

# Beccles Medical Centre

## *Patient Information*



BECCLES MEDICAL CENTRE

### **Opening Times:**

Monday to Friday

08:00—18:30

**Partners:** Dr Julia McLean, Dr James Connors, Dr Benjamin Rackham,  
Mr Kevin Clouting, Mr David Lewis

#### **Teaching Practice**

Training Practice status since October 2005 working with Medical Students  
from the University of East Anglia and University of Cambridge

#### **Research Active**

NIHR accredited

#### **Integrated Care Board (ICB):** Norfolk and Waveney

1 Common Lane North, Beccles, Suffolk NR34 9BN

Tel: 01502 719500

Website: [www.improvinglivesnw.org.uk](http://www.improvinglivesnw.org.uk)

#### **Beccles Medical Centre**

St Mary's Road, Beccles, Suffolk, NR34 9NX

Phone: 01502 712662

Website: [www.nwicb.becclesmedical@nhs.net](http://www.nwicb.becclesmedical@nhs.net)

#### **Follow us on Facebook**



*Leaflet updated 10/09/2024*

# Our Team



## DOCTORS

**Dr Julia McLean** (MB ChB DRCOG MRCGP)  
**Dr James Connors** (MB ChB MRCGP PGdipSEM)  
**Dr Timothy Morton** (MB BS DCH DRCOG DFFP FRCGP)  
**Dr Martin von Fragstein** (BMedSci, BMBS, MMedSci, MRCGP, DGM, DipMedEth, DLM)  
**Dr Nathan Estall** (MB BS DCH DRCOG DFFP FRCGP)  
**Dr Andrew Emerson** (MB BS MRCGP DRCOG)  
**Dr Jamiu Yussuf** (MB BS)  
**Dr Helen Parretti** (MA(Oxon) PhD MB BS MSc MRCGP)  
**Dr Pieter MacKeith** (BSc BMBS DFSRH PGDipMRes DTMH PGCertClinEd FHEA MRCGP FRACGP)  
**Dr Alexander Kiddle** (MB BS MRCGP)  
**Dr Zach Alexander** (MD MRCGP MSc)  
**Dr Jodi-Ann McKain** (BCS MB BS MRCGP)

**Our Doctors are supported by a team of:**

### Clinical Practitioners

*Kevin Clouting (Advanced Care Practitioner), Kate Cameron (Emergency Care Practitioner), Laurie Jamieson (Paramedic), Steve Brighton (Paramedic DipHE), Jamie Gray (Paramedic), Kelly Greig (DipHE), Emma Williamson (Paramedic), Emma Hicks (MSc Paramedic), Helen Heales (RGN), Lindsey Barthorpe (RGN DipHE, BSc)*

### Clinical Pharmacists

*Dr Ben Rackham (MPharm, PGCert, PhD, FHEA, MRPharmS), Jo Yeung (MPharm, MRPharmS), Dumitri Goonitilleka (MPharm), Bella Hunter (MPharm)*

### Pharmacy Technicians

*Rachel Pavett, Rebecca Chapman, Lauren Raven*

### Practice Nurses & Health Care Assistants

*Grace Hardy (RGN) Vasi Munteanu (RGN), Gail Quinn (RGN), Kirsty Mackay (RGN, BSc, BA), Rebecca Golder, (RGN BSc, SPDN, DipHe) Erin Wright (RGN), Claudia Mladin (RGN), Zoe Parker (RGN), Hollie Sewell (Nursing Associate), Julie Goldsmith, Claudia Gherman, Lisa Johnson*

### Phlebotomy Team

*Kirsten Coleby, Karen Eagle, Sherree Francis, Alison Smith & Shirley Walding*

### Management Team

*David Lewis, Elaine Wicks, Maddison Bee, Samantha McCluskey*

### First Contact Physio

*Steve McCoy, Mark Conlon, Shruti Nadgaonkar*

### Reception, Care Navigation & Administration Team

## Registering as a New Patient

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Please visit the New Patient Information section of our website and complete a Registration Form. If you are unable to complete online, please come to Reception where a member of our team can assist you.

Once you are registered you will be allocated a named GP who will take responsibility for overseeing the management of your health needs. It is not essential that patients see their named GP.

### **Appointments** *(The practice offers all appointments as per GP contract)*

If you have explored all other options and still feel that you need medical advice we offer an online appointment system called PATCHs which directs appointment requests to a clinician to triage. Register for a PATCHs account via our website and use the link to login and submit your requests. If you are able, we recommend you use PATCHs, as this puts you in direct contact with a clinician. If you are unable to use PATCHs please telephone the practice **01502 712662** and Care Navigator will access PATCHs on your behalf.

Please submit urgent requests before 11am and routine enquiries after 11am.

If you have a preferred clinician you wish to see from the list overleaf please write this in your request.

Appointments will be offered as either face to face (F2F), telephone call or video call based on the triage decision made by the clinician.

Requests for routine appointments with Practice Nurses e.g. cervical screening, B12 etc. can be requested via PATCHs using the 'admin' option or by calling the practice. Please request a PATCHs leaflet from Reception for further information.

It is the patients responsibility to attend their appointments. If you are unable to make your appointment please cancel by sending a message through PATCHs or by calling 01502 712662 and pressing option 2.

Interpreter Services are available for all appointments on request.

### **Home Visits**

Home visits will be arranged with prior agreement from our team of clinical practitioners. Home visits are for housebound (physically unable to attend the practice), palliative and some of our more vulnerable patients. Please request via PATCHs or by telephoning the surgery.

### **Chaperones**

For certain examinations during consultations an impartial observer (a 'chaperone') will be required.

This impartial observer will be a trained member of the team who will be available to reassure and raise any concerns on your behalf.

You are free to decline any examination or choose an alternative examiner or chaperone. You may also request a chaperone for any examination or consultation if one is not offered to you. The clinician may not undertake an examination if a chaperone is declined.

#### **The role of a chaperone:**

- Maintains professional boundaries during intimate examinations
- Acknowledges a patient's vulnerability
- Provides emotional comfort and reassurance
- Assists in the examination
- Assists with undressing patients, if required

## **Our Services**

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### **Baby Immunisation Clinic**

Our Practice Nurses run an Immunisation Baby Clinic on Wednesday mornings, by appointment only.

The Health Visiting Team hold two clinics each week at Butterflies Beccles Children's Centre, Castle Hill, Beccles.

- Tuesdays 9.30am to 11.30am 'Weight, Stay & Play'
- Wednesdays 9am to 12noon '5 Star Clinics' Midwives, Health Visitor, Breastfeeding Support Working, Children's Centre Family Support Worker and Stop Smoking Service all working together for expectant and postnatal mothers.

### **Contraception & Sexual Health**

We offer a wide range of contraceptive services including coils, Mirena and Implanon as well as the contraceptive pill, patches and injection (Depot Provera). Please contact us via Patches or ask Reception if you require an appointment to discuss your contraceptive needs/options.

### **Cervical Screening (also referred to as Smear Test)**

A cervical smear is recommended every 3 years for women from age 25 to 49 and every 5 years for women aged 50 - 64. You will be invited by letter when your screening is due.

### **Long Term Condition Clinics**

If you have been diagnosed with:

▪ High Blood Pressure ▪ Diabetes ▪ Kidney Disease ▪ Heart Disease ▪ Mental Health Problems ▪ Stroke or Mini Stroke (TIA) ▪ Asthma ▪ COPD (Smoking Related Lung Disease) ▪ Dementia or Alzheimer's Disease ▪ Epilepsy ▪ Vascular Disease ▪ Rheumatoid Arthritis ▪

You will be sent an annual health check questionnaire which will enable us to establish if you need a face to face review with a member of our nursing department.

### **NHS Health Checks**

The practice offers health checks under the national NHS scheme to help prevent the onset of specific health problems. Everyone between the ages of 40 - 74 who have not been diagnosed with heart disease, diabetes or kidney disease will be invited for a check once every five years.

### **Nursing Team**

We have a nursing team for which appointments can be booked in advance via PATCHs or telephone for dressings, cervical screening, injections, vaccinations.

### **Minor Injuries**

The surgery offers a minor injuries service to our registered patients. If you have an injury that occurred no more than 24 hours ago and require this service please come along to the Health Centre and let the Care Navigator know what has happened and they will arrange for your injury to be assessed by one of our clinicians.

### **Travel Clinic**

Comprehensive travel advice and/or vaccinations can be provided at Beccles Medical Centre by a member of our practice nursing team.

**Please allow at least 4 weeks before departure to ensure there is enough time for our nurses to assess your travel needs and give any immunisations required.**

If you are due to travel abroad please send an admin request through PATCHs requesting a travel questionnaire (one per traveller), you will be sent a set of questions to answer and once received we can book you an appointment in our travel clinic. Please ask at Reception if you need assistance.

### **First Contact Physiotherapists**

We work with Pure Physio to offer face to face and telephone/video physio appointments at the Medical Centre

### **Blood Tests / Test Results**

Our phlebotomy service is held in Caxton Villa by appointment only.

Results take approx. 1 week to return , we will not contact you if your result is satisfactory.

We recommend online access so you can check your blood results for yourself.

### **Self referrals**

The following services you can self refer to **without** having to see a GP or clinician:

Physiotherapy—collect a leaflet from Reception or call 01502 445445

Wellbeing— visit [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk) or call 0300 123 1503

## **Prescription Information**



### **Electronic Prescription Service (EPS)**

GPs and other Prescribers can generate, sign and transmit a prescription to the patients nominated pharmacy with no need to produce a paper prescription.

### **Repeat Prescriptions**

Online using NHS app, Systmonline or via PATCHs. Call the surgery on 01502 712662 option 3 for automated repeat prescription line.

Please allow 3—7 working days for your prescription to be issued.

### **Local Pharmacies**

- Beccles Health Centre Pharmacy, St Marys Road 01502 717278
- Boots, 5 New Market 01502 713110
- Tesco, George Westwood Way 01493 257024
- Worlingham, 1 Woodland Avenue 01502 712571

## Other Services

### Antenatal Clinic

If you have recently found out you are pregnant you will need to register with a midwifery team who will look after you and your baby throughout your pregnancy. To register under James Paget University Hospital please contact the 'Opal Team' midwives community hub on 07709 086146. To register under Norfolk and Norwich University Hospital you will need to complete the pregnancy self referral form via [www.nnuh.nhs.uk/maternity-self-referral-form](http://www.nnuh.nhs.uk/maternity-self-referral-form), then you will need to telephone Long Stratton Health Centre (not the GP surgery) on 01508 531175.

### Out of Hours (commissioned by the ICB)

Please contact the Out of Hours service, Integrated Care 24, on 111 if you need medical advice after 6.30pm, before 8.30am or at weekends.

### Pharmacy First

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First. Conditions they can offer prescription medicine for are: impetigo (aged 1 year and over), infected insect bites (aged 1 year and over), earache (aged 1 to 17 years), sore throat (aged 5 years and over), sinusitis (aged 12 years and over), urinary tract infections (UTIs) (women aged 16 to 64 years), shingles (aged 18 years and over)

**Suffolk Sexual Health Service (previously iCash)** 0300 303 9982 appointments available in person or on the phone

**NHS 111 online:** look up symptoms and get advice from [www.111.nhs.uk](http://www.111.nhs.uk)

**Norwich Walk-in Centre** (Rouen Road, Norwich) 01603 677500 / [www.norwichwalkincentre.co.uk](http://www.norwichwalkincentre.co.uk)

### Vasectomies

We can refer you for a vasectomy via your GP. This will take place at Beccles Medical Centre

### Dentists

We do not offer dental services or advice. If you are not registered with a dentist and require emergency dental treatment please seek advice from NHS 111

### Social Prescribing

Social Prescribing (known locally as Social Connections) enables your GP, Nurse or other Healthcare Professional to refer you to a specialist link worker to talk about issues you may be facing and find the right services to support you.

They are based in the Surgery and help patients by offering tailored support to overcome social isolation, discovering local leisure activities, accessing volunteering opportunities, assistance with debt or housing problems, and guidance on improving lifestyle choices.

**District Nurses** via East Coast Community Healthcare 01502 445445

### IT Advice

If you need any assistance with PATCHs or Systmonline please email our IT Team on [nwicb.becclesit@nhs.net](mailto:nwicb.becclesit@nhs.net) or speak to Reception.

## Useful Information

### Disabled Access / Parking

We have disabled access throughout the Health Centre and in the clinical rooms of Caxton Villa. Disabled parking is provided at the front of the Health Centre. Disabled toilets are available in both buildings. Wheelchairs are available if required.

### Comments / Complaints

Our aim is to give you the highest possible standard of service. We try to deal swiftly with any suggestions or comments, and you can be assured your care or consultations will not be affected if you feel it necessary to make a complaint. You can email, write to, or telephone our complaints lead. For further information a complaints leaflet is available from Reception or on our website.

### Zero Tolerance

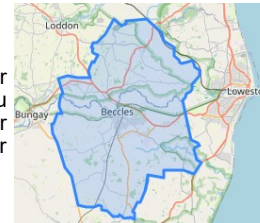
We operate a zero tolerance policy for verbal or physical abuse against any member of our staff. All incidents will be followed up and you may be sent a formal warning. Once an investigation has been completed if the person is found to have committed an act of violence against any staff or patients we will report this to the police and we may request to have you removed from the practice list.

### Data Protection / Confidentiality

The practice is registered with the Information Commissioners Office and is committed to keeping your data safe. For information on privacy and fair processing please visit our website or contact our Data Protection Officer, Emma Kitcher at [info@kafico.co.uk](mailto:info@kafico.co.uk) or 01273 037757

### Boundary Area

We can only register you as a patient if you reside in our catchment area. If you move out of our catchment area you will be required to register at another practice. Please see our website to check if your postcode falls within our boundary or ask Reception to check for you.



### On-line access

NHS APP : download to smart device, no practice involvement. Links to your record to view GP record, view test results and order repeat medications.

SYSTMONLINE: request online access from the practice by providing photo ID, login and password emailed to you in order to view test results, order repeat medications and view parts of your medical record.

### PPG (Patient Participation Group)

Beccles Patient Participation Group was formed to forge a partnership between the practice and the patients. The groups exists:

- To provide information to patients registered at the surgery about services offered by the practice e.g. explanations of practice policies that affect patient care
- To provide feedback from the patients to the practice on various aspects, including medical services offered, premises and staff.

#### The group will not:

- Become involved with the health issues of individual patients and there is no question of breaching patient confidentiality.
- Become involved with individual patient complaints.
- Have any financial input affecting the practice or involvement in fundraising events.

N.B The PPG have a suggestion box in the waiting room of the Health Centre

### Choose the right care for your needs



 <p><b>Self care</b></p> <ul style="list-style-type: none"><li>• Colds</li><li>• Sore throats</li><li>• Hangovers</li></ul>	 <p><b>Pharmacy</b></p> <ul style="list-style-type: none"><li>• Headaches</li><li>• Tummy aches</li><li>• Coughs</li></ul>	 <p><b>GP Surgery</b></p> <ul style="list-style-type: none"><li>• Feeling ill</li><li>• Back pains</li><li>• Ear aches</li></ul>
 <p><b>Minor injuries unit</b></p> <ul style="list-style-type: none"><li>• Minor cuts</li><li>• Sprains</li><li>• Rashes</li></ul>	 <p><b>NHS 111</b></p> <ul style="list-style-type: none"><li>• Unwell?</li><li>• Unsure?</li><li>• Need help?</li></ul>	 <p><b>A&amp;E or 999</b></p> <ul style="list-style-type: none"><li>• Choking</li><li>• Chest pains</li><li>• Breathing problems</li></ul>

Norfolk and Waveney



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Beccles  
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