

WELCOME TO THE EYE HEALTH CENTRE

The practice leaflet describes the services offered (under the NHS) within this practice. It explains how we can help you in preventing disease and caring for your illness or disability, and how you can help us. Before joining this practice, you should ensure that we provide the services you require. To register, please ask at reception, or visit our website.

DOCTORS/PARTNERSHIP

Dr H R A Lewis MBBS MRCP

Dr C J Partridge MB ChB DCH DRCOG MRCP

Dr V M Ahmed MBBS

Each doctor looks after about 2,000 patients. Whilst you have the right to express a preference of practitioner, this is normally based on where you live.

PRACTICE TEAM

A team of four nurses and nine staff assists the doctors in reception, secretarial, managerial, dispensing and administrative support. All staff recognise total patient confidentiality. Information from your medical record is only released on your signed consent.

Receptionists know the answer to most of your questions. Please do not hesitate to ask for help.

Nurses: Julia Wallace-King, Nurse Practitioner/Manager, heads the team of practice nurses – Andrea Pretty, Denise Scoggins and Susan Williams. All nurses can advise you on minor illness, injections and immunisations, foreign travel, minor injuries, ear syringing, suture removal, blood pressure checks, blood and urine testing. In addition, nurses run weekly chronic disease management clinics. Julia and Denise both visit housebound patients unable to attend the surgery. Well man/woman clinics are also available by arrangement .

OUT OF HOURS AND EMERGENCY PROCEDURES

18.30-08.00 WEEKDAYS AND ALL WEEKENDS/BANK HOLIDAYS

Services are provided by Suffolk Primary Care Trust and contracted to Harmoni.

Always telephone **01379 870689** and you will be transferred directly to the professional answering service. They will call the duty doctor for you. The doctor will return your call to discuss the nature of the problem and provide the appropriate help. In the event of serious illness or accident, the answering service can simultaneously organise an ambulance to reduce delay.

EMERGENCIES – RING 01379 870689 or 999

THERE IS ALWAYS A DOCTOR AVAILABLE

Think carefully before dialling 999 for an ambulance or going to a hospital accident and emergency department (A&E). These services are for people who are seriously ill or injured.

The nearest casualty departments are Bury St Edmunds, Ipswich or Norwich hospitals. Minor injuries and cuts may be dealt with at the Health Centre during normal opening hours.

OTHER SERVICES

We have access to physiotherapy, social workers, chiropody, dietician, speech therapy and counsellor, either on site or in close proximity.

REFERRAL PROCEDURE

Your doctor may request the opinion of another partner in the practice which may save you a hospital visit. Hospital consultant opinions are available at a choice of hospitals including Ipswich, Norwich and Bury St Edmunds. Very occasionally other specialist hospitals may be recommended. Please feel free to discuss your preference for access and visiting. You may also request a private referral. Hospital transport is only available in medical need.

PATIENT RIGHTS/RESPONSIBILITIES

You have the right to absolute confidentiality and to expect appropriate care delivered in a professional manner regardless of who you are. However, any patient found to be violent or abusive to a member of the Health Centre staff is liable to be removed from the practice patient list.

Please be aware of home or over the counter remedies for minor illnesses that do not require a doctor's involvement. This helps us to help you by not overcrowding the system unnecessarily. For advice regarding minor illness, contact NHS DIRECT on 0845 4647 or visit www.nhsdirect.nhs.uk

Please keep appointments that you have made with either the doctor or the nurse, or give good warning if you have to cancel. Missed appointments are very costly to the practice and could be utilised by someone in need.

Julia is able to take on some of the tasks traditionally undertaken by the doctors. She can diagnose many of the common illnesses seen in the surgery and now also runs a fortnightly contraceptive implant/coil fitting service.

The Community Care Team provides **District Nurses** to look after patients who are housebound and need nursing care at home. However, they are no longer based in the Health Centre, but can be contacted on **01379 873812**.

The **Health Visitor**, Jan Jones, will automatically introduce herself to new mothers and new patients with young children. She holds clinics and conducts home visits to monitor the development of pre-school children and advises on all aspects of family health and local services that are available. Any anxiety is discussed with your own doctor.

TEST RESULTS

Please telephone after 9.30am for hospital or test results. Your doctor will always advise you of abnormal results.

SERVICES PROVIDED

General Medical Services, cervical screening, chronic disease management, health promotion, contraception (including coil fitting), child health surveillance, smoking cessation, phlebotomy, warfarin monitoring and maternity services in close association with the midwife. The doctors do no deliveries.

CONSULTATIONS

We have a mix of pre-bookable and book on the day appointments available every day. Routine appointments are offered 2-4 days in advance which allows us to keep enough flexibility to offer a same day service for urgent appointment requests and emergencies. If your consultation is not urgent, please do not ask for an urgent appointment which may be required by someone in greater need.

Evening surgeries are by appointment only and primarily intended for those who work and cannot attend morning surgeries, or those reliant on others for transport.

The practice is responding to the government's drive to improve GP access for commuters and other patients who are unable to attend for a routine appointment during normal surgery hours. Appointments are available from 18.30 - 19.30 on Monday evenings, but must be booked in advance.

We try very hard to keep to appointment times, but we appreciate your understanding of inevitable delays for emergencies and unforeseen long consultations.

We welcome and encourage a close relative to attend the appointment. Illness in an individual affects a family – sometimes the patient needs to recognise this too!

Always advise the receptionist if you have come by bus, taxi or car service. The surgery has easy access for wheelchairs.

HOME VISITS

Home visit requests are always handled by your doctor. It would greatly help us if requests could be made before 9.30am. If at all possible, please attend the surgery as each visit takes the time of at least four consultations. The doctor is not obliged to visit and will discuss each request with you.

HEALTH PROMOTION

The practice nurses, under the doctors' guidance, run clinics to reduce the risk of heart attack, stroke, cancer and osteoporosis, and for the management of diabetes, asthma and COPD, hypertension, established heart disease and smoking cessation. We welcome self-measurement and involvement in the national expert patient programme.

REPEAT PRESCRIPTIONS

This is a dispensing practice and medications may be dispensed to rural patients who live more than a mile from a pharmacy. Requests can be made by post, fax or in person by dropping in the repeat slip directly to the Health Centre or Eye pharmacy. **You can also order your repeat prescriptions online via our website.** Please note that telephone requests are strongly discouraged and that the dispensers cannot issue medication without the doctors' authority.

Please give at least two full working days' notice prior to collection.

Telephone enquiries for the dispensary should be made after 9.30am.

FEEDBACK

Many of you are generous in appreciation of the service at Eye Health Centre. We recognise that occasionally things do not go as smoothly as we would like. Please ask us to sort out any problems as soon as they arise as mole hills are more easily moved than mountains.

COMPLAINTS

If you have a complaint or concern regarding any aspect of the service you have received, please let us know by speaking to any member of staff or alternatively writing to your own doctor, or the Practice Manager. We operate a practice based complaints procedure (which meets national criteria) as part of the NHS system for dealing with complaints. Leaflets are available in reception. We aim to be a listening organisation at all levels and as such are determined to learn from you experiences.

All feedback is formally logged and discussed, and used as an opportunity for us learn.