

Mill Road Surgery, Colchester

Healthcare for you and your family



Mill Road Surgery **PRACTICE BOOKLET**

Please keep in a safe place

Last Updated: 08/11/2011

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 975 8144

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.

APPOINTMENT SYSTEM

Pre-bookable Appointments

You can book a non-urgent appointment up to 28 days in advance. We release 25% of our appointments for this purpose.

So if you need an appointment in 3 or 4 weeks time we will hopefully be able to offer you one.

Two Day Advance Appointments

Each morning at 8.00 a.m. we release a small number of appointments for two working days ahead.

So if you ring on the Monday at 8.00 a.m. we will try and offer you an appointment on the Wednesday.

Same Day Appointments

Each morning at 8.00 a.m. we release the remainder of our appointments for that day. We have up to 6 people answering the telephones at 8.00 a.m. so please be patient with us.

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.

Appointment Reminder Service

An appointment reminder service is now in place to confirm your appointment at the surgery by SMS text message to your mobile phone. This is to help patients remember and reduce the “Did not attend” appointments which are wasted.

A confirmation text will be sent to your mobile at the time of booking your appointment and a reminder is sent 09:00 the day before your appointment.

Please can you complete a consent form if you are happy to receive this service. This will be saved on your GP record. You can notify us in writing if you wish to retract this at any time.

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.

Mill Road Surgery, Colchester

Healthcare for you and your family

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

Consent Policy for leaving messages on Patients contact numbers

Please can you complete a consent form which
is left at reception if you are happy to receive
messages on any contact telephone numbers
supplied to the practice to identify ourselves as
your GP practice and to ask you to contact
them if you are not available. This will be saved
on your GP record. You can notify us in
writing if you wish to retract this at any time.

OUR DOCTORS

Dr Philippa Tucker, MBBS

Partner

Qualified at Newcastle upon Tyne University in
1980. General Practice training in Croydon and
Walton-on-Thames, Surrey. Joined Mill Road
Surgery in 1990. Medical interests include pal-
liative care, child and women's health.

Dr Tracey Copeman

BSc, MBBS, DRCOG, DFFP

Partner

Qualified at Charing Cross and Westminster
Hospital, London in 1995. General Practice
training in Colchester. Joined Mill Road Surgery
in 1999. Medical interests include family plan-
ning and women's health.

Dr Clair Carpenter

BSc, MBBS, MRCP, DFFP, MRCGP

Partner

Qualified at Royal Free Hospital, London in
1995. General Practice training in Colchester.
Joined Mill Road Surgery in 2001. Medical inter-
ests include general medicine,
diabetes and women's health.

Dr Hein Leonhardt, MBChB

Partner

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

Dr Nirmalan de Silva, MBBS

Partner

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 Rachael Morant

BSc, MBBS, DRCOG, DFFP, MRCGP

Salaried GP

Qualified at Imperial College London in 1999.
General Practice training in Ipswich. Joined Mill
Road Surgery September 2011. Medical
Interests general medicine and women's health.

OUR NURSES

Nikki Spelling

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

Tracy Stedman

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

Linda Gunther

Nurse Practitioner/ Prescriber running minor
illness clinics with interests in Diabetes and
Family Planning.

Chris Taylor

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

Caroline Ursell

Practice Nurse. Experience in all aspects of the job.

Katie Rance

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

Sharon MacDonald

Practice Nurse. Sharon has over 10 years experience within primary care and has a special interest in health needs of young people and diabetes. Last post - Suffolk Sexual health Services.

Sharon Bloomfield

Health Care Assistant. Sharon has over 15 years experience in many aspects of care and has worked in three other GP surgeries. Her role includes phlebotomy, inr monitoring, ecg's, wound care, ear syringing, CKD and CVD checks, new patient checks, blood pressures and smoking cessation. Sharon continues to have ongoing training.

Debbie Hobbins

Phlebotomist. Debbie is a trained phlebotomist and is currently undertaking her Health Care Assistant course and will have ongoing training.

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 websites: 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: 08.30 – 16.15
Fri: 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

Administrative Assistant: Theresa Brinkley

Medical Secretary : Liz Foley

Medical Secretary : Marilyn Free

Dispensing Supervisor: Linda Gardner

Dispensing Team: Sonia Long
Emma Gardiner
Anne Harris
Kez Smart

Reception Team: Ann Tupper
Linda Goddard
Deborah Legall
Margaret McShane
Annie Hatch
Carol Kirby
Tracy Anstey

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 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.

NHS NORTH EAST ESSEX MEDICINES WASTE CAMPAIGN

Unused medicines are a safety risk and wastes your NHS money. Please see the articles on our website.

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 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

USEFUL TELEPHONE NUMBERS

Central Hospital Switchboard	01206 747474
St Helena Hospice	01206 845566
Community Midwives Constable Wing, Colchester General Hospital	01206 742369
District Nurses	01206 715050
Central Clinic East Lodge Court, High St. Colchester	01206 744071
Our Health Visitor	01206 747318
Child Line	0800 1111
Colchester Crematorium Office	01206 282950
Essex Coroners Office	01245 506837
Suffolk Coroners Office	01284 774167
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