

## APPOINTMENT TIMES

### LEISTON

MORNING 8.30 - 10.30  
AFTERNOON 3.30 - 5.20

You can book an appointment for the Leiston Surgery Monday to Friday. The usual times are shown above, but we sometimes have to vary them slightly. There are usually appointments available the same day but please telephone a few days in advance if you want to see a particular doctor.

If all appointments are booked and you feel you must be seen the same day, you will be seen but you may have to wait until the appointments have ended. The specialist nurse or the first available doctor will then see you.

You may choose to see any doctor but do try to keep seeing the same doctor as far as you can.

Please note that not all the doctors work full time at Leiston and that it may not always be possible to get an early appointment with the part time doctors. Currently Drs Hopayian, Simmonds, Blades and Jackson work less than full time at the practice.

### YOXFORD

The branch surgery is held at Yoxford at the following times:

Monday, Wednesday and Fridays:

Yoxford 10.30 - 12.00 a.m.

Ring the Leiston Surgery or call in at the branch surgery when open to make an appointment.

### CLINICS

The doctors and nurses provide contraceptive services and well woman clinics. We perform minor operations at the Leiston surgery. We have special appointments for diabetes, asthma, high blood pressure and epilepsy. Our counsellor holds a weekly session at the Leiston Surgery for emotional problems

### HOME VISITS

We reserve home visits for those who are too ill to get to the surgery. A home visit takes at least three times as long as a surgery appointment, so please come to the surgery if at all possible. If you do need a home visit help us to plan our day by making your request before 10.30a.m. Any late requests will be assessed for urgency by a doctor who will offer help as appropriate.

### DISPENSING & REPEAT PRESCRIPTIONS

The surgery has an on-site pharmacy where you can have your prescription dispensed although please note that only patients living more than one mile from a pharmacy are eligible to become dispensing patients.

If you take medication on a long-term basis, you can ask for a repeat prescription. We cannot accept repeat prescriptions over the telephone as we need to keep lines open for emergencies. Please place requests for repeat prescriptions in the box in the surgery entrance foyer or post them to us. You can also use the surgery website to order repeat medication. **We check all prescriptions issued, so we need two working day's notice for prescriptions.** Remember to say where you would like to collect your medication e.g. Yoxford.

### PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please ask at reception.

### TEST RESULTS

Please check with reception for the results of tests taken at the surgery. **Call in or phone between 11.00 and 4.00p.m. Monday to Fridays.** Many results are back within a week but this varies. Ask at the time of the test, when the results are expected back.

### OUR TEAM

Our three nurses run well woman clinics, childhood and travel immunisation clinics as well as providing general nursing services like ear syringing and dressings. Our practice manager is Mr Ben O'Dwyer. He is assisted by administrative staff and receptionists. We work closely with all community staff:

- community midwives to provide antenatal and post natal care.
- district nurses for medical care with the house bound.
- with health visitors to provide preventive care for children.
- with community psychiatric nurses to provide mental health care in the community.

### OTHER DOCTORS AT LEISTON

We often have a doctor working with us for up to a year to gain experience in general practice before settling in their own surgery. We also have medical students. We will let you know if a student is sitting in with the doctor. If you would rather see the doctor alone please tell us, no one will mind.

### YOUR LOCAL PCT

The Leiston surgery is in the district covered by NHS Suffolk Primary Care Trust. They are responsible for ensuring you get all the services you need. They also provide guides to local health services.

#### NHS Suffolk PCT

Rushbrook House, Paper Mill Lane, Bramford  
Ipswich, Suffolk, IP8 4DE  
Tel: 01473 770000

## COMMENTS AND COMPLAINTS

We are always trying to improve our services. If you have a comment or complaint, please speak to our practice manager, or place your written comments in the box by the front door. We like to deal with problems ourselves in the first instance, so do please come to us to sort out misunderstandings. If you remain dissatisfied with our response to your complaint you can contact PALS (Patient Advice and Liaison Service) on 0800 389 6819 or write to them at: Suffolk Community Healthcare, The Akenham Suite, The Hub Business Centre, Paper Mill Lane, Bramford, IP8 4DW. If you are not satisfied with local resolution you can ask for an independent review with the Health Service Ombudsman. You can contact them on 0845 015 4033 or write to them at: MillBank Tower, Millbank, London, SW1P 4QP.

Welcome to the Leiston Surgery. We hope you find this leaflet useful. If you are not sure about anything please ask. We will be happy to help you. Our practice area is shown by the dark area on the map. We are glad to have you join our practice if you live in this area.

## DISABLED ACCESS

If you have difficulty walking your best approach to the Leiston Surgery is from Park Hill, avoiding the car park steps. Wheelchairs are available at reception to get you from your car to the surgery if necessary. The Yoxford surgery has wheelchair access and a disabled person's toilet.

## TO REGISTER WITH THE PRACTICE

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception. You will be asked to attend for an initial check up with the nurse and if you are on medication you may be asked to see a doctor as well.

# EMERGENCIES

## PHONE 01728 830526

### OPENING TIMES & OUT OF HOURS SERVICE

The Leiston Surgery is open from 8.00a.m to 6.30p.m each weekday. Emergencies outside these hours are handled by our doctors' cooperative, Suffolk Doctors on Call. If the surgery is closed, your call will be diverted to Suffolk Doctors on Call. NHS Suffolk (PCT) is responsible for providing this service. A leaflet explaining their service is available at the Surgery.

### ACCIDENTS AND INJURIES

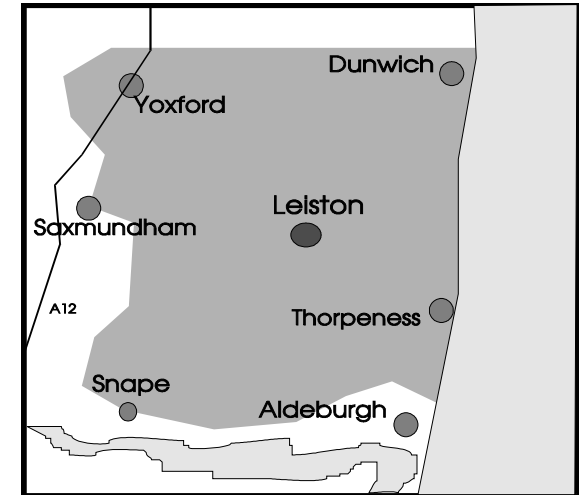
The nearest accident hospital is Ipswich Heath Road and the nearest walk-in centre is the Riverside Clinic at 2 Landseer Road, Ipswich, Suffolk, IP3 0AZ. However, we treat many minor injuries at the Leiston Surgery. If you do not know where you need to go, phone us for advice. For advice on health related services NHS Direct provide wealth of information. Dial 0845 4647 or go to [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) for online information.

### PATIENT RESPONSIBILITY

Patients should attend their appointments at the arranged time. If this is not possible they should inform the surgery as soon as possible. Patients are responsible for their own health, and the health of their children, and should co-operate with the practice in trying to keep themselves healthy. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

# THE LEISTON SURGERY

MAIN STREET  
LEISTON  
IP16 4ES  
Tel. 01728 830526  
[www.leistonsurgery.com](http://www.leistonsurgery.com)



Dr Kevork Hopayian FRCGP  
Dr Geraint Jones MRCGP  
Dr Sally Simmonds BM  
Dr Karen Blades MRCGP  
Dr. Lucy Jackson MRCGP

Branch Surgery at :  
Park View, High Street, Yoxford. IP17 3HN.