



# Ravenswood Medical Practice



## PATIENT INFORMATION LEAFLET

Address: 24 Hening Avenue, Ipswich, Suffolk, IP3 9QJ

Telephone No: 01473 271122

Fax No: 01473 718490

Website: [www.ravenswoodmedicalpractice.co.uk](http://www.ravenswoodmedicalpractice.co.uk)

### Clinical Team

#### GPs

##### Partners

**Dr H Mark Lloyd (m)**

MB BS MRCP MRCGP

**Dr B Jeph Vite (m)**

BSc(Hons) MB BS DRCOG

**Dr Jane M Campbell (f)**

MB BCH BAO MSC

**Dr Rosie Frankenberg (f)**

MB Bchir MRCGP DRCOG

**Dr Mojisola Olose (f)**

DFFP MRCGP

**Dr Marc Le Roux (m)**

MBCHB CertGP

##### Salaried GPs

**Dr Camilla McLuckie (f)**

MB BS DFFP MRCGP

**Dr Elizabeth Shirlaw (f)**

MBChB MRCGP DGM

**Dr Philippa Outtridge (f)**

MBBS MRCGP (2015)

##### Trainee GP

**Dr Samaditra Choudhuri (f)**

#### Clinical Practitioners (Visiting Clinicians)

Andrew Godden & Paul Gibson

#### Nurse Practitioners

Val Southgate, Ria Hunt, Sally Harris (In Training)

**Practice Manager - Anita Burgess**

## Opening Hours

We are open from 8.00 am to 6.30 pm Monday to Friday. We provide some Extended Hours (non-emergency consultations for patients who are in work).

	<b>Opening Hours</b>	<b>Extended Hours</b>
Monday	8am – 6.30pm	6.30pm – 8.30pm
Tuesday	8am – 6.30pm	6.30pm – 8.30pm
Wednesday	8am – 6.30pm	
Thursday	8am – 6.30pm	
Friday	8am – 6.30pm	
Weekends	Closed	

## When we are Closed

If you need a doctor when the surgery is closed you should ring the out-of-hours service **on 111**. Calls are free from both landlines and mobile phones. 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
- 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.*

## Training Closures

The Practice is closed for training one afternoon per month. On these occasions the phone calls to the Practice will be redirected to the out of hours service from 1pm onwards. The Practice reception will remain open during this time. For information on training dates please see the practice website.

## How to Register at the Practice

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure as follows:-

To register at Ravenswood Medical Practice you will firstly need to complete a registration form and new patient questionnaire. Once both forms are completed please hand to the receptionist who will commence the registration.

At the time of registration the Practice requires you to provide 2 forms of identification (one form of photo ID and one proof of address) along with a list of all current medications.

The registration process takes 72 hours to complete, but may be rejected if the correct paperwork is not provided.

Whilst the new patient registration is in process we would ask that all patients must ensure that they have adequate medication (14 days) from their previous GP practice. All patients who are on current medications **MUST** make an appointment for a New Patient Health Check with one of our Healthcare Assistants, this appointment may include a blood test. This appointment can be made at the time of registration at the Practice.

Please be aware that when a new patient requests a GP appointment for medication the GP will have expected the patient to have attended for a New Patient Health Check.

## Our Services

- Full General Medical Services including

- Long Term Condition Management – Diabetes, Heart Disease, Hypertension, Asthma, COPD, Hypothyroidism
- Childhood immunisation and health promotion
- Maternity services
- Family planning clinic
- Minor surgery including cryotherapy
- Travel advice
- Smoking cessation
- NHS Health Checks
- Blood Tests

## Appointments

We try to accommodate the needs of patients to speak with a GP or Nurse Practitioner on the telephone. Nurse Practitioners are able to diagnose, prescribe and refer patients if needed. The Patient First appointment system allows you to call the day you would like a telephone appointment and the GP or Nurse Practitioner will return your call. An appointment will be booked for you by the clinician at a suitable time for you both.

If you are unable to attend a pre-booked appointment please ensure your appointment is cancelled. You can do this by telephoning the practice and selecting option 1 for the cancellation line or you can also cancel your appointment online (registration required). Patients who frequently miss their appointments are at risk of removal from our Practice.

If you require a longer appointment, a translator or chaperone please ask the receptionist when you are making your appointment. We are a training practice for new GPs and may ask permission to record your consultations.

## Home Visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:30**. You may only request a home visit if you are housebound or are too ill to visit the practice. A GP/Clinical Practitioner will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls

You can also be visited at home by a Community Nurse if you are referred by your GP. You should also be visited at home by a Health Visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

## Repeat Prescriptions

Prescriptions for new medication can only be issued following consultation with the doctor.

If you require regular medication your doctor will issue you with a repeat prescription computer slip. You can request repeat medication by dropping the slip into the surgery or sending it in by post with a stamped addressed envelope if you are unable to collect the prescription yourself. You can also request repeat medication online.

Please allow 72 working hours (3 working days) for prescriptions to be processed by the surgery before collection. If your prescription is sent to a pharmacy please allow an additional 24 hours before collection. In all cases please try to use the request slip (the right hand side of your last prescription) and ensure that you tick the items required.

We regret that we are unable to take requests for repeat prescriptions over the telephone. This is because confusion can arise over drug names and in order that errors do not occur and that our systems are as safe as possible the practice has a policy not to accept telephone requests for repeat medication.

## **Test Results**

Please contact the practice after 2pm for any test results.

## **Named GP**

All patients at the Practice have a named accountable GP on their clinical record. Your named GP has overall responsibility for your care but you may see any GP of your choosing at the Practice.

## **Online Services**

The Practice offers the following services online:-

- Book a telephone consultation with the clinician of your choice on the day of your choice.
- Ordering of repeat medication
- Update your contact details
- View, export or print summary information, ie medications, allergies and adverse reactions
- Detailed coded record access

You can register for these services at reception where you will be issued with a user name and password. You will need to bring photo ID and proof of your address.

The Practice adheres to current confidentiality and access to medical records guidelines.

## **Non-NHS Services**

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions, driving licence applications and some vaccination services. Our fees for these services, which are inline with the BMA approved national guidelines are available at reception.

## **Patient Participation Group**

Our Patient Participation Group (PPG) meets at the practice on the first Wednesday of each month at 18:00. It is intended to provide an opportunity to further patient services. Participation is on a voluntary basis and light refreshments are provided.

## **Patient Comments and Complaints**

Comments on any aspect of the Practice are welcome. Please pass such comments on to staff or doctors or visit our website – [www.ravenswoodmedicalpractice.co.uk](http://www.ravenswoodmedicalpractice.co.uk). We endeavour to provide a high standard of service, please help us to do so. Complaints or grievances should be passed to the Practice Manager.

## **People with Disabilities**

Our premises have suitable access for people with disabilities. We have consulting rooms on the ground floor and lift access to the first floor. The Practice is fitted with a hearing aid induction loop and language line is available in all consultations. Our reception staff are happy to help any patients who are visually impaired.

## **Confidentiality**

All our patient records are stored on the computer. We can assure patients of complete confidentiality. Your rights are protected by the Data Protection Act and we follow guidance issued by the GMC in "Confidentiality – Protecting and Providing Information" April 2004. It explains circumstances in which information may be disclosed.

## **Where to Find Us/Car Parking and Travel**

There is free car parking in the car park located in the shopping area.

The following bus routes stop near the Medical Centre – 1, 3, 6 and 75.