

PRACTICE LEAFLET



Welcome to

Felixstowe Road Medical Practice

235 FELIXSTOWE ROAD
IPSWICH
IP3 9BN
PHONE: 01473 719112
www.felixstoweroadmedicalpractice.co.uk

PRACTICE OPENING HOURS

The Practice is open from 8.00am to 6.30pm Monday to Friday for booking appointments, requesting a home visit, collecting prescriptions and telephone enquires etc. The surgery is closed on Saturday, Sunday and bank holidays.

GP CONSULTATION APPOINTMENT TIMES

Monday	8.30 - 12.00 p.m.	2.30 - 5.30 p.m.
Tuesday	8.30 - 12.00 p.m.	2.00 - 5.30 p.m.
Wednesday	8.30 - 12.00 p.m.	2.00 - 5.30 p.m.
Thursday	8.30 - 12.00 p.m.	2.00 - 5.30 p.m.
Friday	8.30 - 12.00 p.m.	2.00 - 5.30 p.m.

APPOINTMENTS

Appointments can be requested by submitting a request on-line via our website, via the telephone or in person. Appointment requests will be triaged by the Duty Doctor & you will be offered an appointment with an appropriate clinician or directed to an external service that is better placed to accomodate your needs. You will be offered an appointment on the basis of clinical priority, some of these will be on the same day or we will add you to our waiting list until an appropriate appointment becomes available. We will inform you of when the appointment has been booked. For routine appointment we endeavour to speak or see you within two weeks.

Practice Nurse & Health Care Assistants Appointments

These appointments can be pre-booked up to 12 weeks in advance.

Extended Access

We offer some extended access appointments, these operate between the hours of 7.30-8am. The majority of the appointments are with an HCA or Nurse. Please ask reception if you would like to book into these.

Cancellations

If you cannot keep your appointment, please notify the surgery as soon as possible to enable us to offer the appointment to someone else.

HOME VISITS

Home Visits should only be requested for patients who are housebound, terminally ill or too ill to be brought to the surgery. If you require a home visit, please telephone the surgery before 10.00 a.m. Your request will be reviewed by our duty doctor.

OUT OF HOURS CARE

If you are suffering from a life threatening emergency you should telephone 999.

If you need urgent advice/care overnight or at weekends when the surgery is closed then you should telephone 111.

NHS 111

NHS 111 is a national service to provide urgent healthcare advice and guidance over the telephone when it isn't an emergency. The service is available 24 hours a day and can be contacted by telephoning 111.

HOW TO REGISTER AS A PATIENT

If you live within our practice boundary and would like to register with us, please complete an on line application form available on our web site, via NHS.uk or NHS app, if you are unable to do

this please ask at reception for paper forms. If you are registering via paper format If possible, please also bring some ID with a photograph and your address. You will be offered an appointment with a Health Care Assistant for a new patient check.

We do not discriminate on grounds of :-

Race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition

The following patients will be accepted onto our practice list:

- Patients who live within our practice area.
- Temporary residents who live within our practice area.
- Patients allocated to the surgery by the local Health Authority.

The following patients will not be accepted onto our practice list:

- Patients who live outside our practice area.

CHANGE OF ADDRESS

Please let us know if you change of your name, address, email address or telephone number or any other circumstance which may affect the practice. You can complete this on our website If you move to an address outside the practice area, we will ask you to register with a practice that covers your new address.

REMOVAL FROM THE PRACTICE LIST

Patients will be removed from our practice list if:

- they move to an address outside our practice areas
- they register with a doctor at a school or university
- they move abroad
- they register with another practice
- they are rude/abusive or commit/threaten an act of violence against a doctor, member of staff, or another patient in practice premises/grounds.

CLINICAL STAFF & MANAGER

Dr Andrew Hall	M	MRCGP MBChB DFSRH PGCE 2005 Liverpool	GP Partner
Dr Maithilee Deole	F	M.B.B.S,MRCOG,MRCGP	GP Partner
Dr Christina Sarder	F	MBBS 2010 (Dhaka) MRCGP	GP Partner
Dr Neil Renshaw	M	MB BS BSc DCH DRCOG MRCGP DMJ 1988 London	Salaried GP
Dr Karen Meenan	F	MBChB MRCGP DRCOG BMSc	Salaried GP
Dr Jonathan Dinmore	M	MBBS2016 London	Salaried GP
Dr Mitzi Munuo	F	MB BS 2019 (London)	Salaried GP
Katie Fradgley	F	PG Dip PA Studies 2016 University of Birmingham	Physician Associate
Jacqueline Brumpton	F	SRN SCM Dip HE Community Nursing	Lead Practice Nurse
Amanda Snelling	F	Dip HE Adult Nursing	Practice Nurse
Hannah MacDonald		Dip HE Nursing	Practice Nurse
Rebecca Ulph	F	Dip HE Nursing	Practice Nurse
Carla Godbold	F		Health Care Assistant
Rachel Denny	F		Health Care Assistant
Michelle Simpson	F	BA(hons) Leisure Management	Practice Manager

PCN and Satellite Clinicians

We are part of the North East Ipswich Primary Care Network, working with our colleagues at Two Rivers Medical Centre to provide some services. These staff are employed by the Primary

Care Network and can include Physiotherapists, Pharmacists, Pharmacy Technicians, Physician associates, care co-ordinators and social prescribers. This list is not exhaustive and other staff members working for your care may be employed on this basis.
Satellite or attached clinics currently include Diabetic nurse and Midwife.

LABORATORY & X-RAY RESULTS

The doctor/nurse/ health professional will advise how and when to obtain the results of any laboratory tests or X-Rays you have undergone. If you are asked to telephone the surgery for your results after a few days, please do so after 10.00 a.m.

REPEAT PRESCRIPTIONS

If you require a prescription for long-term or established treatment, and do not need to see the doctor, the request can be made via our internet website, NHS APP, or by using your Repeat medication slip indicating which of the items you require and returning it to the practice.

We do not accept repeat prescriptions requests over the telephone.

Please allow 72 hours for processing of routine repeat prescription requests.

CHAPERONES

Our doctors and nurses take the utmost care to respect personal dignity and confidentiality. There may be times when you would feel more comfortable with a chaperone in the room during your consultation. If this is the case, please do not hesitate to ask if one can be arranged.

FAMILY CARERS

If you are looking after a friend, relative, partner or person who cannot manage without help because of illness, age or disability of any kind, please let us know together with the name of the person you are caring for.

Support is available from - www.suffolk.gov.uk and www.suffolkfamilycarers.org

PRACTICE INTERNET WEBSITE

The practice has an internet website:- www.felixstoweroadmedicalpractice.co.uk

The website contains general information about the practice plus clinical advice and guidance. It also contains a facility to advise us of a change to your personal details, to order repeat medication, and to inform us that you wish to cancel an appointment.

DATA PROTECTION & CONFIDENTIALITY

Patient's personal details and medical history are maintained on computer systems at the Practice. The Practice is registered under the Data Protection Act 1998, and complies with current GDPR legislation. Staff have a duty to keep information about you confidential however information might be passed on to other healthcare professionals with a genuine need to protect your health or the health of the public at large. These other healthcare professionals will also be subject to a duty of confidentiality. Where appropriate, details that identify you will be removed from information shared with others.

COMPLAINTS

If you are unhappy with anything that has happened to you at the practice, please write to the Practice Manager providing full details of the incident. We take all complaints seriously and will try to deal swiftly with any problems that occur. An information leaflet is available at reception or you can fill in an online form on our website

CAR PARKING & DISABLED FACILITIES

A small car park is available at the rear of the surgery and a disabled parking space is near the main entrance. There is good access to the premises for all disabled patients, without steps inside or outside to obstruct a wheelchair. Disabled toilet facilities are available in the waiting room. We have a wheelchair available if needed for use by patients within the building. Please ask at reception if you wish to make use of it. Our reception desk is designed for wheelchair users and there is a hearing loop available if required. We also have a mobile wheelchair ramp if disabled patients need to use our staff entrance.

PRIVATE FEES & CHARGES

Our doctors and nurses provide some services that are not classified as General Medical Services so not available under the NHS. A private fee will therefore be charged. These services include:-

- Private sick notes
- Private insurance forms
- Private medical reports and examinations
- Holiday cancellation forms
- Driving licence forms
- Insurance claim forms
- Fitness to travel forms
- Travel vaccinations
- Copies of medical records (in some instances)

LOCAL HEALTH AUTHORITY

Suffolk and North East Essex ICB

Endeavour House

8 Russell Road

Ipswich

IP1 2BX

Telephone: 01473 770000

Website: www.suffolkandnortheastessex.icb.nhs.uk

PRACTICE AREA (INNER BOUNDARY)

The practice area includes:-

East Ipswich
Purdis Farm
Foxhall
Rushmere St Andrew
Kesgrave up to Bell Lane
Nacton
Levington
Bucklesham

Northern Boundary

Railway line from Westerfield Road (Westerfield Station) eastwards to Playford

Eastern Boundary

Bell lane, Foxhall Road to the A12

East of A12 to include Bucklesham

South of A14 to include Levington

Southern Boundary

River Orwell to Levington

Western Boundary

Railway line in Westerfield Road (Westerfield Station)

Bolton Lane

Woodbridge Road

Grimwade Street

Fore Hamlet

Duke Street

Coprolite Street

River Orwell

PRACTICE AREA (OUTER BOUNDARY)

In response to a request by the Department of Health, the Practice has created an additional 'outer boundary area' which enables existing patients who move to this area to remain on the Practice List.

East of A12 to include the villages of:-

Martlesham

Waldringfield

Brightwell

Newbourne

Hemley