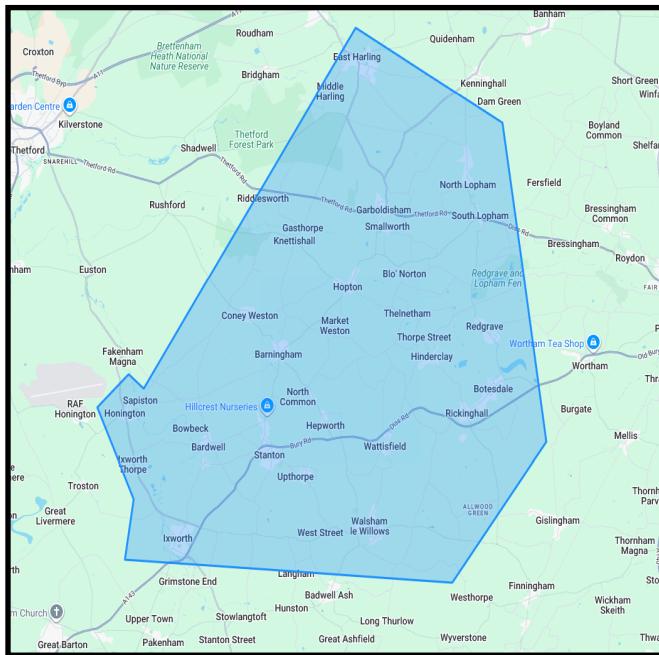




Welcome

Stanton Surgery is a friendly, community GP practice in Stanton, Bury St Edmunds. We are committed to providing high quality healthcare and supporting the well-being of our patients.



Contact Details:

Address: 10 The Chase, Stanton, Bury St Edmunds, Suffolk, IP31 2XA

Telephone (Reception):

01359 253700

Telephone (Dispensary):

01359 253701

Surgery Opening Hours

Monday: 08:00 – 19:00

Tuesday – Friday: 08:00 – 18:30

Saturday & Sunday: Closed

Please note our dispensary are closed between 1pm-2pm on Mondays, Tuesdays and Thursdays, and temporarily between 1pm—3pm on Wednesdays and Fridays.

Out of Hours:

For urgent medical advice call NHS 111 or contact them online.

Dial 999 for life threatening emergencies.

PRACTICE BOOKLET



Joining the Surgery

We are accepting new patients.

Registration forms are available on our website or at reception

Catchment area

Before filling out a registration form, please see the map and check you are in our catchment area. You can also do this by entering your postcode on our website. Find out which GPs you can register with on the NHS website.

To Register

Please visit reception and collect a paper registration form. When you register, it's helpful to have your NHS number. You can use the NHS website to find your NHS number. Alternatively you can fill out an online registration

Services:

We provide a wide range of healthcare services, including:

- General medical consultations
- Urgent on the day appointments
- Minor surgery
- Asthma and COPD checks
- Smoking cessation support
- Child immunisations and health/development checks
- Long Term Condition Reviews
- Dressings clinics (nurse-led)
- Immunisations/vaccinations
- Travel vaccinations (those available on the NHS)
- Phlebotomy (blood tests)
- Learning Disability Health Checks
- Cervical Screening
- Non-NHS work such as private medicals, which will incur a charge (please see back of booklet for more information)

Your Clinicians

- Dr Nick Redman, (Partner)
- Dr Wigdan Sulaiman, Dr Nyasha Hunda (salaried GPs)
- Dr Asha Ramachandra, Dr Bilal Jawaid, Dr Ahmad Khalid (current GP Registrars)
- Vicki Catchpole and Rob Holmes (Advanced Urgent Care Practitioners who prescribe)
- Mrs Emma Jacobs (Lead Nurse), Mrs Sharon Crowe, Mrs Lisa Cleveland (Nurses)

We also have 2 phlebotomists on a Monday and Tuesday morning who can take bloods if required such as for medication monitoring, but for Long term condition annual reviews, blood tests can be booked at the West Suffolk Hospital online via www.swiftqueue.co.uk or by calling **[01638 590788](tel:01638590788)** which is available 24 hours. You may also be given the option to book a blood test at Sudbury or Newmarket via these routes, but if you do you will need to take a printed copy of your blood test request with you so please ask reception to print this for you.

Routine Appointments

To request a routine appointment please contact our Reception team who will ask for a brief reason so they are able to signpost you to the correct clinician. Please only book one appointment at a time with your most pressing issue.

- Phone us on **[01359 253700](tel:01359253700)**, Monday to Friday from 8am
- Visit the surgery and speak with a receptionist, Monday to Friday from 8am
- Use your **[NHS account](#)** (through the NHS website or **[NHS App](#)**) or you can register for Anima via our website to contact the surgery online.

Urgent Appointments

You can telephone [01359 253700](tel:01359253700) from 8am on the day you would like to be seen for an urgent available appointment.

All genuinely medically urgent cases are seen on the same day, but not necessarily by the clinician of your choice. You are asked to confine your discussion to the urgent problem.

Telephone consultations

We are always happy to pre-book a telephone consultation with a doctor or nurse if you feel it is not necessary for you to attend the surgery but would like medical advice. Please inform the receptionist of your preference.

Home visits

Please make requests on [01359 253700](tel:01359253700) between 8am and 10am. The receptionist will pass the request on to the duty clinician who may speak to you personally and offer advice as well as discussing the visit. The practice covers a large rural area and we are always grateful if patients can try to come to the surgery— five patients can be seen at the surgery in the time it takes to make one home visit.

Cancelling or changing an appointment :

To cancel your appointment please give as much notice as possible and contact our Reception on [01359 253700](tel:01359253700), Monday to Friday from 8am. You can also use your NHS app to cancel your appointment.

Extended Hours

We have later evening and Saturday appointments (for those who work and are unable to attend during normal surgery hours) with the **Suffolk GP Federation**. Appointments can be made via Reception during our usual opening hours. Please note: patients can't refer themselves to this service. The service is staffed by local Suffolk GPs and Nurse Practitioners in Bury St Edmunds, Haverhill, Ipswich, Stowmarket, Wickham Market, Felixstowe and Leiston. You will be given a booked appointment and will be seen by a suitable local GP or nurse who will have access to your medical records (once consent is given). Please speak to our reception team for further information.

PLEASE TELL US if you need an interpreter or have any other access or communication needs.

If you need help when we are closed

If you need medical help now, use [NHS 111 online](http://NHS111online) or [Call 111](tel:111). [NHS 111 online](http://NHS111online) is for people aged 5 and over. [Call 111](tel:111) if you need help for a child under 5.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

PRESCRIPTIONS

You can order medication in the following ways:

- NHS [Order a Repeat service](#) (using the NHS app or NHS website)
- Using the "Airmid" app on your smartphone (download from the App Store or Google Play) - you will need to attend reception with photo ID to register and obtain a login.
- By returning your repeat prescription slip in person or [post](#)
- By leaving us a voicemail message on 01359 253701

We have a computerised prescribing system, and your regular medication is printed on the slip given to you with your repeat medication. If you receive your medication in dosettes, and your regular medication is changed by a healthcare professional outside the practice, please leave us a voicemail message on 01359 253701 as soon as possible, requesting replacement dosettes.

We require 5-working days notice for repeat prescriptions excluding Saturdays and Sundays. A 28-day supply is issued.

Collecting your prescription

You can usually collect your prescription from our dispensary 5 working days after you have ordered it, or when you receive an e-mail telling you it is ready. We can dispense medication to you at the practice if you live over a mile from your nearest pharmacy. You will need to be registered as a "dispensing" patient.

We offer multiple options for those unable to collect from the surgery when it is open. We have collection points at the shops in Barningham, Hopton and Garboldisham, and now a 24 hour automated collection point at the surgery in Stanton. We also offer a free home delivery service to some areas. If you wish to use any of these services, please e-mail us at stanton.dispensary@nhs.net or leave a message on 01359 253701 and we will set this up for you.

Prescription charges: The current prescription charge is £9.90 per item.

Access to your medical records

You can access your GP record and nominate someone you trust to access it too. Your GP record includes information like any conditions or allergies you have and any medicine you're taking.

Most patients will automatically be given access to more information added to their GP record from November 2022 onwards. Some people may also have access to information added to their GP record before this date.

This includes letters, test results and appointment notes. Your information can be accessed via the NHS App or via Airmid/Systmone App. Setting up your NHS App account is easy to do. Once you download the app just enter your email address and follow the steps. To access Airmid and log in you will need to pop into reception with some photo ID and fill out the registration form, which will then enable us to provide you with log in details.

Suffolk Family Carers

If you are a young carer or a carer needing support you can contact Suffolk Family Carers on 01473 835477 or start an online chat with them via their website Suffolkfamilycarers.org. We also have a Social Prescriber who can assist with access to support services. If you are interested please speak to reception.

Feedback & Complaints

We welcome feedback to improve our services. Complaints can be submitted via our website, in writing to the Practice manager, or by speaking to reception who can give you our complaints leaflet.

PALS: The Patient Advice and Liaison Service team are also available to answer queries, pass on feedback or handle any complaints that you may have. Learn more about their work or contact them via the details below.

Freephone: [0800 389 6819](tel:08003896819)

(between 9:30am – 3:00pm Monday – Friday, excluding bank holidays)

Email: sneeicb.pals@nhs.net for feedback and queries

Email: sneeicb.complaints@nhs.net to lodge a complaint

Patient Advice and Liaison Service (PALS)
Endeavour House
Russell Road
Ipswich
IP1 2BX

Private Medical Fees

Please note: Completion of private forms is at the GP's discretion. Some forms may require amendments to include relevant medical disclosures, and we may only provide factual statements rather than declarations of fitness. We cannot guarantee all forms will be completed as requested.

TYPE OF REPORT	FEE
Summary of Medical Record (Summary of vaccinations, medications, allergies and health issues)	Free
Medical Exemptions (To enable those with certain medical conditions to receive free NHS prescriptions. Ask reception for a FP92A form to complete)	Free
To Whom it may concern letter (a statement of fact that is provided on grounds of your medical record)	Small £40 Large £70
Medical reports/claims for insurance companies	£65
Medical forms (foster/adoption)	£65
Pre-employment forms/fitness for education	£65
Bupa health screening	£65
Private Sick Note	£40
Accident/sickness insurance certificates	£65
Shotgun License	£65
HGV/Taxi Medical/DVLA medical certificate	£160 (30-minute GP appointment)
Holiday cancellation form	£65
Fitness to travel letter	£65
Fitness Certification Forms for high-risk activities such as scuba diving – these are at the Doctor's discretion.	£65

Mental Capacity & Legal Assessments

We do not complete mental capacity assessments as they require specialist training and detailed evaluation, which is outside the scope of routine GP care. For legal and clinical accuracy, patients requiring these assessments should seek review by a psychiatrist or specialist mental health.

Privacy policy : Stanton Surgery takes privacy seriously and we want to provide you with information about your rights, who we share your information with and how we keep it secure. Please see our surgery website for more information about the practice and data protection.