

WELCOME TO MARKET CROSS SURGERY

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| Dr Godfrey A Reynolds | Senior Partner | BSc MB ChB Birmingham 1983 MRCGP DRCOG |
| Dr John A Bruton | Partner | MBBS London 1985 MRCGP DRCOG |
| Dr Mahendra K Mistry | Partner | MB ChB Manchester 1987 |
| Dr J Sarah Cooledge | Part-time Partner | BSc MBBS London 1980 MRCGP DCH DRCOG |
| Dr Monica Bell | Part-time Partner | MBBS London 1985 DFFP |
| Dr John Satish | Partner | MB BS Madras 1991 |
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| Dr A J Hume | Part-time | BSc MBBS |
| Dr B J Bremner | Part-time | MB ChB Glasgow 1994 DRCOG DCH MRCGP DFFP |
| Mrs Maggie Lake | Practice Manager | MIHM |

Tel No. 01638 713109 Fax No. 01638 718615
Website: www.marketcross-surgery.co.uk

OUR PRACTICE

We are a happy, informal, democratic partnership that is committed to the traditional concept of family medicine in the broadest sense, thus providing a comprehensive general medical service.

OUR PRACTICE AREA

Our practice area is shown on the outside back cover of this booklet.

OUR PRACTICE TEAM

There are eight doctors who are supported by the practice manager, a practice administrator, five practice nurses, a health care assistant, six receptionists and five dispensers as well as a team of administrative staff. Attached to the practice we are pleased to have four district nurses who work very closely with the doctors.

The Market Cross Surgery is a training practice. This means hospital doctors wanting to enter general practice spend 6 – 12 months with us in order to gain the experience they need to become family doctors.

APPOINTMENTS

PLEASE TELEPHONE 01638 713109 FOR APPOINTMENTS

- Urgent cases are seen on the day
- If your condition is non-urgent, you can expect to see a GP within two working days though you may have to wait longer if you want to see a particular GP at a particular time.
- If you don't need an appointment within two working days you also have the option to book up to 4 weeks in advance if this is more convenient for you.
- Our telephone Triage system allows us to manage patient demand, prioritise appointments and arrange with you an appropriate time for your appointment – this is achieved by a return phone call to you from our Triage Team (either Duty Doctor or Nurse).
- Please remember that Mondays and the first day after a Bank Holiday are traditionally very busy – if you need to see your doctor routinely, please try to avoid these times.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary

You may find it helpful to know that the Doctors are **not** available for surgery at the following times:

| | |
|-------------|---|
| Dr Reynolds | Thursday afternoons |
| Dr Bruton | Wednesday afternoons |
| Dr Mistry | Thursday afternoons |
| Dr Cooledge | Tuesday all day |
| | Monday, Wednesday and Friday afternoons |
| Dr Bell | Wednesday all day |
| | Monday, Thursday and Friday afternoons |
| Dr Satish | Tuesday afternoon |

Part-time Doctors are available:

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| Dr Hume | Wednesdays all day and Friday mornings |
| Dr Bremner | Monday mornings, all day Wednesday and Friday mornings. |

SURGERY OPENING HOURS: 8.30AM – 6PM

SURGERY TIMES ARE:

Monday – Friday
8.40am – 12 noon
3.30pm – 5.30pm
Wednesdays Dr Bruton from 8am
Thursdays Dr Mistry from 8am

EXTENDED HOURS:

| | |
|------------------------|--------------|
| Tuesdays and Thursdays | 6.30pm – 8pm |
| Wednesdays | 7.00am – 8am |

These appointments will be routine and can be accessed through the triage team during normal working hours. These routine appointments are aimed particularly at patients who work and who may have difficulty accessing daytime appointments. Each week patients will have the choice of a male or female doctor in the evening surgeries.

TELEPHONE CONSULTATIONS

If you do not need a face-to-face consultation, the reception staff may be able to book a telephone consultation with your doctor. Telephone consultations are available with any doctor and the reception staff will arrange for the doctor to ring you at an agreed time during the morning.

PRACTICE NURSES

Simple problems can sometimes be dealt with by the nurses. For example, minor injuries, cystitis and general health enquiries. If you feel a nurse could help please let the receptionist know.

RESULTS

If you have been asked to contact the surgery regarding any test results please telephone between 10.00am – 12.30pm and 2.30pm – 4.30p

Policy for handling patient samples:

Samples that you provide will be promptly processed for those tests requested by your doctor. Any remaining samples may be used for checking other laboratory tests, teaching, research or public health monitoring in the future interests of all NHS patients.

All samples used in this way will be anonymised beforehand to ensure confidentiality is maintained, and that you cannot be identified. All research that takes place must be approved by the Trust's Research Governance Committee and by the independent West Suffolk Research Ethics Committee before it starts.

You may request that your sample is not used for these purposes and we will make the form and sample to ensure that your wishes are complied with and the sample disposed of. We regret that we are normally unable to return any samples to you for health and safety reasons.

HOME VISITS

If you are unable to visit the surgery for medical reasons, **please telephone if possible before 10.00am** to request a home visit, give us full details of the problem and your address. Please remember home visits should be regarded as a service for the genuinely housebound or seriously ill. If at all possible please come to the Surgery.

999

Please don't forget: in very urgent or life threatening cases, call an ambulance by dialling 999.

EMERGENCY OUT OF HOURS

Visits out of hours should be requested only when felt absolutely necessary.

For advice concerning minor illnesses please contact **NHS Direct on 0845 4647**. They will give advice and will contact the emergency Doctor on call when necessary.

If you need a doctor urgently after hours on weekdays, at the weekend or on Bank Holidays, please ring 01638 713109 and your call will automatically be diverted to the Out of Hours Service.

HOW DO WE WORK?

Although eight doctors work at the practice, we have a system of personal care so that your usual doctor will be your personal physician, responsible for the management of your overall care, (especially important where long term illness, referral to hospital or interpretation of consultant opinion is involved). We feel that this encourages a relationship with mutual understanding that we consider to be of particular value.

The nurses and doctors prefer to practice preventative medicine as opposed to merely treating you when you fall ill and a comprehensive health promotion programme is continually being improved. The surgery also plays a part in the training of nurses and doctors and occasionally one might be present during a consultation. (If you are not happy to discuss your problem in front of a third person, please ask to see your doctor alone).

NEW PATIENTS

All newly registered patients will be asked to complete a questionnaire and see a member of the general practice team within a month of registering. This enables us to get a good picture of your medical history. Medical treatment is, however, available from the date of registration. If you wish to register as a patient you will need to complete a form, which is available from reception. You do not need the consent of your previous doctor.

DISABLED PATIENTS

Within the practice all areas are accessible in a wheelchair. A lavatory for the disabled is provided.

HEARING LOOP

We have a hearing loop system installed in Reception for use by the patients together with a portable loop to be used during consultations with the Doctor. If you wish to make use of this facility, please ask at reception.

CHANGE OF ADDRESS

If you change your address please inform a receptionist as soon as possible so that our records can be updated. This may be of particular importance if you require a house visit in an emergency.

REPEAT PRESCRIPTIONS

You may request repeat prescriptions by: -

- a) Returning the side slip on the prescription. Please indicate which medicine you require by clearly ticking the relevant box(es).
- b) Telephoning the surgery on **(01638) 713213**.
(Monday – Friday 9.00am – 1.00pm and 2.00pm – 4.30pm)
- c) Enclosing a stamped addressed envelope with your slip. We will be happy to post it to you.
- d) By Fax 01638 718615
- e) On our Website: **www.marketcross-surgery.co.uk**
To register online please speak to reception.

PLEASE ALLOW **TWO WORKING DAYS** FOR YOUR ROUTINE PRESCRIPTION TO BE PROCESSED.

DISPENSING TO RURAL PATIENTS

The practice provides a dispensing service to patients who live in a rural area or village more than one mile radius from a retail pharmacy. Please ask if this applies to you.

The dispensary is open: Monday – Friday 8.30am – 6.00pm

CLINICS

The practice nurses, in association with the doctors, offer the following clinics.

Monday – Friday 9.00am – 12.15pm

Monday 2.00pm – 4.00pm

Tuesday – Friday 2.00pm – 5.30pm

MINOR SURGERY

This is arranged by special appointment by your own doctor.

DIABETIC CLINIC

All diabetics should attend this clinic at least once a year for a check up by the nurse, especially if they do not attend the diabetic clinic at the hospital.

CORONARY HEART DISEASE CLINIC

All patients with coronary heart disease are encouraged to see the nurse at least once a year for a complete review.

ASTHMA/CHRONIC OBSTRUCTIVE PULMONARY DISEASE

All patients with Asthma or Chronic Obstructive Pulmonary Disease see a nurse to monitor symptoms and inhaler technique to achieve optimum control at least once a year and more often as necessary.

WELL WOMAN

A three yearly general health check including smear test if necessary.

WELL MAN

A three yearly general health check with a view to providing better health and lifestyle.

HYPERTENSION (HIGH BLOOD PRESSURE)

In addition to seeing their own doctor, all hypertensive patients are encouraged to see the nurse at least once a year for a complete review.

MENOPAUSE

A one-off check and discussion of menopausal problems and advice.

HRT

An annual check with a nurse for those on HRT. For continuing therapy patients are reviewed every six months, alternating with the nurse in the clinic and the doctor on a routine appointment.

ORAL CONTRACEPTIVE CHECK

A routine check for those taking the contraceptive pill carried out every six months with the nurse. Patients only need see the Doctor if there are problems.

PRECONCEPTION

A health check and advice for those planning pregnancy.

TRAVEL CLINIC

| | |
|--------|----------------|
| Monday | 4.45 – 6.00pm |
| Friday | 3.15 – 5.15 pm |

Advice on all aspects of healthy travel including immunisation. It is necessary to attend six to eight weeks prior to departure. Travel immunisation information is not available over the telephone.

YELLOW FEVER CENTRE

We are an approved centre for yellow fever vaccination

SMOKING CESSATION ADVISERS

We can offer initial one to one consultations to help you stop smoking followed up by further consultations to support your efforts. Group Sessions can also be arranged if you prefer. Please telephone the Surgery to book an initial appointment.

Alternatively contact the NHS Smoking Helpline: 7am - 11pm every day 0800 1690 169, Text Phone: 0800 1690 171.

For online help and support and the chance to 'ask an Expert':
GOSMOKEFREE.CO.UK

SICKNESS CERTIFICATES

Please note that you do not require a certificate if you are off work for one to three days. If you are off for four to seven days inclusive, you should complete a self certificate form (**SC2**) which can be obtained from your employer or the DSS; if you are self employed you will need to use form **SC1**, which is available at reception.

If you are off for eight or more consecutive days your doctor will complete a Social Security form Med 3 or Med 5. **Medical certificates for illnesses less than eight days are not required by law.** A private certificate can be supplied, but a charge will be made for this service.

PRIVATE/NON NHS EXAMINATIONS AND REPORTS

A number of examinations and reports for special purposes are done privately and a fee will be payable. Examples of these are: insurance forms, letters to solicitors, life insurance/assurance, fitness to drive, HGV/PSV medicals, holiday cancellation, private sick notes and passport forms.

A list of fees is displayed in reception.

CONFIDENTIALITY

We ask you for your personal information so that you can receive care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. The sharing of some types of very sensitive personal information is strictly controlled by law. Whenever we can, we remove details that identify you.

Sometimes the law requires us to pass on information; for example, to notify a birth to the Registrar of Births & Deaths

Anyone who receives information from us is under a legal duty to keep it confidential.

Everyone working for the NHS has a legal duty to keep information about you confidential and you have the right to say no if you do not want information about you given to others.

If you would like to know more about how we use your information you can speak to the person in charge of your care or ask any member of staff.

THE FRIENDS OF THE MARKET CROSS SURGERY

Prompted by many bequests and generous donations from patients and their families, "The Friends of the Market Cross Surgery" has been formed. This group of patients helps to raise funds and organises the provision of practical help to improve equipment and services for patients of the surgery. We have received donations enabling us to buy a wide range of equipment and services (e.g. operating couch, resuscitation equipment, nebulisers etc.). We are deeply grateful to all our benefactors.

If you would like to know more about the group, or attend any of the meetings, please contact our Practice Manager or ask at reception for further information.

COMPLAINTS PROCEEDURE

We try to offer you the best service we can at all times. There may be occasions when you feel this has not happened.

We like to handle complaints ourselves since most arise from misunderstandings. It is best for all concerned to put things right as quickly as possible.

If you have a concern or wish to make a complaint please ask to speak to any member of staff or contact the practice manager.

The practice manager will listen to your complaint and discuss with you how best to resolve it. This may mean one or more of the following: -

- ◆ A verbal explanation
- ◆ A written reply
- ◆ A meeting with the doctor
- ◆ A further meeting with the practice manager after investigating your complaint.

We will try to address your concerns with a full explanation and discuss any action which could follow.

It will be our aim to answer all your questions. However, if it is not possible, we will be able to suggest further options for action.

FURTHER CONTACTS

Suffolk Primary Care Trust
Rushbrook House
Papermill Lane
Bramford
Ipswich
IP8 4DE

Tel: 01473 77000
www.suffolkpct.nhs.uk

OBLIGATIONS AND RESPONSIBILITIES

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Patient Rights

- To be treated with respect and courtesy by all Practice staff
- To have a copy of the Practice Leaflet
- Urgent problems will be assessed and dealt with on the same day
- Routine repeat prescriptions will be ready within 2 working days
- Access to an understanding and rapid complaints procedure

Patients Responsibilities

- To treat Doctors and staff with the same respect and courtesy
- To read the Practice leaflet in order to get better services
- To request urgent/emergency treatment only if absolutely necessary
- To notify the Surgery wherever possible if unable to keep an appointment
- To request repeat prescriptions in good time

USEFUL TELEPHONE NUMBERS

MARKET CROSS SURGERY

| | |
|-------------------|---------------------------|
| General/emergency | Mildenhall (01638) 713109 |
| Prescriptions | Mildenhall 713213 |
| Health visitors | Mildenhall 515229 |
| Community nurses | Mildenhall 515218 |

NHS DIRECT:

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|------------|-----------|
| NHS Direct | 0845 4647 |
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HOSPITALS & NURSING HOMES

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|--------------------------------------|--------------|
| West Suffolk Hospital | 01284 713000 |
| Newmarket Hospital | 01638 564000 |
| Addenbrooke's Hospital | 01223 245151 |
| Papworth Hospital | 01480 830541 |
| Thetford Cottage Hospital | 01842 752499 |
| Brandon Park Nursing Home | 01842 812400 |
| Wamil Court Elderly Residential Home | 01638 714751 |
| Mabbs Hall Nursing Home | 01638 712222 |

CHEMISTS

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|---|--------------|
| Lloyds Market Place | 01638 712109 |
| Lloyds Manor Court | 01638 712540 |
| Tesco (Moss chemist) Newmarket (open to 8pm) | 01638 761390 |