



MOUNT FARM SURGERY

CARING FOR YOU AND YOUR HEALTH

LAWSON PLACE, BURY ST. EDMUNDS, IP32 7EW

TELEPHONE: **01284 769643**

Partners

Dr. Claire Giles, MB, Ch B, FRCGP, DRCOG, DFSRH

Dr. Brian Ainsworth, B Med Sci, MBBS, MRCS, DRCOG, MRCGP

Dr. Martin Polli, BSc (Hons), BM BCh (Oxon), MRCS (2006), MRCGP (2010)

Dr. Bethan Hughes, BM, DCH, MRCGP (2004)

Dr. Jennifer Allen, MBBS, MRCGP

Dr. Deepa Partha, MA (Oxon), MBBS, MRCGP

Mrs. Jayne Nayler, CS Mgr FAMS FIPC

Associates

Dr. Jeesha Chandran, MBBS, DFFP

Dr. Gemma Atkins, MBBS, BMedSci, MRCGP, DRCOG, DFSRH

Dr. Claire Brooke, BSc (Hons), BMedSci, MBBS, MRCGP

Dr. Madeleine Stokes, MA (Cantab), MBBS, MRCGP

Dr. Naveen Prasad Mathew, BSc, MBBS, MRCGP

www.mountfarm.com



USEFUL TELEPHONE NUMBERS

MAIN SURGERY TEL: **01284 769643**

You will then be given the following options:

PRESS **1** –for test results, administrative queries, or to book your annual review appointment

PRESS **2** – for prescription queries (between 12.00-4.00)

PRESS **3** – for referral queries or to speak to a medical secretary

PRESS **4** – to book, change, or cancel an appointment

OTHER DIRECT DIAL NUMBERS		HOURS
ADMINISTRATION	01284 716111	09.00 - 16.00
PRESCRIPTIONS	01284 705512	12.00 - 16.00
SECRETARIES	01284 716116	09.00 - 17.00
OTHER USEFUL NUMBERS		
HEALTH VISITORS	01284 776080	
COMMUNITY NURSES	0300 123 2425	
MIDWIVES* 01284 713755 (09.00 -15.00)		
*patients should now refer their pregnancy via the online portal at www.wsh.nhs.uk/pregnancy		
WEST SUFFOLK HOSPITAL	01284 713000	
ST. NICHOLAS HOSPICE	01284 702525	
NHS OUT OF HOURS SERVICE	111	
PALS (Patient Advice & Liaison Service)	0800 389 6819	

SURGERY OPENING HOURS

MONDAY – FRIDAY 8.00AM – 6.30PM

As far as possible, we hope that you will see the doctor of your choice; we realise that this is not always possible. In addition to the partners, we have a number of salaried GPs and GP registrars.

Surgery consultations are by appointment, which can be made by telephoning **01284 769643** between 8.00am and 6.30pm, or via our online booking service (please contact us to register for login details). If you feel your problem is urgent, please advise the receptionist and we will make every effort to see you the same day. **If you are unable to keep an appointment, please let us know so that it may be offered to a fellow patient.**

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, an Emergency Care Practitioner, 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, telephone, or video appointment. 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 may be added to our triage list. The receptionist will ask for the patient's details, together with brief details of the symptoms, and a member of the triage team (either a GP, Emergency Care Practitioner, or Prescribing Nurse) will telephone the patient back (usually

within a couple of hrs) and offer advice, a prescription, or an appointment if necessary.

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.

OUR PRACTICE NURSING TEAM

We have a team of practice nurses who are able to offer the following services:

Children's Immunisations

Flu Clinics

Asthma Clinics

Diabetes Clinics

Blood Pressure monitoring

Chronic Obstructive Pulmonary Disease monitoring

Ischemic Heart Disease monitoring

Our practice nurses are:

**Julie Friend, Heidi Page, Sharon Harrison, Katie McConnell, Sarah Ashford
& Grace Lowrie**

Health Care Assistants – **Amanda Honeybell & Vicki Jennings**

Please telephone the surgery for an appointment with our nursing staff if you require advice on any of the above issues.

URGENT MEDICAL ADVICE OUTSIDE OF SURGERY HOURS

The NHS 111 service is available 24 hours a day, 7 days a week. They also provide cover to patients between 6.30pm to 8.00am Monday to Friday, plus cover at weekends and Bank Holidays. Their number during these times is **111**
– calls are charged at local rate.

HOME VISITS

If you can possibly get to the surgery, then please do so. If a problem is very urgent, we will do our best to fit you in as soon as possible. Home visits are intended for those patients who are too ill to come to surgery, or are housebound. The guidelines issued by the Local Medical Committee indicate that the two principal categories of patient requiring a home visit are those who are bed bound by the severity of their illness, and those whose illness has progressed to a stage where it is unreasonable to expect them to attend surgery. **We cannot undertake home visits for reasons of convenience or lack of transport** (please ask a friend to bring you).

IF YOU REQUIRE A HOME VISIT, PLEASE TELEPHONE AS EARLY AS POSSIBLE, IDEALLY BEFORE 10.00 AM

TEXT REMINDERS & ONLINE SERVICES

We offer a **FREE SMS TEXT REMINDER/CONFIRMATION SERVICE** for booked appointments. We also offer an **ONLINE** service for booking routine doctor appointments and ordering repeat prescriptions. **Please inform a member of our practice team if you would like to make use of these free services.** All patients requesting access to online services need to complete an application form, which should be presented at the surgery with proof of identification before access can be granted.

The practice has also recently introduced 'e-consultations'. This service enables a patient to start an online consultation with a GP, 24 hours a day, 7 days a week, via the link on our practice website homepage,

www.mountfarm.com

Patients will receive a response no later than 6.30pm on the following working day, and there may be occasions where advice or a prescription is all that is needed, saving the patient an unnecessary visit to the surgery.

CALLING FOR TEST RESULTS

If you require test results, please telephone the surgery on **01284 716111**, or **choose option 1 from the main surgery number 01284 769643**. **Test results are received each morning and we cannot release them until they**

have been checked by a GP, so we would request that you call us between 2.00pm-4.00pm wherever possible.

Due to patient confidentiality, we are not able to discuss results with anyone other than the patient, unless prior consent has been given.

TRAINING PRACTICE

We usually have one or more GP speciality trainees, who are always fully-qualified medical practitioners, working in the practice before taking up a career position. In addition, we occasionally have medical students attached to the practice, who attend surgeries and tutorials.

VIDEO RECORDING OF CONSULTATIONS

At times you may be asked to contribute to teaching, learning and assessment within medical education, by having your consultation with your doctor video-recorded. The recording will only be undertaken with your written consent.

Intimate physical examinations will not be recorded, and the camera can be switched off on request. We thank you for your help but recognise your right not to take part.

ZERO TOLERANCE

Mount Farm Surgery adopts a 'Zero Tolerance' policy relating to patients who verbally abuse or threaten our staff. Patients should be aware that they may be removed from our list if they behave in this manner.

DATA PROTECTION

Mount Farm Surgery takes your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number is Z6342042.

If you have any questions or wish to make a request in relation to your information, please contact us at;

Mount Farm Surgery
Lawson Place

Bury St. Edmunds
Suffolk, IP32 7EW

Our Data Protection Officer is Paul Cook at West Suffolk Clinical
Commissioning Group, dpo@snee.nhs.uk

Mount Farm Surgery aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on computer and electronic systems and may include **Personal Data**:

- basic details about you, such as address, date of birth, NHS number, and next of kin

as well as **Sensitive Personal Data**:

- contact we have had with you, such as clinical visits
- notes and reports about your health
- details and records about your treatment and care
- results of x-rays, laboratory tests etc.

Healthcare providers are permitted to collect, store, use, and share this information under Data Protection Legislation which has a specific section related to healthcare information.

USE OF PATIENT INFORMATION

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. It may also be needed if we see you again. There may be times when we have to pass on information about you to other people such as hospitals, Social Services and the Health Authority. Everyone in the NHS has a

legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information, you can speak to a member of our team.

WHAT DO WE DO WITH YOUR INFORMATION?

- Refer you to other healthcare providers when you need other service or tests
- Share samples with laboratories for testing (like blood samples)
- Share test results with hospitals or community services (like blood test results)
- Allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
- Send prescriptions to a pharmacy
- Text patients in relation to healthcare services
- Samples are provided to the courier for delivery to pathology
- Share reports with the coroner
- Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital
- Produce medical reports on request from third parties such as the DVLA or your employer
- Movement of Patient records to Primary Care Support England

Mount Farm Surgery has signed a Suffolk Wide Information Sharing Agreement which allows health and social care providers to agree a secure and lawful way to share your information.

REPEAT PRESCRIPTIONS

48 HOURS NOTICE IS REQUIRED FOR ORDERING REPEAT PRESCRIPTIONS

Please order by returning the right-hand side of your previous prescription or by following the link to 'SystmOnline' from our website www.mountfarm.com

(Login details are required for this service – please ask at Reception)

In exceptional circumstances, telephone requests may be made between 12.00 and 4.00pm by telephoning

01284 705512

HEALTH VISITORS

These specially trained nurses promote all aspects of health including general development of children and the early detection of any problems. Our health visitors also hold 'Well Baby' clinics. If you require any information, please contact the health visitors on their direct line **01284 776080**. An answerphone service is available.

DISTRICT NURSES

These nurses are asked to visit you in your own home when you are unable to visit the surgery. They may be contacted via the Care Co-Ordination centre on **0300 123 2425**. An answerphone service is available.

MIDWIVES

Patients should self-refer to the midwifery team via their online hub at:

www.wsh.nhs.uk/pregnancy

Patients who are unable to use this service should contact the hub on **01284 713755** between 09.00 – 15.00 Monday to Friday

THE AREA COVERED BY THE PRACTICE

Bury St. Edmunds

Also the villages of:

Ampton, Barrow, Beyton, Bradfield Combust, Bradfield St. Clare, Bradfield St. George, Brockley, Cavenham, Chedburgh, Chevington, Cockfield, Culford, Depden, Drinkstone Green, East Barton, Felsham, Flempton, Fornham All Saints, Fornham St. Genevieve, Fornham St. Martin, Gedding, Great Barton, Great & Little Livermere, Great & Little Saxham, Great & Little Whelnetham, Hargrave, Hartest, Hawkedon, Hawstead, Hengrave, Hessel, Higham, Horringer, Icklingham, Ickworth, Ingham, Ixworth, Lackford, Lawshall, North Stow, Nowton, Pakenham, Rattlesden, Rede, Risby, Rougham, Rushbrooke, Shimpling, Shimpling Street, Sicklesmere, Stanningfield, Thorpe Morieux, Thurston, Timworth, Westley, West Stow & Whestead.

If you reside within our practice area, you can register with us. Please ask at Reception for details.

PATIENT'S CHARTER

Patients have the right to:

- Be registered with a General Medical Practitioner
- Be offered a health check when joining the Practice
- Receive emergency care at any time from the Practice
 - Receive appropriate drugs and medicines
 - Be referred for a specialist opinion where appropriate
- Have the right to review their medical records, subject to the provision of the Access to Medical Records Act 1990
 - Choose whether to take part in medical student training
- Receive a full and prompt reply to any complaints about the services provided by the Practice

ACCESSING MEDICAL RECORDS

A patient will be able to have access to their own medical records, subject to the Access to Medical Records Act 1990. To do so, a patient must make the request in writing, addressed to the administration team.

PRIVACY & CONFIDENTIALITY

We will respect our patient's privacy and confidentiality

WAITING TIMES

Surgeries and clinics will normally start on time

We aim to see patients at or near to their appointment time, but occasionally, unforeseen circumstances (such as medical emergencies) can cause surgeries to overrun. Our reception team will endeavour to keep waiting patients updated, should a delay occur.

If a Doctor is called to an emergency, we will offer another appointment, or for the patient to see another Doctor

OUT OF HOURS EMERGENCIES

We will ensure that our system for contacting the Duty Doctor is reliable and effective

THIS IS A TWO-WAY AGREEMENT BETWEEN THE PRACTICE AND OUR PATIENTS

In order to maintain a good service, we ask patients to please:

- Be courteous to our staff
- Inform us if you cannot keep an appointment
- Give 48 hours' notice for a repeat prescription
- Contact the Doctor out of hours for medical emergencies only
- Make a longer appointment if you have several problems requiring attention
 - Attend for reviews as requested
- To request, where possible, home visits before 10.00 am

PRACTICE COMPLAINTS PROCEDURE

We always try to give you the best service possible, but there may be times when you feel that this has not happened. This leaflet explains what to do if you have a complaint about the service we provide for you.

We hope that you will use it to allow us to look into and, if necessary, put right any problems that you have identified or mistakes that have been made.

Please note that we have to respect our duty of confidentiality to patients, and patient's consent will be necessary if a complaint is not made by that patient in person. If you wish to make a complaint, please telephone or write to our Patient Service Manager, Jocelyn Holland. She will take full details of your complaint and decide how best to investigate and resolve it. If your complaint involves a Doctor, you may prefer to approach the Doctor directly.

We think that it is important to deal with complaints swiftly, so we will acknowledge receipt of your complaint in a timely manner, and provide you with a full response as soon as the matter has been investigated. Occasionally, if we have to make a lot of enquiries, it may take some time, but we will keep you informed.

We will try to address your concerns fully, provide you with an explanation and discuss any action that might be needed. We hope that you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not so, you may wish to contact one of the following organisations:

- PALS (Patient Advice & Liaison Service) can provide advice, including about local independent complaints advocacy services – **0800 389 6819**
- The local CCG (West Suffolk Clinical Commissioning Group) can also advise if you have a complaint about a primary care practitioner
<http://www.westsuffolkccg.nhs.uk/contact-us/how-to-make-a-complaint/make-a-complaint/>
- The Independent Complaints Advocacy Service (ICAS) provides advice and support to people who want to complain about the NHS. Details are at <http://nhscomplaintsadvocacy.org/>
- You can also share your experience with The Care Quality Commission (CQC) on **03000 616161**
- If you are unable to resolve your complaint locally, then you can contact NHS England at www.england.nhs.uk **0300 311 22 33** or the Parliamentary Health Service Ombudsman on <http://www.ombudsman.org.uk/home> **0345 015 4033**

PALS

Patient Advice and Liaison Service

"I would like advice,
support or information
in understanding local
health services"

"I had a poor
experience and I
would like someone
to listen to me"

"I had a positive
experience and I
would like to
pass this on"

"I would like to
raise my concerns
informally, for a
quick response"

PALS - We are here to help with...

Compliments, Comments, Concerns and Queries

- We can help resolve problems or concerns about health services as quickly as possible
- We can offer advice and support for you and your family
- We can point you in the right direction of other useful sources of information and support
- We can use your feedback to help improve and develop the services that we provide



Freephone: 0800 389 6819 (option 1)

Email: pals@suffolk.nhs.uk

INFECTION CONTROL AT MOUNT FARM SURGERY

The Partners and all staff at Mount Farm Surgery are committed to minimizing the risk of infection to ensure the safety of patients and staff.

The Surgery has policies and protocols in place to support good infection prevention and control practices, and to ensure our facilities are clean and fit for purpose.

The Infection Prevention and Control Lead Clinician for the practice is Nurse Julie Friend.

If you have any concerns regarding infection control, or the cleanliness of the practice, please do not hesitate to contact the Practice Manager.

'USUAL GP'

All patients are allocated a 'usual GP' who is responsible for the patient's overall care at the practice. Should you wish to know which doctor is your 'usual GP', please ask any member of staff. You can request to see any GP at the practice.

PATIENT GROUP

Our patient group meets quarterly to give patients the opportunity to put forward their ideas and suggestions for ways to improve our services, and also learn more about the practice and what we have planned for the future. If you are interested in joining this group, please ask for details at Reception, or email: mfs.admin@nhs.net



Escape the wait. Consult with your GP online.

Advice from your GP online without having to wait for an appointment

You are now able to consult online with our own GPs with a response no later than the end of the next working day

How it works:

1. Visit our surgery website
2. Click “consult online”
3. Select self-help or consultation options

We will respond to all eConsults by the end of the next working day

Please visit our practice website:

www.mountfarm.com

WASTED APPOINTMENTS

Every month, a large number of patients DNA (do not attend) for their appointments

On average, this equates to

3 days of wasted GP appointments

And

3 days of wasted Nurse appointments

Over the course of a year, this equates to

7 weeks!

This causes unnecessary pressure on our appointments system and can mean that patients may have to wait longer to see their preferred GP

With an ever-increasing demand for appointments, it is vital that they are not wasted in this manner

Please help us, and your fellow patients, by always cancelling an appointment you no longer require – this ensures we can offer it to another patient

We monitor 'DNA' appointments every month, and routinely write to the patients concerned. Should a patient repeatedly fail to attend for their appointments, we reserve the right to remove them from our list and ask them to register elsewhere.

We can offer a

FREE SMS TEXT 'APPOINTMENT REMINDER' SERVICE

to all patients who provide us with a mobile telephone number – please speak to a Receptionist for further details

Social Prescribing

This service is currently available to adults aged 18 and over who are registered with Mount Farm Surgery and are experiencing non-medical issues requiring additional support.

☐ BENEFITS / DEBT / BUDGETING ADVICE
☐ EMOTIONAL SUPPORT (BEREAVEMENT, RELATIONSHIPS ETC.)
☐ FAMILY SUPPORT
☐ HOUSING OPTIONS ADVICE
☐ LOW-LEVEL MENTAL HEALTH AND WELLBEING SUPPORT
☐ OPPORTUNITIES FOR SOCIAL INTERACTION
☐ PHYSICAL ACTIVITY
☐ REMAINING INDEPENDENT AT HOME (PERSONAL ALARMS, MEALS, HANDYMAN ETC.)
☐ SUPPORT AROUND A DISABILITY / IMPAIRMENT

If you feel you would benefit from help with any of the areas listed above, please complete a self-referral form and it will be forwarded to our Social Prescriber, who will contact you to offer assistance and/or arrange an appointment. This form is available from reception, or online via our practice website: <https://www.mountfarm.com/social-prescribing/>