There is an office for our District Nurses and Health Visitors at Fressingfield Surgery. They are employed by Suffolk Primary Care Trusts. We used to have a Chiropody Clinic at Fressingfield, but due to a re-organisation by NHS Suffolk there is no longer a Chiropody Clinic at the practice. The Community Mental Health Team is based at Stowmarket.



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CLINICS & SERVICES

ASTHMA & COPD CLINIC



- Fressingfield: (invitations sent)
- Stradbroke: (invitations sent)
- Run by **Suzanne Stones** who is our specially trained Asthma & COPD nurse. The emphasis is on monitoring treatment, continuing education and advising on self



management, including recognising when your asthma/COPD is getting worse and what you should do in that situation.

HEART DISEASE AND STROKE CLINIC



- Fressingfield: (invitations sent)
- Stradbroke: (invitations sent)
- Clinics run by **Cathy Tooley and Suzanne Stones** to monitor, advise and support patients who have heart disease or who have had a stroke and those who are at risk.



DIABETES CLINICS



- Fressingfield: (invitations sent)
- Stradbroke: (invitations sent)
- Clinics run by **Cathy Tooley and Suzanne Stones**. The clinic aims to promote a better understanding of diabetes, encourage self management, educate and help monitor your diabetes with a view to preventing the long-term complications of diabetes that include blindness, kidney failure, foot ulcers and amputations.

MIDWIFE CLINIC

- Every Friday morning at Fressingfield, run by a Midwife attached to our practice. You can ring the practice to make an appointment.

CERVICAL SMEARS

- Our trained cervical smear Nurses **Cathy Tooley and Yvonne Dunham** are happy to carry out your cervical smears during normal surgery hours at a time and surgery that is convenient for you. Please let the Receptionist know when you book your appointment that it is for a cervical smear.

OVER 75'S CLINIC

- Fressingfield and Stradbroke
- Run by **Deborah Gamble**. Available each year to all patients aged 75 years and over - who are not seen in any of our other chronic disease clinics. Its aim is to help monitor ongoing care and individual needs. An invitation will be sent for an annual check around your birthday.

UNDER 5 DROP-IN CLINIC

- Fressingfield: 1st and 3rd Wednesday each month
- Run by our attached Health Visitors. This is an open access session (no appointments required) for all parents with babies and young children to meet together, have their babies weighed and obtain practical help and advice from the Health visitors on all matters relating to their children.

MINOR SURGERY



All the doctors perform minor surgery procedures at either Fressingfield or Stradbroke. The Primary Care Trust reduced the funding for minor surgery and as a consequence many practices reduced their minor surgery service. It is an expensive service for practices to provide, we have managed to maintain our minor surgery service, subsidising much of the



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funding ourselves, as we realise that patients would prefer to attend their local practice rather than having to travel to a hospital. We also offer cryosurgery for the treatment of warts and verrucas and other skin conditions. Suffok PCT disallows certain minor surgical procedures that they consider cosmetic only.

SMOKING CESSATION CLINIC

- This clinic aims to encourage a more effective approach to giving up smoking. You can contact Yvonne or Sharon directly for an appointment at the Fressingfield or Stradbroke Surgery. An initial assessment at the first visit provides advice and a choice of nicotine withdrawal medication, if appropriate, and then encouragement and support at follow up sessions, using a Carbon Monoxide monitor to reinforce abstinence from smoking.



COUNSELLOR

The doctor can refer you for counselling/cognitive behavioural therapy (CBT). Suffolk PCT is responsible for the delivery of this service to our patients.

CHILDHOOD IMMUNISATIONS – FRESSINGFIELD: WEDNESDAYS, 11.00AM - 13.00PM

This clinic is run by **Deborah Gamble**. You will usually be notified of your child's appointment by post. If it is inconvenient, we can always arrange it for another time. Please make sure you bring your child's Red Book and invitation when attending for all immunisations.



FLU CLINICS

SEASONAL FLU CLINICS ARE HELD FROM OCTOBER EACH YEAR

We realise that it is sometimes difficult for patients to attend the flu clinics, but it is much easier for us to manage the flu vaccination campaign if patients do attend the clinics rather than making individual appointments. We publish the flu clinic details in the Stradbroke Monthly, Five Alive, Laxfield Newsletter, Village Voice, Athelington, Horham & Redlingfield News & Cratfield News. If you know of any other publication that you would like us to advertise the details in, then please let us know. The details are also published on our website, and are available from the practice from late August. Unfortunately, we are unable to send out letters.

YOU ARE ELIGIBLE IF:

You have chronic respiratory disease	You have chronic heart disease	You have chronic kidney disease
You have chronic liver disease	You are diabetic	You have a weak immune system
You are over 65 years of age or 65 prior to the end of the flu season (March)	You have a history of stroke or TIA or Multiple Sclerosis or a disease of the central nervous system	
You are a carer (in receipt of carers allowance)	You are pregnant	

BEFORE YOUR VACCINATION

When you attend for your injection, you must tell the Practice Nurse prior to having your vaccination if you answer 'Yes' to any of the following questions:

- Have you ever had a reaction to a previous flu vaccination?
- Are you feeling unwell or do you have a raised temperature?
- Are you allergic to hens' eggs or antibiotics?
- Are you trying for a baby, pregnant or breast-feeding?

AFTER YOUR VACCINATION

Most people have no adverse reaction to their flu vaccination

- A few people get a slight temperature and aching muscles for a couple of days or your arm may feel a bit sore where it is injected and you may experience some redness and swelling at the site of the injection.
- Any other reactions are much less common.
- Tell the Practice Nurse or Doctor immediately if you experience any symptoms that cause you concern



TRAVEL CLINIC

TRAVEL VACCINATIONS

- **Please try to provide 4 weeks notice**
- These can be arranged with our Practice nurses and carried out during their clinic sessions. It is essential to organise them well in advance of your departure date. The reason for this is that to achieve maximum protection against the various infectious diseases that you might contract abroad, the vaccines have to be given as courses and in a particular order and time is required to carry this out effectively. We need to know where you are going and for how long, other countries you may be travelling through, whether you are pregnant and if you've had an adverse reaction to any vaccine previously. The same applies to malaria protection.
- We use TRAVAX, approved software that provides up to date information about all vaccination and Malaria requirements.
- If you are travelling outside Europe for more than a month, this is known as a complicated travel schedule, we may be able to provide some of your vaccines but you may need to seek the advice of a Travel Clinic initially.

The following are the details of the local Travel Clinics:

Long Stratton Health Centre - 01508 530781 (A travel clinic is run every Tuesday PM)

Mile End Clinic, Norwich - 01603 442200

UEA, Norwich - 01603 592172

North Sea Medical Centre, Gorleston - 01493 414149

Cambridge Travel Clinic - 01223 367362

Oak Street, Norwich - 01603 626217

Tukswood Travel Centre, Hall Road, Norwich - 01603 447766

The following Health Centres offer a Yellow Fever service only:

Diss Health Centre, Mount Street, Diss - 01379 642023

Church Plain Surgery, Loddon - 01508 520222

PATIENT REGISTRATION

To register with our Practice your home address needs to be within our Practice Area. If you wish to register, please visit either surgery and talk to our receptionists who will provide you with the relevant forms, or you can find the necessary forms on our website. You will need to provide proof of identity.

It is useful to bring with you your up to date NHS medical card - this provides all the information we need to add you to our patient list apart from your new address and

telephone number. **As part of the registration process we will invite you for a new patient medical with our practice nurse.**

Although you will be registered with the Practice, you can express a preference as to which Doctor you wish to see.

The Practice doesn't run a personal list system so there is freedom to move between Doctors. The partners, however are very keen on continuity of care during an episode of illness or ill health.

If you have a chronic disease and have not been invited to a clinic within 3 months of joining the practice please contact us.

TEMPORARY RESIDENTS

If you are staying in the area (for up to 3 months) and require access to health care we will ask you to register as a temporary patient.

PRACTICE STATEMENT

OUR AIM IS TO:

- Treat you with courtesy and respect.
- Provide a service for both routine and emergency care of your health problems.
- To involve you in shared decision-making relating to your illness, your treatment, and any referral that is necessary for a further opinion.
- To keep information about your health confidential.
- To respond to complaints you may make to the practice promptly.
- To provide you with access to, or information from your health record held on computer or in file, subject to current legislation.

WE WOULD LIKE YOU TO:

- Keep us informed about where you live and how you can be contacted if these details change.
- Keep your booked appointments.
- Contact us as soon as you can when there is a problem relating to your care or you have a complaint about our service.
- Use the Out of Hours emergency service appropriately for genuine emergencies only.
- Share your concerns if you are unclear or uncertain about any treatment that is offered to you.
- Ask for a home visit only when you (or the patient you are responsible for), are unable to attend the surgery due to illness.



SICKNESS SELF CERTIFICATION

THE FIRST 7 DAYS

For your first 7 days of sickness you can self certify

This means you can either write a letter to your employer or complete a Statutory Sick Pay Form or Employees Statement of Sickness (form SC2)

- An SC2 self-certification form (SC1 for unemployed or self-employed) is used by an employee to provide their employer with details of sick absences of 4 or more days in a row. The completed SC2 form is then used to help decide whether or not the employee is entitled to receive Statutory Sick Pay (SSP).
- **GPs are not obliged to issue NHS medical certificates (Fit Notes) for periods of sickness of less than seven days' duration.** However, if a patient requires a short-term certificate, the GP is entitled to charge a fee. However, it is clearly not an appropriate use of NHS time to see patients for no other purpose than to provide a sick certificate.

CONFIDENTIALITY

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases. Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

CONFIDENTIALITY - UNDER 16'S

We provide a confidential service to all our patients including those under 16. This means that you can tell others about your visit, but we won't. If you have any concerns about confidentiality please feel free to ask a member of staff before your

appointment. We are able to give advice and literature on many subjects which may concern you

- Sexual Health
- Contraception
- Alcohol
- Drugs
- Anxiety
- Depression
- Bullying
- Please feel free to make an appointment with the Nurse

PATIENTS ACCESS TO THEIR HEALTH RECORDS

The Data Protection Act 1998 (Section 7) specifies the rights of access of the Data Subject (Patient)

All requests for access to your health record must be made in writing and sent to the Practice Manager, Fressingfield Medical Centre, New Street, Fressingfield, Suffolk, IP21 5PJ.

A response will be provided as soon as possible, and in any event within 40 days. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

If records are held entirely electronically, a charge of up to £10 may be made.

If records are held partly electronically and partly manually, a charge up to £50 may be made.

If records are held wholly manually, a charge up to £50 may be made.

The Practice will notify the enquirer of charges when the request is made. The Practice requires payment once charges have been confirmed but before the work is carried out. Other charges may apply if the records have been added to in the previous 40 days. The Practice will charge only the costs of providing the data, up to the maximum specified. It will not automatically charge the maximum

CARERS

We know that carers are often hidden looking after a family member or helping a friend or neighbour with day-to-day tasks and may not see themselves as a carer. Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.



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As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

Also please ensure that you let us know that you are a carer.

USEFUL CONTACT INFORMATION FOR CARERS:

A carers assessment can be arranged by contacting - Customer First: 08456 023 023. Suffolk Social Services have produced a useful booklet called "Support Family Carers in Suffolk"; a copy can be downloaded from our website.

COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

The Practice operates a complaints process, which complies with NHS procedures. Information about this can be obtained from the practice staff or if preferred please telephone Katie Civil, Practice Manager, for a confidential discussion.

HOSPITAL CAR TRANSPORT

The NHS can provide free, non-emergency transport to certain patients who are eligible, i.e. there must be a real medical need and/or severe mobility issues to make a request for transport, at a time which is suitable for you:

Call the Patient Transport Clinical Assessment and Advice Centre on 0845 8500774.

Lines are open Monday-Friday, 8am – 6.30pm, and Saturday 8am-12 midday

Please have your NHS number, details of your GP surgery and hospital clinic and appointment details to hand.

You will be asked some questions to verify that you are eligible

If you are not eligible for transport you will be offered advice on alternative options.

You can make a booking up to 3 months in advance of your appointment.

Bookings made less than 48 hours in advance of the appointment will not normally be accepted

CONSENT

You may be asked to provide consent to certain procedures either verbally or in writing the clinician carrying out the procedure will provide you with full details.

Further information of our procedures can be obtained from the practice manager.

USEFUL CONTACTS

District Nurses' Office/Answer phone	01379 873812 (existing patients) 01449 614769 (new patients)
Health Visitors' Office/Answer phone	01379 873782
Addenbrookes Hospital	01223 245151
Hartismere Hospital	01379 873700
Ipswich Hospital	01473 712233
James Paget Hospital	01493 452452
Norfolk & Norwich University Hospital	01603 286286
Papworth Hospital	01480 830541
SPIRE Hospital Norwich	01603 456181
Suffolk Nuffield Hospital	01473 279100
West Suffolk Hospital	01284 713000
Suffolk Practitioners Services Unit	01473 329000
NHS DIRECT	0845 4647
Suffolk PCT	01473 770000
Saint Elizabeths Hospice	01473 727776



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Priscilla Bacon Lodge	01603 255720
Norwich NHS Walk in Centre Timberhill Health Centre Castle Mall Norwich NR1 3DD	0300 0300 333 (Open 7am to 9pm 7 days a week)
PALS (Patient Advice & Liaison Service)	0800 389 6819 for general queries concerning NHS Services in Suffolk
NHS Suffolk's Out of Hours Service	0300 130 3066
To find an NHS Dentist in Suffolk	0800 389 6819
Customer First (Social Services)	08456 023023