

# Walton Surgery

301 High Street

Walton

Felixstowe

Suffolk

IP11 9QL



## Surgery Hours

Weekdays: 8.00am - 6.30pm

Tuesdays: 8:00am to 8:00pm

Saturdays: Closed

## Telephone (daytime & out of hours):

01394 278844 (5 lines)

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

FAX: 01394 284438

## Surgery Premises

Walton Surgery operates from a modern purpose-built surgery on the corner of Maidstone Road and High Street. There is a large car park at the back of the building with access from Maidstone Road.

Facilities for disabled patients - car parking, access for wheelchairs etc. are excellent.

## Personnel

### Doctors

Walton Surgery holds a contract with Suffolk PCT to provide personal medical services.

### Medical Services are provided by:

Dr Sengapalli Ravichandran

Dr Maura Fleming MB, BCh,MRCGP, DRCOG, DFFP works here part of each week.

### Advanced Nurse Practitioner

Michelle Jeffreys—Michelle can prescribe medication and also assess and treat minor illness, working in a very similar way to our GP's

### Practice Nurse

Jane Barrott

### Health Care Assistant

Jan Chilvers

For holiday vaccinations please complete a travel questionnaire at least 6 weeks before you travel.

## Services

### Services Available under the NHS Contract - Core Services

- General management of medical conditions
- Health promotion advice
- Emergency care if appropriate
- Referral for other services, if appropriate
- Urgent care for temporary residents

### Additional Services

- Cervical screening
- Child health surveillance
- Maternity services - Midwife holds a weekly ante-natal clinic on Thursday mornings
- Contraceptive services
- Basic minor injury

### **Enhanced Services**

- Improved access / Extended hours: open till 8pm on Tuesday Evening
- Childhood immunisations
- Immunisations for at-risk groups
- Phlebotomy Services

### **Other Services Provided**

- To speak with a Health Visitor phone 01394 288401
- The Citizens' Advice Bureau (CAB) holds a weekly clinic at the surgery on Thursday afternoons. No appointment is necessary.
- Chiropody for Diabetic Patients. Phone 01394 458891 leave details saying you are registered at Walton Surgery

### **Minor Injuries**

We can treat some minor injuries.

### **Working Arrangements**

Ask at reception for details of Registration.

GP and ANP appointments are released at 8:00 am every day and we do not pre book these appointments. Appointments with our Nurses and HCA staff can be pre booked. If you feel you need a longer appointment please inform our reception team.

Certain problems can be dealt with by our Nurses rather than a GP - the receptionist will be able to advise you.

Web based appointment booking for nurse appointments is available—please ask Reception for details

Emergency Appointments. We aim to see everybody on the day they phone to request an appointment.

Telephone Consultations. If you think your problem can be dealt with over the phone please ask the Receptionist.

Home Visits. We encourage you to come to the Surgery as you will be seen much more quickly. However, if an urgent visit is required, please phone before 10:30am, and the receptionist will arrange for the doctor to visit.

### **Repeat Prescriptions**

We do not accept verbal or telephone requests for reasons of patient safety. Please allow at least five working days before you collection. You may also leave a written request form at Reception.

### **Laboratory Results**

Ring 01394 278844 Option 3 if you are requesting laboratory results. To protect patient confidentiality, results can only be given to the patient. Please allow seven days for results to be sent to the surgery.

### **Facilities**

We have a Hearing Aid loop installed at the Reception window to assist patients with hearing loss. We also have a children's area.

### **Complaints**

We follow the NHS complaints procedure when dealing with complaints. A copy of our complaints procedure is available at reception. You may also comment on the service direct to the Service Manager, who will follow up any concerns appropriately.

### **Patient rights and responsibilities**

We will try at all times to provide the very best care possible within the resources available . In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove a patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

### **Abusive behaviour - Zero Tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove the violent or abusive patients from the list with immediate effect, in order to safeguard practice staff, patients and other persons. NHS England is then responsible for providing further medical care for such patients.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to a fear of the person's safety.

### **Access to patient information**

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training.. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without consent, unless:

- It is a matter of life and death or serious harm to you or another individual.
- It is overwhelmingly in the public interest to do so
- There is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways your confidential data is used, further information is available from the practice manager. You are entitled to register an objection, which will be respected if this is possible.

### **Contact details for Ipswich and East Suffolk CCG (IESCCG)**

IESCCG is party to the NHS contract held by this practice. The CCG is responsible for commissioning the out of hours services. Further details of primary medical services in this area may be obtained from them at:

IESCCG  
Endeavour House  
Russell Road  
Ipswich  
IP1 2BX

### **Surgery Times**

#### **The surgery is open during the following hours**

Weekdays: 8.00am - 6.30pm

(Open to 8.00 pm on Tuesdays)

Saturdays: Closed

Saturdays and out of hours on call service

Remember—you can still phone and book, check, cancel appointments when we are closed (and request prescriptions).

Patients may be offered out of hours appointments with the 'GP+' service. This service is operated by Suffolk GP Federation and utilises local GP's and Nursing staff to offer appointments at weekends and evenings.

If you require health information or advice, you may phone NHS 111, a 24-hour advice line, for more information visit their website <https://111.nhs.uk>

## **Local Telephone Numbers**

**Felixstowe Community Hospital**  
01394 458848

**Ipswich Hospital**  
01473 712233

**St Elizabeth Hospice**  
01473 727776

**Suffolk Nuffield**  
01473 279100

**Social Care**  
08088004005

**Health Visitor**  
01394 288401

**District Nurses**  
0800 123 2425

**Citizens' Advice Bureau**  
01394 275958

**Healthwatch Suffolk**  
01449 703949

If you require this leaflet in an alternative format please contact us on 01394 278844.

# **Walton Surgery**

**301 High Street**

**Walton**

**Felixstowe**

**Suffolk**

**IP11 9QL**

Version: January 2019