

Ixworth Surgery



IXWORTH SURGERY PRACTICE BOOKLET

www.ixworthsurgery.co.uk

ixworth.enquiries@nhs.net

Last Updated 11/07/23

Please keep in a safe place

Ixworth Surgery
Peddars Close
Ixworth
Bury St Edmunds
Suffolk
IP31 2HD

Telephone:
01359 230252

Ixworth Surgery

WELCOME

At Ixworth Surgery we acknowledge that village life remains distinct from that in a town. Our aim is to provide excellent 21st century medical care, whilst retaining the traditional style and personal approach of country doctoring.

The practice now offers free WiFi to all its patients whilst they are in the waiting room.

Please check our screens in the Reception area for useful information and updates when you visit the surgery.

SURGERY TIMES

Ixworth:

Monday	8.00am – 6:30pm
Tuesday	7:00am – 6:30pm
Wednesday	8:00am – 8:00pm
Thursday	8:00am – 6:30pm
Friday	8.0am0 – 8:00pm

Out of Hours Service from 6.30 pm to 8.00 am daily and weekends is provided by NHS 111. Please dial 111 for this service. This will be charged at local call rate.

DISABLED ACCESS

Car spaces for the disabled are marked in the car park. 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.

YOUR DOCTORS

Dr Anne Tebbit

BSc (Hons), MBBS, MRCP(UK), DFFP
London 1991

Qualified from Kings College London in 1991. Joined Ixworth Surgery as a part time partner in 1997 and has special interests in women's health.

Dr Calum Hart

MBChB, DA, ACCAM Aberdeen 1988
Qualified from Aberdeen in 1988. Joined Ixworth Surgery as a part time partner in 1999 and has special interests in immediate care and minor Surgery.

Dr Vijay Chandraraj

MBChB, MRCP

Qualified from Liverpool in 2000. Joined Ixworth Surgery in 2008 and has interests in musculoskeletal medicine and minor surgery.

Dr Karoline Chan

Bmed Sci, MBBS, DLOHNS, MRCP

Qualified from Nottingham in 1996. Joined Ixworth Surgery in 2008 and has interests in ENT and musculoskeletal medicine.

Dr Laura Smart

MB ChB 2002 Leic

Joined Ixworth Surgery Jan 2021

Dr Lesley Letellier

MBChB (Hons), BSc Med. Sci,
MRCPMRCP

Joined Ixworth Surgery Feb 2022

Ixworth Surgery

WHICH DAYS ARE THE DOCTORS HERE?

Monday Morning

Dr Chandraraj
Dr Hart
Dr Letellier

Monday Afternoon

Dr Chandraraj
Dr Hart
Dr Letellier

Tuesday Morning

Dr Tebbit (alternate weeks)
Dr Hart
Dr Chandraraj
Dr Smart
Dr Letellier

Tuesday Afternoon

Dr Tebbit (alternate weeks)
Dr Chandraraj
Dr Smart
Dr Letellier

Wednesday Morning

Dr Chandraraj
Dr Chan

Wednesday Afternoon

Dr Chandraraj
Dr Chan

Thursday Morning

Dr Chan
Dr Tebbit
Dr Letellier

Thursday Afternoon

Dr Chan
Dr Tebbit
Dr Letellier

Friday Morning

Dr Chan
Dr Tebbit
Dr Smart

Friday Afternoon

Dr Chan
Dr Tebbit
Dr Smart

Ixworth Surgery

YOUR STAFF

MANAGEMENT TEAM

Josh Williams
Operations Manager

Sarah Clarke
Reception Manager

Sara DeBlassie
Business Manager

NURSING TEAM

Hazel Tully, Nurse Practitioner Anna
McVittie, Nurse Practitioner, Louise
Shields, Nurse Practitioner,
Alice Walton, Practice Nurse,
Kate Ramsey, Practice Nurse,
Audrey Black, Lead Practice
Nurse, Hayley Seeley, Practice
Nurse

HEALTHCARE ASSISTANTS

PHARMACISTS

Hannah Lockwood
Paul Heeks

DISPENSING TEAM

Katrina, Dispensary Manager,
Justine, Linda, Jacqui, Lauren,
Dawn, Sam, Erin, Liz, Lucy, Louise,
Megan, Jessica and Elizabeth

MEDICAL SECRETARIES

Lynn, Mollie and Courtney

PAYMENT ADMINISTRATOR

Anita

RECEPTION TEAM

Lesley, Mandy, Lynn, Jane,
Caroline, Ilona, Clare and Sally

DATA TEAM

Lynn, Mollie and Courtney

ASSOCIATED STAFF

COMMUNITY NURSES

Tel: 0300 1232425

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 telephone..

MIDWIFE

Self-referral at

www.whs.nhs.uk/pregnancy

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

HEALTH VISITING TEAM

Tel: 01359 253915

The Health visitors are registered nurses with extended training in family relationships and child development. Their aim is to promote health and prevent ill health.

Child Health Clinics

Ixworth Surgery 2nd Wednesday and 4th
Wednesday of each month.

Stanton Bluebells Children's Centre every
Tuesday 1.30 - 3.30pm

RAF Honington Community Centre 1st and
3rd Thursday of each month 10.00-12.00pm

Thurston, New Green Centre 3rd Thursday
each month 10-11am

Woolpit Health Centre 1st and 3rd
Wednesday each month 2-4pm

DIETICIAN

If indicated the doctor will refer you to the
Dietician who visits the surgery once a
month.

Ixworth Surgery

CARERS

If you are a carer and require further information, advice, support or reassurance please contact Reception on 01359 230252.

Reception manager Sarah Clarke is the carer champion.

VETERANS CHAMPION

Louise Shields

DOMESTIC ABUSE CHAMPION

Louise Shields

Both can be contacted by telephoning 01359 230252

ORTHOPTIC CLINIC

The Orthoptic Clinic is held once a month. Appointments are made by referral from your Doctor.

DISPENSARY/REPEAT PRESCRIPTIONS

Opening Time:

Monday to Friday 8.30am to 6.30pm

Saturday 9.00am to 1.00pm

We dispense medicine directly from the surgery to almost all patients. We can also make up prescriptions issued elsewhere eg. Own GP, dentist or the hospital for patients or people not registered with us. We stock most common medicines and can obtain special drugs.

Payment can be made by cash or credit card.

How do I get a repeat prescription?

We have a computerised prescribing system and if you need regular medication you will be given a printout with the drugs you take listed on it. Tick the items you require and either bring the printout to dispensary, send it by post, or complete the online Repeat Prescription form.

Please order your repeat prescription well in advance

On leaving your order at the dispensary during the working week it will take 48 hours (if ordered before 5pm) for your repeat prescription to be processed, excluding Saturdays, Sundays and Bank Holidays. The usual quantity is for one month (28 days). Sometimes you will be asked to see the doctor before any more repeat prescriptions are given.

Repeat prescription delivery service

We deliver medication to patients of the practice. We also collect repeat prescription requests from Barningham Post Office, Hopton Post Office, Pakenham Post Office, Stanton Post Office and Rolfe's Butchers in Walsham Le Willows. Please contact us to find out more information and/or arrange this service.

If you use any of the above delivery services you can pay for you prescription by cash or credit card.

Only patients under 16 or over 60 are exempt from NHS prescription charges and do not need to advise us of their exemption certificate, pre-payment certificate, income support etc, please advise us each time you order medication so that we can fill in the reverse of the prescription on your behalf.

Social Prescriber

A social prescriber is available via Suffolk Life Link and can assist with all types of social concerns, including connecting with social activities and groups help with benefits and help in the home.

Please ask at reception if you would like more information.

Ixworth Surgery

OTHER INFORMATION

Practice Area

Stanton, Walsham le Willows, Wattisfield, Badwell Ash, Gt Ashfield, Stowlangtoft, Norton, Tostock, Thurston, Gt Barton, Pakenham, Ixworth, Bardwell, Hepworth, Barningham, Market Weston, Coney Weston, Ixworth Thorpe, Sapiston, Euston, Fakenham Magna, Honington, Troston, Gt Livermere, Lt Livermere, Ampton, Ingham, Barnham

How to I register?

Providing you reside within our Practice area as above, you can register with us. It's easy! Simply call into the surgery and complete a Registration Form. On completion, you will be registered onto our computer system and will be eligible for medical assistance straight away. During the registration process you will be allocated a named accountable GP, who will have overall responsibility for your care, you can however make an appointment with any of the available clinicians at the surgery. If you would like to know who your accountable GP is please ask at reception. Your medical records will be automatically transferred by the Health Authority from your previous Practice, a New Patient Check with the nursing team is available on request. This is a basic appointment to gather medical history etc. and to welcome you to our Practice. You may choose to complete a form to give consent to someone with whom we may discuss your medical health. There is no obligation but please ask at reception if you would like a consent form.

Along with the registration form there is a New Patient Questionnaire to Complete and also a form for you to be

able to express your sharing preferences.

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.

How do I make an appointment? All consultations are by appointment and can be made at Reception, or by telephoning 01359 230252 during opening hours. Please book well in advance for routine appointments. After taking some details, the receptionist will offer you the next available appointment with the most appropriate member of the team.

Appointments for blood tests are available up to 10.30 each morning. Once these are fully booked, you may be asked to attend the hospital for your blood test.

In addition to this some appointments can be made via the online system. To have access to the online system please ask at reception.

Failure to Attend (DNA)

If you no longer require your appointment, please phone to cancel it – someone else may need it!

What if I want to know the result of a test?

Please telephone 01359 230252 after 2.00 pm. This line is confidential.

What if I want to request a visit?

Telephone 01359 230252 before 10am if possible and ask the receptionist. The request will be

passed to the clinical team who may contact you and offer advice as well as discussing the visit. Alternatively, the clinical team may ask the receptionist to contact you confirming that your visit has been accepted.

What if you want to talk to a doctor on the telephone?

Telephone 01359 230252 and ask to speak to the doctor. The doctors are happy to talk to you on the telephone as this can sometimes save having a face to face appointment.

What if I need a special medical examination?

Telephone 01359 230252 and the receptionist will make an appointment for you. Each doctor has set appointment times for such examinations as they require more time than can be allocated during a normal surgery. There may be a charge for non-NHS medicals.

Out of Hours

If you need urgent medical attention or advice when the surgery is closed please dial 111 direct.

Patient Responsibility Patients are asked to keep appointments promptly and to notify the surgery as soon as possible of a cancellation. Valuable surgery time is wasted by those patients who do not attend booked appointments. Appointments can now be cancelled by leaving a message on the telephone system or on line. Patients who are violent or abusive to Doctors, Staff or other persons on practice premises may be removed from the practice list and referred to NHS England for registration at another practice.

Information

The Doctors, Staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information. The Data Protection Act requires everyone who handles personal information to comply with a number of important principles and these are strictly adhered to within the surgery. Everyone should be able to see the information that is kept on their medical records. If you wish to see your own medical records you should ask your Doctor or submit a request in writing to the Practice.

The practice privacy notice advises who else we may share data with. We will only give your relatives, friends and carers information if you want us to and have signed a consent form.

The Patient Association

This group was established in 1988 and all patients who register with Ixworth Surgery are automatically members. There are no charges. The aims of the group are:

- To enhance communication and collaboration between the patients and the surgery
- Arrange free Health Education sessions on various topics for patients.
- To provide a volunteer transport scheme to enable patients with no other means of reaching either the Ixworth or Stanton surgery to attend for consultation. Patients are not charged for the transport service but donations can be made to the association.

For further information please see the screens at Ixworth Surgery or ask at Reception.

Ixworth Surgery

Nursing Responsibilities

Our Nursing Team is currently made up of 3 Nurse Practitioners and 4 Practice Nurses and between them they are able to deal with a wide range of items, freeing up valuable Doctors time for those more complex cases. Below are just a few examples, if you are unsure please ask the receptionist who will be more than happy to ensure your appointment is booked with the most appropriate clinician.

Acute and Minor Illness
Cervical smears
Asthma Checks
Well Man/Woman Checks
Travel advice and vaccinations
Diabetic Advice
Diet Advice
Menopause and HRT Advice
Minor Illness
Cuts/ Abrasions etc.
Dressings
Ear Syringing
Blood Tests/ Blood Pressure
Minor Surgery
Baby Immunisation Clinic
Smoking Cessation

Healthcare Clinic

Our Healthcare Assistant also offers Blood Tests, ECGs, Blood Pressure checks, New patient checks, Stop Smoking, Weight Clinic and Dressings.

Travelling Abroad

We offer travel vaccinations and information for people travelling abroad, some of which are chargeable. Please contact us as soon as possible after booking your trip abroad, you will need to complete a form with details of your trip. This can be collected from the surgery or downloaded from our website. An appointment will be made for you when the completed form is returned. The website www.fitfortravel.nhs.uk is also a useful site for information before your trip.

Advice on Self Certification

Any patients off sick from work for any length of time can self certify for the first working week. 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 please to put any complaints in writing and address to the Management Team.

List of Services & Ancillary Services

The services of speech therapy, chiropody and physio-therapy are provided by NHS England and your Doctor can refer you for these services if necessary. We also have first point of contact physios in the practice once a week.

Research

The Practice participates in studies to improve Patient Care and patients from time to time may be contacted and invited to participate in a research study.

Medical Students

The practice is an accredited training practice for Medical Students and from time to time has students who are always mentored by one of our own Doctors.

NHS Direct – Get the right treatment

Self Care – Can you treat yourself at home? A well stocked medicine cabinet will help you with common illnesses and cuts and bruises.

Pharmacist – Have you visited your pharmacist or chemist? From sprains to stomach upsets, your local pharmacist is qualified to give expert advice without an appointment. We have an on-site pharmacist who can help with minor ailments.

NHS 111 – Have you called NHS 111? Call 24 hours a day on 111 for free expert health advice and reassurance

NHS Direct Online – You might find it useful to visit the NHS Direct Online Website for health advice for you and your family at www.nhs.uk/nhs-direct

GP's Surgery – Do you need to visit your GP's surgery? For vaccinations, prescriptions, medical advice and care call for an appointment with your GP, Nurse Practitioner, Specialist Nurse or Practice Nurse

A&E/999 – Do you need emergency hospital treatment?

Call 999 or visit A&E for emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood.

USEFUL WEBSITE LINKS and TELEPHONE NUMBERS

www.nhs.uk/nhs-direct

www.doh.gov.uk (Department of Health)

www.westsuffolkccg.nhs.uk

www.england.nhs.uk

PALS: West Suffolk Hospital 0800 9179673
Ipswich Hospital 0800 8287624

Chaperone policy

This organization is committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking the appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of the request. However occasionally it may be necessary to reschedule your appointment.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with chaperone policy.

If you would like to see a copy of our Chaperone Policy or have any questions or comments regarding this please contact the Operations Manager.