

***Bildeston Health Centre
High Street
Bildeston
Ipswich
Suffolk IP7 7EX***

PRACTICE LEAFLET

***TELEPHONE
01449 740254
(24 Hours)***

***If you telephone the surgery after 6.30 pm
you will be automatically transferred to the
OUT OF HOURS DEPUTISING SERVICE, CARE UK***

***PATIENTS SHOULD USE THE NIGHT AND WEEKEND ON-CALL
SERVICES FOR GENUINE EMERGENCIES THAT CANNOT
WAIT UNTIL THE NEXT WORKING DAY***

***FOR ADVICE ON MINOR ILLNESS
Call 111
NHS 111 is available 24 hours a day,
365 days a year
Calls are free from landlines and mobile phones***

www.bildestonhealthcentre.co.uk

BILDESTON HEALTH CENTRE

WHO WE ARE

DR MARK HAINSWORTH

**MB.Ch.B., Auckland 1984, M.R.C.G.P., D.R.C.O.G. (N.Z.),
D.F.F.P.**

DR DAVID CLARK

**MB.Ch.B., Cape Town 1990, M.R.C.G.P., D.R.C.O.G.,
D.F.F.P., D.C.H.**

DR LOUISE BEALE

M.B.Ch.B, Leicester 2006, M.R.C.G.P., D.F.S.R.H.

Louise Bissett

Practice Manager

Carol Huxtable

Assistant Practice Manager

Katie Simmons

Dispensary Manager

FOR APPOINTMENTS AND GENERAL ENQUIRIES

TELEPHONE 01449740254

www.bildestonhealthcentre.co.uk

BILDESTON HEALTH CENTRE

HOW TO CONTACT US

ADDRESS: Bildeston Health Centre
High Street
Bildeston
Ipswich
Suffolk IP7 7EX

- **TELEPHONE NUMBER: 01449 740254.**

For appointments, general enquiries, dispensary, urgent calls and visits.

- **We no longer have a Fax machine**

RECEPTION OPEN: 8.00 a.m. – 6.30 p.m. Monday to Friday.

SATURDAY MORNING SURGERY: 8.45 a.m. – 11.45 p.m.
Doctor's Booked appointments only (No Nurse available)

NOTE: NO WALK-IN SERVICE ON A SATURDAY
NO TELEPHONE CALLS TAKEN ON A SATURDAY

DISPENSARY OPEN:

Monday to Friday. 8.30 a.m. – 1 p.m. and 2 p.m.- 6 p.m.
(Closed 1 p.m.- 2 p.m.)

Saturday 8.45 a.m. – 12.00 noon

NO PHONE CALLS WILL BE TAKEN DURING
SATURDAY MORNING SURGERY

FOR APPOINTMENTS AND GENERAL ENQUIRIES

TELEPHONE 01449740254

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**PLEASE SEE THE TIMETABLE FOR DETAILS OF
SURGERY TIMES**

**FOR APPOINTMENTS AND GENERAL ENQUIRIES
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BILDESTON HEALTH CENTRE

HOW TO REGISTER WITH US

If you wish to register with us please complete a registration form providing evidence of your identity and address (ie photo driving licence, passport, utility bill etc). Alternatively, you can register on-line but you will still need to come to the surgery to complete a registration form.

Register on-line at: www.bildestonhealthcentre.co.uk under 'New patients'

If you have any concerns whether your or not your address is included in this area please ask a Receptionist who will be happy to help you.

You will be offered an appointment with the Practice Nurse after you register. It is important that you keep this appointment, as it will help the Doctor to look after any problems you may have while we wait for your records to arrive from your previous Doctor.

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BILDESTON HEALTH CENTRE

ABOUT OUR PRACTICE

We would like to welcome you to our family Practice. We provide services for Bildeston and many surrounding villages and towns. A large Primary Health Care Team supports the three Doctors.

Our highly experienced Practice Nurses, and Health Care Assistants, help us to provide a comprehensive preventative medical service. They offer booked appointments in the mornings, afternoons and evenings. Their role is to provide advice on minor illness and to carry out procedures such as checking blood pressure, giving injections and immunisations, cervical smear tests, health checks for women and men, they also syringe ears, dress wounds, give advice on diet and healthy lifestyle. The Nurses run clinics for patients suffering from Asthma and Diabetes, and Coronary Heart Disease. There is a clinic for patients who wish to stop smoking. The Nurses also help the Doctors carry out minor surgery and other procedures.

Five of our experienced Receptionists have been with the Practice for some years and we have just recruited a sixth member. They are here to help you. Theirs is a difficult and busy job. It is not easy to please everyone, so please be patient.

We issue medicines directly to patients from our own dispensary, and employ fully trained Dispensers. Our Dispensary Manager is responsible for the smooth running of the dispensary and will help with any queries you may have. The surgery runs a computerised repeat prescription system and deals with many prescriptions each day.

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TELEPHONE 01449740254
www.bildestonhealthcentre.co.uk**

The Practice Manager, Louise Bissett and her team are there to support the doctors and to plan and organise the general running of the Practice. Louise will help you with any problems and concerns you may have about the service we provide, and is always happy to receive any comments or suggestions you may have about the Practice.

The Practice employs two medical secretaries Anna Shiress and Nicki Stone, who type referral letters and keep in touch with hospitals and consultants regarding patients' appointments and complete many other clerical tasks vital to the running of the Practice.

We employ cleaners who look after the Health Centre and keep it clean and tidy.

The community Midwife team run a clinic here once a week.

We also have a Mental Health Link Worker who holds a clinic on a Wednesday (twice a month at present)

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TELEPHONE 01449740254
www.bildestonhealthcentre.co.uk**

**BILDESTON HEALTH CENTRE
MAKING AN APPOINTMENT**

The Practice runs an open access surgery each weekday morning between 8.30 am and 10.30 am. You do not need an appointment to see a Doctor between these times. Afternoon and evening surgeries and all clinics are available by appointment only. You may see the Practice Nurse mornings, afternoons and evenings by appointment only. The Healthcare Assistant is available each morning for blood tests - no appointment needed. Please see the 'Surgery Hours' timetable for details. Afternoon surgery is by appointment only.

You may see the Doctor of your choice as you are registered to the practice and not a specific doctor, although it is sensible to see the same Doctor if you are receiving on- going treatment. There will be occasions when the Doctor of your choice is not available, in which case you will be asked to see another Doctor. If you need to see a Doctor the same day, please do try to attend the open surgery in the morning, as afternoon surgeries are often fully booked.

Bookable appointments are available Monday to Friday, afternoon and evenings, 2pm to 5.50pm,

Saturday mornings between 8.45 am and 11.45 pm.

**NO PHONE CALLS WILL BE TAKEN DURING
SATURDAY MORNING SURGERY**

Please cancel any unwanted appointments – someone will always need one!

**FOR APPOINTMENTS AND GENERAL ENQUIRIES
TELEPHONE 01449740254
www.bildestonhealthcentre.co.uk**

HOW TO CONTACT A DOCTOR BY TELEPHONE

If you need to speak to a doctor or nurse during the day by telephone you may do so between 8.15 am and 8.30 am and 2 pm and 6 pm, Monday to Friday. If they are not available we will take your number and the doctor or nurse will call you back.

If we are unable to offer you a suitable appointment we may be able to offer you an appointment through Suffolk GP+, which offers evening appointments and weekend/Bank Holiday appointments in Riverside Clinic in Ipswich, Stowmarket, Felixstowe, Bury St Edmunds

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BILDESTON HEALTH CENTRE

WEEKDAY HOME VISITS

In order that we can plan our day, it is very helpful if you telephone requests for home visits before 10 am. The Doctors are happy to undertake home visits when necessary, but they are very time consuming as we cover a very large area of Suffolk. Often visits are requested from patients who are feeling very unwell, or with a poorly child, and do not feel able to sit and wait in the surgery. We do understand this and we are happy to arrange a time when you or your child can be seen at the surgery within a few minutes, thus eliminating the need for a home visit. Our receptionists will arrange this with a Doctor if you wish.

If you telephone the surgery after 6.30 pm you will be automatically transferred to the OUT OF HOURS DEPUTISING SERVICE, CARE UK - *USE THE NIGHT AND WEEKEND ON-CALL SERVICES FOR GENUINE EMERGENCIES THAT CANNOT WAIT UNTIL THE NEXT WORKING DAY.*

We do understand that many people, especially parents of young children can be worried about illness; a telephone chat with the Doctor may settle these worries without a night visit being necessary. Try and telephone early if you think a problem is cropping up. Trying to 'hang on' often ends up with a call at 2 am!

**FOR URGENT CALLS AND VISITS
01449 740254 (24 HOURS)**

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TELEPHONE 01449740254
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BILDESTON HEALTH CENTRE

DISPENSARY AND REPEAT PRESCRIPTIONS

The Practice runs a computerised repeat prescribing service. If you are on regular medication you will be given a computer slip with the drugs you take printed on it. When you need more medication tick against the items you require and either post the slip to us or place it in the box outside the dispensary. Alternatively speak to a member of staff to register for on-line services.

You can also email: IESCCG.Bildestonhealthcentre-dispensary@nhs.net

It takes **TWO WORKING DAYS** (48 hours) to process repeat prescriptions so do take care not to run out of medication. For those who have difficulty getting to the surgery we have various ways we can get your medication to a collection point near to you. Please ask the Dispenser who will advise you.

We do not take requests for repeat prescriptions over the telephone as mistakes can all too easily happen. Of course if you do have problems we are always happy to help if we can.

If you are taking regular medication you may be asked to attend a medication review once or twice a year. These reviews are carried out by the Doctors and Dispensers and usually take about half an hour. During the consultation you will be asked questions about your medication to ensure you are taking it correctly. The Dispensers do not carry out any sort of physical examination during these consultations.

FOR ADVICE ON MINOR ILLNESS

Call 111

NHS 111 is available 24 hours a day,

365 days a year

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BILDESTON HEALTH CENTRE

PHLEBOTOMY, CLINICS AND MINOR OPERATIONS

Each weekday morning between 9 am and 11 am we employ a Healthcare Assistant to carry out blood tests - you do not need an appointment for this service.

Our experienced Practice Nurses provide a comprehensive preventative medical service. As well as new patient medicals mentioned earlier in the leaflet our nurses offer travel advice and immunisations. (Do please keep your tetanus immunisation up to date!) The Nurses offer full health checks for women including cervical smear testing and breast examination. Clinics are run each week for patients with asthma or diabetes. The Nurses also run a Coronary Heart Disease clinic - this is for patients who are known to be at risk from coronary heart disease who are given regular health checks, including advice on diet, exercise and a healthy lifestyle. All the clinics are by appointment only. You may be sent appointments for some of them, please do try to keep them or let us know if you are unable to attend.

The Doctors are all approved to carry out minor surgery procedures and are able to treat minor casualties, including stitching small wounds.

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BILDESTON HEALTH CENTRE

ADDITIONAL SERVICES PROVIDED BY THE PRACTICE

CHILD HEALTH AND IMMUNISATION

**All our Doctors are approved to carry out childcare, physical examinations and immunisations in liaison with the Health Visitor. Childhood Immunisations are also carried out by our Practice Nurses. You will be sent appointments when your child's immunisations are due - please do try to keep them. Apart from these appointments the Doctors and Health Visitors will be happy to advise you on any problems or concerns you may have regarding your child's health. A Health Visitors baby clinic is held on the
1st Thursday of the month
1.30 – 3.00 pm**

MATERNITY AND FAMILY PLANNING

All the Doctors are approved to care for you during your pregnancy and delivery. This care may be shared with a consultant at the hospital, with your own G.P. and the Practice attached Midwife. The Midwife, with whom we work closely, holds ante – natal clinics at the health centre on a Wednesday morning. Please ask at reception for details. The Midwife will also consider requests for home deliveries as long as the circumstances are favourable.

All the Doctors and Nurses provide a full family planning service.

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BILDESTON HEALTH CENTRE

COMMENTS, SUGGESTIONS AND COMPLAINTS

We value your comments and suggestions. We use them to review the services we offer and look at ways of improving them. Our staff are here to help and will do their best to deal with your concerns.

You may prefer to record your suggestions on one of the Patient Comment Forms – these are available in the waiting room near the Suggestions Box – just fill in and place in the box. If you would like a written response, please include your name and address.

We try to offer 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.

The Practice Complaints procedure is as follows. If you have a concern or wish to make a complaint, please speak to any member of staff or contact the Practice Manager, Louise Bissett. She will listen to your complaint and discuss with you the best way to resolve it. We will try to address your complaint with a full explanation and discuss any further action that could follow. It will be our aim to answer all your questions. However, if this is not possible, we will suggest further options for action.

A leaflet explaining our complaints procedure is available from reception

**FOR URGENT CALLS AND VISITS
TELEPHONE 01449 740254 (24 HOURS)
www.bildestonhealthcentre.co.uk**

SURGERY HOURS

DOCTORS - Monday to Friday

8.30 a.m. – 10.30 a.m.

OPEN SURGERY

2.00 p.m. – 5.50 p.m.

BOOKED APPOINTMENTS

NURSES - Monday to Friday

9.00 a.m. – 12.30 p.m.

BOOKED APPOINTMENTS

2.00 p.m. – 5.20 p.m.

BOOKED APPOINTMENTS

PHLEBOTOMIST (blood tests)

Monday to Friday

9.00 -11.00 a.m. OPEN SURGERY

SATURDAY MORNING – 8.45 a.m. – 11.45 p.m.

Booked Doctor's appointments ONLY

PHONE CALLS WILL NOT BE TAKEN DURING

SATURDAY MORNING SURGERY

Dispensary open between

8.45a.m. and 12.00 noon

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BILDESTON HEALTH CENTRE
A FRIENDLY AND CARING SERVICE

ABOUT THE DOCTORS

Dr MARK HAINSWORTH – Dr Hainsworth's interests include Asthma care to British Thoracic Society standard, family medicine and childcare, also minor surgical procedures performed in the health centre.

Dr DAVID CLARK - Dr Clark's interests include general family medicine and he has a particular interest in coronary heart disease.

Dr LOUISE BEALE – Dr Beale is a female Partner with the practice. Her interests include Women's Health and Palliative Care.

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Saturday Morning Surgery

Extended Opening Hours

***The surgery is open on Saturday morning for
PRE-BOOKED DOCTOR'S APPOINTMENTS ONLY***

***PHONE CALLS WILL NOT BE TAKEN DURING
SATURDAY MORNING SURGERY***

***THE DISPENSARY IS OPEN ON SATURDAY
MORNINGS FOR THE COLLECTION
OF REPEAT MEDICATION PREVIOUSLY
REQUESTED***

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Other Information

Patient confidentiality

We respect your right to privacy and keep all your health and personal information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care. We will only ever pass on information about your health to a third party if we have your written consent to do so. You have a right to know what information we hold about you. If you would like to have on-line access to your records at any time please contact the Practice Manager. If you require a copy of your medical records, these can be provided free of charge.

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Patient Rights and Responsibilities

As a patient you can expect...

- >To be treated with courtesy and respect for your privacy and dignity.***
- >To receive treatment on the basis of your clinical need.***
- >To be able to choose to have a relative or friend with you during consultations.***
- >To be told when an appointment is likely to be.***
- >To be told on arrival of any delays are occurring and to receive an explanation as to why.***
- >To know the names and professional status of all staff involved in your care.***
- >To receive an explanation and, where appropriate, an apology if things go wrong.***
- >To be able to complain if you are unhappy about the treatment you receive.***
- >To choose whether you see medical or other healthcare students.***
- >To be able to request a second opinion.***

As a patient you have a responsibility ...

- >To treat the staff who care for you with courtesy and respect.***
- >To inform us if you change your address or telephone number(s).***
- >To consider the consequences of refusing treatment or not following medical advice.***
- >To attend appointments on time.***
- >To let us know if you cannot keep your appointment.***
- >To tell us if you have any allergies or sensitivities to medications.***
- >To treat other patients with courtesy and respect***

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