

## EYE HEALTH CENTRE

Castleton Way, Eye, Suffolk IP23 7DD

Telephone: 01379 870689 Fax: 01379 871182

### SURGERY TIMES

Mornings: Monday to Friday By appointment 08.30 - 11.00  
Monday to Friday Telephone Consultations 11.30 - 12.00

Evenings: Monday All doctors 15.30 - 19.30  
Tuesday Dr Lewis 16.00 - 18.00  
Wednesday Dr Partridge 16.00 - 18.00  
Thursday Dr Ahmed 16.00 - 18.00  
Friday All doctors 15.30 - 18.00

Nursing Clinics: Smoking Cessation Monday to Friday 08.30 onwards  
NHS Health Checks Monday & Thursday 09.30 onwards  
Over 75 checks Monday & Friday 09.30 - 11.00  
COPD Wednesday 12.00 - 14.00  
Diabetes Tuesday 12.00 - 18.00  
Asthma Wednesday 09.00 - 16.30  
Childhood Immunisations Tuesday 09.30 - 13.00  
Heart Tuesday & Wednesday 08.30 - 11.00  
Diabetes Pre Clinic Check Thursday 15.30 - 18.00  
Cervical Smears/Pill Checks Monday 12.00 - 15.00

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DISPENSARY OPENING TIMES Monday to Friday 08.00 - 18.30  
For telephone enquiries 09.30 - 18.00

**PLEASE ALLOW AT LEAST TWO CLEAR WORKING DAYS  
BEFORE COLLECTING YOUR REPEAT PRESCRIPTION**

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RECEPTION OPENING TIMES Monday to Friday 08.00 - 18.30

TELEPHONE LINES Monday to Friday 08.30 - 18.00

**URGENT** appointment to see a DOCTOR or NURSE (*Same Day*) 08.30 - 09.30

**MINOR ILLNESS** appointments with the NURSE (*Same Day*) 08.30 - 09.30

**ROUTINE** appointment to see a DOCTOR or NURSE (*2 or more days*) 09.30 - 18.00

**ADVANCE BOOKING** for a DOCTOR or NURSE (*up to 3 months*) 09.30 - 18.00

**HOME VISIT REQUESTS** 08.30 - 09.30

**FOR GENERAL ENQUIRIES & TEST RESULTS** 09.30 - 18.00

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### OTHER USEFUL NUMBERS

|                |               |          |              |
|----------------|---------------|----------|--------------|
| Health Visitor | 01379 873782  | Podiatry | 01473 685964 |
| District Nurse | 0300 123 2425 | Midwife  | 01473 702666 |
| Eye Pharmacy   | 01379 870233  | NHS 111  | 111          |

**EMERGENCY DOCTOR:** 01379 870689 or 999  
[www.eyehhealthcentre.co.uk](http://www.eyehhealthcentre.co.uk)

### WELCOME TO EYE HEALTH CENTRE

The practice leaflet describes the services offered (under the NHS) within this practice. It explains how we can help you in preventing disease and caring for your illness or disability, and how you can help us. Before joining this practice, you should ensure that we provide the services you require. To register, please ask at reception, or visit our website [www.eyehhealthcentre.co.uk](http://www.eyehhealthcentre.co.uk)

### DOCTORS/PARTNERSHIP

Dr H R A Lewis MBBS MRCP

Dr C J Partridge MB ChB DCH DRCOG MRCP

Dr V M Ahmed MBBS, DFFP

Each doctor looks after about 2,000 patients and every patient has a named accountable GP. Whilst you have the right to express a preference of practitioner, this is normally based on where you live.

### PRACTICE TEAM

A team of four nurses, a healthcare assistant, and phlebotomist, together with 11 staff assist the doctors in reception, secretarial, managerial, dispensing and administrative support. All staff recognise total patient confidentiality. Information from your medical record is only released on your signed consent.

**Receptionists** know the answer to most of your questions. Please do not hesitate to ask for help.

**Nurses:** Nikki Boughen, Sue Williams, Angela Turner & Joanne Wardle can advise you on minor illness, injections and immunisations, foreign travel, minor injuries, ear syringing, suture removal, blood pressure checks, blood and urine testing. In addition, nurses run weekly chronic disease management clinics and Angela visits housebound patients unable to attend the surgery. Well man/woman clinics are also available by arrangement. The nurses are supported by Jen Martin, Healthcare Assistant, and Suzanna Taylor, Phlebotomist.

All newly registered patients will be asked to attend for a routine health check which will include blood pressure, weight, smoking habits, alcohol screening and general lifestyle advice.

The Community Care Team provides **District Nurses** to look after patients who are housebound and need nursing care at home. They can be contacted on **0300 123 2425**.

The **Health Visitor**, Jan Jones, will automatically introduce herself to new mothers and new patients with young children. She holds a fortnightly clinic from 10.00am until 12.00 noon (2nd and 4th Tuesdays of each month) at Eye Children's Centre. She also conducts home visits to monitor the development of pre-school children and advises on all aspects of family health and local services that are available. Any anxiety is discussed with your own doctor.

### **TEST RESULTS**

Please telephone after 9.30am for hospital or test results. Your doctor will always advise you of results that require further intervention.

### **SERVICES PROVIDED**

General Medical Services, cervical screening, chronic disease management, health promotion, contraception child health surveillance, smoking cessation, phlebotomy, warfarin monitoring and maternity services in close association with the midwife. The doctors do no deliveries.

### **CONSULTATIONS**

We have a mix of pre-bookable and book on the day appointments available every day. Routine appointments are offered 2 or more days in advance which allows us to keep enough flexibility to offer a same day service for urgent appointment requests and emergencies.

For all urgent appointment requests, your GP will speak to you in the first instance and allocate an appointment/give advice based on clinical need.

Nurse Nikki and Nurse Sue also run **MINOR ILLNESS CLINICS** and can offer same day appointments and telephone advice.

**If your consultation is not urgent, please do not ask for an urgent appointment which may be required by someone in greater need.**

Afternoon surgeries are by appointment only and primarily intended for those who work and cannot attend morning surgeries, or those reliant on others for transport.

The practice is responding to the government's drive to improve GP access for commuters and other patients who are unable to attend for a routine appointment during normal surgery hours. Appointments are available from 18.30 - 19.30 on Monday evenings, but must be booked in advance.

We try very hard to keep to appointment times, but we appreciate your understanding of inevitable delays for emergencies and unforeseen long consultations. In order to help the doctors run to time, please do not expect a list of problems to be dealt with in one ten minute appointment.

We welcome and encourage a close relative to attend the appointment. Illness in an individual affects a family – sometimes the patient needs to recognise this too!

Always advise the receptionist if you have come by bus, taxi or car service. The surgery has easy access for wheelchairs.

### **HOME VISITS**

Home visit requests are always handled by your doctor. It would greatly help us if requests could be made before 9.30am. If at all possible, please attend the surgery as each visit takes the time of at least four consultations. The doctor is not obliged to visit and will discuss each request with you.

### **HEALTH PROMOTION**

The practice nurses, under the doctors' guidance, run clinics to reduce the risk of heart attack, stroke, cancer and osteoporosis, and for the management of diabetes, asthma and COPD, hypertension, established heart disease and smoking cessation. We welcome self-measurement and involvement in the national expert patient programme.

### **REPEAT PRESCRIPTIONS**

This is a dispensing practice and medications may be dispensed to rural patients who live more than a mile from a pharmacy. Requests can be made by post, fax or in person by dropping in the repeat slip directly to the Health Centre or Eye pharmacy. **You can also order your repeat prescriptions online via our website.** Please note that telephone requests are strongly discouraged and that the dispensers cannot issue medication without the doctors' authority.

**Please give at least two full working days' notice prior to collection.**

Telephone enquiries for the dispensary should be made after 9.30am.

### **FEEDBACK**

Many of you are generous in appreciation of the service at Eye Health Centre. We recognise that occasionally things do not go as smoothly as we would like. Please ask us to sort out any problems as soon as they arise as mole hills are more easily moved than mountains.

All feedback is formally logged and discussed, and used as an opportunity for us to learn.

We also welcome positive feedback, so please tell us what you think we are doing well.

**PLEASE COMPLETE A FRIENDS AND FAMILY TEST FEEDBACK FORM AND POST IT IN THE COLLECTION BOX IN THE WAITING ROOM**

### **COMPLAINTS**

If you have a complaint or concern regarding any aspect of the service you have received, please let us know by speaking to any member of staff or alternatively writing to your own doctor, or the Practice Manager. We operate a practice based complaints procedure (which meets national criteria) as part of the NHS system for dealing with complaints. Leaflets are available in reception. We aim to be a listening organisation at all levels and as such are determined to learn from your experiences.

### **OTHER SERVICES**

We have access to physiotherapy, social workers, chiropody, dietician, ultrasound, speech therapy and counsellor, either on site or in close proximity.

### **ONLINE SERVICES**

We are currently able to offer the following services via our website at [www.eyehealthcentre.co.uk](http://www.eyehealthcentre.co.uk)

- Booking/Cancelling GP Appointments
- Ordering Repeat Medication
- Viewing summary information regarding medications, allergies and adverse reactions, and coded information is also now available

### **REFERRAL PROCEDURE**

Your doctor may request the opinion of another partner in the practice which may save you a hospital visit. Hospital consultant opinions are available at a choice of hospitals including Ipswich, Norwich and Bury St Edmunds. Very occasionally other specialist hospitals may be recommended. Please feel free to discuss your preference for access and visiting. You may also request a private referral. Hospital transport is only available in medical need.

### **PATIENT RIGHTS/RESPONSIBILITIES**

You have the right to absolute confidentiality and to expect appropriate care delivered in a professional manner regardless of who you are. However, any patient found to be violent or abusive to a member of the Health Centre staff is liable to be removed from the practice patient list.

**Please be aware** of home or over the counter remedies for minor illnesses that do not require doctor/nurse intervention. This helps us to help you by not overcrowding the system unnecessarily. For advice regarding minor illness, you can contact NHS 111, visit [www.nhs.uk](http://www.nhs.uk) or speak to your local community pharmacist.

**Please keep appointments** that you have made with either the doctor or the nurse, or give good warning if you have to cancel. Missed appointments are very costly to the practice and could be utilised by someone in need.

## OUT OF HOURS AND EMERGENCY PROCEDURES

18.30-08.00 WEEKDAYS AND ALL WEEKENDS/BANK HOLIDAYS

Services are provided by NHS England and contracted to Care UK.



111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to an adviser, supported by healthcare professionals. You will be asked a series of questions to assess your symptoms and immediately direct you to the best medical care for you. **NHS 111 is available 24 hours a day, 365 days a year.** Calls are free from landlines and mobile phones.

### When to use 111

You should use the NHS 111 service if you urgently need medical help or advice, but it's not a life-threatening situation. Call 111 if: you need medical help fast, but it's not a 999 emergency

- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

### FOR IMMEDIATE, LIFE-THREATENING EMERGENCIES, CALL 999.

Please note: Central chest pain and shortness of breath constitute medical emergencies

The out of hours service will also be able to advise you how to obtain a prescription when the surgery is closed. Alternatively, visit [www.nhs.uk](http://www.nhs.uk) or phone NHS 111 for details of the duty chemist.

Think carefully before dialling 999 for an ambulance or going to a hospital accident and emergency department (A&E). These services are for people who are seriously ill or injured.

The nearest casualty departments are Bury St Edmunds, Ipswich or Norwich hospitals. Minor injuries and cuts may be dealt with at the Health Centre during normal opening hours.

## OTHER USEFUL INFORMATION

### Ipswich and East Suffolk Clinical Commissioning Group:

First Floor, Endeavour House

8 Russell Road

Ipswich

Suffolk IP1 2BX

Telephone: 01473 770000

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

### Patient Advice & Liaison Service:

Telephone: 0800 389 6819

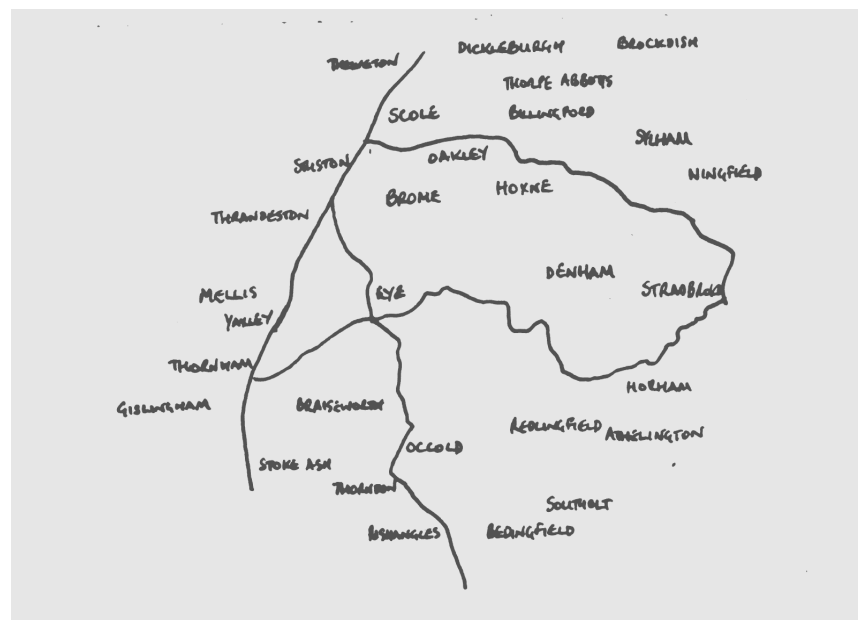
### Customer First (Social Services):

Telephone: 08456 023023

### Eye Health Centre Patient Participation Group:

New members welcome

Please contact: The Chair, Eye PPG, C/o The Health Centre



The Health Centre  
Castleton Way  
Eye  
Suffolk IP23 7DD