

USEFUL TELEPHONE NUMBERS:-

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
Registrar of Births/Deaths/Marriages	(01502) 405096
CAB Debts and Benefits Helpline	(01986) 892233
Cutlers Hill Pharmacy EA Ltd	(01986) 835877
Boots the Chemist, Halesworth	(01986) 834900
National Drugs Helpline	(0800) 776600
Halesworth Volunteer Centre	(01986) 875600
Halesworth Day Centre	(01986) 835838
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.

Telephone Details:-

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

1. Appointments, Reception and Results
2. Admin Office - Insurance report queries (9.00am-5.00pm)
3. Secretaries - Hospital referral queries (9.00am – 1.30pm and 3.30pm-5.00pm)
4. Dispensary (9am-12pm and 2pm-5.30pm)
5. To hear these options again

For medical emergencies please dial 999 immediately.

For *Out of Hours* Emergencies OR *In hours* non- emergency advice dial **111**.

DOCTORS AT CUTLERS HILL SURGERY:-

The Partners:-	Qualifications
Dr Kevin MacLusky	MB BS London 1985
Dr Rishi Nair	MB BS Nepal 2000

PRACTICE NURSES AT CUTLERS HILL SURGERY:-

Nurses:	Title:	Qualifications:
Ruth Stammers	Practice Nurse	ANP
Donna Farr	Practice Nurse	ANP
Nicola Chapman	Practice Nurse	RGN
Daisy Faddy	Practice Nurse	RGN
Jenny Basey-Fisher	Practice Nurse	RGN
Sarah Caplin	Practice Nurse	RGN
Emma Bowden	Health Care Assistant	
Jane Lawrence	Health Care Assistant	
Rebecca Frost	Health Care Assistant	

OTHER STAFF AT THE SURGERY:-

Hayley Witham	Practice Manager
Julia Last	Personal Assistant to the Practice Manager
Neil Johnson, Rob Holmes Geoff Woods Duncan Saunders Cara Douglas	Urgent Care Practitioners
Sarah Simpson	Clinical Case Manager & Community Nurse
Candice Miller	Diabetic Nurse Specialist
District Nurses	Telephone East Coast Community Health on (01493) 809977
Midwife:	Jo Kerry 07709 086146
Phlebotomist:	Monday to Friday at The Patrick Stead Hospital from 8.30am by appointment only. Please ring the Surgery to book your appointment.

APPOINTMENTS:-

Appointments at the moment are all being dealt with "On the Day" by our Triage/Same Day Team. The receptionist will take your name and a telephone number and a brief reason for your appointment and a nurse or doctor will call you back to discuss what is needed. The system operated from 8.30am to 1.00pm Monday to Friday. These appointments are limited and therefore may not be at a convenient time or with a doctor of your choice, however whoever you see will do their best to help you with your problem.

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.

Please ask at Reception for a "Consent to Share" Form if you require one.

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.

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:-

You can also register with us "On-Line". Please visit our website and follow the link for "Registration". You can also use this service to request medication; referrals etc, and also ask the Reception a query you may have to pass onto a Clinician amongst a few of the many services we offer.

