

Mill Road Surgery, Colchester

Healthcare for you and your family



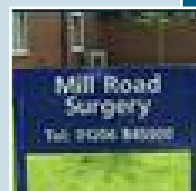
Mill Road Surgery PRACTICE BOOKLET

Please keep in a safe place

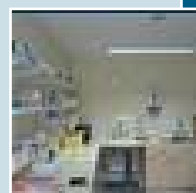


Mill Road Surgery

47 Mill Road
Colchester
Essex
CO4 5LE



Telephone:
01206 845900



Fax:
01206 844090

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SURGERY TIMES

Monday, Thursday and Friday 8am to 6pm
Morning session: 8am to 12.30pm
Afternoon session: 1.30pm to 6pm

Tuesday and Wednesday 8am to 7pm
Morning session: 8am to 12.30pm
Afternoon session: 1.30pm to 7pm

At least 25% of all appointments are pre-bookable up to a month in advance and the remainder are released on the day. If you telephone between 8.00am and 9.30am you will be offered an appointment on the same day.

ALTERNATIVE OPTIONS

Quick Medical Advice

NHS Direct
24 hours a day
0845 4647
nhsdirect.nhs.uk

To speak to a healthcare professional for emergencies

Harmoni
After 6.30pm and before 8am Monday to Friday
and after 6.30pm Friday to 8am Monday morning
0845 6025215

For accident and emergency

A & E department at Colchester General Hospital.
Turner Road, Colchester
24 hours a day
01206 747474

In a critical or life threatening situation. If you think immediate treatment by paramedics is needed call 999 for an ambulance.

For minor injuries and illnesses

NHS Walk-In Centre
Suite B, Ground Floor, The Octagon, Middleborough
Colchester
Open 7am to 10pm Mon-Fri, 9am to 5pm Weekends and
Bank Holidays
01206 744300

Nurse-led service. No doctor. No appointment necessary. Available to Colchester residents, visitors to

Colchester and those commuting to and from Colchester. Please note repeat prescriptions are NOT available from the Walk-In-Centre

YOUR DOCTORS

Dr Philippa Tucker MBBS
Qualified at Newcastle upon Tyne University in 1980. General practice training in Croydon and Walton-on-Thames, Surrey. Joined Mill Road Surgery in 1990, senior partner since 2004. Medical interests include palliative care, child and women's health.

Dr Tracey Copeman BSc, MBBS, DRCOG, DFFP
Qualified at Charing Cross and Westminster Hospital, London in 1995. General practice training in Colchester. Joined Mill Road Surgery in 1999. Three quarter time partner. Medical interests include family planning and women's health.

Dr Clair Carpenter BSc, MBBS, MRCP, DFFP, MRCGP
Qualified at Royal Free Hospital, London in 1995. General practice training in Colchester. Joined Mill Road Surgery in 2001. Medical interests include general medicine and women's health.

Dr David Cheung MBBS, DCH, DFFP, MRCGP
Qualified at St George's Hospital Medical School in London in 1996. General practice training in Colchester. Joined Mill Road Surgery in 2004. Medical interests include diabetes, palliative care, IT and prescribing.

Dr Hein Leonhardt MBChB
Qualified in Pretoria, South Africa in 1995. General practice training in Chelmsford. Joined Mill Road in November 2006. Full time salaried GP. Medical interests include minor surgery, musculoskeletal disease and dermatology.

Dr Farah Ozair

Mill Road Surgery, Colchester

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YOUR NURSES

Nikki Spelling
Nurse Manager running minor illness clinics and interests in asthma, COPD and family planning.

Chris Taylor
Practice nurse with specialist interests in diabetes, coronary heart disease and smoking cessation.

Lianne Kidger
Practice nurse with specialist interests in asthma, COPD, coronary heart disease and smoking cessation.

Tracey Felton
Nurse Practitioner/ Prescriber running minor illness clinics with interests in skin problems and asthma.

Claire Lowe
Healthcare assistant. Carries out new patient medicals, blood tests and ECG's and will be expanding her role as she gains experience.

SMOKING CESSATION

Please ask for an appointment with one of our nurses, who are qualified to give you advice and support if you wish to give up smoking. Or Call Cornerstone on 0800-731-2656 for a stop smoking group near you or e-mail stopsmoking@neeessexpct.nhs.uk Or visit these web-sites: www.gosmokefree.co.uk and www.quit.org.uk

FOREIGN TRAVEL IMMUNISATIONS

We offer appropriate immunisations (e.g. typhoid, hepatitis, meningitis) for our patients who are travelling abroad, together with advice on the prevention of malaria and other tropical diseases. Please refer to www.masta.org Please book an appointment up to three months before departure. Mill Road Surgery is a designated Yellow Fever Vaccination Centre for this region.

YOUR STAFF

Practice Manager: Andy Leonard
Joined Mill Rd Surgery in April 2008 following 27 years of retail management. Responsible for the day management of the surgery on aspects non-clinical. Available to discuss any suggestions or concerns anyone has regarding

the surgery.

Assistant Practice Manager: Barbara Lane

Assistant Contract Manager: Karen Ealden

Administrative Assistant: Tracy Clifton

Medical Secretary : Liz Foley
Medical Secretary : Marilyn Free

Dispensing Team: Anne Harris
Linda Gardner
Alison Newstead
Marian Harper

Reception Team: Ann Tupper
Linda Goddard
Deborah Legall
Joanna Brothers
Sandra Burton

ASSOCIATED STAFF

Community Nurse
Lynn Green

Our community nurses are based in West Bergholt and cover the surgery area. They provide nursing care to patients who are too unwell to leave their home or patients who have recently been discharged from hospital and are housebound. They work closely with the practice to ensure complete care from the medical and nursing aspect. If you need to see a community nurse, please speak to your GP.

Community Matron

Community matrons are experienced, skilled nurses who use management techniques to care for patients with a high intensity use of health care. By doing so, community matrons reduce hospital admissions, reduce stay in hospital, integrate elements of healthcare and improve patient outcomes. If you need to be referred to a community matron, ring 01206 518530 or speak to your GP.

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Midwifery

Our community midwifery team see women for antenatal and postnatal care. Women can book appointments to see the midwife here at the surgery on Monday mornings. If you need to speak to your midwife ring 01206 742369.

Health Visitor

Health visitors monitor your child's development and health until school age. Numerous clinics are held in your local area and at the Primary Care building on Turner Road. Jo Crawford covers part of the surgery area and runs a clinic here on Wednesday afternoon. To speak to Jo ring 01206 747318.

Counsellor

We have counsellors working here at the practice and there is a limited budget for referrals. Our main counsellors are Jo Dyer and Raje Airey. We also have student counsellors from Colchester Institute on placement here. If you need to see a counsellor, please speak to your GP.

DISPENSARY/REPEAT PRESCRIPTIONS

Opening Times:

Monday, Thursday and Friday	8.30am to 6pm
Tuesday and Wednesday	8.30am to 7pm

We are a dispensing practice which means that if you live more than one mile from a chemist, we can dispense your medication for you. In general, this will mean you will live in one of the surrounding villages. If you are a temporary resident, we can also dispense for you.

Please note we now have a collection point at Great Horkesley Village Store and also a home delivery service for housebound patients.

Great Horkesley Village Store opening times:

5am – 7pm Monday – Saturday
5am – 1pm Sunday

Home Delivery Service hours: Thursday morning
Please speak to your dispenser for further details.

If you are on long term treatment, the doctor may agree to supply some of your repeat prescriptions without seeing you. You will receive a computer printed slip showing details of your medication. Tick the items required and post, email, fax or put it in the black 'Repeat Prescriptions' box at the surgery. If you have multiple sheets, please ensure they are attached together. In the interests of accuracy and safety we **DO NOT** accept requests over the telephone. Please allow two working days for the preparation and signing of your prescription before collecting either the prescription or your medicine. If you wish us to post your prescription, please attach a stamped, addressed envelope. Dispensers are also trained to check that patients are able to take their medicines efficiently and reduce waste. For further details, please speak to the dispenser.

GENERAL INFORMATION

How Do I Register?

Providing you reside within our practice area as shown on the home page, you can register with us. It's easy! Simply visit the surgery and complete a registration form for each new patient. On completion of the form, please allow 48 hours before requesting appointments. If you require emergency treatment, please speak to the receptionist. You will be asked to make a 'new patient check' (for adults and children over 14 only). This is a 10 minute appointment with our nursing team to gather medical history and help you with any medical queries.

Change My Details?

It is very important that you notify us immediately of any changes of name, address or telephone number. There are many reasons why we may need to contact you.

If you change your name by marriage or Deed Poll we will require a copy of the documentation for our records.

Temporary Residents

We provide a temporary patient service for anyone staying within our practice area. This could be whilst on holiday, staying with relatives etc. Just call into the surgery, fill in one of our temporary resident forms and we will assist you.

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Appointment System

All consultations are by appointment and should be made at reception or by telephone during opening hours. Please book well in advance for routine appointments.

Appointment booked on the day

If you ring on the day, you will be offered a doctor or nurse practitioner appointment appropriate to your condition. Once we are fully booked and you still need to be seen on the day, the nurse practitioner will ring you back to assess your condition.

Self Check-In

When you arrive, you can self check-in at the desk immediately on the right.

Phone In Times to speak with Doctors/ Nurses

Please telephone before 12noon when a receptionist will take your contact details and the doctor or nurse will return your call before his/ her afternoon surgery.

Home Visits

If you require a home visit please telephone the receptionist as early as possible, stating clearly the patient's name, address and telephone number, the degree of urgency and the directions. If your visit is accepted, a decision will be made as to which doctor visits; this may not be the doctor you are registered with. Please note however, that home visits are extremely time-consuming so we would appreciate it if patients try as hard as possible to come to the surgery.

Test Results

In an effort to keep the telephone lines free in the mornings for appointments and home visit requests, patients are requested, where possible, to telephone the surgery after 2pm for routine results.

Advice on Self Certification

Any patient off sick from work for any length of time can self certify for the first seven calendar days. Only after then will you require a medical certificate signed by your doctor.

Failure To Attend An Appointment (DNA)

On your next visit to our practice, you will notice posters around the surgery stating the numbers that "did not attend". If you no longer require your appointment,

please telephone in good time to cancel, so we may use your appointment.

Zero Tolerance

In line with NHS Guidelines we operate a policy of zero tolerance regarding physical or verbal abuse to the doctors, their staff or anyone else on the premises. In the event of such behaviour the police will be called and arrangements will be made for that person/s to be removed from the premises and the practice list.

Complaints Procedure

The doctors and staff at Mill Road Surgery endeavour to deliver high quality care. However, it may be that a patient feels he or she has a complaint. In these circumstances any such complaint will be fully investigated and to facilitate this we request that a note of the facts be submitted in writing to the practice manager, Andy Leonard or one of the doctors. Alternatively you may ask for an appointment with Mary Reynolds, in order to discuss your concerns. Any such complaint should be made as soon as possible after the event. A copy of our complaints procedure is available on request from reception.

Clinical services we offer:

Minor surgery, Diabetes, Coronary Heart Disease, Cholesterol checks, Weight loss clinics, Asthma, Chronic obstructive airways disease, Phlebotomy, Maternity, Vaccinations, Counselling, Child Health Surveillance, Coils and contraceptive advice.

WEBLINKS

Clinical disease or disease information

www.nhsdirect.nhs.uk

www.patient.co.uk

www.netdoctor.co.uk

www.bupa.co.uk/health_information/

www.bbc.co.uk/health

www.malehealth.co.uk/

Charity websites

www.cancerhelp.org.uk/

www.cancerbackup.org.uk/Home

www.diabetes.org.uk/

www.asthma.org.uk/

www.alzheimers.org.uk/
www.arc.org.uk/ Arthritis Research Campaign
www.ageconcern.org.uk/

Travel

www.masta.org/

Local websites

www.northeastsexpct.nhs.uk/
www.colchester.gov.uk/
www.nemhpt.nhs.uk/worried.asp
www.essexrivers.nhs.uk/

Other

www.chooseandbook.nhs.uk/
www.healthspace.nhs.uk
www.nhs.uk
www.uktransplant.org.uk
www.blood.co.uk
