

# CUTLERS HILL SURGERY

## PATIENT INFORMATION LEAFLET

Bungay Road,  
Halesworth, Suffolk,  
IP19 8SG

### The Surgery's opening hours are:-

Monday to Friday 8.00am to 6.30pm.

Additional evening surgeries on Monday – Thursday evenings inclusive 6.30pm to 7.00pm and Saturdays once a month from 8.30am to 11.30am.

*(Closed between 1pm and 2pm on **Tuesdays** for staff training)*

### Telephone Details:-

Telephone **(01986) 874618** and select from the following options:

Option 1.	Appointments and Reception
Option 2.	Test Results (between 10.00am and 5.00pm)
Option 3.	Dispensary (Patient line available between 10.00-12.00 & 2.00-4.00)
Option 4.	Administration Queries (reports)
Option 5.	Referral Queries / Secretaries
<b>Option 9.</b>	<b>Medical Emergencies only</b>

For *Out of Hours* Emergencies OR *In hours non-emergency advice* (available 24/7) dial **111**

## **DOCTORS AT CUTLERS HILL SURGERY:-**

<b>The Partners:-</b>	<b>Qualifications</b>	<b>Normal Surgery Days</b>
Dr. Judith Shapland	MB BS London 1985	Tues/Wed am/Fri
Dr Annette Abbott	MB BCh Wales 1978	Mon/Wed/Thurs
Dr Kevin MacLusky	MB BS London 1985	Mon/Tues/Wed/Thurs am/Fri
Dr Paul Squires	MB BS London 1995	Mon/Tues/Wed/Thurs am/Fri
Dr Clare Craik	BM BCh Oxford 1992	Mon/Wed am/Thurs/Fri
Dr Rishi Nair	MB BS Nepal 2000	Tues/Wed/Thurs/ Fri
Dr Daniel Treen	MB ChB Leicester 2006	Mon/Tues/Wed/Thurs am/Fri
Dr Christopher Luddington	MB BS UEA 2009	Mon/Wed/Thurs/ Fri am

## **PRACTICE NURSES AT CUTLERS HILL SURGERY:-**

<b>Nurses:</b>	<b>Title:</b>	<b>Qualifications:</b>
Sally Caton	Nurse Practitioner	RGN & Nurse Practitioner Degree, BS Honours
Mary O'Rourke	Practice Nurse	RGN/RHV
Sarah Caplin	Practice Nurse	RGN
Ruth Stammers	Practice Nurse	RGN
Nicola Chapman	Practice Nurse	RGN
Daisy Faddy	Practice Nurse	RGN
Emma Bowden	Health Care Assistant	
<b>Other Staff:</b>		
Janette Hunter	Practice Manager	
Sarah Simpson	Clinical Case Manager & Community Cancer Nurse Specialist	

Sue Trovell	Health Visitor      Tel (01986) 873501
Nurse Specialist	Diabetic Specialist
Alison Begley & Johnny Hawes	Alzheimer's Support (Halesworth Dementia Support Group)
District Nurses	Telephone East Coast Community Health on <b>(01493) 809977</b>
Midwives:	Appointments available on Thursdays for Bookings only
Phlebotomist:	Available Monday to Friday at The Patrick Stead Hospital from 8.30am to 12.00 pm for blood tests. <i>(please remember to take your blood form with you)</i>
Paramedic:	A Paramedic service is shared within part of the Waveney area and a Paramedic may be asked to attend in emergencies

## **APPOINTMENTS:-**

Our “Triage” system is for emergency appointments that can be made on the day. The receptionist will take your name and a telephone number and a nurse or doctor will call you back to discuss what is needed. This system operates from 8.30am to 10.00am Monday to Friday. “On the day” appointments are limited and therefore may not be at a convenient time or, be with a doctor of your choice, however whoever you will see will do their best to help you with your problem and if necessary arrange a follow up appointment with your regular doctor. After 10.00am, your emergency request will be passed onto the doctor who is “on call” that day. They will call you back to discuss your problem.

Routine appointments can be made with your doctor well in advance. Please call after 11.00am to make routine appointments or appointments with a nurse or other health care personnel. Please note that we offer 10 minute appointments. If you have more than one problem then please book a double appointment

## **REGISTERING AS A PATIENT AND NEW PATIENT HEALTH**

### **CHECKS:-**

On completion of our New Patient Questionnaire, we ask that all new patients attend a health check with the Health Care Assistant to determine any current or past problems, discuss medication and health promotion.

It is useful if you have attended this appointment before your first consultation with the Doctor, as it often takes several weeks for your previous records to arrive at the practice.

We also ask for you to provide your NHS number, which helps us registering your details. This can be obtained from your previous surgery if necessary.

### **ON LINE FACILITIES:-**

Once you are registered with us, you will be sent “On Line” details in the post, which will enable you to make appointments, order medication and look at some of your test results on line.

If you are an existing patient and would like to do this, please ask a receptionist to print you an “On Line Booking form” which will give you all the information you need.

### **CONFIDENTIALITY:-**

Doctors and staff are bound by the need to maintain confidentiality of any clinical information reading their patients. This means that they are unable to give out any information to anyone other than the patient. This includes the results of tests. Please respect this code when enquiring about relatives.

**USEFUL TELEPHONE NUMBERS:-**

Patrick Stead Hospital, Halesworth	(01986) 872124
James Paget Hospital	(01493) 452452
Norfolk and Norwich Hospital	(01603) 286286
Ipswich Hospital	(01473) 712233
East Coast Community Healthcare	(01493) 809977
Angel Link Dental Practice	(01986) 873001
Hooker House Dental Practice	(01986) 872113
Social Services / Customer First	0808 800 4005
The Samaritans	(01502) 500800
Citizens Advice Bureau	(01502) 717715
Halesworth Police Station	(01986) 835300
Health Visitors	(01986) 873501
Registrar of Births/Deaths/Marriages	(01502) 405096
CAB Debts and Benefits Helpline	(01986) 892233
Cutlers Hill Pharmacy	(01986) 835877
Boots the Chemist, Halesworth	(01986) 834900
D.I.A.L (help with benefits/forms)	(01502) 511333
Halesworth Volunteer Centre	(01986) 875600
Halesworth Community Car Centre (Mon – Wed 10.00am to 1.00pm)	(01502) 874290