

Grove Medical Centre

Grove Road,
Felixstowe
Suffolk
IP11 9GA
Telephone: 01394 283197

Surgery website

www.grovemcfelixstowe.nhs.uk

Surgery Hours

Monday—Thursday 8am—8pm
Friday 8am—6.30pm

Saturday and Sunday: Closed

WELCOME TO GROVE MEDICAL CENTRE

Grove Medical Centre is a GP practice serving Felixstowe and the surrounding villages. The practice employs a wide range of clinicians along with other support staff to ensure the surgery runs smoothly and effectively. The surgery is a training practice providing teaching and training support to medical students.

THE PARTNERS

Dr Stephen R J Feltwell

MB BS MRCGP DCH DRCOG DFFP DPD (Registered London 1983)

Dr Rajiv Chhabra

MB BS (1995—Bangalore)

RCGP (2000—UK)

Practice Manager

Kate Bloomfield

Assistant to Practice Manager Aimee Wiseman

SALARIED GP's

Dr James Girkin MB BS 2001

Dr Leanne Molloy MB BS 2004

Dr Kate Riches MB BChir

Dr Jessica Pinto MB BS 2015

Dr Ellen Towse MB BS 2000

Dr Iqra Khalid MBBS 2007

Dr Noor Khalid MBBS 2013

NURSE PRACTITIONERS

Elaine Vincent NMC BSc(Hons) Dip ANP
Andrea Middleton Dip HE MSC
Sally Gardner MSc BSc(Hons) Dip HE RGN
Sue Blainey RN BSc (Hons) PGCE MA
Kerri Clark BSc (Hons)
Stuart Farrall BSc (Hons) MSC

PARAMEDICS

Paul Gibson CertHE IP
Luke McAndrew BSc (Hons)

GP ASSISTANT

Olena Holovachuk

PRACTICE NURSING TEAM

Sheryl Jay ENG RGN Prescriber
Jyoti Patel RGN
Emma Chapman RGN BSc
Filiz Taskin BSc MSc
Stacey Ross BSc (Hons)

HEALTH CARE ASSISTANTS

Jo Whelan
Aimee Crowley
Sally Parker
Niki Grogan
Adele Flower
Miss Ella Butcher
Mollie Stagg

PHLEBOTOMISTS

Julie Block
Dani King

Midwife

Charlotte Huggins

APPOINTMENTS

ROUTINE APPOINTMENTS

Appointments are reserved for booking on the day as the practice aims that patients are seen on the day they call in. A member of the team will then call you to discuss your problem and if you prefer to be seen in person or it is clinically required, an appointment will be given to see you on the same day.

URGENT APPOINTMENTS

Our 'on-the-day' service operates from 8am—18.30pm Mon-Fri and is run by the duty team comprising of 2 GP's. The Duty Team will help all patients who make contact and need advice or assessment on the same day.

This system ensures that the most appropriate health care professional sees you, and that the duty doctor has adequate time to deal with emergencies that may occur on the day.

If you require an appointment with a specific GP there may be a longer wait.

HOME VISITS– HOUSEBOUND Patients

Requests for home visits should be made as soon as possible. Patients are reminded that it is preferable that consultations take place in the surgery where diagnostic facilities are available. You will be asked the nature of the home visit so that it can be prioritised by the doctor.

Home Visits are only carried out when patients are physically not able to leave their house / housebound.

Languages: The practice has access to an interpretation service if required, please advise reception if you need this service.

OUT-OF-HOURS SERVICE

Primary health care outside of surgery hours is the responsibility of Ipswich & East Suffolk ICB. For non-urgent medical attention when the surgery is closed please call 111. For urgent medical attention please call 999.

FELIXSTOWE COMMUNITY HOSPITAL

No walk in appointments. Patients must book an appointment via the surgery.

This local hospital has a minor injuries service open from 7am—10pm. The minor injuries service is available by referral from your GP.

Prescriptions: Three working days' notice is required for repeat prescriptions. If your prescription needs to be reauthorized by a doctor this may take longer. Repeat prescriptions can be ordered in person, by post, online if registered or via your chosen pharmacy.

E consults: Patients can upload their symptoms via our website by clicking on E –consult. This provides lots of information and patients are contacted within 24 hours on next working day.

Video calls may be offered at Doctors discretion, dependant on reason for the appointment.

GP PLUS: The surgery can book patients for routine appointments out of surgery hours or at weekends via GP Plus. Patients are then offered an appointment at a nearby hub.

SUGGESTIONS, COMPLAINTS, ETC

We work hard to provide the best possible service to our patients.

Any complaints, criticisms, words of praise and constructive suggestions are most welcome.

Please put these in writing to aimee.wiseman@nhs.net. Or alternatively we have a suggestion / comment box located on the right of reception.

PATIENT RIGHTS AND RESPONSIBILITIES

To ensure you get the best care possible it is important that the records we keep about you are accurate. We therefore request that you inform us as soon as possible whenever there is a change. For instance, change of telephone number, address or name. We may, from time to time, ask if

the details we hold for you are still correct. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot or respond to the text message confirming your appointment, otherwise, other patients may have to wait longer.

We ask that you treat the doctors and practice staff with courtesy and respect. The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect, in order to safeguard practice staff, patients and other persons. NHS Suffolk 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.

Remember, you are responsible for your own health and the health of your children or dependants. We will give you our professional help and advice. Please act upon it.

Patients have the right to access medical services with an appropriate, trained and qualified professional in a clean and safe environment.

Patients have a right to confidentiality and respect and the right to be involved in making decisions about medications and treatments. Patients have the right to access medical services with an appropriate trained and qualified professional in a clean and safe environment.

CONFIDENTIALITY OF INFORMATION

We ask for your information so that you can receive proper care and treatment. We keep this information, together with the details of your care because it may be needed if we see you again. We may use some of this information for other reasons such as protecting the health of the public generally or to carry out medical and other health research for the benefit of everyone. Data disclosed will be kept to the minimum required to serve the purpose and wherever possible will be made anonymous before disclosure. For further details please see our leaflet 'How we use your Health Details'.

You have a right of access to your health records and can ask that incorrect information be amended or erased.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

This leaflet is available in large print on request.

THE PREMISES

Grove Medical Centre opened on 10th March 2014. All areas are accessible to wheelchairs users. The practice has two floors and two lifts are available. The ground floor is where the duty team and the majority of the nurses have their appointments. The first floor is usually for routine GP appointments. We have a large car park with disabled spaces near the main door and a drop off point.. We have a reception on both floors and have a self-check-in on both floors. A pharmacy is present on our site, however, patients are at liberty to use any of the several pharmacies available within easy walking distance of the surgery. To assist patients with hearing problems, we have a hearing aid loop installed at the reception desks.

PRESCRIPTIONS

Three working days' notice is required for ordering repeat prescriptions. If your prescription needs to be reauthorised by the doctor this may take longer.

Repeat prescriptions can be ordered in person at the surgery, by post, via your chosen pharmacy

or on-line. If you have online registration. Prescriptions CAN NOT be ordered by telephone. Patients will need to allocate a pharmacy for prescriptions to be sent to.

LANGUAGES

The practice has access to an interpretation service if required, please advise reception when you make your appointment that you will need this service

ECONSULT

Patients are able to contact the surgery via econsult rather than telephoning or coming in in person. Patients are contacted by the end of the next working day. The surgery also offers video calls under doctor's discretion dependant on clinical need.

GP PLUS

The surgery can book patients into routine appointments for out of hours and weekend appointments and patients are seen at a nearby hub. These appointments can only be booked by the Surgery.

How to Register

The easiest and quickest way to register here as a patient is to visit our website and follow the registration link. If you do not have internet access please follow the steps below.

An alternative option to register with the practice is to complete paper forms. If possible please bring in 2 forms of ID. One being photo id (for online access consent). You can still register with our surgery without id, but the documents help with spellings, and correct dates of birth. Photo ID could be in the form of a passport, driving licence, travel card, bus pass, and blue badge card. For your second ID document you could provide a utility bill, bank statement, council tax letter, long term rental agreements. Letters to be dated within 3 months as proof you are living at the address you are registering. You will be asked to complete a New Patient Questionnaire, Data sharing consent form and have the option to join our Online Services. Once you are registered you will be notified by your preferred method who your accountable GP will be.

The practice operates a fair rota of registering new patients between the GP's although you are able to book an appointment with any of the Clinicians.

You are able to express a preference of General Practitioner, however, it may not always be possible to register you with a particular GP.

You will be offered a new patient check appointment. This is a health screening appointment. Where your blood pressure will be checked, height, weight and any relevant medical history noted. Appointments are made if you do not normally have an annual review already.

Patients aged 75 and over who have not participated in a consultation within 12 months can request an appointment with a Clinician to undertake an appropriate examination.

Patients aged 16—75 who have not participated in a consultation within 12 months can have an appointment with a clinician to undertake an appropriate examination.

Trans and Non-Binary patients.

Please visit [NHS population screening: information for Trans and non-binary people - GOV.UK](https://www.gov.uk/nhs.uk/population-screening/information-for-trans-and-non-binary-people) for all your screening rights.

USEFUL CONTACT DETAILS:

FELIXSTOWE COMMUNITY HOSPITAL:

01394 458820

IPSWICH HOSPITAL:

01473 712233

WOODLANDS MENTAL HEALTH UNIT:

01473

ST ELIZABETH HOSPICE:

01473 727776

SUFFOLK NUFFIELD HOSPITAL:

01473 279100

PATIENT ADVICE AND LIAISON SERVICE:

0800 783 7328

SOCIAL SERVICES—CUSTOMER FIRST:

08009171109

NHS 111:

111

HEALTH VISITORS:

0345 607 8866

DISTRICT NURSES:

0300 123.24.25

Our Practice boundary includes Trimley St Mary, Trimley St Martin, Kirton, Falkenham, Bucklesham, stretching out to Nacton, Ipswich.