



Ixworth Surgery

Suffolk

Practice Booklet

Website:

ixworthsurgery.co.uk

Address:

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

Phone: 01359 230252

Email:

ixworth.enquiries@nhs.net

Last Updated 03/03/2025



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.

Our experienced team of doctors, nurses, and healthcare professionals work collaboratively to ensure you receive comprehensive care in a friendly and welcoming environment. From general check-ups to long-term condition management, our range of services is designed to promote your well-being at every stage of life.

We believe in building strong, lasting relationships with our patients and strive to offer accessible, compassionate care that empowers you to take charge of your health.



SURGERY OPENING TIMES

| | |
|-----------|---------------|
| Monday | 8.00am—6.30pm |
| Tuesday | 7.00am—6.30pm |
| Wednesday | 8.00am—8.00pm |
| Thursday | 8.00am—6.30pm |
| Friday | 8.00am—8.00pm |

DISPENSARY OPENING TIMES

| | |
|-----------|---------------|
| Monday | 8.30am—6.30pm |
| Tuesday | 8.30am—6.30pm |
| Wednesday | 8.30am—6.30pm |
| Thursday | 8.30am—6.30pm |
| Friday | 8.30am—6.30pm |
| Saturday | 9.00am—1.00pm |

Out of hours service from 6.30pm to 8.00am daily and weekends is provided by NHS 111. Please dial 111 for this service or visit <https://111.nhs.uk/>

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 WC is provided. There is a wheelchair for patients to use, please ask at reception if this is required. If access proves difficult for any of our disabled patients we would be happy to consider any suggestions for improvement.

PREMISES

The practice 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.

YOUR DOCTORS

Dr Vijay Chandraraj

MBChB, MRCP

Qualified from Liverpool in 2000. Joined Ixworth Surgery as a salaried GP in 2008 and became a partner in 2013. Has a special interest in musculoskeletal medicine and minor surgery.

Dr Karoline Chan

Bmed Sci, MBBS, DLOHNS, MRCP

Qualified from Nottingham in 1996. Joined Ixworth Surgery as a Salaried GP in 2008 and became a partner in 2015. Has a special interest in ENT and women's health.

Dr Laura Smart

MBChB, MRCP, DRCOG

Qualified from Leicester in 2002. Joined Ixworth Surgery as a Salaried GP in 2021 and became a partner in 2024. Has a special interest in medical education, women's and child health.

Dr Lesley Letellier

MBChB (Hons), BSC Med Sci, MRCP, MRCP

Qualified from Manchester in 2002. Joined Ixworth Surgery as a Salaried GP in 2022 and became a partner in 2025. Has a special interest in diabetes and endocrinology.

Dr Kurt Von Bussmann

MRCP, MB BS Med, Dip Dermatology OFFP

Joined the practice as a Salaried GP in 2024. Has a special interest in dermatology and occupational health.

Ixworth Surgery is owned and operated by four GP Partners as a non-limited partnership.



WHICH DAYS ARE THE DOCTORS HERE?

Monday Morning

Dr Chandraraj
Dr Smart
Dr Letellier
Dr Von Bussman

Monday Afternoon

Dr Chandraraj
Dr Smart
Dr Letellier
Dr Von Bussman

Tuesday Morning

Dr Chandraraj
Dr Smart
Dr Letellier
Dr Von Bussman

Tuesday Afternoon

Dr Chandraraj
Dr Smart
Dr Letellier
Dr Von Bussman

Wednesday Morning

Dr Chandraraj
Dr Chan
Dr Von Bussman

Wednesday Afternoon

Dr Chandraraj
Dr Chan
Dr Von Bussman

Thursday Morning

Dr Chan
Dr Letellier

Thursday Afternoon

Dr Chan
Dr Letellier

Friday Morning

Dr Chan
Dr Smart

Friday Afternoon

Dr Chan
Dr Smart



YOUR STAFF

MANAGEMENT TEAM

Joshua Williams—Practice Manager
Sara DeBlasie—HR Manager
Sarah Clarke—Operations Manager

NURSING TEAM

Hazel Tulley—Nurse Practitioner.
Anna McVittie—Nurse Practitioner.
Louise Shields—Nurse Practitioner.
Karen Michael—Nurse Practitioner.
Denise Combe—Nurse Practitioner.
Audrey Black—Lead Practice Nurse
Alice Walton—Practice Nurse.
Anna Sim—Practice Nurse.
Vicky Aldous—Health Care Assistant
Courtney Mills—Apprentice Nursing Associate

PHARMACISTS

Paul Heeks
Hannah Lockwood

DISPENSING TEAM

Justine Scales—Dispensary Manger,
Linda, Jacqui, Lauren, Dawn, Sam, Erin, Liz, Lucy,
Louise, Jessica and Angel.

MEDICAL SECRETARIES/DATA TEAM

Lynn, Sheron, Michael and Archie

PRIVATE FEES ADMINISTRATOR

Anita

RECEPTION TEAM

Lesley, Lynn, Jane, Carolyn, Ilona, Clare, Sally, Michael
and Archie

SOCIAL PRESCRIBER

A Social Prescriber is available at Ixworth Surgery. Jayne Gurney 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.

ASSOCIATED STAFF

COMMUNITY NURSES

Tel: 0300 1232425

Community Nurses provide essential nursing care for patients who are too unwell to leave their homes, as well as those needing continued care after a hospital stay. They work closely with GPs, who refer patients to them as needed. For assistance, they can be reached by phone. .

MIDWIFE

Self-referral at: - www.wsh.nhs.uk/pregnancy

Midwives, in collaboration with doctors, provide antenatal and postnatal care. They run a weekly antenatal clinic at the surgery, organise antenatal classes, and visit mothers and newborns at home after hospital discharge.

HEALTH VISITING TEAM

Tel: 01359 253915

Health visitors are registered nurses with specialised training in family relationships and child development. Their role is to promote good health and prevent illness within the community.

DIETICIAN

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

MENTAL HEALTH LINK WORKER

Sara Flowers, a Mental Health Link Worker from Suffolk Wellbeing, holds clinics at our practice every Monday. Patients can be booked into her clinics following a referral from a GP.

CARERS

If you are a carer and require further information, advice, support or reassurance please contact reception on 01359 230252. Sarah Clarke, Operations Manager, is the carer champion.

DOMESTIC ABUSE CHAMPION

Alice Walton



OTHER INFORMATION

PRACTICE AREA

Stanton, Walsham-Le-Willows, Wattisfield, Badwell Ash, Great 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, Ampton, Ingham, Barnham.

HOW DO I REGISTER?

If you live within our practice area, you can easily register by visiting the surgery to complete a form or by scanning the QR code at reception. Forms are also available on our website. Once registered, you'll receive immediate medical assistance, and your records will be transferred automatically. When you register, you will be asked to complete a New Patient Questionnaire and a form outlining your data sharing preferences.

NEW PATIENT HEALTHCHECK

If you are a new patient at our practice, we invite you to book a new patient review with a Healthcare Professional within six months of your registration. This helps us get to know you, discuss any health concerns, and ensure you receive the best possible care.

NAMED GP

Every patient registered at our practice is assigned a named GP who is responsible for overseeing their care. This helps ensure continuity and a more personal approach to your healthcare.

Your named GP is there to coordinate your treatment, but you can still see any GP or healthcare professional at the practice. If you would like to know who your named GP is or request a different one, please let us know.

PATIENT PREFERENCE OF PRACTITIONER

You have the right to request a preferred GP, and we will do our best to accommodate your choice. However, this may not always be possible, but we will ensure you receive the best care available.

DISPENSARY/REPEAT PRESCRIPTIONS

We dispense medication directly from the surgery to nearly all patients. We can also fulfil prescriptions issued by other healthcare providers, such as dentists or hospitals, including for patients who are not registered with us. We stock most common medicines and can source special medications if needed. Payments can be made by cash or card.

HOW DO I GET A REPEAT PRESCRIPTION?

If you require regular medication, it will be added to your repeat prescription. You will receive a printout listing the medications you take—simply tick the items you need on your repeat prescription form and drop it off with our dispensary team to place your order.

Our dispensary also offers a managed repeat service, where our team takes care of ordering your repeat prescriptions for you. This means all you need to do is collect your medication every four weeks.

You can also order prescriptions online using the NHS App.

PLEASE ORDER YOUR 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 Saturday, Sunday and Bank Holiday's. The usual quantity issued at one time 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 offer a free medication delivery service for housebound patients who are unable to arrange collection of their prescriptions. Additionally, we operate a prescription drop-off service at Barningham Post Office, Hopton Post Office, Pakenham Post Office, and Rolfe's Butchers in Walsham-le-Willows. Please contact us for more information or to arrange this service. If you use our delivery or prescription drop-off services, you can pay for your prescription by cash or card.



TEMPORARY RESIDENTS

We provide a temporary patient service for anyone staying in our practice area. This could be whilst on holiday or staying with relatives. 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 in advance for routine appointments. After taking some details the care navigators will offer you the most appropriate member of our team. This could be either face to face or as a telephone appointment.

Appointments for blood tests are available up to 10.30am each day. 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 2.00pm. 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.

OUT OF HOURS

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

WHAT IF I NEED A SPECIALIST MEDICAL EXAMINATION?

Please call 01359 230252 and one of our Care Navigators will make you an appointment. 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.

PATIENT RESPONSIBILITY

Patients are asked to keep appointments and to notify the surgery as soon as possible of a cancellation, a message can be left on the surgery's cancellation line. Valuable surgery time is wasted by those patients that do not attend booked appointments.

ZERO TOLERANCE FOR ABUSE POLICY

We are committed to providing a safe and respectful environment for our patients and staff. Abusive, aggressive, or violent behaviour towards our team or other patients will not be tolerated. In such cases, the practice reserves the right to remove individuals from our patient list in line with NHS guidelines. We appreciate your understanding and cooperation in maintaining a welcoming and supportive practice for everyone.

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 a signed a consent form.



THE PATIENT ASSOCIATION

The Ixworth Surgery Patient's Association was established in 1988. Membership of the Association is open to all patients registered with the Surgery who decide to opt-in and wish to contribute to the objectives of the Association.

The objectives of the Association are to:

- provide a transport scheme to patients with no other means of reaching the Surgery;
- arrange health and wellbeing sessions on topics that may interest patients and their family/ carers;
- fund agreed projects and equipment that will benefit patients;
- enhance communication and collaboration between patients and the Surgery.

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

NURSING RESPONSIBILITIES

Our Nursing Team includes five Nurse Practitioners, three Practice Nurses, a Healthcare Assistant, and one Apprentice Nursing Associate. They handle a wide range of care needs, allowing doctors to focus on more complex cases. Below are some examples of their services—if you're unsure, a Care Navigator can help book you with the right clinician.

- Acute and minor illness
- Cervical Screening
- Well men/women checks
- Travel advice and vaccinations
- Diabetic appointments
- Diet advice
- Menopause and HRT
- Cuts/abrasions etc.
- Dressings
- Ear Syringing (following an ear check)
- Blood Tests
- Baby Immunisations

HEALTHCARE ASSISTANT CLINIC

Our Healthcare Assistant offers blood tests, ECG's, Blood Pressure checks 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 prior to travelling. A form will need to be completed for each person travelling, these can be sent via a text message or collected from reception. Once the forms have been reviewed the surgery will be in contact with you to arrange an appointment to discuss and administer vaccines that are recommended for your destination.

ADVICE ON SELF CERTIFICATION

Any patients that are off sick from work for any length of time can self certify for the first working week. Once this time has elapsed you will need a telephone consultation with one of our Doctors to discuss a medical certificate.

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 send this in writing to the Operations Manager, who will then investigate this.

LOCAL COMMISSIONERS

Integrated Care Boards (ICBs) commission GP services by allocating funding, ensuring quality, and integrating primary care with other health services to meet local needs. They work to improve access, enhance service delivery, and support better patient outcomes within the wider healthcare system. The **Suffolk and North East Essex ICB** are our commissioners.

Telephone: 01473 770 000

Email: pals@snee.nhs.uk

Address: NHS Suffolk and North East Essex Integrated Care Board, Endeavour House, Russell Road, Ipswich, IP1 2BX



LIST OF SERVICES AND ANCILLARY SERVICES

The services of speech therapy, chiropody and physiotherapy 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 twice weekly.

FIRST POINT OF CONTACT PHYSIOTHERAPIST

A First Point of Contact (FPOC) Physiotherapist is a specialist based in GP practices who assesses and treats muscle, joint, and bone problems. You can see them directly without a GP referral for expert advice, exercises, and treatment plans to help manage pain and improve mobility. They also refer for further tests or specialist care if needed, ensuring quicker access to the right treatment. Our FPOC Physio, Mo, holds clinics at the practice on Tuesdays and Fridays.

RESEARCH

The practice participate in studies to improve patient care and patients from time to time may be contacted and invited to participate in research study.

TEACHING AND TRAINING

At Ixworth Surgery, we are dedicated to teaching the next generation of healthcare professionals. As a training practice, we regularly host medical students and trainee GPs, providing them with valuable hands-on experience under the supervision of our experienced team. Patients play a crucial role in this training by allowing students to observe and participate in their care, helping them develop the skills and confidence needed for their future roles. We encourage patients to support this important work by seeing medical students when offered, but we understand that some may prefer not to. If you would rather not be seen by a student, please let a member of our team know, and your preference will always be respected.

As an approved Training Practice and Learning Organisation, we host placements for qualified doctors training to become General Practitioners. Currently, **Dr. Ifeoma Oluhara** is training with our practice and will be seeing patients under the supervision of our GPs.

ONLINE SERVICES

Our online services make it easy for you to manage your healthcare anytime, anywhere. You can book appointments, order repeat prescriptions, view your medical records, and access test results securely from your computer or smartphone. Registering is simple—just speak to our reception team or visit our website for more details.

ANIMA ONLINE TRIAGE SERVICE

Patients can access medical help online using Anima, our online triage service. Using your smartphone, tablet, or computer, you can request an appointment, ask for a sick note, or contact your GP. Simply submit a request online, and our team will review it to ensure you get the right care as quickly as possible—often without needing to visit the surgery in person.

CONSENT TO SHARE

If you wish, you can nominate someone for us to share your medical information with on your behalf. This may be a carer, a family member who looks after you, or anyone with whom you feel comfortable discussing your medical queries on your behalf. Simply complete a consent form authorising us to discuss your health with your chosen representative. There's no obligation to nominate anyone—just ask at reception if you'd like a form.

VETERAN FRIENDLY PRACTICE

Ixworth Surgery is proud to be a Veteran-Friendly Practice, accredited by the Royal College of GPs and NHS England. As part of this, we aim to identify patients who have served in the military, as well as family members (household) of those currently serving. This follows the Armed Forces Covenant. Please let a member of the reception team know if you're a veteran or if you live with a family member who is serving.

VETERANS CHAMPION

Louise Shields



**Armed Forces veteran
friendly accredited
GP practice**