

**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
National Drugs Helpline	(0800) 776600
Halesworth Volunteer Centre	(01986) 875600
Primary Services in the area	NHS Norfolk & Waveney at Beccles (01502) 719500

## 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:

1. Appointments and Reception
2. Test Results (between 10.00am and 5.00pm)
3. Dispensary (10.00-12.00 and 2.00-4.00)
4. Administration Queries (9.00-5.00)
5. Referral Queries / Secretaries (9.00-5.00)
- 9. Medical Emergencies**

For *Out of Hours* Emergencies OR *In hours non- emergency* advice 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/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 Honors
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	

### OTHER STAFF AT THE SURGERY:-

Janette Hunter	Practice Manager	
Sarah Simpson	Clinical Case Manager & Community Cancer Nurse Specialist	
Sue Trovell	Health Visitor	Tel (01986) 873501
Simon Coleman	Health Trainer	
Lisa	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	
Phlebotomist:	Available Monday to Friday at The Patrick Stead Hospital from 8.30am to 12.00pm 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.	

### 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. If a relative gives their permission for you to receive their results and private information about themselves, then they should write a letter to their doctor giving this consent. This information will then be kept on the patients record for staff to see. You will be asked to confirm your details before any information is given out.

Please note that referral letters to other health professionals may routinely include a history of the current complaint, a summary of important past medical history and medications. a copy of your own referral letter may be obtained on request from the surgery.

### 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 and plan for the future.

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.

If you have a friend or relative staying with you for no longer than 3 months who becomes ill, they may be seen as a **Temporary Resident** during their stay.

### 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.

