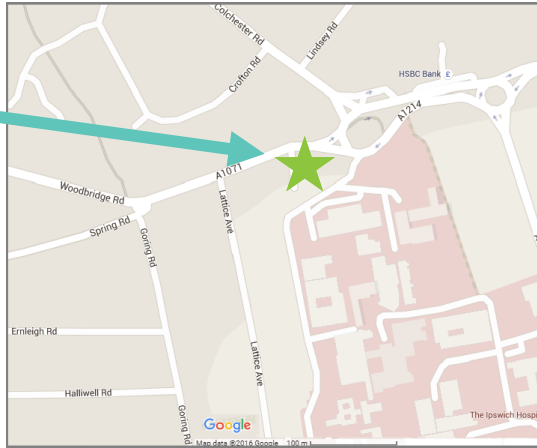


## Where to find us

Two Rivers Medical Centre,  
Woodbridge Road East,  
Ipswich IP4 5PB

The practice is located on Woodbridge Road East near the junction between Heath Road and Colchester Road and next to the north entrance to Ipswich Hospital.



## Car Parking and Travel

Please note that parking is free for patients using the Medical Centre. The Medical Centre has 66 parking spaces and 6 disabled parking spaces for patients.

A Car Park management company will be monitoring usage of the car park using Automated Number Plate Recognition (ANPR) and will impose a charge to anyone using the car park who is not a

patient attending for an appointment. Please see our website for more details.

### Travelling to the Medical Centre

The following bus routes stop near the Medical Centre: 6, 6A, 11A, 11B, 63, 66, 73A, 75, 121, 163, 165, 174/179, 800, 802, 972 and 978

We also have a covered bicycle stand for patients to use.

## Access to the Medical Centre

There are several Disabled Parking bays in front of the building and there is a ramp leading to the entrance door.

The front doors are automatic sliding doors and there are lifts to the first floor.

Disabled toilets are located on both floors.

The Reception desk has a lower section for wheelchair users and a hearing aid loop.

The building complies with all Disability Discrimination Act requirements.

Please let the receptionist know if you have other access concerns.

# Two Rivers Medical Centre

## Patient Information Leaflet



Address: 30 Woodbridge Road East, Ipswich IP4 5PB

Telephone number: 01473 90 77 88

Website: [www.tworiversmedicalcentre.co.uk](http://www.tworiversmedicalcentre.co.uk)



Follow us on Facebook for News and Events

<https://www.facebook.com/TwoRiversMedicalCentre.co.uk/>

Two Rivers Medical Centre was formed by the merging of Lattice Barn Surgery and Woodbridge Road Medical Centre in April 2015 and moved to its new site in July 2016. This leaflet provides patients and carers with essential information about the practice. More information is available on our website.

## Opening hours

We are open from 8.00am to 6.30pm Monday to Friday. We provide some Extended Hours (non-emergency consultations for patients who are in work).

|                  | Opening Hours   | Extended Hours                     |
|------------------|-----------------|------------------------------------|
| <b>Monday</b>    | 8.00am - 6.30pm | 7.30am - 8.00am                    |
| <b>Tuesday</b>   | 8.00am - 6.30pm | 7.30am - 8.00am<br>6.30pm - 7.30pm |
| <b>Wednesday</b> | 8.00am - 6.30pm | 7.30am - 8.00am                    |
| <b>Thursday</b>  | 8.00am - 6.30pm | 7.30am - 8.00am                    |
| <b>Friday</b>    | 8.00am - 6.30pm | 7.30am - 8.00am                    |
| <b>Weekend</b>   | closed          |                                    |

### When we are closed

We are closed at night, weekends and Bank Holidays. Provision of the local Out-of-Hours service is the responsibility of Ipswich and East Suffolk CCG.

If you require urgent medical advice when the surgery is closed please telephone 111.

Out-of-Hours services can be busy so please think carefully before asking to

see one of their doctors and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 999 whether or not the surgery is open. This includes serious injury, chest pain, loss of consciousness, severe breathlessness, weakness of one side of the face or body, or sudden slurring of speech.

### Training Closures

We are closed for training on one afternoon a month. On these days phone calls to the surgery are redirected to the Out-of-Hours service from 1.00pm onwards. Reception cover will continue at the surgery until 6.30pm. Training Closure dates can be found on our website.

## How to Register

If you live within our practice area you are welcome to register with us. Our Reception staff will be happy to help you through the process. You will need to bring:

- One form of photo ID
- One proof of address

## Confidentiality and information about you

All practice staff are under a legal duty to keep personal information about you confidential. Under certain limited circumstances we do share your personal information with other health organisations. For example if your GP refers you to a specialist, we will send relevant information about you to the specialist.

Under the Data Protection Act, patients are entitled to apply for access to their records. Please refer to our website for more information on access to medical records.

## Your rights and responsibilities, and ours

We would expect all our staff to treat patients with dignity and respect, to protect their confidentiality and to feel safe attending the practice.

If we haven't met your expectations of care and service then please let us know by using a feedback form available at Reception. We operate a robust complaints procedure, the details of which are on our website.

### We lose significant numbers of appointments each week :

- Please inform us if you cannot attend an appointment so that we can offer it to someone else. We lose significant numbers each week which in turn contributes to unnecessary waits for available appointments.
- Please inform us of changes to your name, address, phone, mobile or email. You can do this at reception or online.
- Please respect our staff as they try to help you.

## Our services

**Services that are provided by the practice free of charge under the NHS are:**

- Child health and immunisations
- Baby clinic
- Antenatal care
- Ear Irrigation
- Cervical smears
- Sexual Health
- Smoking cessation
- Flu clinic
- Some travel advice and vaccinations
- Women's health
- Health promotion and education
- Minor surgery
- Physiotherapy (through NHS physiotherapy providers)
- Learning Disability Health Checks
- Mental health reviews
- Disease management clinics
- NHS health checks
- Blood Tests

**Non-NHS services that may require a fee:**

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates
- Some travel vaccinations including Yellow Fever

Our reception staff will be happy to advise you about the above services along with appointment availability.

## Breastfeeding

The Practice now has baby changing facilities and a breastfeeding room to allow mothers privacy should they need to feed their baby during their visit to the surgery.

## Named GP

All patients at the practice have a named accountable GP on their clinical record. Your named GP has overall responsibility for your care but you may see any GP of your choosing at the surgery. If you wish to find out who your named GP is, please ask at reception.

## Making an Appointment

|                                 |  |
|---------------------------------|--|
| Routine appointments:           | Available up to six weeks in advance. Appropriate for non-urgent problems or routine reviews.  |
| Telephone appointments:         | Some medical problems and follow ups can be dealt with over the phone in a Telephone appointment.  |
| Extended Hours appointments:    | Available up to six weeks in advance. Appropriate for patients whose work schedule makes attendance in normal hours difficult.   |
| Urgent On-the-Day appointments: | Only available on the day, each day, Monday to Friday. Appropriate for urgent medical problems. We ask that only one problem can be dealt with in an Urgent appointment. |

Most appointments can be made in person at Reception, by phone call to our Admin team, by automated telephone booking (24 hour service) or online through our website. [www.tworiversmedicalcentre.co.uk/making-appointments](http://www.tworiversmedicalcentre.co.uk/making-appointments)

Please note that appointments with a Practice Nurse or HCA need to be booked through Reception or by phone call to Admin.

|                   | Book at Reception | Book by phone to Admin | Book by Automated Phone System | Book Online |
|-------------------|-------------------|------------------------|--------------------------------|-------------|
| Routine           | ✓                 | ✓                      | ✓                              | ✓           |
| Telephone         | ✓                 | ✓                      |                                |             |
| Extended hours    | ✓                 | ✓                      | ✓                              | ✓           |
| Urgent On-the-Day | ✓                 | ✓                      |                                |             |

## Home Visits

Home visits can be arranged for patients who are genuinely housebound due to illness or frailty.

If you think you require a Home Visit please try and phone between 8.00am and 10.30am. Our staff will ask for some simple details about the problem and pass these on to the GP who is on duty. This helps us schedule visits appropriately.

All Home Visit requests are assessed by the duty GP who will consider whether a visit is needed and how urgently it is required. You may be visited by a GP, Community Nurse or Health Practitioner.

## Clinical Team

Two Rivers Medical Practice is a partnership practice. We have a dedicated team of clinicians with a broad range of skills and experience in Primary Care.

### GP Partners

Dr Emily Balme  
Dr Jonathan C Knight  
Dr Katie Smith  
Dr Ayesha Zahra

### Clinical Practitioners

Janice Burton  
Sally Gardner  
Jonathan Carlyon  
Ailsa Grimsey

### Practice Paramedics

Samantha Nicholls  
Lucy Shemmings

### Health Care Assistants

Louise Bellamy  
Claire Bliss  
Ann Shelcot  
Carol Mayhew

### Associate GPs

Dr Peter Burn  
Dr Nicola Skrinchuk  
Dr Paru Subramanian  
Dr James Moore-Smith  
Dr Vincent Omorogbe  
Dr Daniel Griffin  
Dr S Ravichandran  
Dr Lydia Yates

### Practice Nurses

Caroline Ursell  
Rachel Summers  
Mark Pears  
Hayley Kirk  
Kate Allen  
Anna Barton  
Joanna Ling

### Practice Pharmacist

Henrietta Cresswell

## Practice Team

- Mark Cousins (Business Manager) - responsible for Finance, Contracts & Building management
- Rachel Helliar (Practice Operations Manager) responsible for the day-to-day running of the practice and human resources
- Helen Osborn (Deputy Business Manager)
- Michelle Fillbrook (Reception Manager)

The practice has a dedicated team of Receptionists, Administrators and IT Support

## Patient Participation Group

The practice has a Patient Participation Group that supports the practice and gives helpful feedback and advice from patients and carers to help improve our services. If you are interested in the work of the PPG, please see our website for more details. [www.tworiversmedicalcentre.co.uk/ppg](http://www.tworiversmedicalcentre.co.uk/ppg)

## Repeat Prescriptions

A repeat prescription is a recurring item that is authorised by a GP or Nurse Prescriber for repeated issue without always having an appointment.

To request a repeat item, please use one of the following methods:

- Indicate which item you need issuing on the printed counterfoil to your prescription (the “right-hand side”) and hand it in to Reception or post it to the surgery.
- You may also use a Prescription request form available at Reception.
- Request an item online through our website.

Please do not request repeat prescriptions by phone.

Please allow 72 hours (excluding weekends) from the time the practice receives the request to the practice issuing the prescription.

On 12th January 2017, Two Rivers Medical Centre went live with the Electronic Prescription Service which means your prescription will be sent electronically to your nominated pharmacy.

## Test Results

Please contact the practice after 2.00pm for any test results, when the phone lines are less busy.

## Online Services

If you are a registered patient you can access several services through our website:

- Book Routine appointments
- Request Repeat Prescriptions
- View part of your medical record

You can register to use these services at Reception where you will be issued with your registration details and password. You will need to bring a photo ID and proof of address (recent utility bill). You can only register for online services for your own record.

The practice adheres to current confidentiality and access to medical records guidelines.