



NHS



The Peninsula Practice

A First Class Medical Service on your doorstep

Welcome to The Peninsula Practice

**Alderton Surgery
The Health Centre
Mill Hoo
Alderton
Woodbridge
Suffolk
IP12 3DA**

**Tel: 01394 411641
Fax: 01394 410183**

**Orford Surgery
Chapman House
Rectory Road
Orford
Woodbridge
Suffolk
IP12 2NN**

**Tel: 01394 450315
Fax: 01394 450975**

**Hollesley Village Hall
Hollesley
Woodbridge
Suffolk
IP12 3RQ**

01394 412100

Practice Website - www.thepeninsulapractice.co.uk

**SHOULD YOU REQUIRE THIS INFORMATION IN
LARGER PRINT PLEASE ASK AT RECEPTION.**

Welcome to The Peninsula Practice's Information Booklet

This is a guide to our services for you to keep for reference.

For the most up to date information please refer to our website:

www.thepeninsulapractice.co.uk

The practice covers an area known as 'The Peninsula', which stretches from the River Deben in the south to the River Alde/Ore in the north. This is a large (approx 80 square miles) rural area which inevitably affects the way we work.

However, despite cuts and threats to the health service, we at The Peninsula Practice are determined to provide an exceptional service, where getting appointments, establishing diagnoses, treating promptly and individually as well as referring onto hospital when appropriate, are priorities.

We aim to provide an ever improving service to our patients and would love to hear your views on how we can continue to do this. Please feel free to give us any helpful feedback which could help us enhance your healthcare. We welcome new patients so if you live anywhere in the area please get in touch. You will need to complete a registration form that is available on our website or from reception at one of the surgeries.



Out of area registration

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list.

GP practices have always had the ability to accept patients who live outside their practice area. Regardless of distance from the practice, the practice would still provide a home visit if clinically necessary.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of area.

If your application is considered the GP practice will only register you without home visits **if it is clinically appropriate and practical in your individual case.**

To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way.
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend).

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way.

Once the service commences in this area if you feel you fall into this category, please inform the Receptionist when you return your forms, as it may take a few more days to complete your registration. This is to enable us to make the above decisions.

Many thanks

The Peninsula Practice.

Surgery Opening Hours

The Peninsula Practice has purpose-built surgery buildings at Alderton and Orford (both with fully operational dispensaries), and Hollesley. All sites provide disabled access.

The practice as a whole is open every weekday from 8.00am-6.30pm over different sites.

Due to the large practice area, it may be necessary to travel a little further to another branch of the surgery within the practice in order to be seen sooner. Whilst you may live close to a particular surgery/branch, you are considered a patient of The Peninsula Practice and as such are welcome at any site.

Surgery	Monday	Tuesday	Wednesday	Thursday	Friday
Alderton					
01394 411641	8.00 – 2.30	8.00 – 6.30	8.00 – 6.30	8.00 – 6.30	8.00 – 6.30
Orford					
01394 450315	8.00 – 6.30	CLOSED	8.00 – 1.00	8.00 – 1.00	8.00 – 1.00
Hollesley					
01394 412100	2.00 – 5.30	CLOSED	CLOSED	PRESCRIPTION COLLECTION	CLOSED

The GP's work flexibly over different sites so it is not possible to identify which GP is working where as this could lead to inaccuracies and confusion.



The practice covers the following parishes:

Alderton
Bawdsey
Blaxhall
Boyton
Bromeswell
Butley
Capel St. Andrew
Chillesford
Eyke
Gedgrave
Iken
Hollesley
Orford
Ramsholt
Rendlesham
Shingle Street
Shottisham
Sudbourne
Sutton
Tangham
Tunstall
Wantisden

Making an Appointment

Book on the day urgent Appointments

We try to accommodate patients who need a same day appointment with a clinician. To book an on the day appointment please telephone the surgery at 8.00am. **(No guarantee of an appointment with a specific named clinician can be given but the practice will ensure that an appropriate appointment is made. Please note that these appointments are considered as urgent and we cannot guarantee they will be at the nearest surgery to your home). If necessary a GP may arrange to telephone you before an appointment is made.**

Same day Telephone Consultations

Some consultations do not need to be face-to-face with a doctor/nurse and can be managed over the telephone. Call between 9-10am and let the receptionist know you would like a telephone consultation where a doctor or nurse practitioner will return your call after morning surgery.

Emergency

If you are telephoning with symptoms of an emergency nature (i.e. tight chest pains/sudden physical weakness/breathing difficulties) please call **999**.

Book in advance Appointments

These are intended for, but not restricted to, people who require non urgent appointments such as medication reviews, diabetes/hypertension clinics etc. They are also for non urgent matters that can wait or for those patients who would like to see a specific doctor.

To arrange an advance appointment please telephone the surgery after 10am. Appointments with a clinician can be made up to 4 weeks in advance: for a nurse appointment up to 12 weeks.

Home Visits

If you or a family member are too ill to attend the surgery and clinically need a visit, we will visit at home. Please note that wherever possible patients should be seen at the surgery where facilities for examination and treatment are much better than that in a home environment. Please telephone before 10.00am where possible, and be prepared to provide information to the receptionist. A clinician will usually telephone before visiting to further assess as well as to anticipate any extra equipment or medicine which may be helpful to bring.

Out of Hours

For urgent medical problems between 6.30pm-8.00am, weekends and bank holidays, the Out of Hours service provide medical attention. Please call **111** for this service. Telephone calls to the surgery when we are closed are automatically transferred to NHS 111 at no additional cost while the caller waits.

You can also get medical advice 24 hours a day from **NHS 111** on **111** or medical information online at NHS Choices: www.nhs.uk

The Peninsula Team

Clinical Team

Doctors

Dr Lindsey Crockett BSc (Hons)., MBBS., MRCGP., DFRH., (Partner). Qualified in 1999 at Royal London and Bart's hospital. She was a GP in Surrey until January 2010 when she moved to Suffolk. "In the time I've been here I have felt privileged to be part of an excellent team where the individual needs of every patient is attended to. I have a particular interest in women's health, drug & alcohol issues and emotional health". Dr Crockett is also a qualified GP trainer and the Peninsula Practice is a training practice where qualified hospital doctors can work with us whilst training to be GPs.

Dr Fiona Hobday MB chB., MRCCP., (Partner). Qualified from Liverpool Medical School in 1995. She grew up in Woodbridge and after medical school had been working as a GP in Felixstowe and joined us in March 2011. "I am delighted to have joined The Peninsula Practice and become part of a strong team offering excellent clinical care". Her particular interests are in minor surgery, dermatology, holistic medicine and child health.

Dr Timothy Dudgeon MBBS, FRCGP. Trained at St Bartholomew's Hospital Medical School and qualified in 1976. He has relocated from Devon where he retired as senior partner in a rural surgery with several branch sites and joined us as a salaried GP in August 2014. He has a special interest in cardiology, diabetes and COPD. He will work at all sites alongside Dr Crockett and Dr Hobday and will be a valuable addition to the practice.

Nurse Practitioner

Wendy Marshall BSc (Hons)., RGN, RM, FPCert., EINP. Wendy is our very experienced Nurse Practitioner and nurse and works alongside the doctors in the practice to provide medical services. Wendy holds her own nurse practitioner surgeries where she sees patients to diagnose and treat both new and long terms conditions: this includes prescribing a wide range of medicines.

Senior Nurses

Our highly qualified senior nurses deal with a wide range of conditions and health concerns. They see patients for support, advice, screening and monitoring in many areas of disease management such as diabetes, asthma, COPD and hypertension. They also see patients for dressings, blood pressure checks, cervical screening, ear syringing, immunisations (routine and travel) etc. Nurses hours can be found on our website as these clinics occasionally change according to patient demand.

Health Care Assistants (HCA)/phlebotomists

Our HCA's provide an ever-growing repertoire of supportive medical services for our patients. These include blood tests, wound care, ECG's, blood pressure monitoring etc. The phlebotomist holds clinics to take bloods.

Community Clinical Services

District Nurses

The District Nurses work in a team in the community, sharing the care of our patients who are not able to get to the surgery. They have great expertise in all areas of district nursing including wound care, palliative care and continence care. The district nurses also provide leg ulcer clinics. The initial referral to the district nurse is usually through the surgery or from hospital.

Maternity Care

The doctors share the care for women during pregnancy with our community midwife team, who are based in Woodbridge. Patients can self refer when newly pregnant or attend the surgery for an appointment with a doctor. Patients are welcome to attend both midwife-led clinics and their GP for their antenatal care. The community midwife holds regular antenatal clinics at the surgery. Please check on the website or telephone the surgery for where and when she will attend.

Health visitors

The health visitor works with the community health visitor team alongside the doctors and midwife to provide specialist advice on childcare. They carry out routine health checks on babies and children under five and give advice and help on growth, development, feeding, behaviour and sleep patterns amongst many other things. Clinic information is available on our website or via the surgery.

Hospice and Macmillan Nurses

The service specialises in helping people with cancer & other end of life illnesses. Support is available from the surgery as well as the hospice. Please call us for further advice.

Mental health, Psychology and Counselling

We are able to offer in-house psychological support via the Suffolk Wellbeing Service team who see patients for assessment, self guided Cognitive Behavioural Therapy (CBT) or one to one CBT sessions at all the surgery branches. Patients can now self refer to the team by calling 0300 123 1781. Information can be found on their website www.readytochange.org.uk

Patients can also be referred to our 'in house' counsellor at Orford for counselling. We can also refer patients for alternative and specific help with mental health problems to our mental health link worker.

Patients with drug and alcohol issues can either self refer or be referred by their doctor to local support teams.

Private Clinical Services

Services requested by patients such as private medical examinations or completion of insurance claim forms etc. are non NHS services and the clinicians are entitled to charge a fee.

Details of fees are displayed on the notice board in our waiting rooms. Please ensure you are aware of these fees before booking your appointment.

Administration team

Practice Manager and Administrative Team

Our managerial and administrative team have responsibility for the organisation and running of the practice. They are on hand to respond to operational and business issues.

Receptionists

Our team of receptionists will help you with appointments, test results and home visit requests and will try to assist you with any other queries you may have.

Dispensary

Our team of dispensers run the dispensaries at our main sites; Alderton and Orford. Together they provide a comprehensive and convenient service for dispensing repeat prescriptions as well as efficiently preparing acute medication as it is prescribed during consultations. Please note that we require at least 2 full working days for repeat prescription requests to be processed.

www.thepeninsulapractice.co.uk

Our website has up to date information about our services and a wealth of healthcare information. Please also refer to this for latest information on any health alerts (e.g. flu clinics etc.).

Online Repeat Prescriptions

We offer an online repeat prescription ordering service via our website. Repeat prescriptions can also be requested in person at the dispensary, by post or by fax. Please ask at dispensary for protected personal access to this service.

Booking, Viewing & Cancelling Appointments

We also offer the ability to book, cancel or view appointments on line. Please ask at reception or dispensary for your unique personal access password.

Named Accountable GP

All patients at our surgery have a named GP (usual GP) who is responsible for patients overall care at the Practice. If you would like to know who you're named GP is, please ask during your next consultation or at reception.

This will not affect patients care and you can see any available GP at the surgery.

The named accountable GP will take lead responsibility for the co-ordination of all services and ensure their delivery where required.

Registering Online

This website service allows new patients to download a registration form online and by completing the health questionnaires and providing helpful medical information this will assist smooth transition from your previous GP. *Please bring all completed forms to the surgery.* As access changed on 5 January 2015 please see Changes to Patient Online Records Access information on page 10.

All new patients are invited to come for a new patient check. This is particularly important if you have an ongoing condition and should be arranged within 6 weeks of registering.

Change of Personal Details

If your address, telephone or other details change you can use the website to add this information. You can also provide up to date information via the website such

as adding your mobile telephone number.

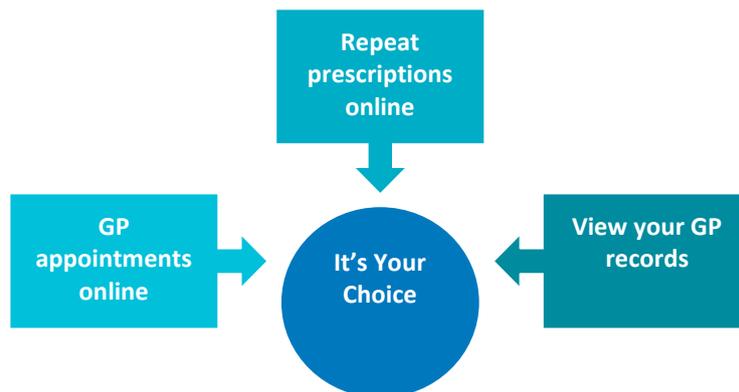
From Monday 5th January 2015

Patient Online: Records Access
'It's your choice'

Changes to Patient Online Records Access

Previous access was only for Repeat Prescriptions and Online-GP appointments.

There is now a new facility to be able to view a patient summary of your records, which at present will only include Medication, Allergies and Sensitivities.



If you wish to have access to your patient records, you will now have to prove your identity and complete a form before we can allow you access – please speak to a member of staff.

All children over the age of 16 will have to do a new registration, in person (not parent/guardian) for all online access.

Please note patients already registered for online access – will need to request a new registration in order for you to have access to your patient summary – if you do not wish to use this you can carry on using your old username and password with access to GP appointments and repeat prescriptions.

The practice has the right to remove online access to services for anyone that does not use them responsibly.

At Your Service

We run a range of clinics from general medical services to enhanced services not necessarily available in every surgery nationwide. They are listed here. For more detailed information on any of these please call the surgery or check our website.

Asthma & COPD (Chronic Obstructive Pulmonary Disease)

Our nurses specialise in care of chronic respiratory conditions and offer support to patients. These include tests to monitor control, advice on inhaler types and technique, symptom control and general lifestyle support.

Child Health & Immunisations

All new babies are invited to attend for a check up at 6 weeks of age. The local health visiting team provides health screening for all children under 5 years. Immunisations are given by our nurses from 2 months of age and you will be alerted for pre-school immunisations when your child reaches the appropriate age.

Chiropody

NHS chiropody is available for some patients (i.e. elderly/diabetic patients) in Woodbridge by referral from your doctor.

The surgery also offers a Private Chiropody Service at Alderton and Orford. There is a fee attached to this service, please ask at reception.

Contraception/Family Planning Services

A full contraception and sexual health service is available including emergency contraception, pill checks, Chlamydia screening and long acting contraception such as injectables, implants and intra-uterine coils. Some of our practice nurses are also trained in advising patients on contraception, preconceptual care and sexual health. Dr. Crockett is the lead contraception and sexual health GP for the practice and appointments can be made at all surgeries for this service.

Diabetes

Every patient with diabetes is offered at least an annual review for monitoring (i.e. blood tests, foot checks, BP & weight etc.) and discussion of diabetes control management. This normally involves a comprehensive appointment with the nurse and sometimes followed up by an appointment with a doctor one week later as appropriate.

Flu clinics

These are held annually in the autumn when the vaccine against the most virulent flu strains are prepared and sent to surgeries nationally. All patients aged 65 and over, plus other patients in certain 'at risk' groups are invited to these clinics. The dates of clinics and details will be advertised in the early

autumn at all surgeries and on our website.

Hypertension Monitoring

Patients with high blood pressure are closely monitored with blood pressure checks, lifestyle advice, annual blood tests and medication reviews. This service is run by both the doctors and nurses.

Medication Reviews

Patients on repeat medication are reviewed to ensure that the treatment they are receiving is still appropriate and assisting the condition for which it is prescribed. These appointments are an opportunity for patients to have a detailed review of their condition as well as to consider further investigations.

Minor Surgery

Some minor operation procedures can be performed at Alderton and Orford surgeries. Please make an appointment via reception with Dr. Hobday who will initially assess and discuss the options before arranging a definitive procedure as appropriate.

Physiotherapy

Patients can refer themselves for physiotherapy in Woodbridge (or at home if necessary) online at www.ahpsuffolk.co.uk. If you do not have internet access please contact reception.

Psychology Services

See under Mental Health.

Smoking Cessation

Stopping smoking is one of the most important things you can do to improve your health but we know that one cannot tackle this without feeling the motivation to do so. Our nurses provide comprehensive support for when that moment may come and offer advice as well as prescriptions where appropriate to help smokers give up.

Travel Vaccinations

We provide a foreign travel service. This includes yellow fever. Please complete a form from reception or online from our website for the practice nurse to ascertain your needs. This should be done at least 8 weeks before travelling. Call the surgery 3 working days after submitting your form when an appropriate appointment will be arranged for you.

Please note that some vaccinations are not provided under NHS services and will be charged a private fee. Please note: Yellow fever vaccinations can only be given at Alderton surgery.

Weight Loss Support

Led by our nursing team, the practice offers advice and support for those patients wishing to lose weight for their health.

Further Information

Over the Counter Medicines

We offer an extensive range of products at a competitive rate. These are displayed at both Alderton and Orford surgeries and our dispensers are happy to help with any queries.

Patient Confidentiality

We respect your right to privacy and keep all your health 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 care. The information is available only to those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please speak to the Practice Manager.

Prescription Delivery Service

For patients who have difficulty in getting to the surgery to pick up medication (including repeat medications) we offer a free delivery service. This is intended for, but not exclusive to, those who are less mobile or do not have transport or for those without family/neighbours who can easily get to the surgery on their behalf. If you are interested in this service, which is discretionary, please discuss this with dispensary staff.

The future of health needs you – Medical Research Projects

This practice is part of a network of surgeries in Suffolk who host medical research on a regular basis. Findings from research studies are used by primary care health professionals to offer you the most appropriate care. Anyone registered with this practice could help shape the future of healthcare by helping with research projects that you may be invited to participate in. Projects might involve completing a questionnaire, agreeing to an interview with a researcher or taking part in a clinical trial. No patient identifiable information will leave the practice without explicit consent from the patient. We work with a local Primary Care Research Network (PCRN) facilitator who assists in the set-up and smooth running of adopted studies ensuring quality control standards are met and maintained throughout studies.

Patients with particular needs/disabilities

Each of our surgeries has parking bays for disabled badge holders, have ramps and are accessible to patients using a wheelchair. We can arrange interpretation and translation services in person or by telephone for patients who do not speak English. We can also arrange hospital transport in certain circumstances for appointments with prior notice. Some patients may require longer appointments because of their disability and this will be accommodated.

PALS

The Patient Advisory Liaison Service is designed for patients, relatives and carers who need help and advice. It is a confidential service that provides information on the NHS and health related matters. The PALS service can be contacted on 0800 389 6819. The email address is pals@suffolk.nhs.uk.

NHS ENGLAND

We are currently part of NHS England where you can get information about medical and dental services in the area. Please contact them at The Customer Contact Centre, NHS England, PO Box 16738, Redditch. B97 9PT, telephone number: 0300 311 2233, website: www.england.nhs.uk

Comments, Suggestions or Complaints

We welcome any suggestions you have to help us improve the service. You can speak directly to any of us, or write to us. If you wish to make a complaint, please speak to a member of the practice staff. We will take the matter seriously and respond to you as soon as possible.

NHS Choices

www.nhs.uk offers lots of information from the NHS on conditions, treatments, local services and healthy living. Also on this website is the opportunity to provide online feedback about your views on our services at The Peninsula Practice. If you would like to appraise your surgery you can add your comments via this website.



Useful Telephone Numbers

Surgery Numbers

Alderton Surgery - 01394 411641 (Fax number: 01394 410183)
Orford Surgery - 01394 450315 (Fax number: 01394 450975)
Hollesley Surgery - 01394 412100
Out of Hours - 111

Hospitals

Addenbrooke's Hospital, Cambridge - 01223 245151
Aldeburgh Hospital - 01728 452778
Ipswich Hospital - 01473 712233
Nuffield Hospital, Ipswich - 01473 279100
Papworth Hospital, Cambridge - 01480 830541
St. Clements Hospital, Ipswich - 01473 329000
St. Elizabeth's Hospice, Ipswich - 0800 567 0111
St. Nicholas Hospice, Bury - 01284 766133
West Suffolk Hospital, Bury St. Edmunds - 01284 713000

During Surgery Hours Only

Community Mental Health Team - 01473 329805
Community Midwives - 01473 702666
Community Physiotherapy - 01394 615202
District Nurses - 0300 123 2425
Health Visitor - 01394 615220
Macmillan Nurse - 01473 707044

Other Numbers

Age UK - 01473 351234
Alcoholics Anonymous, National Helpline - 0800 917 7650
Carers Direct (for unpaid carers) - 0300 123 1053
Community Drug Team (CDT) - 01473 783285
CONCERN Counselling (General) - 01473 212788
Dementia Support - 01473 237301
Emergency Dentist - 101
Family Planning Wickham Market - 01728 747101
Live Well Suffolk - Stop Smoking Service 01473 229292
Natural Health Centre, Woodbridge - 01394 380580
Patient Advice and Liaison Service (PALS) - 0800 389 6819
RELATE Counselling (Relationships) - 01473 254118
SCDC Benefits Team - 01394 444838
Samaritan Helpline - 08457 909090
Sexual Health Clinic - 0300 123 3650
Social Care Services/Customer First - 0845 602 3023
Suffolk Community HIV Service - 0300 123 3650
Suffolk Family Carers (Mental Health Team) - 01473 835400
Suffolk Family Carers Helpline - 0844 225 3099
Suffolk Wellbeing Service (Ready to change) - 0300 123 1781
Turning Point Drug and Alcohol Service - 0300 123 0872
Woodbridge Complementary Health Centre - 01394 388234



