

EYE HEALTH CENTRE

DR H R A LEWIS

MBBS (Lond.) MRCP

DR C J PARTRIDGE

MBChB DCH DRCOG MRCP

DR V M AHMED

MBBS DFFP



Welcome to Eye Health Centre. This practice leaflet is a guide to the services we offer under the NHS. 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.

www.eyehhealthcentre.co.uk

OPENING HOURS

Monday	08:00 – 19:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	CLOSED
Sunday	CLOSED
Bank holidays	CLOSED

SURGERY TIMES

Mornings:

Monday to Friday	By appointment	08:30 – 11:00
Monday to Friday	Telephone consultations	11:30 – 12:00

Evenings: (all by appointment only)

Monday	All Doctors	15:30 – 19:30
Tuesday	Dr Lewis	16:00 – 18:00
Wednesday	Dr Herman	16:00 – 18:00
Thursday	Dr Ahmed	16:00 – 18:00
Friday	Dr Lewis & Dr Partridge	15:30 – 18:00

DISPENSARY OPENING TIMES

Monday to Friday	08:00 – 18:30
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Please allow at least three clear working days before collecting your repeat prescription.

Dispensary email: eye.dispensary@nhs.net

RECEPTION TELEPHONE LINES

Urgent appointment with a Doctor or Nurse (same day)	08:30 – 09:30
Routine appointment to see a Doctor or Nurse (7 or more days)	09:30 – 18:00
Advanced booking for a Doctor or Nurse (up to 3 months)	09:30 – 18:00
Home visit requests	08:30 – 09:30
General enquiries & test results	09:30 – 18:00

OUT OF HOURS AND EMERGENCIES

For immediate, life-threatening emergencies, call 999

Please note: Central chest pain and sudden weakness/shortness of breath constitute medical emergencies.

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

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

NON-EMERGENCIES

When the surgery is closed (weekdays between **18:30 – 08:00**, weekends and bank holidays) please call **111** if you have an urgent medical problem.

111 is the NHS non-emergency number and is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. Telephone calls to the surgery when we are closed are automatically transferred to NHS 111.

NHS 111 online (111.nhs.uk) is a fast and convenient alternative to the 111 phone service and provides an option for people who want to access 111 digitally. If you need face to face medical attention you may be asked to attend a Primary Care Centre.

When to use 111:

You should use the NHS 111 service if you urgently need medical advice but it is not a life-threatening situation

- 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 needs, contact your GP or local pharmacist in the usual way.

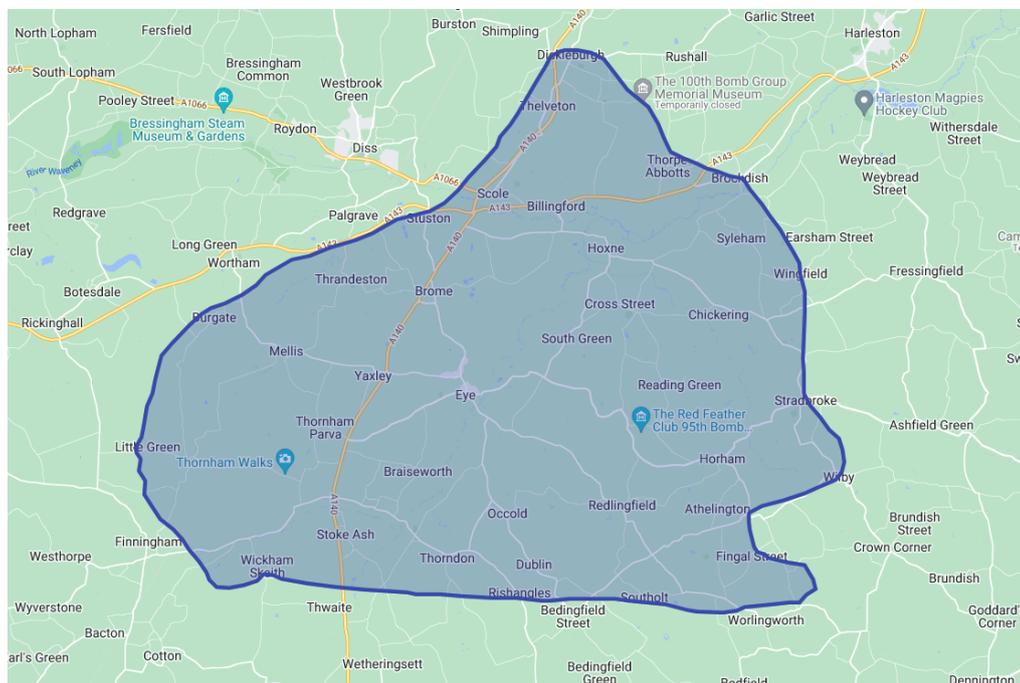
The 111 phone and online services can also advise you how to obtain a prescription when the surgery is closed if you have run out of medication and need some more urgently.

REGISTERING AS A NEW PATIENT

If you live in our catchment area (see below) and wish to register as a patient of Eye Health Centre you can collect the required patient registration forms from the practice to complete and return to reception. To speed up the registration process you can download these forms from our website in advance to attending the practice. Alternatively you can register via the website by completing the online forms on the 'New Patients' page and submitting them electronically.

When ordering repeat medication from us for the first time, it is essential that you provide us with a repeat medication slip from your current practice.

Practice Catchment Area Map:



TEMPORARY PATIENT REGISTRATION

If you are ill while away from home you can receive emergency medical treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary resident for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with the practice.

To register as a temporary patient at simply contact the practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the same town or area where you are already registered.

APPOINTMENTS

The Health Centre is open 08:30 – 18:00 weekdays for you to make an appointment with a GP, Nurse Practitioner, Practice Nurse or Healthcare Assistant.

Our Receptionists will ask you the reason for your call to help direct you to the most appropriate health care professional.

URGENT APPOINTMENTS - please phone the surgery at **08:30**

Requests for urgent same day appointments will be assessed by a GP who will allocate an appointment/give advice appropriate to your clinical needs. If you call later than 09:30, we may not be able to give you an appointment the same day.

ROUTINE & FOLLOW-UP APPOINTMENTS - please phone the surgery **after 09:30**

Routine and follow-up appointments are offered 7 or more days in advance in order to provide flexibility in the system to enable us to offer a same day service for urgent appointment requests and emergencies.

If you do not have an urgent medical problem, please do not request a same day appointment which may be required by someone in greater need.

GP consultations are ten minutes long. 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 appointment. If you have more than one problem, your doctor may ask you to book another 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!

TELEPHONE APPOINTMENTS

If you wish to talk to a doctor, please telephone during morning surgery and ask the receptionist to place you on your GP's telephone list. The GP will endeavour to call you back between 11:30 and 12:00 noon.

If you phone after 12:00 noon, you may not be able to speak with your doctor until the following day. However, if your call is urgent, you will be placed on the duty doctor's afternoon telephone list.

BOOKING APPOINTMENTS ONLINE

Patients are able to book appointments into our system using SystemOnline. This is currently only available for GP appointments.

In order to access this service, you must first register in person for online access with a receptionist which will require you to bring a form of photo ID (i.e. driving licence or passport) and a proof of residence with you. The receptionist will then issue you with information to enable you to access the SystemOnline booking system. Each family member will need to register separately. You can download the Online Access Request Form from the '*New Patients*' page on the website.

Once you have created your online account you will be able to book and cancel appointments online through the 'Appointments' page on our website. This service also enables you to order repeat prescriptions online.

TELEPHONE BOOKING SYSTEM

We also have an automated appointment booking system. When telephoning the practice, you will be given the option to make an appointment (or to change/cancel an existing appointment) 24 hours a day. This service is currently for GP appointments only.

Please note, when cancelling an appointment using the automated system, you must give at least one hour's notice. If this is not possible, you will need to speak to a receptionist.

EXTENDED PRACTICE OPENING HOURS

The Health Centre is able to offer appointments from 18:30 – 19:30 on Monday evenings for patients who are unable to attend a routine appointment during normal surgery hours. These appointments must be booked in advance either online, by telephone, or face-to-face with a member of the reception team.

ANIMA

Anima is an electronic consultation portal which enables patients to seek online advice from their GP. Patients can also request general or administrative advice. To access this service, go to The Eye Health Centre website homepage and click on the link.

HOME VISITS

It would greatly help us if requests for home visits could be made before 09:30. Home visit requests are always handled by your doctor. Home visits are only available for patients who are housebound because of illness or disability. Often a paramedic will attend on behalf of a GP.

REPEAT PRESCRIPTIONS

Eye Health Centre is a dispensing practice and medications may be dispensed to rural patients who live more than a mile away from a pharmacy. Requests can be made by post or in person by dropping the repeat slip to the Health Centre or Eye pharmacy.

We also offer an online repeat prescription ordering service through SystemOnline via the 'Prescriptions' page on our website. In order to use this service you need to first register for online access. To do this, you will need to register in person with a receptionist which will require you to bring a form of photo ID (i.e. driving licence or passport) with you. The receptionist will then issue you with information to enable you to access SystemOnline.

You can also order repeat prescriptions through the NHS App.

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

Dispensary email: eye.dispensary@nhs.net

CHANGE OF PERSONAL DETAILS

If your address, telephone number or other personal details change please let us know as it is important your records are accurate and up to date. You can inform us of any changes via the online form found on the practice website, or by talking to a member of the reception team.

THE EYE HEALTH CENTRE TEAM

DOCTORS

Dr Henry Lewis (Senior Partner)

Dr Christiaan Partridge (Partner)

Dr Viqar Ahmed (Partner)

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.

ADVANCED NURSE PRACTITIONER

Our Advanced Nurse Practitioner has received specialist training and is able to treat minor illnesses and many conditions that you would normally see a GP for. Michelle is also able to prescribe just like a GP and, if necessary, refer you onto secondary care.

NURSES

Our Nurses can advise you on injections and immunisations, foreign travel, minor injuries, suture removal, blood pressure checks and blood and urine testing. They can also support you with long-term conditions such as asthma and diabetes and run chronic disease management clinics.

HEALTH CARE ASSISTANT (HCA)/PHLEBOTOMIST

Our Health Care Assistant supports the Practice Nurses with their daily work and carries out tasks such as: blood pressure monitoring, health checks, ECGs, new patient checks, wound care, Dopplers, and acting as a chaperone. Our Phlebotomist holds clinics to take bloods.

PRACTICE MANAGER AND ADMINISTRATIVE TEAM

Our managerial and administrative team, led by Alison Soon the Practice Manager, have responsibility for the organisation and running of the practice and deal with operational and business matters.

RECEPTIONISTS

Our team at reception are often the first contact you have with the practice. They are trained in confidentiality and cover a range of responsibilities from administrative tasks to dealing with patient requests.

DISPENSARY

Our Dispensary team are highly trained in pharmacy and medication. They can help you with any queries you may have regarding your acute or repeat prescriptions. Please note that we require at least three working days for repeat prescription requests to be processed.

LOCUMS AND OTHER HEALTHCARE PROFESSIONALS

On occasion, you may find a Locum on duty who is standing in for one of our clinicians while they are away. You may also find other healthcare professionals at the practice such as Paramedics, Pharmacists and Physiotherapists.

COMMUNITY CLINICAL SERVICES

DISTRICT NURSES

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 2454**.

HEALTH VISITOR

The Health Visitor, Jan Jones, provides specialist advice on childcare and will introduce herself to new mothers and new patients with young children. She conducts home visits to carry out routine health checks of pre-school children and gives advice on important aspects of childcare such as growth, feeding, development, behaviour, and sleep patterns. Any anxiety is discussed with your own doctor.

PRIMARY CARE NETWORK

Primary Care Networks (PCN) are groups of GP practices working closely together alongside other healthcare staff and organisations to provide integrated services to the local population. Eye Health Centre is part of the East Suffolk PCN, one of the largest PCNs in England, made up of 13 practices and over 150,000 patients. The PCN provides access to services such as physiotherapy, chiropody and dieticians.

SERVICES AND CLINICS

CLINICS

The practice nurses, under the doctors' guidance, run a number of clinics:

- Asthma and COPD
- Diabetes and pre-diabetes
- Childhood immunisations
- Heart disease and stroke
- Hypertension
- Travel
- Cervical smears
- Contraception/family planning
- Cancer
- Wound care
- Seasonal flu clinics
- Over 75s check

We also offer NHS health checks by invitation.

SICK/FIT CERTIFICATES

If you have been ill for **less than 7 days** you do not need to see a doctor and can complete a self-certification yourself. Most employers have their own self-certification form but if they do not you can download one from the Eye Health Centre website. Some employers insist on a doctor's note regardless; under these circumstances a doctor's note will incur a cost of £10.

If you have been ill for **more than 7 days** you will need a doctor's certificate called a 'Fitness to Work' certificate. The doctor may call you or arrange for an appointment. If you have already been seen by your doctor about this illness, your certificate will be sent to you within a week.

If you have already had a fitness to work certificate for this illness your doctor may not need to see you to issue an **additional certificate**. You can request an additional certificate on our website and we will contact you to let you know when you can collect your sick/fit note, or we may contact you to arrange an appointment.

TEST RESULTS

We will contact you by telephone, or by letter, only if a result is abnormal and you require treatment or further investigations. You will not be contacted if your result is normal. If you wish to enquire about the results of your tests please telephone the surgery after 10:00. Alternatively, you can submit an electronic request by completing the online 'Request Test Results' form.

NON NHS SERVICES

It is important to understand that GPs are self-employed and not all of the services we provide are covered by the NHS payments to the practice. Please expect a fee for non NHS services. The staff or your doctor should inform you of any charges before carrying out non NHS work.

We also offer private medicals which may be needed by any agency such as your employer or for overseas visa applications. Please contact the Practice Manager for further details.

ELECTRONIC PRESCRIBING SERVICE

The Electronic Prescribing Service (EPS) is an NHS service which gives you the chance to choose where you pick up your prescription. EPS allows your GP to electronically send your prescription to the place you have chosen, this is called nomination. You can choose:

- A pharmacy
- A dispensing appliance contractor (if you use one)
- Your dispensing GP practice (if you are eligible)

You can ask any of these places that use EPS to add your nomination for you. You can change or cancel your nomination if you wish, just ensure it is before your next prescription is due or it may be sent to the wrong place.

ADDITIONAL INFORMATION

OVER THE COUNTER MEDICINES

Please be aware of home or over the counter remedies for minor illnesses that do not require doctor or 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, or speak to your local community pharmacist.

CONFIDENTIALITY

You can be assured that anything you discuss with any member of the surgery staff, whether a doctor, nurse, or receptionist, will remain confidential. The only reason why we might want to consider passing on confidential information would be to protect either you or someone else from serious harm. In this situation, we would always try to discuss this with you first.

To ensure your privacy, we will not disclose information over the telephone unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

If you have any worries or queries about confidentiality, please ask a member of staff.

If you would like to discuss matters of a confidential nature, either with our receptionists or a member of the dispensary team, we have a side room available in reception for this purpose.

DATA PROTECTION

In order to provide the right level of care we are required to hold personal information about you on our computer systems and in paper records to help us to look after your health needs.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

PATIENT RIGHTS & RESPONSIBILITIES

You have a 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 keep appointments that you have made with either a doctor or a 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.

CHAPERONES

We will always respect your privacy, dignity and your religious and cultural beliefs particularly when intimate examinations are advisable – these will only be carried out with your express agreement and you will be offered a chaperone to attend the examination if you wish.

You may also request a chaperone when making the appointment or on arrival at the surgery (please let the receptionist know) or at any time during the consultation.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

PATIENTS WITH PARTICULAR NEEDS/DISABILITIES

The surgery has good access for wheelchair users to all consulting rooms, treatment rooms, patient areas and disabled WC. We keep a wheelchair on site should you have trouble getting around the surgery or to/from your car. Please speak to a receptionist if you would like to use this.

If you are experiencing hearing difficulties when being called in to see a doctor or nurse, please let us know in order for us to set up an alert on your medical records and personally collect you from the waiting room. Alternatively, we do have the facility of a portable induction loop. Please speak to a receptionist if you would like to use this.

There are fact sheets in a number of different languages on our website which explain the role of the NHS, designed to help newly-arrived individuals seeking asylum.

CARE QUALITY COMMISSION (CQC) REGISTRATION

We are registered with the CQC which calls for us to meet certain essential standards. Our last inspection was carried out in 2016 where we were rated overall as 'Good'. If you would like to see a copy of our inspection report, visit www.cqc.org.uk.

COMPLAINTS, COMPLIMENTS AND FEEDBACK

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Patients can make a written or formal complaint either directly to the organisation or to NHS England. If you would like to make a complaint directly to this organisation, please ask reception for a copy of our complaints leaflet. However, if you simply wish to voice your concerns, then please discuss your thoughts with a member of the team.

Patients can submit a written or verbal compliment to Eye Health Centre. If you would like to leave a compliment, please feel free to ask for a compliment form at reception, email alisonsoon@nhs.net or verbally express your compliment to a member of staff directly or via telephone.

Additionally, any comments or suggestions can be voiced directly to staff or via telephone or email.

MISSED APPOINTMENTS

Missed appointments result in an increased demand for appointments and are costly to the practice. If a patient can no longer attend a pre-booked appointment, they can cancel it either in person with a member of the reception team, via telephone with a receptionist, via the automated telephone appointments system, or via our website on the 'Appointments' page. Please note that appointments cancelled using the automated telephone service need to be done more than an hour before the appointment time.

A missed appointment without prior cancellation will be logged on the patient's online records and a text explaining this will be sent to the patient. If a patient misses three or appointments within a 12 month period, they risk being removed from the practice list. We understand that there may be extenuating circumstances, which will be taken into account.

PALS

The Patient Advisory Liaison Service functions as a confidential service for patients, relatives and carers who need help, advice, and information on the NHS.

Telephone: 0800 389 6819

Email: pals@suffolk.nhs.uk

CONTACT DETAILS

The Eye Health Centre
Castleton Way
Eye
Suffolk
IP23 7DD

Tel: 01379 870689
Email: eye.healthcentre@nhs.net
Website: www.eyehhealthcentre.co.uk

When we are closed, please call Out of Hours: **111**

USEFUL CONTACTS

NHS Emergency **999**
NHS Non-Emergency **111**

Community and Local Services (during office hours only)

Health Visitor	01379 873782
District Nurse	0300 123 2425
Eye Pharmacy	01379 870233
Community Midwife	01473 702666
Community Physiotherapy (Allied Health Professionals)	03330 433966

Hospital and Hospices

Addenbrooke's Hospital, Cambridge	01223 245151
Hartismere Hospital, Eye	01379 873700
Ipswich Hospital	01473 712233
James Paget Hospital, Great Yarmouth	01493 452452
Norfolk & Norwich University Hospital	01603 286286
Norwich NHS Walk in Centre	01603 677500
Nuffield Hospital, Ipswich	01473 279100
Papworth Hospital, Cambridge	01480 830541
Priscilla Bacon Lodge (Palliative), Norwich	01603 255720
SPIRE Hospital, Norwich	01603 456181
St. Elizabeth's Hospice, Ipswich	0800 567 0111
St. Nicholas Hospice, Bury St. Edmunds	01284 766133
West Suffolk Hospital, Bury St. Edmunds	01284 713000
Hospital Car Transport Service (Non-emergency)	0845 850 0774

Other Contacts

Age UK	01473 351234
Alcoholics Anonymous, National Helpline	0800 971 7650
Carers Direct (for unpaid carers)	0300 123 1053
Covid Vaccination National Helpline	119
Connect for Health Suffolk	01394 332265
Dementia Sue Ryder Dementia Together	08081 668000
Emergency Dentist	111
Patient Advice and Liaison Service (PALS)	0800 389 6819
Police, non-emergency	101
RELATE Counselling (Relationships)	01473 254118
Samaritan Helpline	08457 909090
Contraception and Sexual Health Clinic	0300 123 3650
Social Care Services (Customer First)	0808 800 4005
Suffolk Community HIV Service	0300 123 3650
Suffolk Family Carers Helpline	01473 835477
Suffolk Wellbeing Service	0300 123 1781
Turning Point Drug and Alcohol Service	0300 123 0872

NHS Suffolk and North East Essex Integrated Care Board (ICB)

Ipswich and East Suffolk Office:

Endeavour House
8 Russell Road
Ipswich
Suffolk
IP1 2BX

Telephone: 01473 770000

Website: www.suffolkandnortheastessex.icb.nhs.uk

Eye Health Centre Patient Participation Group

New members welcome!

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