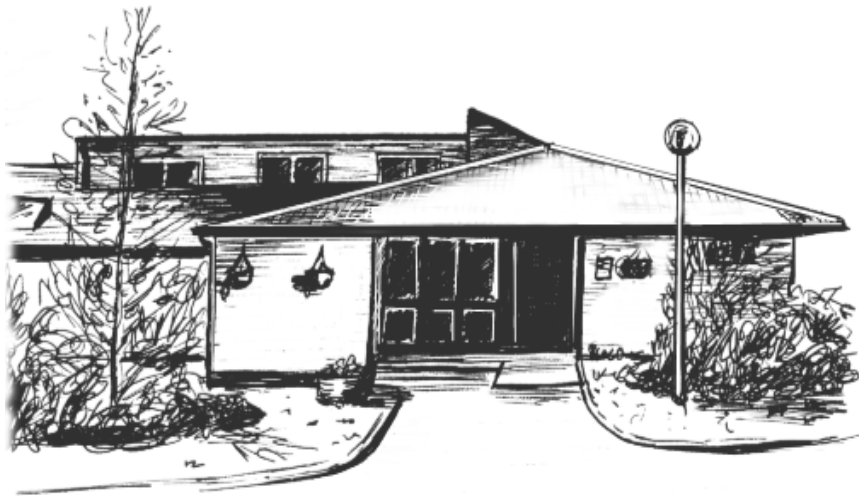


# *Welcome to Framlingham Medical Practice.*



*The Surgery, Pembroke Road,  
Framlingham, Suffolk IP13 9HA*

***Telephone Numbers:***

*Framlingham Surgery Reception: 01728 723627*

*Fax: 01728 621064*

*Dispensary: 01728 723957*

*Earl Soham Surgery: 01728 685325*

***Email contacts:***

***Framlingham Surgery – [Framlingham@gp-d83026.nhs.uk](mailto:Framlingham@gp-d83026.nhs.uk)***

***Earl Soham Surgery – [Earlsoham@gp-d83026.nhs.uk](mailto:Earlsoham@gp-d83026.nhs.uk)***

***Practice Website – [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk)***

September 11

# PRACTICE MANAGEMENT & CLINICS

## PARTNERS

**Dr Charles Wright, BSc (Hons), MB, BS, MRCGP**  
**Dr Susan Hopton, MB, ChB, MRCP, DRCOG, DFFP**  
**Dr Linda Cross, MB, BS, DRCOG**  
**Dr Darryl Peel, MB, ChB**  
**Dr Jonathan Turner, BMed Sci, MB, BS, MRCGP**

## FRAMLINGHAM CLINICS

(\* Early or Late sessions – see page 5)

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>a.m.</b>	Dr Wright* Dr Hopton Dr Cross Dr Peel	Dr Hopton Dr Peel Dr Turner	Dr Wright Dr Cross	Dr Peel Dr Turner	Dr Cross Dr Peel Dr Turner
<b>p.m.</b>	Dr Cross Dr Peel* Dr Turner*	Dr Wright Dr Hopton Dr Peel Dr Turner	Dr Wright Dr Hopton Dr Cross	Dr Wright Dr Peel Dr Turner	Dr Hopton Dr Peel Dr Cross Dr Turner

## EARL SOHAM CLINICS

<b>a.m.</b>	Dr Turner	Dr Wright	Dr Hopton	Dr Wright	Dr Hopton
<b>p.m.</b>	Dr Wright	<b>CLOSED</b>	<b>CLOSED</b>	<b>CLOSED</b>	<b>CLOSED</b>

**THE SURGERY STAFF:**

<b>Practice Manager</b>	Sally Kitt, BA Hons
<b>Accounts Manager</b>	Rosie Unthank, ACA
<b>Practice Administrator</b>	Helen Flatt, LLB (Hons)
<b>Nurse Practitioner</b>	Janet Walne BSc (Hons), RGN
<b>Practice Nurses</b>	Kaye Dawe RGN Chris Sampson RGN, RM Kate Hunt BSc (Hons) RGN, RM
<b>Health Care Assistants</b>	Shelley Diggins & Julie Rozier
<b>Administrators</b>	Jenny Turner / Pauline Aitken
<b>Audit Clerk</b>	Debora Stephan
<b>Secretaries</b>	Julie Larter & Helen Preston
<b>Reception Co-ordinator</b>	Janet Mayhew
<b>Receptionists</b>	Jo Hubbard/Gill Abbott/Victoria Finney/ Aprile Smith/Sara Goodwin (Trainee)
<b>Dispensary Co-ordinator</b>	Carol Fuller
<b>Dispensers</b>	Anita Brown/Sue Donlan/Linda Leftley/ Claire Darby
-----	
<b>Earl Soham Administrator</b>	Ann Wybar
<b>Earl Soham Dispensers</b>	Paula Barham/Sue Lenton/Paul Kitchener

**OTHER NHS STAFF ATTACHED TO THE SURGERY:**

**District Nurses** Sister Maggie Hoddy, Carole McKenry,  
(Tel: 01728 685006) Val Howlett & Beccy Battley

**Health Visitor** (Tel: 01728 403012)

*Open Access Clinic Framlingham United Free Church –1<sup>st</sup> and 3<sup>rd</sup> Mondays of the month 2pm – 4pm*

**Community Midwives** Di Bultitude & Lyn Moore  
*Clinics on a Tuesday morning at Framlingham and some Friday afternoons at Earl Soham.*

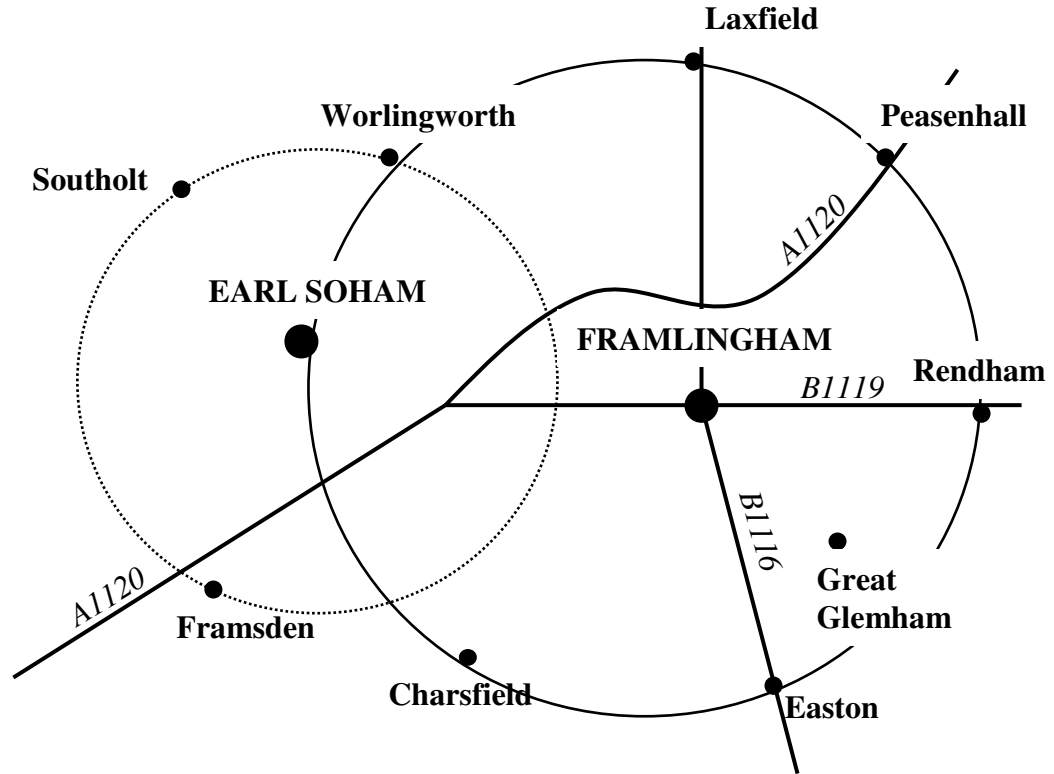
**Improving Access to Psychological Therapies/Counselling**

*We have two therapists attached to the surgery – referrals are made by GPs*

**Community Physiotherapist and Chiropodist.**

*Patients are referred by GPs/nurses.*

**THE PRACTICE AREA INCORPORATES THE FOLLOWING VILLAGES:**



- Ashfield
- Badingham
- Bedfield
- Bedingfield
- Brandeston
- Bruisyard
- Brundish
- Charsfield
- Cransford
- Cratfield
- Cretingham
- Debenham
- Dennington
- Earl Soham
- Easton
- Farnham
- Framlingham
- Framsdan
- Great Glemham
- Hacheston
- Helmingham
- Hoo
- Kenton
- Kettleburgh
- Laxfield
- Marlesford
- Monewden
- Monk Soham
- Peasenhall
- Parham
- Pettaugh
- Rendham
- Saxtead
- Sibton
- Southolt
- Sweffling
- Tannington
- Ubbeston
- Wilby
- Winston
- Worlingworth



**FRAMLINGHAM SURGERY OPENING HOURS**

PLEASE NOTE: There **is** wheelchair access at this surgery.

The Surgery building is open from:

- **8.30am to 6.00pm** on Tuesdays – Fridays
- **7.00am – 7.30pm** on Mondays.

Dispensary is open throughout these hours.

We now offer a few Pre-bookable Early and Late appointments on Mondays - mornings (from 7.30am) or evenings (until 7.30pm) – these are for patients who have difficulty attending surgery during routine opening hours.

**RECEPTIONISTS**

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.

Please remember they act on your behalf and be understanding when they ask for more details as these are requested by the doctors and nurses.

**APPOINTMENT SYSTEM**

All doctors’ consultations are by appointment only and should be made at reception or by telephone during opening hours. Appointments can be made on-line at anytime – register at Reception for your log-in and password. Receptionists endeavour to offer “same day” appointments - but cannot guarantee these will be with your preferred GP so you may be offered an alternative appointment with another doctor or nurse.

Appointments can be made up to four weeks in advance.

If you have problems with mobility, specific occupational needs or have to arrange transport to the surgery please let us know and we may be able to offer you an appointment later in the week.

If you are unable to keep an appointment please let us know and we can offer it to another patient.

When appointments fall behind due to emergency consultations or home visits, the Receptionists will keep you informed of any delays.



## **EARL SOHAM SURGERY**

Drs Hopton, Wright or Turner hold surgeries every day at Earl Soham and Framlingham. Registered patients can book appointments at either surgery.

## **LAXFIELD SURGERY**

There is a branch surgery in the medieval Guildhall at Laxfield which is open on Tuesday and Friday afternoons from 2 - 3pm. This is an open surgery therefore no appointments are necessary.

Nurse Practitioner, Janet Walne works at Framlingham and Laxfield – she supports the doctors by diagnosing and treating many common illnesses, holding Respiratory clinics, offering Smoking Advice and running the Yellow Fever centre.

## **CLINICS**

Our Health Care Assistants are available daily to take bloods, do ECGs and provide health checks to newly registered patients and annual health checks.

Practice Nurses are available daily to undertake clinical procedures such as wound dressing and routine vaccinations. They also hold clinics to monitor and advise on diabetes, coronary heart disease, asthma, smoking cessation, diet, travel immunisations and childhood immunisations.

## **CERVICAL SMEARS**

All women aged 25 to 65 are strongly recommended to have a regular cervical smear. It is advised that first smears are performed at 25 years of age, then 3 yearly up to 49 and then 5 yearly from 50 – 64. Patients will be recalled automatically. Smears are performed by the Practice Nurses.

## **PATIENTS NOT SEEN AT SURGERY RECENTLY**

The Practice will provide a consultation on request to patients between 16 and 75 years of age who have not attended surgery during the last 3 years.

We will also provide a consultation on request to patients over 75 years of age who have not attended the surgery over the last 12 months. If necessary, owing to their medical condition, this may take place in the patient's home.

## **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 and routine enquiries should be made from 11.00 a.m. onwards.

Doctors and Nurses are happy to give advice over the telephone when they are not consulting. 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. Receptionists have been asked not to interrupt the doctors in clinic and may therefore ask you to ring back between 11:30am and 12 noon unless your call is urgent.

## **HOME VISITS**

We do request that patients think carefully before requesting a home visit as often a more meaningful and thorough examination can be performed in the surgery. Regional guidelines suggest that home visits should be reserved for elderly, housebound, and terminally ill.

Urgent requests for home visits should be made as soon as possible ideally before 10.30am. Please be prepared to give a brief summary of the symptoms and concerns as this will allow doctors to prioritise visits appropriately. A doctor will phone you back to discuss your visit request.

The visiting doctor may not be the doctor that you are registered with.

Visits are performed after morning surgery and before afternoon surgery, usually between 12.00 and 1.00pm. If you are waiting for a visit and feel things have deteriorated dramatically please ring the surgery again..

## **OUT OF HOURS CARE**

Out of hours care in Suffolk is provided by Harmoni – this organisation deals with emergencies on weekdays from 6.00pm until 8.30am and at weekends. To contact a doctor in an emergency (during surgery hours) ring: (01728) 723627 or to contact Harmoni direct (Out of hours) ring: 0300 130 3066

NHS Direct (08 454647) is a confidential 24-hour telephone help line, you can speak to a nurse for advice at any time of the day or night. Alternatively information is available via NHS On-line [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **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** or at the Minor Injury Unit at Riverside Clinic, Landseer Road, Ipswich **(01473) 299622**.

## **DISPENSARY**

Framlingham is a dispensing practice; therefore patients who live more than one mile from the local pharmacy may receive their prescribed drugs from our dispensary. If you are taking regular medication your prescription will be printed from your computer medical record. Repeats can be requested by handing in the repeat slip from your last prescription, by handwritten request via post, fax (01728 726656), or using the order form on [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk) – we regret we are unable to accept verbal requests. Framlingham patients may also leave requests at the local chemist who will bring them to us for processing. We require 48 hours, or two working days notice for collecting medication.

## **PRIVATE FEES**

Services such as private medical examinations, insurance claim forms, BUPA/PPP vaccination certificates, Passport and Licence authorisations are outside the NHS and the Doctors are entitled to charge a fee. Details of fees are displayed in our waiting areas.

## **OTHER SERVICES**

**CONTRACEPTIVE ADVICE :** All Doctors and Practice Nurses are able to discuss your contraceptive requirements and are available for contraceptive advice. We also offer an IUD (coil) fitting and contraceptive implant service with our Practice Nurse, Kate Hunt.

**CHILD HEALTH:** All Doctors are registered to undertake child health surveillance for children registered with the Practice.

**TRAVEL ADVICE & IMMUNISATIONS:** Practice Nurses provide travel advice and immunisations, although patients are advised to log onto [www.masta.org](http://www.masta.org) or telephone on 0906 550 1402 to request a Health Brief prior to seeing the nurse. Please complete the risk assessment form before you attend your appointment.



## **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 Assistants 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. 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 contact the Practice Manager at Framlingham Surgery.

## **VIOLENT/ABUSIVE BEHAVIOUR**

The Practice has a duty to provide a safe and secure environment for patients, staff and visitors. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

### **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 or mobile numbers.

### **PRAISE, COMMENTS OR CRITICISM?**

The Doctors and Staff of Framlingham and Earl Soham Medical Practices aim to provide a quality, caring service but we recognise that there is always room for improvement.

We welcome any helpful comments, concerns or complaints which can be posted in the suggestion boxes in our surgeries or directed to our Practice Manager or the Senior Partner, Dr C.E. Wright at Framlingham Surgery. There is also a feedback form on [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk).

We have a formal procedure which ensures that issues raised are recorded, discussed in Practice meetings, remedial actions are agreed and, where contact details have been provided, written responses are issued within 10 working days.

There is also a link on our web pages at [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk) which enables you to submit your comments directly to the Practice Manager.