



# FRESSINGFIELD MEDICAL PRACTICE

DR GREGORY READ • DR JAMES MORRIS • DR FAISAL MANTO

[www.fressingfield-medical-practice.co.uk](http://www.fressingfield-medical-practice.co.uk)

## EMERGENCY TELEPHONE NUMBERS

**FRESSINGFIELD: 01379 586227**

**STRADBROKE: 01379 384220**

## MAIN SURGERY

Fressingfield Medical Centre, New Street  
FRESSINGFIELD IP21 5PJ

## BRANCH SURGERY

Stradbroke Medical Centre, Wilby Road  
STRADBROKE IP21 5JN

## OPEN

Monday – Friday  
(See page 6 and 7 for details)



September 2008



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## PRACTICE STATEMENT

### OUR AIM IS TO:

- To treat you with courtesy and respect.
- To provide a service for both routine and emergency care of your health problems.
- To involve you in shared decision-making relating to your illness, your treatment, and any referral that is necessary for a further opinion.
- To keep information about your health confidential.
- To respond to complaints you may make to the practice promptly.
- To provide you with access to, or information from your health record held on computer or in file, subject to current legislation.

### WE WOULD LIKE YOU TO:

- Keep us informed about where you live and how you can be contacted if these details change.
- Keep your booked appointments.
- Contact us as soon as you can when there is a problem relating to your care or you have a complaint about our service.
- Use the Out of Hours emergency service appropriately for genuine emergencies only.
- Share your concerns if you are unclear or uncertain about any treatment that is offered to you.
- Ask for a home visit only when you (or the patient you are responsible for), are unable to attend the surgery due to illness.



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## HOW TO REGISTER

To register with our Practice your home address needs to be within our Practice Area (see map). If you wish to register, please visit either surgery and talk to our receptionists who will provide you with the relevant forms.

It is useful to bring with you your up to date NHS medical card - this provides all the information we need to add you to our patient list apart from your new address and telephone number. As part of the registration process we'll invite you for a new patient medical with our practice nurse.

Although you will be registered with "the Practice", you can express a preference as to which Doctor you wish to see. The Practice doesn't run a personal list system so there is freedom to move between Doctors. The partners, however are very keen on continuity of care during an episode of illness or ill health.



### **PATIENTS NOTES**

**DON'T FORGET TO  
BRING YOUR NHS  
MEDICAL CARD  
WITH WHEN YOU  
REGISTER.**



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## ABOUT THE PRACTICE

The practice area covers 115 square miles of rural North Suffolk, stretching across the River Waveney into South Norfolk (see detailed map). It is served by two surgeries, the main one situated in Fressingfield with a branch surgery at Stradbroke.

We offer a comprehensive service including the dispensing of medicines to 99% of our patients, maternity care and family planning, baby immunisation clinics, and clinics caring for our patients with heart disease, diabetes and asthma.

## THE DOCTORS

The partnership has three full-time male partners.

### **DR GREGORY READ**

MBChB DRCOG Family Planning Cert.  
(Reg. MANCHESTER 1979)

### **DR JAMES MORRIS**

MBBS MRCGP DCH DFFP  
(Reg. LONDON 1989)

### **DR FAISAL MANTO**

MBBS DipDerm  
(Reg. LAHORE 1993)



### **PATIENTS NOTES**

Main surgery  
**FRESSINGFIELD**

Branch surgery  
**STRADBROKE**

**DISPENSARY** at both





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## THE PRACTICE STAFF

We employ seventeen staff at Fressingfield and Stradbroke. Our Practice Manager, secretaries and computer staff are based at Fressingfield, which is the administrative centre for the Practice.

Our main dispensary is based at Fressingfield where we employ 5 dispensers to deal with acute and repeat prescriptions.

At Stradbroke we employ a dispenser to deal with acute and some repeat prescriptions.

We have Practice nurses running daily clinics at both Fressingfield and Stradbroke. There are receptionists working at each site also.

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## ATTACHED STAFF

There is an office for our District Nurses and Health Visitors at Fressingfield Surgery. They are employed by Suffolk Primary Care Trusts.

We used to have a Chiropody Clinic at Fressingfield, but due to a re-organisation by Suffolk Primary Care Trust, there is no longer a Chiropody Clinic at the practice.

The Community Mental Health Team is based at Stowmarket.



### PATIENTS NOTES

Practice Manager  
**KATIE CIVIL**





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## FRESSINGFIELD SURGERY

### OPENING TIMES:

Monday to Friday 08.00am – 18.30pm

### EXTENDED OPENING TIMES:

On Tuesday, Wednesday and Thursday the FRESSINGFIELD surgery will be open for an extra 45mins, from 18.30 to 19.15pm.

This service is intended for patients who are unable to attend an appointment during our normal opening hours.

### APPOINTMENT TIMES:

Monday	am	08.40 – 10.40	(Read)
	am	08.40 – 10.40	(Morris)
	pm	16.00 – 17.50	(Read)
Tuesday	am	08.40 – 10.40	(Manto)
	pm	16.00 – 17.50	(Morris)
	pm	18.30 – 19.00	(Morris)
Wednesday	am	09.10 – 11.00	(Manto)
	am	09.10 – 11.00	(Read)
	pm	16.00 – 17.50	(Manto)
	pm	18.30 – 19.00	(Manto)
Thursday	am	08.40 – 10.40	(Read)
	am	08.40 – 10.40	(Manto)
	pm	16.00 – 17.50	(Read)
	pm	18.30 – 19.00	(Read)
Friday	am	08.40 – 10.40	(Read)
	pm	16.00 – 17.50	(Read)
	pm	16.00 – 17.50	(Manto)

Dr Manto undertakes Dermatology clinics at West Suffolk Hospital and during these times the Practice employs regular locums.

\*The Doctors have a weekly early morning meeting on Wednesdays, on that one day the first appointment will be 09:10 and run to 11:00.



### PATIENTS NOTES

THESE TIMES RELATE TO APPOINTMENTS AND NOT TO AN INDIVIDUAL DOCTOR'S AVAILABILITY

Call 01379 586456 for appointments and repeat prescriptions





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## STRADBROKE SURGERY

### OPENING TIMES

Monday to Friday 08.30am – 12.30am  
Mondays & Fridays only 15.45pm – 18.15pm

### APPOINTMENT TIMES:

Monday	am	08.40 – 10.40	(Manto)
	pm	16.00 – 17.50	(Morris)
	pm	16.00 – 17.50	(Manto)
Tuesday	am	08.40 – 10.40	(Read)
	am	08.40 – 10.40	(Morris)
Wednesday	am	09.10 – 11.00	(Morris)
Thursday	am	08.40 – 10.40	(Morris)
Friday	am	08.40 – 10.40	(Morris)
	am	08.40 – 10.40	(Manto)
	pm	16.00 – 17.50	(Morris)

Dr Manto undertakes Dermatology clinics at West Suffolk Hospital and during these times the Practice employs regular locums.

\*The Doctors have a weekly early morning meeting on Wednesdays, on that one day the first appointment will be 09:10 and run to 11:00.



### PATIENTS NOTES

THESE TIMES RELATE TO APPOINTMENTS AND NOT TO AN INDIVIDUAL DOCTOR'S AVAILABILITY

Call 01379 388313 for appointments and repeat prescriptions





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## ABOUT OUR APPOINTMENT SYSTEM

Please try and remember that your appointment with the Doctor is for "one problem only".

If you feel you will need more than a 10 minute consultation please ask the receptionist to book you a longer appointment. This will not only assist the Doctors, but will also reduce patient waiting time and minimise surgeries running late.

The Practice operates a system for dealing with urgent medical problems e.g. those that cannot wait until the next routine available appointment with any of the Doctors at any site. These are short (5 minute) appointments for "acute" problems and if the Doctors consider that this is not the case, you may be asked to re-book on another day in a routine slot.

If you have a non-urgent medical problem, it is not advisable to come to the surgery without first making an appointment, as the doctor will be unable to see you. If required, you can book a telephone consultation with your Doctor at the end of morning surgery.

Since 2006 as a result of Government IT initiatives, the Practice has employed the Choose & Book (CAB) system for making referrals to hospital and other health care providers. The idea behind the system is to empower the patient with making a choice about their referral.

After you and your Doctor have decided to make a referral, you will have the choice to decide (in most cases) where you wish to be referred, and provided with information (usually a booklet) relating to your choice.

As soon as your Doctor completes the referral, you will be sent a letter providing all the necessary details for you to make your own appointment. Alternatively our Senior Practice Secretary may phone you with a choice of appointments and she will be able to make the appointment for you on-line. In the future, you may well receive a questionnaire from the Department of Health about this system of choice and whether you were offered a choice at the time of your referral.





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## OUT OF HOURS

### WEEKENDS AND NIGHTS

The Practice is closed all weekend and from 6.30pm each weekday evening until 8.00am the next morning - urgent problems and emergencies will be dealt with by Anglian Medical Care. (This is part of the EAAT (East Anglian Ambulance Trust)).

Always ring: **01379 586227** or **01379 384220** to contact the Emergency Doctor

Please do not use the Out of Hours Service for routine enquiries such as making appointments, asking for results etc.

## HOME VISITS

Requests for home visits should be made before 10.00am so that each doctor can organise his visiting schedule in the most effective way.

Please remember that there are very few reasons for requesting a home visit: in the majority of circumstances medical problems are best dealt with at the surgery. If, for example, your child has a temperature, there is no harm done bringing him or her to see the doctor at the surgery. Requests will always be accepted for patients who are terminally ill or housebound.

Please call 01379 586227 OR 01379 384220 to make a request for a home visit.



## PATIENTS NOTES

**We provide a confidential service to all our patients including those under 16.** This

means that you can tell others about your visit, but we won't. If you have any concerns about confidentiality please feel free to ask a member of staff before your appointment.

We are able to give advice and literature on many subjects which may concern you

- Sexual Health
- Contraception
- Alcohol
- Drugs
- Anxiety
- Depression
- Bullying

Please feel free to make an appointment with the Nurse



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## EMERGENCIES

### **IN AN EMERGENCY PHONE:**

**01379 586227 or 01379 384220.**

If the surgery is open you will be able to speak to a member of staff who will speak to or contact the doctor on duty. Try to give as much information as possible.

If the surgery is closed, an answer phone message will give you the number to call for the doctor on duty. Our out of hours calls are handled by the East Anglian Ambulance Service (MEDICOM) who will request information about the problem you have so it can be communicated to the duty doctor at Anglian Medical Care.

When the surgery at Stradbroke is closed during the day, the calls are switched directly to Fressingfield Medical Centre.

**IF SOMEONE EXPERIENCES SEVERE CHEST PAIN, COLLAPSE, UNCONSCIOUSNESS OR SEVERE HAEMORRHAGE (BLEEDING) YOU SHOULD DIAL 999 IN THE FIRST INSTANCE AND ASK FOR THE AMBULANCE SERVICE.**

**ALWAYS PHONE: 01379 586227 OR 01379 384220 WHENEVER YOU NEED THE DOCTOR URGENTLY.**



**PATIENTS  
NOTES  
FOR URGENT  
OR EMERGENCY  
CASES, CALL:**

**01379  
586227 or  
01379  
384220**





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## PATIENTS NOTES

### HOW TO ORDER REPEAT PRESCRIPTIONS

1. Put the slip in the Repeat Prescription Box provided at each surgery or through the letterbox.
2. Fax your request to the Surgery on 01379 588265
3. Post it to the Surgery

If you are elderly or housebound and need further assistance please contact the surgery on 01379 586456

Only patients that live more than one mile from a Pharmacy can have their prescriptions dispensed at the Surgery.

## THE DISPENSARY

### REPEAT PRESCRIPTIONS:

Repeat prescriptions are dispensed at Fressingfield Medical Centre. They can be collected at Fressingfield and Stradbroke Surgeries during surgery hours only. Please make clear as to when and where you wish to collect your medication on the repeat slip provided.

It requires time and careful organisation to achieve this as 6000 items are dispensed each month and we therefore request at least 2 working days notice for repeat prescriptions. The dispensers are only too happy to help with non-medical enquiries, relating to your prescriptions. Medical enquiries will be passed to the doctor who deals with your medication.

For routine enquiries about your prescription please contact the Dispensary between 12 noon and 4pm as this is the quieter time of the day (during clinic times the dispensers are usually very busy). It is not necessary to phone to confirm if your prescriptions is ready for collection if you have allowed the necessary two full working days.

**A repeat prescription** is long term, regular medication prescribed by your doctor; as such it will be added to your prescription slip and monitored on a regular basis by your doctor or a nurse. Any other medication prescribed for acute problems CANNOT be prescribed on the same basis.

If the medication that you are requesting is not on your repeat prescription slip, then the dispensers will not be able to issue it, until you have been seen by a doctor.

A hospital script can only be dispensed after the Doctor has checked it providing it is for medication that he feels he can take responsibility for.



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## CHILDHOOD IMMUNISATIONS

Fressingfield: Wednesdays 09.15–11.00am

This clinic is run by Deborah Gamble. You will usually be notified of your child's appointment by post. If it is inconvenient, we can always arrange it for another time. Please make sure you bring your child's Red Book and invitation when attending for all immunisations.

## ASTHMA & COPD CLINIC

Fressingfield: (invitations sent)

Stradbroke: (invitations sent)

Run by Suzanne Stones who is our specially trained Asthma & COPD nurse. The emphasis is on monitoring treatment, continuing education and advising on self management, including recognising when your asthma/COPD is getting worse and what you should do in that situation.

## HEART DISEASE AND STROKE CLINIC

Fressingfield: (invitations sent)

Stradbroke: (invitations sent)

Clinics run by Cathy Tooley and Suzanne Stones. Designed to monitor, advise and support patients who have heart disease or who have had a stroke and those who are at risk.

## MIDWIFE CLINIC

Fressingfield: Mondays 09.00 -12.00

Run by Diane Bultitude.



### PATIENTS NOTES

**Please remember to get your child registered with the Practice before their 6 week check.**

**Make sure you bring your child's Red Book and invitation when attending for all immunisations.**





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## CERVICAL SMEARS

Our trained cervical smear Nurses – Cathy Tooley and Yvonne Dunham are happy to carry out your cervical smears during normal surgery hours at a time and surgery that is convenient for you. Please let the Receptionist know when you book your appointment that it is for a cervical smear

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## DIABETES CLINICS

Fressingfield: (invitations sent)  
Stradbroke: (invitations sent)

The clinic aims to promote a better understanding of diabetes, encourage self management, educate and help monitor your diabetes with a view to preventing the long-term complications of diabetes that include blindness, kidney failure, foot ulcers and amputations.

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## OVER 75'S CLINIC

Fressingfield:  
Stradbroke: (monthly)

Run by Deborah Gamble and available each year to all patients aged 75 years and over who are not seen in any of our other chronic disease clinics. Designed to help monitor ongoing care and individual needs. An invitation will be sent for an annual check around your birthday.

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## UNDER 5 DROP-IN CLINIC

Fressingfield: 1st and 3rd Wednesday each month

Run by our attached Health Visitors. This is an open access session (no appointments required) for all parents with babies and young children to meet together, have their babies weighed and obtain practical help and advice from the Health visitors on all matters relating to their children.



### PATIENTS NOTES CLINICS

The Practice offers many Clinics - check the Practice website for latest details.





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## TRAVEL VACCINATIONS (4 weeks notice.)

These can be arranged with our Practice nurses and carried out during their clinic sessions. It is essential to organise them well in advance of your departure date. The reason for this is that to achieve maximum protection against the various infectious diseases that you might contract abroad, the vaccines have to be given as courses and in a particular order and time is required to carry this out effectively.

We need to know where you are going and for how long, other countries you may be travelling through, whether you are pregnant and if you've had an adverse reaction to any vaccine previously. The same applies to malaria protection.

We use TRAVAX, approved software that provides up to date information about all vaccination and Malaria requirements.

## MINOR SURGERY

All the doctors perform minor surgery procedures at both Fressingfield or Stradbroke. You should arrange a time and place for your treatment with the Doctor who is going to carry it out. We offer cryosurgery for the treatment of warts and verrucas and other skin conditions.

In 2005 Suffolk PCT disallowed certain minor surgical procedures that they considered cosmetic only.

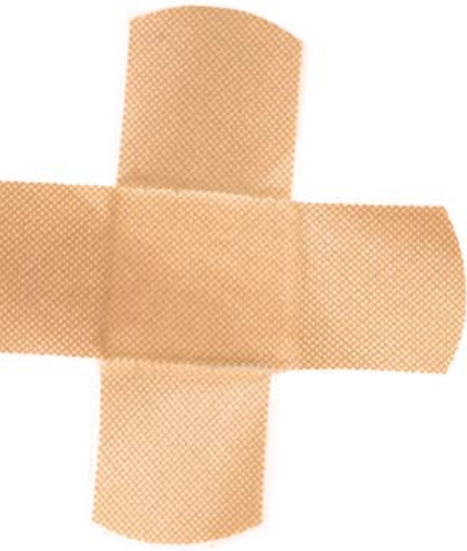


### PATIENTS NOTES

#### OVER 75'S

If you housebound or unable to get to either surgery, please request a home visit.





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## SMOKING CESSATION CLINIC

Run by Yvonne Dunham. This clinic aims to encourage a more effective approach to giving up smoking. You can contact Yvonne directly for an appointment at the Fressingfield or Stradbroke Surgery or be referred by the doctors or nurses.

An initial assessment at the first visit provides advice and a choice of nicotine withdrawal medication, if appropriate, and then encouragement and support at follow up sessions, using a Carbon Monoxide monitor to reinforce abstinence from smoking.

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## COUNSELLOR

Fressingfield: Thursday mornings.

Run by an East Suffolk Mind Counsellor who will see patients after referral from a Doctor.

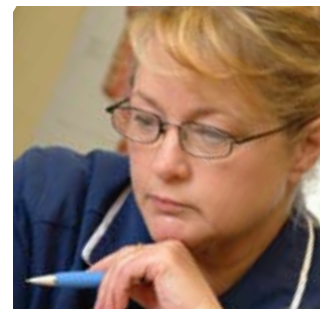


### PATIENTS NOTES

#### CERVICAL SMEARS

All the doctors and our trained cervical smear nurses Cathy Tooley and Yvonne Dunham are happy to carry out your cervical smears during normal surgery hours at a time and surgery that is convenient to you at Fressingfield or Stradbroke.

Please let the Receptionist know when you book your appointment that it is for a cervical smear.





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## HOSPITAL CAR TRANSPORT

To book for Ipswich Hospital contact reception at either Fressingfield or Stradbroke – please make your request in good time. For the Norfolk & Norwich University Hospital, only transport for the initial visit following a GP referral can be made from the surgery. For subsequent appointments the hospital will make the necessary travel arrangements if appropriate.

It is important to remember that this is not an unlimited resource – every effort should be made to find alternative means to get to your hospital appointment e.g. a friend or neighbour driving, or if you own and drive a car, taking yourself.

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## LOCUM DOCTORS

On some occasions you may find that the doctor on duty in the surgery or carrying out visits is not one of the doctors from the practice. This Doctor is called a locum Doctor and is standing in for one of the regular doctors who is away.



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## TEST RESULTS

It would be greatly appreciated if patients phoned to find out the results of any investigations between the hours of 11.30am and 12.30pm. Confidentiality must be maintained and therefore friends or relatives making enquiries will not be given any information. Our staff are only able to report if a result is normal and therefore any other result must be discussed with the doctor concerned.

## HOSPITAL APPOINTMENTS

If you experience difficulties with your hospital appointment e.g. cancellations, re-arranged times etc. first of all contact the hospital appointments department, or the secretary of the consultant concerned. (You will find the telephone number of the Consultants at the Norfolk & Norwich University Hospital in the ordinary telephone directory.) If you still experience problems contact Jenny our secretary at Fressingfield.

## CHANGE OF ADDRESS

Please let us know if you change your address so we can update your notes. Please check with reception that you are still living within our Practice area if you move locally.



### **PATIENTS NOTES DISABLED FACILITIES**

Wheelchair access and disabled toilet facilities are available at Fressingfield and Stradbroke.

If you are hard of hearing or suffer visual impairment and require further help, please inform the receptionist on arrival.

The Practice has a hearing loop and a door entry call system for wheelchair patients.

### **BABY CHANGING FACILITIES**

Available at both Surgeries.



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## ZERO TOLERANCE

The Practice has a zero tolerance policy and will not accept any physical or verbal abuse directed to any of our staff.

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## COMPLAINTS PROCEDURE

The Practice operates its own complaints procedure. Information about the procedure and the relevant forms to be filled in can be obtained from the practice staff or if preferred please telephone Katie Civil, Practice Manager, for a confidential discussion.



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## CALDICOTT STATEMENT

### CORE INFORMATION FOR PATIENTS

*We ask you for information so that you can receive proper care and treatment.*

*We keep this information, together with details of your care, because it may be needed if we see you again.*

*We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions.*

*Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.*

*Sometimes the law requires us to pass on information: for example, to notify a birth.*

*The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.*

*You have a right of access to your health records*

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

*You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests.*

*Whenever we can we shall remove details which identify you. Anyone who receives information from us is also under a legal duty to keep it confidential.*

*If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.*



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## Protecting and Using Patient Information

THE MAIN REASONS FOR WHICH YOUR INFORMATION MAY BE NEEDED ARE:

- *giving you health care and treatment*
- *looking after the health of the general public*
- *managing and planning the NHS.*

For example:

- *making sure that our services can meet patient needs in the future*
- *paying your doctor, nurse, dentist, or other staff, and the hospital which treats you for*
- *the care they provide*
- *auditing accounts*
- *preparing statistics on NHS performance and activity  
(where steps will be taken to ensure you cannot be identified)*
- *investigating complaints or legal claims*
- *helping staff to review the care they provide to make sure it is of the highest standard*
- *training and educating staff (but you can choose whether or not to be involved personally)*
- *research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing )*

*If at any time you would like to know more about how we use your information you can speak to the person in charge of your care or to the Caldicott Guardian.*



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## SOME USEFUL TELEPHONE NUMBERS

District Nurses' Office/Answer phone	
Existing patients	01379 873709
New patients	01449 614769
Health Visitors' Office/Answer phone	01449 766840
Ipswich Hospital	01473 712233
Norfolk & Norwich University Hospital	01603 286286
James Paget Hospital	01493 452452
West Suffolk Hospital	01284 713000
Hartismere Hospital	01379 873700
Addenbrookes Hospital	01223 245151
Suffolk Practitioners Services Unit	01473 329000
NHS DIRECT	0845 4647
Suffolk PCT	01473 770000
Saint Elizabeths Hospice	01473 727776
Priscilla Bacon Lodge	01603 255720
SPIRE Hospital Norwich	01603 456181



### **PATIENTS NOTES**

Main surgery  
**FRESSINGFIELD**

Branch surgery  
**STRADBROKE**

**DISPENSARY** at both



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Suffolk Nuffield Hospital 01473 279100

Norwich NHS Walk in Centre  
Dussingdale Centre,  
Pound Lane,  
Norwich, NR7 0SR 01603 300122

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## EMERGENCY TELEPHONE NUMBERS

**FRESSINGFIELD** 01379 586227  
**STRADBROKE** 01379 384220



### **PATIENTS NOTES**

**FOR URGENT  
OR EMERGENCY  
CASES, CALL:**

**01379  
586227 or**

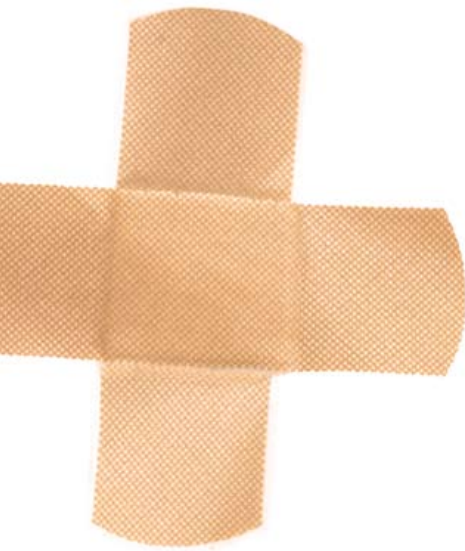
**01379  
384220**



# FRESSINGFIELD MEDICAL PRACTICE

DR GREGORY READ • DR JAMES MORRIS • DR FAISAL MANTO

[www.fressingfield-medical-practice.co.uk](http://www.fressingfield-medical-practice.co.uk)



## PRACTICE AREA MAP (GUIDE ONLY)

This map shows the general area covered by the medical practice. Please confirm whether you fall within the area and are therefore able to register by calling 01379 586227.

