

# **BOTESDALE**

## **HEALTH CENTRE**



**Back Hills  
Botesdale  
Diss  
IP22 1DW**

**Tel: 01379 898295**

**Dispensary: 01379 890616**

**Fax: 01379 890477**

**[www.botesdalehealthcentre.nhs.uk](http://www.botesdalehealthcentre.nhs.uk)**



## Meet the Team

### Doctors



**DR. TIM COOKE**

MB B.Chir 1985 (Cambridge) BA BSc DRCOG FP Cert.

**DR. DONALD MACEACHERN**

MB ChB 2003 (Manchester) MRCGP BScMedSci



**DR. LISA FENNELOW**

MB BS 1996 (London) MRCGP DROCG

**DR. LAUREN BATE**

MB BS 1997 (London) MRCGP FP Cert.



**DR. JUDE CHAPMAN (Assistant)**

MB BS 2008 (Hull York Medical School)

**DR. REBECCA CUMMINS-LAGDEN (Assistant)**

MB BS 2003 (London) BSc MBBS DROCG MRCGP



**DR. TIM WATSON (Assistant)**

MB BS 1997 University of London DCH DipIMC

As a training Practice we also have GP Registrars holding clinics throughout the year.

### Nursing Team

Teresa Bage (Nurse Practitioner)

Ann Baker (Nurse)

Colleen Huddlestone (Nurse)

Sue Bier (Health Care Assistant)

Holly Rodger (Student HCA)

### Paramedic

Andy Watts

### Pharmacists

Peter Marshall

Marion Abbott

### Dispensary Team

Ian Foster (Manager)

Stephanie Curtis

Paula Wood

Beverley Fisher

Jane Hainsworth

Tina Stimson

Jenny McGough

Lauren Beck

Emma Rush

Ella Spurling

### Management

Kevin Bernard (Practice Manager)

Donna Szukalski (Office Manager)

### Reception Team

Karen Gooderham (Reception Manager)

Sue Davies

Diane Trevelyan

Anne Steel

Chelsea Arnold

Rachel Bowen

Lynn Biddlecombe

Paula Rolfe

### Administration Team

Naomi Bartholomew

Pat Webb

Donna Ling

Helen Bell

Sabra Moate

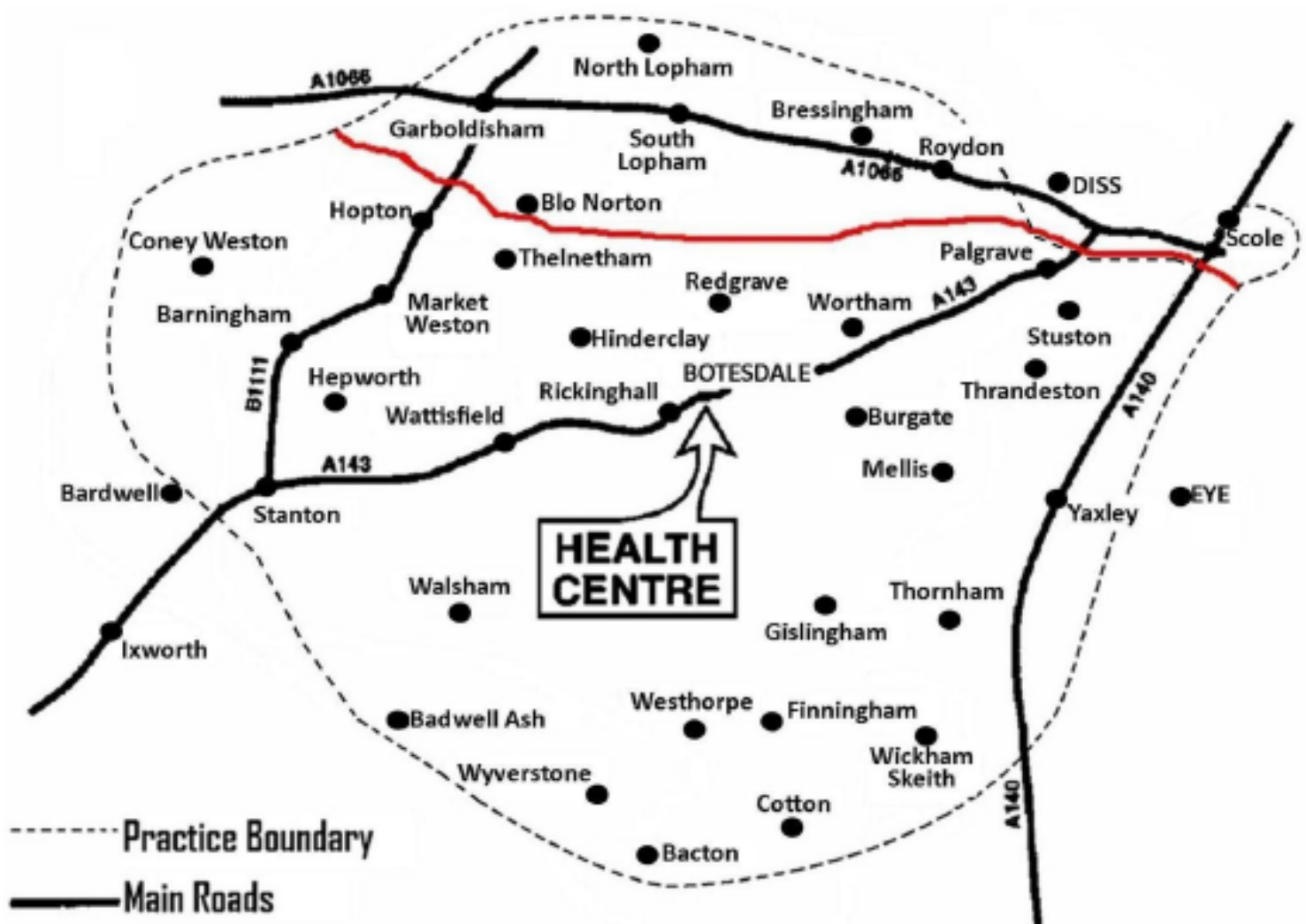
Jayne Elliott

## Welcome to Botesdale Health Centre

Botesdale Health Centre opened in October 1981, and has since become an outstanding service to the 9000 villagers whom we serve within our practice boundary. Running alongside our GPs and nurses, we offer many different services which are continuing to grow with new possibilities that are emerging.

The aim of our committed team is to provide the very highest quality medical care to our patients in a friendly, courteous and professional manner. We aim to achieve this through continual development in training and education both individually and as a team.

The Practice is led by our four partners:  
Dr Cooke, Dr Donald, Dr Fennelow and Dr Bate.



See Page 5 of this booklet if you live within the boundary above and wish to register as a patient.

## Surgery Opening Times

Monday - Friday: 8.00am - 6.30pm    Saturday: 7.50am - 12.00 noon

### **Consultation Hours:**

Monday - Friday: 8.30am - 12.00 noon

2.30pm - 6.00pm

Saturday: 7.50am - 12.00 noon (Saturdays are pre-bookable only)

## Appointments

To book an appointment either telephone 01379 898295, Option 2 for the automated appointment system (Doctors appointments only) or Option 3 to talk to a receptionist.

Appointments can also be booked online through the website once you have been given your own log-in details, available on request from reception.

It may not always be possible to see the doctor of your choice, especially if you need to be seen urgently, but **YOU WILL ALWAYS BE ABLE TO SEE A DOCTOR.**

## Individual Doctor's Consultation Times

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Dr Cooke</b>	<b>Dr Cooke</b>	<b>Dr Bate</b>	<b>Dr Cooke</b>	<b>Dr Cooke</b>
<b>Dr Donald</b>	<b>Dr Chapman</b>	<b>Dr Donald</b>	<b>Dr Donald</b>	<b>Dr Donald</b>
<b>Dr Fennelow</b>	<b>Dr Cummins–Lagden</b>		<b>Dr Chapman</b>	<b>Dr Fennelow</b>
<b>Dr Bate</b>			<b>Dr Watson</b>	<b>Dr Watson</b>
<b>Dr Cummins–Lagden</b>				<b>Dr Cummins–Lagden</b>
<b>Dr Chapman</b>				
<b>Dr Watson</b>				

The Saturday morning surgery is rotated between the 7 GPs for pre-booked appointments only, between 7.50am and 12.00 noon. These appointments are for patients who cannot make it to the surgery during our usual working hours from Monday to Friday.

## **Emergency Procedure**

In all cases of a **LIFE THREATENING MEDICAL EMERGENCY** telephone 999!

## **Out of Hours**

'Out of Hours' medical care comes into effect from 6.30pm on weekday evenings, over the weekend and during Bank Holidays and is provided by **Harmoni**. Please telephone the free NHS 111 Service on 111.

If you call 01379 898295 you will be automatically redirected during these times, but you will continue to be charged for the call.

However if someone is experiencing **severe chest pain, collapse, unconsciousness or severe haemorrhage (bleeding)** you should dial 999 in the first instance and ask for the ambulance service.

## **Home Visits**

Home visits are for patients who are housebound and in need of medical attention. Please ring the health centre on 01379 898295 select **Option 4** before 10.00am to request a home visit.

Be prepared to give our staff some idea of what is wrong. This information will be passed on to the Doctor on Call who will ring to discuss the problem and, if appropriate, organise a visit.

However, if at all possible, please make an appointment at the surgery. Due to our extensively wide Practice area please try to attend the surgery as the doctor on call can help more patients at the surgery for every visit he/she attends.

## **Test Results**

Please telephone after 2pm for **hospital results and select Option 4**.

To preserve confidentiality, results may only be given to the patient directly or to the parent of a minor. The practice receives in the region of 400 results every week and it is impossible for us to contact every patient with their result. We are in the process of developing a text messaging service, but need to have patient's consent for this. We aim to pilot this service later in the year. Please help us to help you by completing the consent form and handing it to our reception team.

## **Sick Children**

Children will always be seen as soon as possible if you ring the surgery to make an appointment. When you arrive please tell the receptionist so that the child can go straight to a side room if necessary.

## **Registration**

You can register with our Practice as long as your home address is within the Practice boundary as seen on page 2.

**To register with us please either:**

Come into the Practice reception to complete a Registration Form

or

Complete a Pre-registration Form online on our website at:

<http://www.botesdalehealthcentre.nhs.uk>.

This can then be sent electronically to the Practice or you can print the form out and hand it into Reception.

If you complete the form and send it online, on your first visit to the surgery you will be asked to sign the form to confirm that the details are correct.

When coming to register at the Practice please ensure that you have your NHS Number and name and address of your previous GP. Your registration cannot be processed without this information.

On completion and signing of the form, you will be registered onto our computer system and will be eligible for medical assistance straight away. Your medical records will be automatically requested from the Health Authority from your previous Practice.

When you register you will also be asked to fill out a medical questionnaire. This is because it can take a considerable amount of time for us to receive your medical records.

You will also be offered a 'New Patient Check' with a Practice Nurse.

## **Temporary Residents**

If you are staying in the area (for up to 3 months) and require access to health care we will ask you to register as a temporary patient. Please come into the Practice and ask for a Temporary Resident form and, once completed and signed, you are able to receive medical assistance straight away.

## **Named GP**

All patients registered at Botesdale Health Centre are allocated a GP who will oversee their care. To obtain the name of this GP please ask on your next visit, or by telephone to Reception. You can see any doctor in the surgery, this does not change that situation, it is an administrative process.

## Pharmacy & Dispensary

We opened our Pharmacy at the Health Centre in 2009. This linked our dispensary with a newly extended and refurbished area including the entrance and shop areas as well as a consultation room to accommodate patient appointments with one of our Pharmacists.

We currently have two permanent Pharmacists in situ. They can be seen, by appointment, on a Monday, Tuesday or Friday, between the hours of 9.00am-13.00pm and 14.00pm-17.00pm.

The Dispensary/Pharmacy Opening Hours:

**Monday - Friday:** 8.30am - 1.00pm

2.00pm - 6.15pm

**Saturday:** 8.00am - 12.00 noon

To contact the Dispensary/Pharmacy ring **01379 898295** & select **Option 5**.

## Repeat Prescriptions

We are a dispensing practice which means that we are able to dispense drugs for those patients who live more than a mile from the nearest chemist.

When ordering drugs, please allow three working days (not counting weekends and bank holidays) before collection.

All items must be paid for on collection either by cash or via major credit/debit cards. We are not able to release any items without receiving full payment, and the back of the prescription form filled in correctly.

If you are exempt from payment, or collecting drugs for someone else who is exempt, please ensure that you are aware of which category you or they come under, and can present proof of exemption when collecting.

To order a Repeat Prescription call our direct dispensary line on **01379 890 616** which is available:

**Monday** 9.00am - 12.00 noon and 3.00pm - 6.00pm

**Tuesday - Friday** 9.00am - 12.00 noon

Alternatively, Repeat Prescriptions can also be ordered online via <http://www.botesdalehealthcentre.nhs.uk>.

Please ask at Reception for your unique PIN to access this service.



## Services

### **Minor Surgery**

The Doctors, with assistance from a nurse, carry out minor surgical procedures and accident cases which are dealt with by appointment.

### **Diagnostic Services - X-Ray and Ultrasound**

We are delighted with our Siemens digital x-ray machine which has been in operation since July 2008. The X-Ray is managed by the Radiology unit at the West Suffolk Hospital. We also have a state of the art ultrasound machine, also managed by the West Suffolk Hospital. We are able to accept referrals from neighbouring practices for both of these services.

### **Health Promotion Clinics**

We offer a full health promotion service with special clinics for asthma, diabetes and smoking cessation.

### **Cervical Smears**

These are normally taken every 3 or 5 years by a nurse.

### **Tetanus**

The full course of the tetanus vaccination consists of five doses. The first three doses are given during early childhood. This is followed by two booster doses, first is given at around four years of age, the second one is given 10 years later. After the full course, you should have lifelong immunity against tetanus. However, if you or your child has a deep wound, it's best to get medical advice.

## Clinics

**Baby Clinic** - Health Visitor and Baby Immunisation with the Practice Nurse - Friday 10.00am - 12.00 noon

**Midwife** - Monday 9.00am - 12.00

**Counselling** - Suffolk Wellbeing Service. Weekly individual Counselling sessions are held usually on a Thursday Morning from 10.00am until 12.00pm.

**Dietician** - Clinics are held on the 3rd Friday of the month, between 9.00am and 12.00 noon.

**Suffolk Family Carers** - Suffolk Family Carers attend the Practice twice a month, please check with Reception for the date of their next visit. They come to talk to patients who are carers to provide them with support for the work they do voluntarily for a family member.

## **West Suffolk Hospital (WSH) Outreach Clinics**

We work very closely with WSH to help bring services to the local community and are pleased to be able to offer a number of Consultant led Clinics. **These clinics are all pre-booked direct with the WSH.**

### **Orthopaedic Clinic**

Mr Andrew Dunn is an Orthopaedic Surgeon from West Suffolk Hospital and holds Clinics at Botesdale every other Friday afternoon, from 2.00pm and 5.00pm.

### **Echo Clinic**

The Echo Clinic is run by West Suffolk Hospital, once a month, usually the morning of the fourth Thursday of the month.

### **Knee Replacement Physiotherapy**

Katy Williams a specialist Knee Replacement Physiotherapist from the WSH Physiotherapy Team is holding a clinic every Tuesday afternoon.

### **Paediatric Physiotherapy**

We have a specialist Paediatric Physiotherapist from West Suffolk Hospital, who will be holding a clinic every other Tuesday morning.

### **Respiratory Physiotherapy**

We have a specialist Respiratory Physiotherapist from West Suffolk Hospital, who will also be holding a clinic every other Tuesday morning.

### **New Clinics**

At the Health Centre we are continuing to improve the service we provide and are looking to provide more accessible clinics for our patients to help improve their healthcare.

## **Travel Advice & Vaccinations**

If you are travelling abroad and require immunisations please visit our website or ask at reception to complete a Travel Vaccines Form which will be passed to a Practice Nurse, who will let you know what vaccinations you require and when. The form will need to be returned to Practice at least 4 weeks before your vaccination appointment. Please be aware that some vaccinations are not available on the NHS and you will be charged.

## **Other Information**

### **Confidentiality**

The practice adheres to the current data protection legislation including Data Protection Act 1998, and will only disclose information about you, with your full permission, where there is a medical need to do so or there is legal requirement.

### **Patient Behaviour**

The practice will not tolerate verbal abuse, anti-social behaviour or physical aggression to our staff or visitors from any patient or other visitors.

### **Complaints**

We welcome constructive criticism and suggestions. If you have a complaint in respect of the Practice please contact our Practice Manager. If the complaint is concerning the Dispensary/Pharmacy please contact the Superintendent Pharmacist. You can contact them by phone or in writing. We will endeavour to address the problem as quickly as possible. A leaflet detailing our full complaints procedure is available from the practice reception or pharmacy.

### **Training**

Our practice participates in the advanced training of fully qualified doctors who wish to specialise in general practice. To assist in their training they are required to make video recordings of a number of their consultations. This will only occur with the full written consent of the patient. Medical students are occasionally attached to the practice as part of their education.

### **Disabled Access and Parking**

The Health Centre has suitable access and toilet facilities for disabled patients. There is a large car park available for patients free of charge.

### **Fees for Private Work**

Some certificates, forms and medical examinations are not covered by the NHS, therefore fees are payable in accordance with guidelines of the British Medical Association.

## Useful Contact Numbers

### Hospitals

**West Suffolk (Bury St Edmunds) - 01284 713000**

**Norfolk & Norwich (Norwich) - 01603 286286**

**Ipswich (Heath Road) - 01473 712233**

**Addenbrooke's - 01223 245151**

All of the above Hospitals have an A&E Department.

### Health Authorities

**West Suffolk Clinical Commissioning Group (WSCCG) - 01284 774794**

[www.westsuffolkccg.nhs.uk](http://www.westsuffolkccg.nhs.uk)

**NHS Out of Hours Service - 111**

### Other Useful Numbers

Community Nurses (Botesdale) - 0300 123 2425

Health Visitor - 01379 873782

Hospital Transport - 0845 8500774

Suffolk Family Carers - 01473 835477

Red Cross—Medical Loan Equipment (Bury St Edmunds) - 01284 727252

iCaSH— Integrated Contraception & Sexual Health Services - 0300 123 3650

## Website

For up to date news about the Health Centre please visit our website—

[www.botesdalehealthcentre.nhs.uk](http://www.botesdalehealthcentre.nhs.uk)



*Charity No:285606*

## FRIENDS OF BOTESDALE HEALTH CENTRE

Our charity was established in 1982 to provide additional funds for the Health Centre, to be used to improve the facilities, comfort and well being for patients.

Members pay an annual contribution of £5 or more. A large part of our funds comes from Donations in Memory, and we are very grateful to the relatives of deceased patients who wish to show their appreciation for the care and dedication of the doctors, nurses and staff at the Health Centre. Many organisations and individuals also send donations and raise funds for us. This support is very much appreciated.

As a registered Charity, for every £1 donated we receive an additional 25p Gift Aid from the Government; all money received is used for the benefit of patients, the practice and community.

Details of purchases made over the years for the Health Centre can be seen on the website.

The Friends also help in other ways by assisting at the Baby Clinic on Friday mornings, the Flu Days in October and undertaking patients' surveys as required by the practice and Government. It is not a 'money making' organisation but one that tries to ensure that everyone who comes to the Health Centre is able to have the best possible treatment, both medically and in every other way.

We are fortunate enough to have a finely-equipped Health Centre almost at the level of a small hospital (apart from the beds); and we hope you will want to help this continue. Additional members will help to ensure that the Botesdale Health Centre remains at the top by contributing on a regular basis.

A membership form is on the reverse of this page and this can be posted to:

The Secretary

FoBHC

39 Ryders Way,

Rickinghall,

IP22 1ER

or left in the FoBHC box at the Health Centre

Email address is [fobhc@mail.uk](mailto:fobhc@mail.uk) please feel free to ask questions or for more information.



**THE FRIENDS OF BOTESDALE HEALTH CENTRE**  
**Reg. Charity No. 285606**  
**APPLICATION FOR MEMBERSHIP**

I wish to become a member of the Friends of the Botesdale Health Centre and enclose my subscription of £5.00 (or more) for the year ending 31st December 20....

There is also a new category, which includes all household members living at the address below. A subscription of £10.00 is suggested for this membership.

All cheques should be made payable to 'The Friends of Botesdale Health Centre'.

If you are a tax payer, please consider using **Gift Aid** which means that for every pound you give, the tax man gives us an extra 25p!! *To qualify for Gift Aid, what you pay in tax or capital gains must at least equal the amount the charity will claim in the next year.*

If you wish to **Gift Aid** the above subscription, please tick the box

Name: .....

Address: .....

Post Code: .....

Date: .....

Telephone number: .....

Email: .....

Please place the form, etc. in the FoBHC membership box (*next to Reception*) at the Health Centre

OR if you prefer, send it to the Secretary:

Mrs Carole Fitt, 39 Ryders Way, Rickinghall, IP22 1ER

## Useful Contacts

### Botesdale Health Centre

<b>Telephone</b>	<b>01379 898295</b>
<b>Fax</b>	<b>01379 890477</b>
<b>Dispensary</b>	<b>01379 890616</b>
<b>Website</b>	<b><a href="http://www.botesdalehealthcentre.nhs.uk">www.botesdalehealthcentre.nhs.uk</a></b>

### Hospitals

<b>West Suffolk</b>	<b>01284 713000</b>
<b>Norfolk and Norwich</b>	<b>01603 286286</b>
<b>Addenbrooke's</b>	<b>01223 245151</b>
<b>Ipswich</b>	<b>01473 712233</b>

## Location:

