



## PATIENT INFORMATION LEAFLET

Bungay Road,  
Halesworth, Suffolk,  
IP19 8SG

### Surgery Opening Hours

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 Reports and Medicals (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 options again

For medical emergencies please dial 999 immediately.

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

| DOCTORS                 |                             |                   |
|-------------------------|-----------------------------|-------------------|
| Doctor                  | Title                       | Qualification     |
| Dr Rishi Nair           | GP Partner                  | MB BS Nepal 2000  |
| Dr Claudia Walker       | GP Partner                  | MB Leicester 2005 |
| Dr Himan Amarawickrama  | GP Partner                  | MBBS Colombo 2002 |
| Dr Kevin Maclusky       | Salaried GP                 | MB BS London 1985 |
| MANGEMENT TEAM          |                             |                   |
| Hayley Witham           | Practice Manager            |                   |
| Julia Last              | Deputy Practice Manager     |                   |
| CLINICAL & SUPPORT TEAM |                             |                   |
| Nurses                  | Title                       |                   |
| Neil Johnson            | Urgent Care Practitioner    |                   |
| Cara Douglas            | Urgent Care Practitioner    |                   |
| Mark Stedman            | Urgent Care Practitioner    |                   |
| Alice Ferrel            | Urgent Care Practitioner    |                   |
| Donna Farr              | Advanced Nurse Practitioner |                   |
| Ruth Stammers           | Advanced Nurse Practitioner |                   |
| Laura Button            | Advanced Nurse Practitioner |                   |
| Pip Ingram              | Nurse Practitioner          |                   |
| Nicola Chapman          | Practice Nurse              |                   |
| Sarah Caplin            | Practice Nurse              |                   |
| Claire Coyne            | Practice Nurse              |                   |
| Laura Langford          | Nurse Associate             |                   |
| Rebecca Frost           | HCA                         |                   |

|                      |                                     |
|----------------------|-------------------------------------|
| Fran Richardson      | HCA                                 |
| Emma Smith           | Clinical Pharmacist                 |
| Jacqueline Redmond   | Mental Health Practitioner          |
| Michelle Sheridan    | Mental Health Practitioner          |
| Ceri Hanlon          | Care Coordinator                    |
| Fiona Riley Snelling | Care Coordinator/ Social Prescriber |

### **APPOINTMENTS**

Our “Same Day Team” are for emergency appointments that can be made on the day. The receptionist will take your name and a telephone number and a brief reason for your urgent appointment and a nurse or doctor will call you back to discuss what is needed. The system operated from 8.30am to 11:00am Monday to Friday. These appointments are limited and therefore may not be at a convenient time or with a clinician of your choice. However, whoever you see will do their best to help you with your problem. Routine appointments can be made with the doctor, nurse or healthcare professional in advance.

### **LATE FOR APPOINTMENT POLICY**

Patients have a duty to attend pre-booked appointments promptly, and to consider logistical difficulties or the time involved in travelling to the surgery. The practice will, as far as practicable, see patients who arrive late, however this may be at the end of surgery and will therefore involve a considerable wait for those who do not wish to re-book.

### **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.

### **ONLINE FACILITIES**

Once you are registered with us, either via footfall or a paper registration document, you can access a form on our website called ‘register for online services’. Once you have completed and returned the form to us, our admin team will set you up with System Online. The online services will enable you to make appointments, order medication and look at some of your test results online.

| 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<br>(01502) 719500 |