

# *Welcome to Framlingham Medical Practice*

*Striving to deliver outstanding service every day*



Framlingham Medical Practice,  
The Surgery, Pembroke Road,  
Framlingham, Woodbridge,  
SUFFOLK  
IP13 9HA



**Contact Numbers:**

Framlingham Surgery Reception: 01728 723 627  
Framlingham Fax: 01728 621 064  
Framlingham Dispensary: 01728 723 957  
Earl Soham Surgery: 01728 685 325

**Email:** *IESCCG.Framlingham-Medical-Practice@nhs.net*

**Practice Website :** *www.framlinghamsurgery.co.uk*

**DOCTORS:**



**Dr Charles Wright,  
BSc (Hons), MBBS, MRCGP, AHEA**



**Dr Susan Hopton,  
MB, ChB, MRCP, DRCOG, DFFP**



**Dr Linda Cross,  
BA (Hons), MBBS, DRCOG**



**Dr Jonathan Turner,  
BMed Sci, MBBS, MRCGP**



**Dr Mike Barstow,  
MB, ChB, MRCGP, DRCOG**



**Dr Lynne Carley** (*Salaried GP ON MATERNITY LEAVE*)  
**MB, ChB (Hons), BHSc (Hons), MRCGP,  
DRCOG**

**Dr Harry Brooks** (*Locum GP covering Dr Carley*)  
**MB, ChB, MRCGP, MRCP**

**CLINIC TIMES:**

FRAMLINGHAM SURGERY					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Dr Wright Dr Cross Dr Barstow	Dr Hopton Dr Turner <i>Dr Brooks</i>	Dr Wight Dr Cross Dr Turner Dr Barstow	Dr Barstow <i>Dr Brooks</i>	Dr Turner Dr Barstow
PM	Dr Cross Dr Turner Dr Barstow	Dr Wright Dr Turner <i>Dr Brooks</i>	Dr Hopton Dr Cross Dr Turner Dr Barstow	Dr Wright Dr Barstow <i>Dr Brooks</i>	Dr Hopton Dr Turner Dr Barstow
EARL SOHAM SURGERY					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Dr Turner	Dr Wright	Dr Hopton	Dr Wright	Dr Hopton
PM	Dr Wright	CLOSED	CLOSED	CLOSED	CLOSED

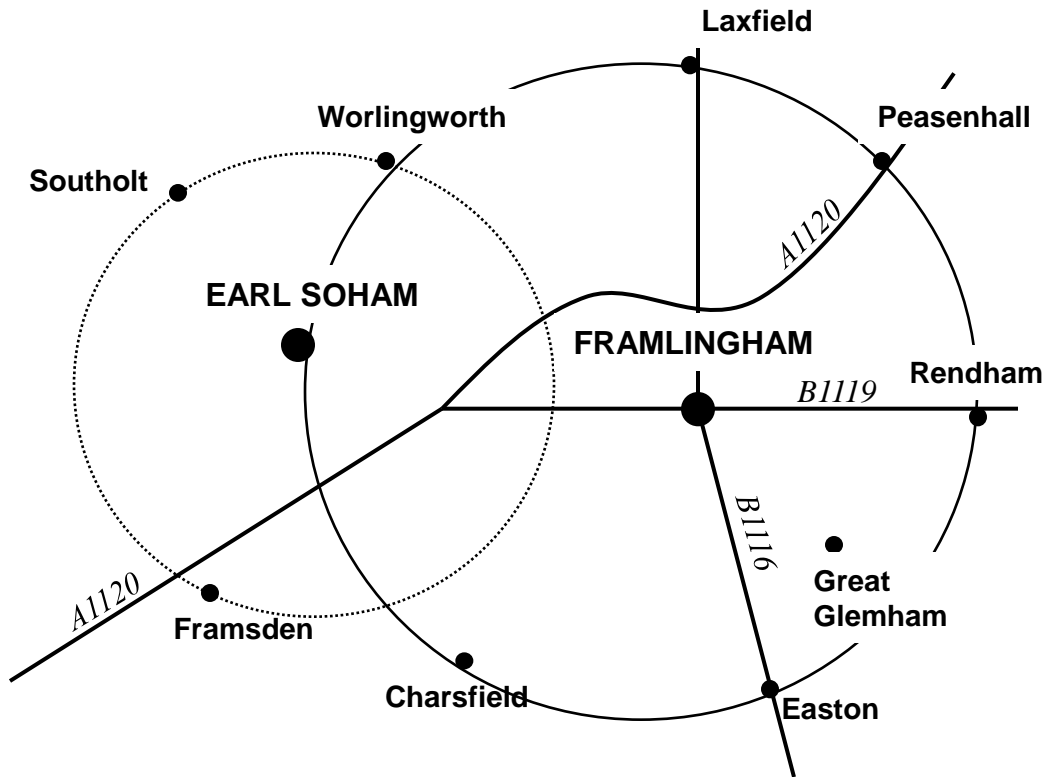
**THE SURGERY STAFF:**

<b>Practice Manager</b>	Sarah Lindsay DipPCHM
<b>Accounts Manager</b>	Rosie Unthank ACA
<b>Nurse Team Lead</b>	Chris Sampson RGN, RM
<b>Nurse Prescriber</b>	Kate Hunt BSc (Hons) RGN, RM, NDFSRH
<b>Practice Nurse</b>	Anna Barton RGN, DipHE
<b>Health Care Assistants</b>	Shelley Diggins, Julie Rozier & Laura Taylor
<b>Administration Team Lead</b>	Ann Wybar
<b>Administrators</b>	Victoria Finney & Jenny Turner
<b>Apprentices</b>	Shelby Jessop
<b>Audit Officer</b>	Debora Stephan
<b>Secretaries</b>	Julie Larter & Helen Preston
<b>Reception Team Lead</b>	Hilary Day
<b>Receptionists</b>	Alexandra Church, Carole Cecil, Viv Cook, Melissa Embleton, Victoria Finney, Zoe Martin & Helen Preston
<b>Dispensary Team Lead</b>	Catherine Hill
<b>Dispensers</b>	Deborah Bloomfield, Anita Brown, Claire Darby, Sue Donlan, Linda Leftley, Sue Lenton & Mandy Woodard

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

<b>District Nurses</b>	<i>(Tel: 01728 685 006)</i> Maggie Cooper, & Beccy Battley
<b>Health Visitor</b>	<i>(Tel: 01728 652 390)</i> <i>Open Access Clinic Framlingham United Free Church – 1<sup>st</sup> &amp; 3<sup>rd</sup> Mondays of the month 2pm – 4pm</i>
<b>Community Midwives</b>	Kayleigh Salter <i>Clinics on a Tuesday morning at Framlingham and some Friday afternoons at Earl Soham.</i>
<b>Community Physiotherapist</b>	<i>Patients are referred by GPs/nurses.</i>

# THE PRACTICE AREA INCORPORATES THE FOLLOWING VILLAGES:



LOCAL CATCHMENT AREA

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



April 2017

**FRAMLINGHAM SURGERY OPENING HOURS:**

The Surgery building is open from **08.30 – 18.00** Monday - Friday  
Framlingham Dispensary is also open throughout these hours.



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

**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. Please note, you will not be able to cancel an appointment using the on-line system, if the appointment is less than two hours away.

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

**ACCIDENTS & EMERGENCIES:**

We are only able 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.

All major injuries are dealt with at Accident & Emergency, Ipswich Hospital, Heath Road, Ipswich. Tel: **(01473) 712 233**

**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 Friday afternoons from 2 - 3pm. Appts can be made through Framlingham or Earl Soham Surgery and also on-line.

**CLINICS:**

Our Health Care Assistants are available daily to take bloods, smoking cessation, wound dressings, 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 routine vaccinations. They also hold clinics to monitor and advise on diabetes, coronary heart disease, asthma, 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.

**OUT OF HOURS CARE:**

Out of hours care in Suffolk is provided by Harmoni – this organisation deals with emergencies on weekdays from 6.30pm until 8.00am and at weekends. To contact a doctor in an emergency out of hours, ring **111**

NHS 111 was introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

**PRIVATE FEES:**

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

**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, routine enquiries, or calls to dispensary should be made from 11.00am 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.

**GP+ APPOINTMENTS:**

Suffolk GP+ is for people who urgently need a doctor's appointment or are unable to see their GP on a weekday, Saturday morning or during normal GP hours. Appointments can be made via Framlingham Medical Practice Reception during our usual opening hours. Please note there are no self-referrals and this is not a walk in service.

Appointments are available at the following times

Weekdays: 6:30pm – 9.00pm

Saturday: 9:00am – 13.00pm

Bank Holidays: 9:00am – 13:00pm

The service is manned by local Suffolk GPs and Nurse Practitioners at Wickham Market Medical Centre as a NHS service delivered by the Suffolk GP Federation.








**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, or online using the link from our website [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk) We regret we are unable to accept verbal or email prescription 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.**

Requests in		Can be collected on
<b>MONDAY</b>		<b>THURSDAY</b>
<b>TUESDAY</b>		<b>FRIDAY</b>
<b>WEDNESDAY</b>		<b>MONDAY</b>
<b>THURSDAY</b>		<b>TUESDAY</b>
<b>FRIDAY</b>		<b>WEDNESDAY</b>

**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 find out the recommended immunisations before booking the appointment. This can be done by logging onto [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk) and selecting the services tab and following the link to one of the travel services. **Please complete the risk assessment form before you attend your appointment.**

**SAFEGUARDING VULNERABLE ADULTS & PROTECTING CHILDREN:**

If you are being abused, or you are worried about anyone who might be suffering abuse (whether a child or adult), you can help by either discussing this with your GP or contacting Suffolk County Council, Customer First on **08456 023 023**



### **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 sixteen, 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.

### **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.

You can now view online summary information from your records i.e. medications, allergies and adverse reactions along with test results.

### **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.

### **DID YOU GET GREAT CARE TODAY?**

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. There is also a feedback form available on [www.framlinghamsurgery.co.uk](http://www.framlinghamsurgery.co.uk)

### **COMPLAINTS PROCEDURE:**

We have a formal complaints procedure which ensures that all 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 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.

### **NAMED GP**

All patients at our surgery have a named GP (usual GP) who is responsible for a patient's overall care at the Practice. If you would like to know who your named GP is, please ask during your next consultation or at reception. This will not affect patients' care and you can see any member of the clinical team of your choice.

The named GP will take lead responsibility for the co-ordination of all services and ensure their delivery where required.