

Mill Road Surgery, Colchester

Healthcare for you and your family



Mill Road Surgery PRACTICE BOOKLET

Please keep in a safe place

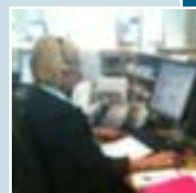
Last Updated: 07/09/2010

www.millroad-surgery.co.uk



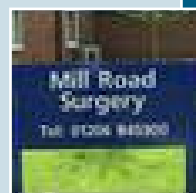
Mill Road Surgery

47 Mill Road
Colchester
Essex
CO4 5LE



Telephone:
0844 576 9445

Fax:
0844 576 9450



International No:
0870 575 8144

Mill Road Surgery, Colchester

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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 7.30pm
Morning session: 8am to 12.30pm
Afternoon session: 1.30pm to 7.30pm

Please note that the surgery is closed from 12.30pm – 1.30pm but the telephone line is still open during this time.

At least 25% of all appointments are pre-bookable up to a month in advance and a percentage are released every other day with the remainder being released on the actual day. Once all appointments have gone and you feel you need to be seen that day you will be put on the nurse practitioner triage list.

Failure To Attend An Appointment (DNA)

If you no longer require your appointment, please telephone in good time to cancel, so we may use your appointment. An answer machine service is available 24 hours, 7 days a week.

ALTERNATIVE OPTIONS

Quick Medical Advice

NHS Direct
24 hours a day
0845 4647
www.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

North Colchester, Healthcare Centre, Primary Care

Centre, Turner Road, Colchester CO4 5JR.

Open 7am to 10pm everyday

01206 314015

You can walk into the North Colchester Healthcare Centre between 7am and 10pm to see a GP or Nurse

OUR 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. 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. Partner. Medical interests include general medicine, diabetes and women's health.

Dr Hein Leonhardt MBChB

Qualified in Pretoria, South Africa in 1995. General practice training in Chelmsford. Joined Mill Road in November 2006. Partner. Medical interests include minor surgery, musculoskeletal disease and dermatology.

Dr Nirmalan de Silva MBBS, salaried GP.

Qualified at London Hospital Medical College in 1996. General Practice training in Colchester. Joined Mill Road Surgery in August 2010. Medical interests include paediatrics and general medicine.

Dr Farah Ozair MRCGP

Graduated in India in 1999. Postgraduate training on the UK. Working in General practice for last 3 years. Medical interests include paediatrics and child health. Currently on maternity leave.

OUR NURSES

Nikki Spelling

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

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Tracy Howard-Felton

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

Chris Taylor

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

Tracy Stedman

An experienced nurse practitioner, with a background in A & E and the Walk In Centre. Good at minor injuries.

Caroline Ursell

Practice Nurse. Experience in all aspects of the job. Will be doing some asthma care when returns from maternity leave.

Katie Rance

Practice Nurse. Experience in all aspects of the job. Will be undertaking training to assist in Diabetes Care.

Donna George

Health Care assistant. Currently doing blood tests, ECG's, hearing tests, new patient checks, blood pressure checks, smoking cessation, ear syringing, B12 injections and some flu clinics.

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.

FAMILY PLANNING CLINICS

We advise on the full range of contraceptive methods: natural, barrier, IUD, the pill, injectable, and emergency "after sex" contraception. Pregnancy counselling and referral can be arranged. The service is confidential and for everyone, including those not registered with this Practice.

PHLEBOTOMY CLINICS

| | | |
|--|------------------|--------------------------------|
| Essex County Hospital Lexden Road, Colchester | Mon-Fri | 08.30 – 12.15 |
| Colchester General Hospital Turner Road, Colchester | Mon-Thurs Fri | 08.30 – 16.15 08.30 – 15.45 |

Appointments required for GTT's and Sweat Tests

N.B. No Clinics are held on Public Holidays

OUR 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 Contract Manager: Karen Ealden

Reception Supervisor: Alison Newstead

Administrative Assistant: Tracy Clifton
Theresa Brinkley

Medical Secretary : Liz Foley

Medical Secretary : Marilyn Free

Dispensing Supervisor: Linda Gardner

Dispensing Team: Anne Harris
Marian Harper
Sonia Long
Emma Gardiner

Reception Team: Ann Tupper
Linda Goddard
Deborah Legall
Margaret McShane
Annie Hatch

ASSOCIATED STAFF

Community Nurse

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

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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.

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. Telephone 01206 286500.

Counsellor

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

Gillian Belsham - GPCA (GP Care Adviser)

The GP Care Adviser is available to assist patients and carers with non-medical problems. They can provide information and advice on a range of subjects including:

- Welfare benefits (including help with the completion of forms)
- Equipment and aids in the home
- Care services/home help
- Telecare (helpline) equipment
- Voluntary and statutory organisations.

Patients can be referred to the Care Adviser by their GP/nurse or self-refer by contacting the surgery. If it is not possible for you to get to the surgery, the Care Adviser may be able to visit you at home.

DISPENSARY/REPEAT PRESCRIPTIONS

Opening Times:

Monday, Thursday and Friday 8.30am to 6pm
Tuesday and Wednesday 8.30am to 7.30pm

Please note that the surgery is closed from 12.30pm – 1.30pm but the telephone line is still open during this time.

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

Confidentiality

The Practice abides by strict rules of confidentiality and care is taken in the transmission of sensitive data.

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.

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.

Antenatal, postnatal and surgical procedures need longer appointments. Do ask the receptionist if you are uncertain. Please wear loose clothing. Please inform reception if you would like a chaperone.

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.

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

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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. 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, wound care and suture removal. Children of 5 years and under are offered Child Health Screening.

All our doctors offer maternity services and post natal checks and have recognised experience in Child Health Screening. The doctors will carry out the first Baby Check at 8 weeks and a post natal check. Baby's first immunisation at 8 weeks will be given by our Practice Nurses who will also give subsequent immunisations and childhood vaccinations.

Patient Participation

We welcome any suggestion or comments you may have about the service offered to help us maintain the highest standard of care possible and meeting your needs. We also carry out annual patient surveys in addition to the nationally run patient surveys by the NHS.

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

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| Central Hospital Switchboard | 01206 747474 |
| St Helena Hospice | 01206 845566 |
| Community Midwives | 01206 742369 |
| Constable Wing, Colchester General Hospital | |
| District Nurses | 01206 715050 |
| Central Clinic | 01206 744071 |
| East Lodge Court, High St. Colchester | |
| Our Health Visitor | 01206 747318 |
| Child Line | 0800 1111 |
| Colchester Crematorium Office | 01206 282950 |
| Coroners Office | 01206 742300 |
| Rape Crisis Line | 01206 769795 |
| NEEDAS (Alcohol & Drug Advisor Service) | 01206 287250 |
| Samaritans | 01206 561234 |
| Citizens Advice Bureau | 01206 765331 |
| Social Services | 01206 761954 |
| North East Essex Primary Care Trust | 01206 288500 |