

## Teaching

The practice is a teaching practice and trainee GP may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

## How to register at the practice

The quickest way to register at the practice is to use the practice website. You should ideally live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

## Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

## Services we provide [

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics, If you are unable to attend these clinics, please discuss with a member of our reception staff
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation,

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

### Opening Hours

**Monday 8:00am-6:30pm**  
**Tuesday 8.00am-6.30pm**  
**Wednesday 8.00am - 6.30pm**  
**Thursday 8.00am-6.30pm**  
**Friday 8.00am-6.30pm**  
**Saturday 9.00-5.00pm**  
 (Pre booked Appointments Only)

## Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

## Patient Information Leaflet

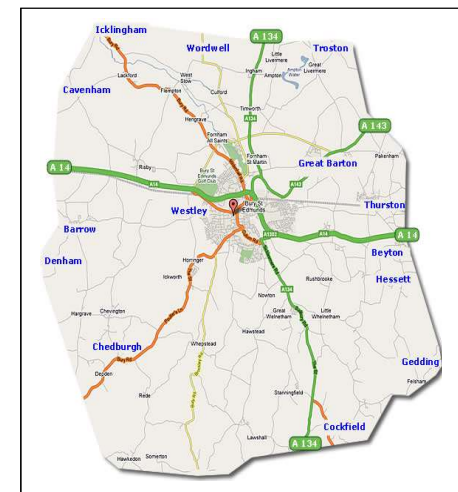
Victoria Street  
Bury St Edmunds  
Suffolk  
IP28 6DT

- Telephone No. 01284 725550
- Option 1:** Appointment including home visits
- Option 2:** Test Results between 2-6pm
- Option 3:** To order your repeat medication
- Option 4:** to speak to the Dispensary Team
- Option 5:** Medical Secretaries

Email address: [sneeicb-ws.victoriareception@nhs.net](mailto:sneeicb-ws.victoriareception@nhs.net)

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

GP services are provided to the following areas:



## The practice team

### Partners

Dr Simon Lovegrove  
Dr Ian Chapman  
Dr Jane Pallister  
Dr Catherine Firth  
Dr Imon Sultana  
Dr Sana Khalid  
Dr Edward Allen

### Salaried GPs

Dr Victoria Franklin  
Dr Jessica Osborn

### Nurses

Karen Smith - Lead Nurse and ANP  
Melissa Jull - Practice Nurse  
Jessica Morgan – Healthcare Assistant  
(Trainee Nursing Associate)

### Primary Care Network Staff

Serena Colborn – Clinical Pharmacist  
Maria Goncalves – Clinical Pharmacist  
Lara Tredgold – Clinical Pharmacist  
Angela Battaglia- Social Prescriber  
Paramedics – Lee and Chris.  
Care Coordinators – Claire, Evelyn and Sophia  
Physiotherapist – Elspeth Toy

### Practice Team

Jo Shaw – Practice Manager  
Kim Isted – Deputy Practice Manager  
Nikki Lankester – Patient Services Lead  
Receptionists  
Dispensary Team  
Data Administrators and Secretaries.

### Appointments and accessing practice services

As far as possible we hope that you will see the clinical professional of your choice, we realise this is not always possible. Surgery consultations are by appointment which can be made by telephone, **01284 725550** between 8.00-6.30pm or via our online booking service <https://systmonline.tpp-uk.com/2/Login?Date=20230515143726>  
Please contact reception to register for this service. You will be required to provide identification.

### Appointments

When you contact us to request an appointment, a trained member of our team will ask you for brief details of the problem. This is so that they can ensure you are seen by the most appropriate clinician, which may be a Minor Illness Nurse, Practice Nurse, Clinical Pharmacist, a Physiotherapist, or a GP. Please be assured that our reception team are highly trained to respect your confidentiality at all times.

### With a Doctor:

Routine consultations can be dealt with via a face-to-face or telephone. It may not always be possible to make an appointment with a patient's preferred Doctor due to holidays, sickness or training absence.  
Urgent requests for 'same day' appointments will be booked with our duty doctor and the reception team will advise you if this will be a telephone or face to face appointment.

### With another Health Care Professional:

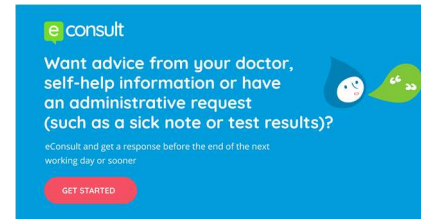
We also have a diverse clinical team with a wide range of skills, and there may be occasions when your condition is best treated by someone other than a GP.  
The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a visit **before 10.30 am**. You may be visited by any member of the clinical team depending on your medical needs including a Paramedic.

### eConsult

Visit our website for more information on how to submit an e-consultation for advice.



### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at [www.victoriasurgery.co.uk](http://www.victoriasurgery.co.uk)  
Alternatively, contact Nikki Lankester who is the nominated point of contact for all PPG matters [sneeicb-ws.victoriareception@nhs.net](mailto:sneeicb-ws.victoriareception@nhs.net)

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- By telephone – Please call the practice on 01284 723976 this is an answering machine which can be accessed 24 hours a day 7 days a week
- Online (please request an online registration when registering).

Log in and order via our website [www.victoriasurgery.co.uk](http://www.victoriasurgery.co.uk)

- Via email - [sneeicb-ws.victoriadisensary@nhs.net](mailto:sneeicb-ws.victoriadisensary@nhs.net)

**Please allow 72 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

### Dispensing practice:

The practice is a dispensing practice and can issue medications as outlined above if you meet the requirements to be registered as a dispensing patient.

### Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service. Details of how to make a complaint are available via our website or we have information available within the surgery.