



## Wickham Market Medical Centre **PRACTICE BOOKLET**

Please keep in a safe place

[www.wickhammarketmc.co.uk](http://www.wickhammarketmc.co.uk)



### **Wickham Market Medical Centre**

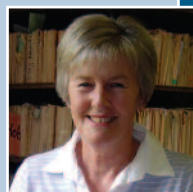
Chapel Lane  
Wickham Market  
Woodbridge  
Suffolk  
IP13 0SB

**T: 01728 747101  
F: 01728 747580**



### **Branch Surgery: Rendlesham Surgery**

6 Acer Road  
Rendlesham  
Woodbridge  
Suffolk  
IP12 2GA



**T: 01728 747101**

## SURGERY TIMES

Wickham Market:

Monday to Friday 8.00 am to 6.30 pm

AM SURGERY: 8.30 am to 12.00 noon

PM SURGERY: 4.00 pm to 6.00 pm

Tuesday only: 6.30 pm to 8.00 pm

Saturday: 8.30 am to 11.45 am

(pre-booked appointments only)

(Branch Surgery open one Saturday each month)

Rendlesham:

Monday, Wednesday and Thursday

2.45 pm to 5.30 pm

Tuesday and Friday 8.40 am to 12.00 pm

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## DISABLED ACCESS

Car spaces for the disabled are marked near the front door at Wickham Market. Wheelchair access to the building is via the front entrance. Patient services are provided at ground floor level. A disabled patients WC is provided. If access proves difficult for any of our disabled patients, we would be happy to consider any suggestions for improvement.

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## YOUR DOCTORS

### Dr Paul Kaiser

MA, MB, BChir, MRCGP, DFFP

Gained his medical degree from the University of Cambridge in 1996 and subsequently spent many years working in hospital medicine in Norwich, Cambridge, Leeds and London before deciding to work in General Practice. He worked as a GP in Jaywick, Essex for three years, prior to joining Wickham Market Medical Centre as a partner in October 2006.

### Dr Mark Lal

MB, BS, DRCOG, MRCGP London 1991

Qualified from Kings College Hospital, London in 1991. Worked in London and Devon before joining the West Suffolk GP Training Scheme. Joined Wickham Market Medical Centre as a Partner in 1995

### Dr Will Elson

MBChB, DRCOG, MRCGP Edinburgh 1990

Qualified from Edinburgh University in 1990. Worked for one year around Edinburgh, then started the West Suffolk GP Training Scheme in Bury St Edmunds in 1991. Spent a year doing locum work all over Suffolk. Joined Wickham Market Medical Centre as a full-time Partner in January 1996.

### Dr Alison Glaister

MBChB, MRCGP, DRCO GBristol 1984

After General Practice Training in Northamptonshire and locums in this and other Suffolk Practices, joined Wickham Market Medical Centre as a part-time Partner in 1995.

### Dr Anna Alden

MB, BS London 1972

Qualified from Kings College Hospital in London in 1972. Qualified from Kings College Hospital in London in 1972. After a varied and wide experience in general practice in South Norfolk and Norwich, moved to Wickham Market Medical Centre in 1996 to work as a Part-time Partner.

Retired in October 2008 as a partner, but still continues with Wickham Market Medical Centre as a Salaried Doctor.

### Dr Julia Elson

MBChB, DRCOG, MRCGP

Qualified at Edinburgh University, then worked in and around Edinburgh before joining the West Suffolk GP Training Scheme in 1991. After working as a part time GP in Woodbridge for 6 years, joined the Wickham Market Medical Centre as a part-time salaried GP in 2003.

### Dr Ashish Patel

MBChB, DRCOG, nMRCGP

Studied medicine at MOI University in Kenya where he qualified in 2003. Initially he worked mainly in East Anglia, before joining Broadland VTS in Great Yarmouth, transferring later on to Ipswich VTS. After which he joined Wickham Market Medical Centre as a Salaried GP in 2009.

### Dr Orla Goble

MB BS, DRCOG, DFFP, JCPTGP

Qualified at St Thomas' Hospital medical school, London in 1989 and subsequently trained in general practice. Having worked for 5 years as a part-time GP in Woodbridge and 2 years at St Elizabeth Hospice, joined the Wickham Market Medical Centre in 2009, as a part-time salaried GP.

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# Wickham Market Medical Centre

## YOUR STAFF

PRACTICE MANAGER: Jane Wallace

NURSING TEAM: Pat Williams RGN  
Anne Verney RGN  
Anne Ackerley RGN  
Pauline Naidu RGN

PHLEBOTOMIST/  
HEALTHCARE ASSISTANTS: Jan Chilvers  
Tracy Childs

DISPENSARY MANAGER: Daphne Curruthers

DISPENSING TEAM: Sharon Petley  
Valerie Volz  
Karen Leon  
Emma Cook  
Nadine Bickers

MEDICAL SECRETARY: Christine Daniels  
Jan Mussellwhite

PRACTICE ADMINISTRATOR: Jayne Casey

ADMINISTRATIVE ASSISTANT: Karla Mickelsen

RECEPTION SUPERVISOR: Cheryl Hunter

RECEPTION TEAM: Chris Simpson  
Sally Stacpoole  
Elaine Archer  
June Simmons  
Lee White  
Tracey Childs  
Jacqueline Smith  
Victoria Rainford  
Jill Morgan

BOOKKEEPER: Christine Buckle

SUMMARISER: Dawn Smith

Within the Surgery, the Practice provides a base for community nurses employed by the PCT. Their task is to provide nursing care to patients who are too unwell to leave their homes and patients requiring homecare following a stay in hospital. These nurses work in close liaison with the Doctors who refer patients to them when necessary. They can be contacted by telephoning the above number.

### MIDWIFE: Tel: 07710 646167

Diane Bultitude  
The midwife, with the Doctor, provides antenatal and postnatal care. She runs a weekly antenatal clinic at the Surgery. She organises antenatal classes and also visits all mothers and new babies following their discharge from hospital.

### HEALTH VISITING TEAM:

#### Health Visitors:

Wickham Market - Angela Santy, Alison Hurley, Kate Doble and Charlotte Keith  
Telephone Number 01728 403012  
Rendlesham - Simon Heery  
Telephone Number 01394 615215

### Early Years Family Advisors:

Helen Baskett and Laura Donnelly

The Team office is at Saxmundham Clinic (by the Library), Street Farm Road, Saxmundham IP13 1AL.  
Telephone Number: 01728 403012  
Duty Phone 9 – 10am, 16.00 hrs – 17.00 hrs.  
Secretary: Beverley Berry (01728 403120)

### Child Health Clinics:

Aldeburgh Surgery: 2nd and 4th Thursday 2.15pm – 3.30pm – (Please telephone surgery to book an appointment – 01728 452027)

Framlingham United Free Church: Monday 2.00pm – 3.30pm.

Leiston Clinic: Tuesday 10.00am – 12.00pm.

Saxmundham Surgery: Wednesday 2.00pm – 4.00pm.

Wickham Market (at Library): 1st and 3rd Thursday 2.00pm – 3.30pm.

Or weigh your baby on a Friday from 9.00am – 1.00pm at Saxmundham Clinic, Street Farm Rd.

The Health Visiting Team provides nursing and specialist skills to enhance individual, family and community health. As part of the team's remit to support and advise families with children, it offers Child Health Clinics, Postnatal Classes, Baby Massage, Positive Parenting Groups and

## ASSOCIATED STAFF

### DISTRICT NURSES: Tel: 01728 747946

Greta Berry  
Sally Nightingale  
Claire Innes  
Janet Smith

other appropriate services. Liaison and intervention with other agencies help to identify and maintain local health needs. The Team can be contacted Mondays to Fridays on the above numbers between 8.30 am and 4.30 pm.

## **DISPENSARY/ REPEAT PRESCRIPTIONS**

Monday to Friday: 8.30am to 6.30pm

Saturday: 8.30m - 11.30am (for bookable appointments only). Please note, the Surgery is not generally open and the front doors will remain locked. Dispensary is not open for general repeat prescription collections.

Tuesday: 6.30pm to 8.00pm (Booked appointments only, not for general repeat prescription collections).

We are a dispensing practice. This means that patients who live in the rural areas more than a mile from a local chemist may receive their prescribed drugs from our Dispensary. Wickham Market residents are obliged to collect their medication from a Chemist. However, if you are registered as a Temporary Resident we will dispense from the Surgery.

If you are on long term treatment, the Doctor may agree to supply some of your repeat prescriptions without seeing you. You will receive a computer printed slip showing details of your medication. Tick the items required and post or hand it in at the Dispensary. In the interests of accuracy and safety we DO NOT accept requests over the telephone. Please allow two working days for the preparation and signing of your prescription before collecting either the prescription or your medicine. If you wish us to post your prescription, please attach a stamped, addressed envelope with the request.

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## **OTHER INFORMATION**

### **How Do I Register?**

Providing you reside within our Practice area as shown, you can register with us. It's easy! Simply call into either of the Surgeries and complete a Registration Form for each new patient, register online through our website, or on our online booking system. On completion of the Form, you and your family will be registered on our computer system and will be eligible for medical assistance straight away. Your medical records will be auto-

matically transferred by the Health Authority from your previous Practice and you will be asked to make a New Patient Check. This is a basic 20 minute appointment with one of our Practice Nurses to gather medical history etc and to welcome you to our Practice.

### **Temporary Residents**

We provide a Temporary Patient service for anyone staying within our Practice area. This could be whilst on holiday, staying with relatives etc. Just call into the Surgery, fill in one of our Temporary Resident Forms and we will assist you.

### **Appointment System**

All consultations are by appointment and should be made at Reception or by telephone during opening hours. You can use our online appointment booking system via our website, or our telephone booking system 24 hours a day. Please book well in advance for routine appointments. Where at all possible the doctors will try to see patients registered on their own lists. The receptionist will offer you the next available appointment. Anyone wanting urgent attention, but not necessarily an appointment, can ask for a telephone consultation and a nurse or doctor will return your call from noon each day. Therefore if you want to access this service, you must ensure you are available to receive a telephone call.

### **Failure To Attend An Appointment (DNA)**

On your next visit to our Practice, you will notice posters around the Surgery stating the numbers that "did not attend". If you no longer require your appointment, please phone to cancel it so another patient may use it.

### **Home Visit Policy**

We operate a home visiting policy when required for patients who are housebound or too ill to get into the Surgery. To request a Home Visit you need to phone before 10.00 am and give symptoms etc to the Receptionist who will log your call and pass your request to the On-Call Doctor. If your visit is accepted, a decision will be made as to which Doctor visits, this may not be the Doctor you are registered with. Please note however, that home visits are extremely time-consuming so we appreciate it if patients try as hard as possible to come to the Surgery.

### **Minor Surgery**

Minor Surgery is performed in the practice by all GPs. Procedures performed may include treatment of ingrowing toenails and removal of moles and small lumps. Assessment by your GP will be needed before any procedure will be undertaken. You will then need to make a double appointment with both the GP and Nurse and sign a consent form at the time of the procedure.

## Minor Injury

We are now able to offer a Nurse-led service for emergency treatment of injuries that are not treatable with home first aid kits, such as minor cuts, bruises, burns, sprains and other similar minor injuries.

Anyone can access these services including people who are registered with a GP elsewhere.

The service is available during our normal opening hours and although no appointment is necessary, we would encourage patients to phone the surgery before attending. The service is provided, so that people with minor injuries do not need to attend hospital accident and emergency departments during our opening times.

## Nursing Responsibilities

Our Nurse Consultations are mainly split between Clinic Nurse and Treatment Room Nurse. The easiest way to differentiate is to think:

### Clinic Nurse – anything clinical

Cervical Smears  
Asthma Checks  
Well Man/Well Woman Checks  
Contraceptive Advice  
Diabetic Advice  
Diet Advice

### Treatment Room – any kind of treatment

Cuts/Abrasions etc  
Dressings  
Ear Syringing  
Blood Tests/Blood Pressure  
Minor Surgery  
Baby Immunisation Clinic  
Anti Smoking

## Physiotherapy

Please note this is no longer being held at The Surgery in Wickham Market, but at The Resource Centre behind our building. For more information, please contact 01394 615202.

## Healthcare Clinic

Our Healthcare Assistant also offers ECGs, Blood Pressure checks, Audiograms etc. These are usually in the afternoon between 2.00 pm and 4.00 pm.

## Travelling Abroad

We offer travel immunisation for people travelling abroad, some of which are chargeable. A list of vaccinations with costs is available on our Website. Please note these are normal charges and are non-profit making. Firstly, you need to either visit the website [www.masta.org](http://www.masta.org) and download the relevant information or telephone 09068 224100 and you will be sent a print-out of what you require. Secondly, telephone the

Practice and make an appointment with one of our Practice Nurses. Please bring the information from MASTA with you to your appointment.

## Test Results

Patients can phone in to obtain routine test results and x ray reports between 2.00 pm and 4.00 pm each weekday.

## NHS Direct / Out Of Hours Service

In the event of the Surgery being closed, you can phone the Suffolk Doctors on Call, or NHS Direct.

Suffolk Doctors on call provide cover for all Surgeries within the Suffolk area after working hours or at weekends, (we no longer provide a Saturday Surgery).

To obtain The Suffolk Doctors number, please telephone our usual number and you will be automatically transferred to their main switchboard and given help. NHS Direct is another way of obtaining help with health-care. They have fully qualified nursing staff at the end of a telephone to give professional help and advice. They also have a Website which you can locate through our Website by clicking on [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

## Advice On Self Certification

Any patients off sick from work for any length of time can self certify for the first working week (7 calendar days). Only after then will you require a Medical Certificate signed by your Doctor.

## Complaints Procedure

While we strive to give all our patients the best possible service, we appreciate from time to time complaints arise and will listen and rectify any problems we are notified of. In the first instance you need to put any complaints in writing and address them to the Practice Manager. There is also a Complaints Procedure notice at the front of the Reception desk.

## List Of Services & Ancillary Services

The services of speech therapy, chiropody and physiotherapy are provided by the PCT and your Doctor can refer you for these services if necessary.

## Patient Resources available within the Community

Age Concern Independence Advisors Service  
Tel 01473 288048

Helping people remain independent, information, advice and support in the comfort of your own home

Disability Advice Service  
Tel 01394 387070

For people with disabilities in the Suffolk Coastal Area

## PALS

Tel 0800 3284714

The Patient Advice and Liaison Service is a free confidential information service

Suffolk Hearing Support Service

Tel 01473 583 561

Social Services: 01473 588013

Citizens Advice Bureau: 01728 621610

Red Cross : 01394 382614

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## USEFUL WEBSITE LINKS

### Carers

[www.suffolk-carers.co.uk](http://www.suffolk-carers.co.uk)

Suffolk Family Carers Tel 01473 286746 Aim - Help to increase the well being of family carers by offering information and support

[www.advantagehealthcare.com](http://www.advantagehealthcare.com)

Advantage Healthcare - Caring for people at home Tel 01473 221422

### Child Bereavement

[www.childbereavement.org.uk](http://www.childbereavement.org.uk)

Information regarding support for bereaved families

### Chlamydia

[www.amiclear.com](http://www.amiclear.com)

Chlamydia is one of the most common sexually transmitted infections (STIs)

You may not know you have Chlamydia as you may not feel any different or have any symptoms

About 1 in 10 young people under the age of 25 have chlamydia

It causes serious long term health problems, even infertility

It can easily be treated with antibiotics

You can take part in screening if you are under 25 and have been sexually active

### Elderly

[www.carehome.org.uk/helpful\\_links.htm](http://www.carehome.org.uk/helpful_links.htm)

Details of useful reference sites for older people and care in the UK

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Help the Aged Tel 0207 2781 114

### Housing/Care Homes

[www.abbeyfield.com](http://www.abbeyfield.com)

The Abbeyfield Society Tel 01727 857536 - UK Wide volunteer-led charity providing housing with support or

care for older people

[www.carehome.org.uk/suffolk](http://www.carehome.org.uk/suffolk)

Details of residential nursing care homes for older people in suffolk

### Mental Health

<http://www.smhp.nhs.uk/>

Suffolk Mental Health Directory - This website provides information about the following services available to patients through their own websites:

Counselling

General Mental Health

Special Mental Disorders

### Social Services

[www.suffolk.gov.uk/careandhealth](http://www.suffolk.gov.uk/careandhealth)

Suffolk County Council - Information about Care and Health

### Local and National Services

<http://www.mysurgerywebsite.co.uk/index.aspx?p=DEBEN>  
Deben Health Group Web Site

[www.suffolkdat.org.uk](http://www.suffolkdat.org.uk)

Suffolk Drug Action Team Tel 01473 584592

[www.breakthepattern.org.uk](http://www.breakthepattern.org.uk)

Domestic Violence and Abuse Tel 0800783 5121

[www.travelhealth.co.uk](http://www.travelhealth.co.uk)

[www.nathnac.org/travel/index.htm](http://www.nathnac.org/travel/index.htm)

National Travel Health Network Centre

### General Information Sites

[www.ipswichhospital.org.uk](http://www.ipswichhospital.org.uk)

Ipswich Hospital

[www.suffolk-doctors-on-call.co.uk](http://www.suffolk-doctors-on-call.co.uk)

Suffolk Doctors On Call - Out of hours service

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS Direct

[www.suffolkpct.nhs.uk](http://www.suffolkpct.nhs.uk)

Suffolk Primary Care Trust

[www.doh.gov.uk](http://www.doh.gov.uk) (Department of Health)

[www.diabetes.org.uk](http://www.diabetes.org.uk)

Diabetes UK

[www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

Travel Health Information

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## PATIENT GROUP

We have a Patient Group within the Surgery who can be contacted at the following email addresses. Please contact any member with any surgery related matters.

Bryan Hall  
01728 746837  
Bryan.Hall@suffolkcoastal.gov.uk

Margaret Holland  
01728 747176  
hollandm29@hotmail.com

Pam Johnson  
01728 747609  
pamjohnson@freebie.net

Gerald Miller  
01728 603124  
gary.miller31@btinternet.com

Jane Pollock  
01728 747343  
jvpollock@mypostoffice.co.uk

Malcolm Salter  
01394 460471  
mrswell@btinternet.com

Amanda Strowger  
01394 461216  
insideoutsuffolk@btinternet.com