

MENDLESHAM MEDICAL GROUP

PRACTICE INFORMATION LEAFLET



Main Surgery (Mendlesham)

The Health Centre
Chapel Road
Mendlesham
Stowmarket
IP14 5SQ

Tel: 01449 767722- Option 1

Option 1: reception

Option 3: secretaries

Email: mmg.mendlesham@nhs.net

Dispensary Email:

mmg.mendleshamdisp@nhs.net

Branch Surgery (Bacton)

Manor Farm Surgery
Church Road
Bacton
Stowmarket
IP14 4LJ

Tel: 01449 767722 – Option 2

Option 1: reception

Option 3: secretaries

Email: mmg.bacton@nhs.net

Dispensary Email:

mmg.bactondisp@nhs.net

Website: www.mendleshamhealthcentre.co.uk

GP PARTNERS and SALARIED GPs:

Dr Raj Tanna – Partner

MB CHB MRCP

Qualified Univ. Of Leicester 1995

Dr Peter Holloway

MA MB BChir

Qualified University Of Cambridge 1983

Dr Julia Ford – Partner

MB CHB MRCP DFFP DCH

Qualified University Of Liverpool 2005

Dr Emma Brierly

MB BS

Qualified University Of London 1992

Dr Victoria Jennings

BM BS

Qualified University of Nottingham 2000

Dr Lauren Davies

MRCP. MBChB.

Qualified University Of Birmingham 2013

Dr Danelia Carlile

MB ChB

Qualified University Of Manchester 2004

Dr J Francis

MB BS

Qualified University of London 1996

OPENING HOURS

The Health Centre (Mendlesham)	Monday to Friday	(AM)	08:00 to 13:00
		(PM)	13:00 to 18:30
Dispensary (Mendlesham)	Monday to Friday	(AM)	08:30 to 13:00
		(PM)	14:30 to 18:00
Manor Farm Surgery (Bacton)	Monday to Friday	(AM)	08:30 to 12:30
		(PM)	Closed
Dispensary (Bacton)	Monday to Friday	(AM)	08:30 to 12:30
	Monday, Tuesday & Thursday	(PM)	15:30 to 18:00
	Wednesday & Friday	(PM)	Closed

IMPROVED ACCESS / EXTENDED HOURS

For your convenience we are able to offer 'extended hours' appointments at the following times:

- Tuesday 7am to 8am and 7pm to 7:30 pm
- Wednesday 7am to 8:30am
- Thursday 7:30am to 8am and 6:30pm to 7pm

Please speak to reception to book.

ABOUT THE PRACTICE

Mendlesham Medical Group is a partnership providing NHS services under an NHS England General Medical Services Contract. The Practice is long established, serving a rural population in mid Suffolk. The main surgery is The Health Centre in Mendlesham. Manor Farm Surgery is our branch surgery in Bacton.

Everyone at the Practice is dedicated and committed to providing a first class service and we aim to treat our patients as we would wish to be treated ourselves. We are extremely proud of the entire team often going beyond their usual duties to ensure that we provide the highest standard of care to our patients

ACCESSIBILITY

Both surgeries have access ramps and accessible toilets. Accessible parking is available close to the entrance of each surgery. There are hearing aid loops in reception, and the surgery uses DA language line for those who do not speak English.

HOW TO REGISTER

If you live within the catchment area and would like to register, please collect a registration pack from reception at either site. Alternatively you can find the required registration form and new patient questionnaire on our website under the 'New Patients' tab. Additionally, you are now able to register online through healthtech1, <https://register-with-gp.ht1.uk/?gpCode=D83019&gpName=Mendlesham%20Medical%20Group>.

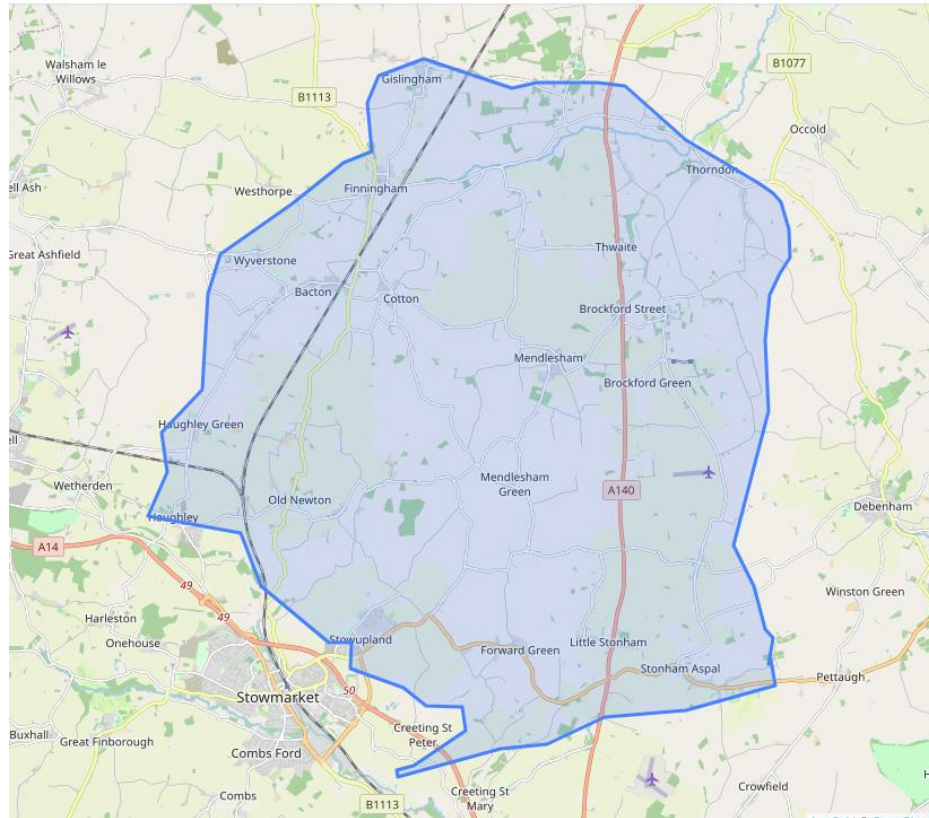
Once completed, the forms should be returned to reception who will be able to process your registration. A member of the reception team would be happy to discuss any queries you may have regarding your registration.

When registering, you have the right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All

patients will be assigned a named accountable GP however this does not prevent you from seeing any GP of your choosing.

AREA COVERED

The catchment area is outlined in blue on the map below.



OUTER AREA BOUNDARY

Existing patients who move from the catchment area into the 'Outer Area Boundary' are able to remain registered with Mendlesham Medical Group. Please check with reception if you are unsure if this applies to you.

ZERO TOLERANCE

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence. Patients should be aware that they may be removed from the Practice list if they behave in this manner.

STAFF TRAINING

Once a month the Practice is closed for the afternoon for essential staff training. The dispensary and reception are still open for collections and walk in administrative queries. There are no clinical staff (GPs or Nurses) on site during these closures. Details of closure dates are available from reception or on the Practice website. Telephone calls made to the surgery during this time will automatically divert to the Out of Hours provider.

HOW TO BOOK AN APPOINTMENT

Telephone reception on **01449 767722** (Mendlesham) or **01449 781777** (Bacton) to arrange an appointment. Calls are automatically diverted to Mendlesham when Bacton is closed.

Appointments are also available for you to book online with system online, or via the NHS app.

For your convenience and to avoid calling or visiting the Practice, you can complete an **eConsult** online. This can be used if you need advice from your doctor, if you have an administrative request (such as test results or requiring a sick note) or if you are looking for self-help advice. You will receive a response to your eConsult before the end of the next working day. This service can be accessed via the Practice website.

Telephone and face to face appointments are available to book in advance and each last 10 minutes. If you feel that you may need a longer appointment, please let reception know. If you have an urgent problem that cannot wait until the next available routine appointment please let reception know.

The surgery is also able to offer you an appointment with a GP or Practice Nurse via the GP+ service. This service offers pre-bookable appointments in the evenings and at weekends with a GP or Practice Nurse. GP+ appointments are available at a number of locations across Suffolk for your convenience when the Practice is closed. GP+ appointments will not be at Mendlesham or Bacton.

HOME VISITS

If you are housebound and require a home visit please call and speak to reception as early in the day as possible, ideally before 10:30am. It would be helpful if you could provide the receptionist with as much information as possible to allow the clinician to assess the urgency of your visit. Visits may be carried out by the PCN Paramedic Visiting Service or a Doctor.

We are unable to undertake home visits for reasons of convenience or lack of transport. Home visits are intended for patients who are housebound or who are too ill to come to the Practice.

CANCELLING APPOINTMENTS

Please ensure that you are available on time for your appointment whether it is face to face or on the telephone. If you are unable to keep your appointment please contact reception in order to cancel giving as much notice as possible. This helps us to ensure that appointments are available to those that need them, when they need them.

We appreciate your patience and understanding should the clinician be running late. Unfortunately emergencies do occur and these must take priority which can sometimes lead to a delay.

THE DOCTORS

All of the Doctors provide full general medical services.

Dr Tanna - has a special interest in ear, nose and throat (ENT) problems and minor surgery.

Dr Ford

Dr Holloway

Dr Davies

Dr Carlile

Dr E Brierly

Dr J Francis

THE NURSING TEAM

ANP: Catherine Walsh
Karen Wood

Lead Practice Nurse: Katherine Lewis

Health Care Assistants: Sharon Easter
Carolyn Manley

Phlebotomist: Hayley Page

PRACTICE STAFF

Practice Manager: Liz Cooper

Deputy Manager: Cassie Jarvis

Operations Manager: Sue Vince

Dispensary Manager:

Managers assistant: Ashleigh Scase

Reception: Elena (Lead), Joey, Lorraine, Sarah, Anna, Jo, Penny, Michelle, Elaine

Secretaries: Janice, Tina

Admin: Amanda

Dispensers: Amanda, Ashley, Dawn, Paula, Sarah, Alison (trainee), Jemma (trainee) Claire, Kezie, Jazmine

Dispensary Admin: Kim, Louise, Emma.

Practice Management: The Practice Manager is responsible for the running of the Practice and is available for any comments, suggestions or complaints. Our aim is to give you the highest standard of service and deal promptly with any problem that may occur. The Practice Manager is supported by a Deputy Practice Manager and Operations Manager who are also available to assist you.

Pharmacist: Having complete a Master of Pharmacy (MPharm) degree accredited by the General Pharmaceutical Council (GPhC) are able to see patients for medication reviews and patient medication advice and are able to advise dispensing staff with patient queries.

Advanced Nurse Practitioner: Having undertaken further study at degree/masters level, Advanced Nurse Practitioners are able to see patients for diagnosis and treatment. They can prescribe and refer to secondary care if this is required. Our Advanced Nurse Practitioner also reviews patients with asthma or COPD.

Practice Nurses: Appointments can be booked for dressings, vaccinations, coronary heart disease, diabetes, hypertension, minor injuries, cervical smears and family planning.

Health Care Assistants: Offer appointments for ECGs, NHS Health Checks, Long term condition health checks, dressings, blood pressure monitoring and assist Doctors with minor surgery.

Phlebotomist: Offers appointments for blood tests and blood pressure monitoring.

OTHER STAFF

Mendlesham Medical Group is part of a Primary Care Network (PCN) which enables us to share resources. We are fortunate to have access to Paramedics who are available to consult with our patients.

REPEAT PRESCRIPTIONS

When your repeat prescription is due please make your request online or on the NHS App. Alternatively you can post or hand in your repeats slips into the designated dispensary post boxes. To reduce the risk of mistakes we are unable to accept repeat prescription requests over the telephone or by email. Please give at least 5 working days' notice and remember to plan ahead if you are going on holiday. Standard policy is to issue 28 days' supply.

Repeat prescriptions are regular medications/items that have been authorised by your Doctor. You will be issued with a printed repeats slip. If the medication you are requesting is not on your repeats slip the dispensers will not be able to issue it until you have spoken to your Doctor.

A medication review date is printed on your repeats slip. No medication can be dispensed after this date. Please ensure that you arrange an appointment to have a medication review with a Pharmacist or through econsult alternatively with a GP for those with LTC at the Practice before your medication review date has passed.

Please ask at reception for a registration form if you would like to enable access to the SystmOnline service, repeat medications can also be ordered from the NHS app. Photo ID is required to register for this service.

OTHER PRESCRIPTIONS

The Practice has a Dispensary at both sites. For your convenience, any medication prescribed to you during your consultations at the Practice will be dispensed for you at the on site Dispensary.

PRESCRIPTION DELIVERY SERVICE

A prescription delivery service is offered to those patients who are on Metered dose, meaning we prepare medication in weekly blister packs for those that are not able to manage their medication independently.

MEDICAL STUDENTS

The Practice is proud to host medical students during their training. Medical students undertake placements with us in order to gain valuable experience in Primary Care. With your consent, the students will observe consultations and conduct consultations themselves whilst under close supervision of one of the Doctors. If you would prefer not to be seen by a medical student, please let reception know when booking. Your treatment will not be affected in anyway.

The practice also is part of the GP registrar training scheme where we have a newly qualified GPs working independently with us to provide extra clinical care, these GP trainees are with us on 6 monthly rotations full time and part time GP trainees 12 monthly.

URGENT MEDICAL ADVICE WHEN THE SURGERY IS CLOSED

The Suffolk GP Out of Hours Service is accessed via **NHS 111** and is for urgent cases only.

They provide cover from 6:30pm until 8am Monday to Friday and 24 hours a day during weekends and Bank Holidays. Calls to NHS 111 are free from mobile phones and landlines. To access the service dial 1-1-1. The Out of Hours service is commissioned by NHS England.

SERVICES WE PROVIDE

Along with routine appointments, the practice offers the following services:

Family planning – All our GPs and the Practice Nurse offer a full range of family planning services

Immunisations – The nursing team administer vaccines for both adult and child immunisations, as well as travel immunisations.

Minor surgery – Your GP can advise on minor operations and procedures for example joint injections or removal of some skin lesions, these are not always feasible at the surgery and you may be referred onwards

Cervical screening (smear tests) – These tests are undertaken by the nursing team.

Chronic disease management – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, COPD, diabetes, hypertension, kidney disease and heart disease.

Private medicals – Can be arranged with a doctor by prior appointment only. Please ask at reception for details of available times and associated fees.

Other services – ‘NHS Health checks’ for eligible patients aged 40 to 74 years.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

DISTRICT NURSES can be contacted via the Care Co-ordination Centre on **0300 123 2425**

HEALTH VISITORS can be contacted on **0345 6078899** or email childrenshealth@suffolk.gov.uk

MIDWIVES at the Gilchrist Birthing Unit (Eye) can be contacted on **01379 870600**

SOCIAL SERVICES can be contacted via ‘Customer First’ on **0845 6023023**

SUFFOLK WELLBEING can be contacted for support if you are experiencing low mood, stress, anxiety or have other emotional wellbeing concerns. You can **self-refer** by calling **0300 1231503** or online at www.wellbeingnands.co.uk. You don’t have to speak to a GP first.

Feel good Suffolk local service to help with stopping smoking and maintaining a healthy weight and lifestyle. You can **self-refer** by visiting the website www.feelgoodsuffolk.co.uk or by calling **0345 603 4060**

HOSPITAL TRANSPORT

Patient Transport Services in Suffolk are provided by **E-zec**.

The patient transport service provides planned, non-emergency transport to and from NHS hospitals and clinics across Suffolk including outpatient departments, inter-hospital transfers, renal dialysis, oncology centres and your home. It is only available for patients who are deemed eligible for medical reasons. For any enquiries or to book hospital transport please call **0300 999 6666**.

PRIVATE SERVICES

Ear wax removal is available at Mendlesham Health Centre as a private service through a provider called **Ear View**. Please contact Jason to arrange an appointment on **07925 651116** or visit www.earview.co.uk for

further information.

Ear View: for Micro suction and syringing – On Tuesday mornings

Simply Feet: for Chiropody - on Friday afternoons is available through the surgery.

Ear View and Simply Feet are not affiliated with Mendlesham Medical Group.

**THE FRIENDS OF MENDLESHAM HEALTH CENTRE
(INCORPORATING BACTON SURGERY)**

We are very grateful to 'The Friends of Mendlesham Health Centre (incorporating Bacton Surgery)'

'The Friends' are a group of trustees who are charged with managing and channelling bequests and fund-raising proceeds to purchase items and enhance medical services at both Mendlesham and Bacton surgeries for the benefit of our patients.

The group meets 3 times a year to respond to requests from the Practice and organise fund-raising events. Periodically, informal educational workshops are arranged by 'The Friends' for patients and those involved with their care.

Memorial donations made on behalf of loved ones are always greatly appreciated and provide a valuable source of finance to improve the welfare of all those that use the surgeries.

Suggestions regarding services and equipment that may improve patient care are warmly welcomed for consideration.

Please contact 'The Friends' with any suggestions or ideas: Philip Tucker (Joint Secretary)
p.tucker543@btinternet.com

THE MENDLESHAM HEALTH CENTRE PPG (patient participation group)

PPGs are UK-wide and Mendlesham and Bacton surgeries now have one in place. The PPG are an advisory group between the practice and the patients, and act to improve services for the patient population.

The PPG consists of 6 patients from the practice, together with administrators and clinicians

Norman foster (chair), Denise Foster (secretary)

COMPLAINTS

The Practice will always try to offer you the best service possible however there may be times that you feel that this has not happened. If you wish to make a complaint, please write to or telephone the Practice Manager who will decide how best to investigate and resolve the matter.

We believe that it is important to deal with complaints in a timely manner. We will acknowledge receipt

of your complaint within 3 working days and provide a further full response as soon as the complaint has been investigated. In complex cases this may take a while but we will keep you informed throughout the investigation process.

We hope that you will be satisfied with our investigation and response, however if this is not the case you have the right to approach the Parliamentary Health Service Ombudsman.

The contact details are: The Parliamentary and Health Service Ombudsman
Millbank Tower
30 Millbank
London
SW1P 4QP

Tel: 0345 015 4033

Web: www.ombudsman.org.uk

If you do not wish to raise your complaint directly with the Practice, you may make your complaint directly to the commissioners of our service, Suffolk & North East Essex Integrated Care Board (ICB). Their contact details are;

Tel: 0800 389 6819

Email: complaints@snee.nhs.uk

Please note, you can only raise your complaint with one organisation, you cannot complain to both the Practice and the ICB.

COMPLIMENTS / SUGGESTIONS

We welcome feedback from our patients.

Please leave any suggestions, compliments or comments that you may have with reception or send us a letter or email, and we will be happy to consider any suggestions.

DATA PROTECTION AND ACCESS TO MEDICAL RECORDS

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice hold about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.

- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing information for this purpose.

You have a right under the General Data Protection Regulations to request access to view or to obtain copies of the information the surgery holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

- Your request must be made in writing to the Data Protection Officer for the practice– for information about the hospital you should write directly to them
- You have a right of access to a copy of all of the information held about you free of charge.
- We are required to respond to you within one month.
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

A copy of the Privacy Notice can be viewed on the website.

NHS ENGLAND CONTACT

Mendlesham Medical Group provides NHS services on behalf of:

NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 2233
Email: england.contactus@nhs.net

USEFUL TELEPHONE NUMBERS

Ipswich Hospital	01473 712233
West Suffolk Hospital	01284 713000
Norfolk & Norwich Hospital	01603 286286
Gilchrist Birthing Unit, Eye	01379 870600
St. Elizabeth's Hospice	01473 727776
Sexually Transmitted Diseases (<i>Open Access Hospital Clinic</i>)	

Suffolk Patient Services Unit	01473 711011
Citizens Advice Bureau	01473 329000
Disabled Advice Bureau	01449 676060 / 676280
Community Mental Health	01473 217313
Samaritans	01449 774977
Relate	01284 750000
AIDS Helpline	01473 254118
Alcoholics Anonymous	01473 232007
Cruse Bereavement Care	01473 212224
Registrar Births, Deaths & Marriages	01473 230888
Family Planning Clinic	01449 612054
Norfolk Community Alcohol Services (<i>NORCAS</i>)	01449 776046
Emergency dental service	01473 259382
Out of Hours Service	0800 389 6819
Suffolk NHS	111
PALS (<i>Patient Advice & Liaison Service</i>)	01473 770000
POHWER ICAS	0800 389 6819
	0845 456 1084