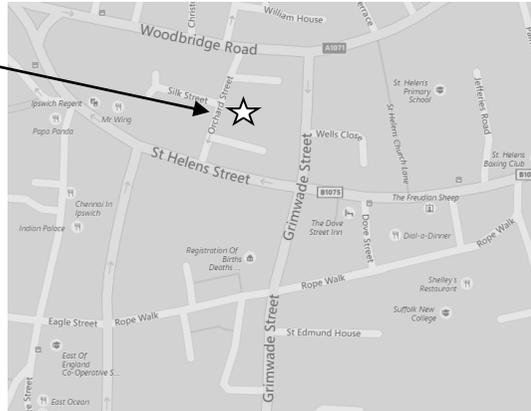


## Orchard Medical Practice Location

Orchard Street Medical Practice  
Orchard Street  
Ipswich  
IP4 2PZ



[www.bing.com/maps](http://www.bing.com/maps)

## How To Get Here

Our practice is located in Ipswich Town Centre and is easily accessible by bus on the routes into the town centre. The nearest bus stops are on St Helens Street or Woodbridge Road. We have a patient car park located at the back of the surgery. You can access the surgery from two entrances; our main one at the front of the building and our automatic entrance located at the back of the building by the car park.

***Please note the car park has limited spaces and is for patients attending the surgery for their appointments only. Any person using the car park that is not attending an appointment will be issued a fine.***

Disabled access: We have a disabled car parking space in the car park behind the surgery. The disabled access is accessible to the rear of the building. The reception desk has a lower section for wheelchair users and there is a lift to access the first floor.

We have a hearing loop located on reception, there is a small sign indicating where this is.

*Produced by Orchard Medical Practice*

*Information in this booklet is also from:*

*•[www.nhs.uk](http://www.nhs.uk) •[www.ipswichandeastsuffolkccg.nhs.uk](http://www.ipswichandeastsuffolkccg.nhs.uk)*



## A Guide To Our Services



## Orchard Medical Practice

Orchard Street

Ipswich

IP4 2PZ

Tel: 01473 213261

Website: [www.orchardmedicalpractice.nhs.uk](http://www.orchardmedicalpractice.nhs.uk)

## Opening Times

### Our Standard Opening Hours:

**Monday:** 08:00-18:30

**Thursday:** 08:00-18:30

**Tuesday:** 08:00-18:30

**Friday:** 08:00-18:30

**Wednesday:** 08:00-18:30

### Our Extended Opening Hours:

**Saturday:** 08:30-12:30 *These are for pre booked appointments only, our telephone lines are not open. We hold alternate Doctor and Nurse clinics on Saturdays.*

## When We Are Closed

In the case of an out-of-hours emergency call **NHS 111 or 999**

You may be given advice over the phone, asked to visit the base surgery, or visited at home.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call **999**. Chest pains and / or shortness of breath constitute an emergency.

You can also access a wealth of health information at [www.nhs.uk](http://www.nhs.uk) or you can use **NHS symptom checker:** [www.nhs.uk/symptomchecker](http://www.nhs.uk/symptomchecker)

### Practice Training Closures:

Once a month the practice is closed for training in the afternoon. During this time the phone calls will be directed to the Out-of-Hours service from 13:00 onwards until the surgery reopens the following day at 08:00.

## How Do I Register As A Patient?

We Welcome new patients to our list, our practice area covers IP3 and IP4. Registration forms are available from reception. You will be asked to supply photo ID and proof of residency *e.g. Passport, Driving Licence, tenancy agreement or letter/bill from a utility supplier or bank.*

We register patients Tuesday to Friday 10:00-14:00

## Your Rights, Responsibilities & Ours

**The Practice** Patients are entitled to be treated with courtesy & respect. We will try to answer the phone promptly & courteously. The practice will always try and offer you a same day appointment.

**The Patient** Patients are asked to treat our staff with courtesy. To help us be efficient please try to call outside of main surgery times for non-urgent requests. Patients requesting a same day appointment may have an appointment with another Doctor if their usual Doctor is not available. Please try to be punctual and to let us know if you cannot attend an appointment. You should not always expect to be given a prescription.

## NHS Zero Tolerance

The practice deems it very serious if a member of staff, one of our Doctors or nursing team is treated in an abusive or violent way.

The practice supports the governments 'Zero Tolerance' campaign for Health Service Staff. The policy states that 'GPs and their staff have a right to care for others without the fear of being attacked or abused'.

Our team understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

In most circumstances we will write to patients warning that they need to moderate their behaviour or they risk being removed from the list, if a further letter is deemed necessary, patients will be advised to find an alternative practice.

However, aggressive behaviours, be it violent or abusive, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted. If removed from the list you may be placed on a violent patient scheme.

In summary, we will not hesitate to remove patients from our list who are:

- Violent or abusive to any Practice member
- Cause damage/ steal from the Practices premises/staff/patients
- Use threatening or violent behaviour
- Obtain drugs and/or medical services fraudulently.

## Complaints Procedure

We try to offer you the best services we can at all times. There may be occasions when you feel this has not happened. If this should be the case or if you wish to make a comment on our service please contact the **Practice Manager in writing**. You can download our Complaints Procedure from our website.

### Patient Advice and Liaison Service:

PALS, Endeavour House, 8 Russell Road, Ipswich. IP1 2BX

**Telephone:** 0800 389 6819

## Confidentiality

As providers of healthcare services, our team may ask you for information so that you can receive appropriate care and treatment. Everyone working for the NHS has a legal duty to keep information about you confidential. Most staff in the surgery will have access to your record, our clinicians obviously need to view your history and add new consultations; our reception and administrative staff need access to support clinicians. I.e. booking appointments, scanning/filing incoming correspondence and ensuring procedures have been correctly recorded.

*You have a right to access to your health records. The Data Protection Act (1998) gives you the right access to all information the practice holds about you on manual and computer records, if you would like to have access to your medical records please contact the surgery in writing.*

**Record sharing eDSM (Enhanced Data Sharing Model)** is a facility available in the clinical software (TPP SystemOne) used at Orchard Medical Practice (OMP)

SystemOne is used by many care organisations in the area; most GP surgeries, the community nurses, Suffolk Child Health, Physiotherapy, some departments at Ipswich Hospital etc

It is beneficial for your care providers to have as much health information about you as possible. If you are ever registered with an organisation that uses SystemOne, you can select whether you want to share your records with them and back with Orchard Medical Practice. This happens based on your choice to two sharing consent options at each organisation:

**Share out:** potentially allows your record here to be viewed by your other care providers dependent on your choice to 'share in' with those providers

**Share in:** Potentially allows us to view records about you from your other care providers dependant on your choice to 'share out' with those providers.

You can always specify that particular entries at each organisation are made PRIVATE and they will not be shared no matter what your eDSM consent is set to.

**Summary Care Records (SCR)** is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.

Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays to urgent care.

At a minimum, the SCR holds important information about;

- current medication
- allergies and details of any previous bad reactions to medicines
- the name, address, date of birth and NHS number of the patient

You can also choose to include additional information in the SCR, such as details of long-term conditions, significant medical history, or specific communications needs. Opt out: Please speak to reception for a form.

**Due to confidentiality we cannot discuss patient information with any other person (except a minor) without the patient's written consent.**

## Booking Appointments

You can make an appointment with a Doctor, Nurse Practitioner & Practice Nurse during surgery times by making an appointment with reception. Our experience is that the vast majority of requests from patients are for 24/48 hour access to appointments. Therefore, we aim to offer appointments for a health care professional within 24 hours and a Doctor within 48 hours. If you require an advanced booking appointment beyond 48 hours please ask. While we do our best to accommodate requests, 24/48 hour access does mean the appointments are more limited than otherwise would be. You can also book and cancel appointments online (see 'online services')

When booking an appointment the receptionist will ask for a brief reason why you need to see the health professional. This is to establish the most effective treatment for you. Each receptionist has been trained as a 'care navigator' and will ensure you get the most appropriate advice for your current condition. They may advise you can self refer for the problem so you no longer need to see a Doctor. For example; Physiotherapy or Podiatry (please see 'self-referral services')

## Telephone Advice

We take urgent calls at any time, otherwise we will phone back at convenient time or after surgery. Very often a telephone consultation with a Doctor can avoid the need for a trip to the surgery. Please leave your telephone number and brief details about the call with our receptionist and a Doctor will phone you back.

## Home Visits

If you are too ill or infirm to be brought to the surgery you can request a home visit; you should do this before 11:30am. Call the surgery and state you need a home visit. Ensure you advise us of the problem, your phone number and the address you are currently staying at. You will be called back by a GP to assess your condition, if they feel a visit is required they will make arrangements for you to be seen that day. You may be visited by a GP, Paramedic, Community Nurse or Health Practitioner.

## Chaperone

There may be times when you would feel more comfortable with a chaperone in the room during a consultation with a clinician. If this is the case please do not hesitate to ask, we will be happy to arrange this immediately.

## Practice Team

### GP Partner's and Practice Manager

#### **Dr Michael McCullagh**

MB BCh BAO (1982 Dublin) MSc FRCGP MICGP DFFP

**Practice Manager:** Andrea Clarke MBA RSA  
Dip HE

### Associate GP's

**Dr Bulent Levent** MD (1993) Izmir

**Dr Denise Pattison** MB BCh (1987 London)

**Dr Denys Greenhow** MB BS (1988 London) MSc  
MRCGP DCH DRCOG DFFP

**Dr Tim Reed** MA (Cantab), MB BS (London 1985)  
MRCGP DCH DRCOG

**Dr Dee De Silva** MD (1993 Ukraine) MRCGP

**Dr Sarah Trigg** BM (Southampton 1998) MRCGP

**Dr Senthil Vivek** MB BS (India 1997) MRCGP M Sc  
MRCS DOHNS

**Dr Chioma Ngoka** MB BS (Nigeria 2008),  
MRCGP (2016), DFSRH (2016)

**Dr Purva Patil** MB BS (1998 Mumbai) MD MRCGP

### Locum GP's

**Dr Christopher Uzokwe** MB.BS (1982  
Lagos) MRCGP

### Nurse Practitioners

**Angie Bloomfield** RGN, BSc (Hons) Nurse  
Practitioner, NP Degree

### Practice Nurses

**Nicola Clipstone** RGN BSc (Hons)

**Shannon Connell** RN BSc (Hons)

**Charlotte Fisher** RN BSc (Hons)

### Practice Paramedic

Sarah Sims

### Health Care Assistants

Tracy Burton

Julie Gunner

Nicola Holland

### Clinical Pharmacist

**Matt Jones** MPharms (2011)

### **Assistant Manager:**

Rachel

### **Reception Manager:**

Marilyn

### **IT & Office Manager:**

Sarah

### **Senior Receptionist:**

Franki

### **Reception:**

Christine

Julie

Tracy

Chloe

Cheryl

Sophie

Hannah

Jayda

Mollie

Caitlyn

### **Admin Team:**

**Prescription Clerks:** Jemima & Julie

**Secretaries:** Su & Hannah

**Insurance & Medicals:** Cheryl & Marion

**Finance:** Maggie

## Named GP

You will automatically be assigned a Named, 'Usual GP' based on current GP workload; however, you can always book your appointments with any available GP. If you have a preferred 'usual GP' please advise reception and ask if your records can be adjusted to reflect this choice.

## Self-referral Service

You no longer need to see the Doctor for some referrals, you can self-refer to the following services:

**Physiotherapy** - [www.ahpsuffolk.co.uk/referral](http://www.ahpsuffolk.co.uk/referral) or Telephone: 03330 433966

Back, neck, shoulder, knee, hip, ankle, foot, elbow, hand, wrist pains

**Podiatry**- [www.podiatryreferrals.co.uk](http://www.podiatryreferrals.co.uk)

Significant, relevant foot pathology and/or relevant medical condition (e.g. high-risk diabetes), nail Surgery for **ingrowing/dystrophic/painful toe nails**, biomechanical problems requiring insoles/orthotics

*A basic nail-cutting service is not provided. Children under 5 need to be referred to Paediatrics*

**Wellbeing**- [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk) or Telephone: 0300 123 1503

Manage stress, low mood and anxiety

**One Life Suffolk** -<https://onelifesuffolk.co.uk/> or Telephone: 01473 718193

Lose weight, get active, stop smoking

**Orwell Clinic**- [www.icash.nhs.uk/where-to-go/orwell-clinic](http://www.icash.nhs.uk/where-to-go/orwell-clinic) or Telephone:

0300 1233650

Address: Orwell Clinic, Lindbergh Road, Ipswich, IP3 9FA

(For Sat Navs please enter IP3 9QX)

Offers- Chlamydia testing, Condoms, Contraception, Emergency contraception, HIV care, HIV testing, STI testing, Support and advice

**Turning Point** -01473 220240 or [www.turning-point.co.uk](http://www.turning-point.co.uk)

For drug or alcohol issues, a mental health concern, a learning disability, or if you are looking for an employment solution.

**Dentist** - 0300 311 2233

If you think you need urgent care, contact your usual dentist as some practices offer emergency dental slots and will provide care if clinically necessary. You can also call NHS 111, who can put you in touch with an urgent dental service.

**Do not contact your GP, as they will not be able to offer urgent or emergency dental care.**

## Guide To Common Childhood Illnesses

Every parent or carer wants to know what to do when a child is ill—most issues your child will experience are part of growing up and are often helped by talking to your Midwife, Health Visitor or School Nurse. Almost all babies, toddlers and children will get common childhood illnesses like Chickenpox, colds, sore throats and ear ache.

**You can use NHS symptom checker:** [www.nhs.uk/symptomchecker](http://www.nhs.uk/symptomchecker) and [www.ipswichandeastsuffolkccg.nhs.uk/Yourhealth/Patientinformationleaflets.aspx](http://www.ipswichandeastsuffolkccg.nhs.uk/Yourhealth/Patientinformationleaflets.aspx)

## Pharmacies

Your local pharmacy is the place to go to get any prescription medicines and clinical advice for minor health concerns. But they do a lot more than that.

As well as helping with common illnesses, pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception.

The pharmacist can also help with the following problems:

- Sore Throat
- Cold Sores
- Conjunctivitis
- Coughs /Colds/ Sinuses
- Cradle Cap
- Haemorrhoids
- Infant Colic
- Mild Cystitis
- Mild Dry Skin/Sunburn
- Minor Burns/Scalds
- Dandruff
- Contact Dermatitis
- Dry/sore/tired Eyes
- Earwax
- Sweating
- Head Lice
- Indigestion/Heartburn
- Infrequent Constipation
- Infrequent Migraine
- Insect Bites/Stings
- Hay fever
- Mouth Ulcers
- Minor Pain
- Nappy Rash
- Oral Thrush
- Ringworm
- Athletes Foot
- Teething
- Toothache
- Threadworms
- Travel Sickness
- Warts/Verrucae
- Morning After Pill
- Mild Acne

If your medicine is out of date, unwanted, or some of it is left over after you have stopped taking it, take it to your pharmacy to be disposed of safely instead of disposing of it yourself.

## Online Services

You can register for our online services at reception by bringing in photo ID. You will be provided with a username and password to access the following services:

- ◆ You can book appointments
- ◆ Request prescriptions, including ones not on repeat
- ◆ View your medical records
- ◆ Look at your test results
- ◆ Cancel appointments
- ◆ Update your details

You can also download the SystmOne App which is available on either Apple and Android devices.

## Patient Participation Group (PPG)

We encourage patients to participate in the PPG; the purpose of our group is to develop a positive forum for constructive feedback and improvement of services for our patients. We value patient views and want patients to be at the centre of the services that we provide.

This group meets every few months to discuss any surgery issues. Please speak to reception if you wish to join.

## Accessing Patient Records

You can arrange to view or have a copy of your records. Ideally you should make this request in writing stating the date range of records you require to access.

You can access your medical records online, please bring in photo ID to reception to have this set up.

## Carers

### Talk to someone

Call Suffolk Family Carers information line: 01473835477

### Ipswich Hospital Carers Cabin

The cabin based near the Garrett Anderson Centre is there so family carers can get some information they need or to have a break away from the hospital environment. The Cabin is run by Ipswich Hospital volunteers.

All the above information is from Suffolk Family Carers:

Their website: <https://suffolkfamilycarers.org/>

## Prescriptions

We aim to have prescriptions ready for collection **after 4pm, 2 working days after receiving your request sometimes prescriptions may take up to 72 hours to process.**

When requesting your prescriptions using any of the following methods:

- **In person**
- **Online**
- **Through your pharmacy**
- **By Post**

You may wish to nominate a pharmacy to collect and process your prescription so that you can pick it up directly from the pharmacy of your choice. Please make sure that if you have made an arrangement with a particular pharmacy then you will need to write on your request which pharmacy you would like your prescription to go to, make sure that if it is part of a chain that you specify the name and road.

**Acute (Short Term) Prescriptions-** If you feel that you need a medication that is not on your repeat slip, please call the surgery and speak to a **prescribing clerk**, you can always add the request onto your right-hand side of your last prescription or onto a repeat medication request form; **note that requests for acute medication may take longer than repeat requests.**

*We joined the electronic prescription service on 15th February 2017. You can now nominate a local pharmacy you wish all your medications to go to; please speak to reception or the prescription clerks to set this up.*

## GP+

Suffolk GP+ provides extra doctors appointments in the evenings, at weekends and Bank Holidays. **Appointments can be made via Reception during our usual opening hours.** You can also be referred via the NHS 111 telephone helpline, the ambulance service or by Ipswich and West Suffolk hospitals' A&E departments. Please note patients cannot refer themselves to this service.

The service is staffed by local Suffolk GPs and Nurse Practitioners in Ipswich, Felixstowe, Stowmarket, Leiston and Wickham Market and is an NHS service delivered by the Suffolk GP Federation.

You will be given a booked appointment and will be seen by a suitable local GP or nurse who will have access to your medical records (once consent is given).

**If you are a patient and need to cancel a GP+ appointment, please ring: 01473 344938**

Lines are open 10am-9pm weekdays and 8.30am-9pm Saturdays, Sundays and Bank Holidays.

Address: Suffolk GP+ Extended GP Access Riverside Clinic Landseer Road Ipswich IP3 0AZ  
Website: [www.suffolkfed.org.uk](http://www.suffolkfed.org.uk)

## Test Results

Your healthcare professional will tell you when your results of your tests should be available; this can vary from a few days to several weeks depending on the type of test.

Please contact the surgery **after 1pm and press option 4**

Please note you cannot ask for test results on behalf of another person (except a minor) unless prior permission from that person has been recorded in our files. The admin team will not be able to give you the results straight away as results usually have to be assessed and interpreted by a Doctor first.

Please note that it can take up to two weeks before routine x-ray reports are back with us. Outpatient prescriptions are issued by the hospital immediately and hospital inpatients are discharged with two weeks of medications to allow adequate time to safely set up your new repeat medications.

You can view your blood test results online. If you would like to sign up to this please bring photo ID to reception & ask to sign up to SystmOne online.

## Referral Waiting Times

If you have been referred under the **2 week wait** system, your referral will be sent to Ipswich Hospital within 24 hours. You can expect to be contacted with an appointment by telephone within 2 weeks. Please ensure that you are available during this period. If you are not contacted by Ipswich Hospital within 2 weeks, please telephone the Appointments Centre.

**If an urgent referral** is appropriate in your case, the referral letter will be typed by the end of the next working day and dispatched for review by a Consultant who will grade it and place it on the appropriate waiting list.

The approximate waiting time for an urgent referral is 8 weeks. However, if you have not been contacted within 4 four weeks of your referral please telephone the Ipswich Hospital Appointments Centre.

*Please note: Occasionally the Consultant may downgrade a referral from urgent to routine – this is beyond our control.*

If your referral is for a **routine appointment**, we will aim to type and dispatch your referral within 5 working days. A Consultant will review and grade the referral and place it on the appropriate waiting list.

The target average waiting time for a routine appointment is **18 weeks**, although this can sometimes be as long as 23 weeks. You are unlikely to hear from the Hospital until around 6 weeks prior to your appointment. If you have not been contacted within 8 weeks of referral, please telephone the Ipswich Hospital Appointments Centre.

**Hospital Appointment Centre number: 0845 8400 200 and state what referral you are waiting for e.g. two week wait.**