



# Swan Surgery Practice Booklet

Northgate Business Park  
Northgate Street  
Bury St Edmunds  
Suffolk  
IP33 1AE

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

**Reception:** 01284 770440

**Facebook:** Swan & Forest Surgeries

If you require any of our literature in a different format including audio, large print, coloured paper or language please ask a member of staff.



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## Swan Surgery's Visions and Values

**Our Mission Statement:** Swan and Forest Surgeries are committed to providing the highest level of patient care through a patient centred focus and highly motivated team. We aim to improve the health and wellbeing of our patients and their families.

### Core Values:

- ◆ **Development:** to continuously invest in both clinical and non-clinical staff to develop a highly skilled workforce.
- ◆ **Quality:** to provide the highest possible level of care and treatment to patients, with equality and ease of access to services.
- ◆ **Professionalism:** to treat our patients and staff with dignity, courtesy and respect at all times.
- ◆ **Our Patients:** to improve the health and wellbeing of our patient population, to identify their needs and put their health and welfare at the heart of all we do.
- ◆ **Safety:** to provide fit for purpose premises to enable the safe delivery of patient care and treatments.

**Our Vision Statement:** We aim to provide the best Primary Care Services possible within local and national governance, with highly motivated teams and a dedication to continuous development.



## Surgery Opening Hours

Monday	8.00am-6.30pm
Tuesday	8.00am-6.30pm
Wednesday	8.00am-6.30pm
Thursday	8.00am-6.30pm
Friday	8.00am-6.30pm
Saturday	CLOSED*
Sunday	CLOSED

\*We offer extended hours on certain weekends. Please ask Reception for more details

## Registering as a Patient

New patients should submit a New Patient Registration/Health Questionnaire. The practice will accept patients onto its list while it remains “open”.

If the list is closed, the practice will only accept registrations of immediate family members of patients who are already registered and only if such relatives reside permanently at the registered patient’s address.

Proof of residence may be required; however there is no contractual obligation to request this.

For our Practice catchment area, or to register online please go to our website at: <https://www.swansurgery.org.uk/> or speak to the Reception Team

## Accessibility

We offer a short stay car park **free of charge for patients for the duration of their appointment**, with disabled access into the building.

We also offer the use of a hearing loop for patients who struggle to hear, this can be taken to the appointment with you — just ask at reception.

We use Language Line to offer translation services for those who speak English as a second language, as well as translation and text to read services on our website.

We also offer much of our information in large font format, please let us know if you would like us to supply this.

## Anima

We provide a service called Anima which is available through our website;  
<https://www.swansurgery.org.uk/>

There is an online form to complete, once submitted it is passed to a Clinician for review and you will be contacted by the relevant member of staff, this may be via text, telephone or a request to see you face to face, please remember to check your emails regularly.

## Med 3—Sick Certificates

The quickest and easiest way to request a Med 3 is to contact the surgery via Anima. This request will then be passed to a GP to process. If this is a new Med 3 request, the GP may contact you to talk about the problem. If this is an extension of a Med 3, please let us know how long you would like it extended by. We can backdate Med 3 certificates but we cannot forward date them.

## Out of Hours

If you require urgent advice or treatment when the Surgery is closed please telephone the Out of Hours service on 111.

Calls to this service are free of charge from both landlines and mobiles.

## Chaperones

If you are seeing a Clinician for an examination and would like a chaperone present during that part of the consultation please advise the receptionist when booking your appointment or when checking in.

You can also request a chaperone whilst in the appointment.

## Disabled Access

Specific areas of the surgery are accessible to wheelchairs, including toilet facilities. We have a stair lift for access to our upstairs clinic rooms but endeavour to see people with different access needs on the ground floor. Please advise at point of booking if you require a consulting room downstairs.

## Appointments

Please submit your request through Anima, if you struggle to use technology our reception team would be happy to submit your request for you please telephone **(01284) 770440** to ask reception to help.

When you arrive for your appointment you can either book yourself in using the touch screen in reception or speak to a receptionist directly.

All patients registered with us are allocated a Named GP which is recorded on their record. You can see any of the Clinicians at the practice. If you wish to find out who your named Doctor is, please contact reception.

## Telephone Numbers

**Reception: 01284 770440**

**Dispensary Enquiries: 01284 770446**

**Prescription Orders: 01284 770443**

**Medical Secretaries: 01284 770444/732181**

**Theatre: 01284 770445**

## Blood and Test Results

We do not routinely phone patients with test results unless instructed by a Clinician.

Please contact us on 01284 770440 for your results after 2pm or send an Anima request anytime .

## Home Visits

Please telephone **01284 770440** or **submit an Anima request** for home visits we work with Bury PCN Paramedics who complete home visits on our behalf.

Home Visits are usually reserved for our Housebound patients only, however we would review this on a case by case basis.

***In the event of an emergency please call 999.***

## Dispensary and Repeat Prescriptions

The dispensary is open between 8:00am and 1.00pm, and then 2:00pm—6.30pm Monday to Friday.

Repeat prescriptions can be ordered from the dispensary either in person, by telephoning on **01284 770443**, calls are taken between 9:00am and 1:00pm or a message can be left. Alternatively you can submit an Anima request or by dropping your repeat slip into the box by the entrance door to the Surgery.

If you have a query regarding your medication please telephone **01284 770446**.

We require 48 hours to process all prescription requests so please ensure that you request your medication with sufficient notice.

We are able to offer a dispensing service to our rural patients who live more than one mile from a Pharmacy. If you do not meet the criteria and would like to collect your medication on site, you can use Swan Pharmacy at the front of the building.

If you require urgent advice or medication when the surgery is closed please telephone the out of hours service on 111.

## Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

Ask our Dispensary team for more information and how to nominate.





## Electronic Patient Record and Sharing

The NHS uses a secure electronic computer system called SystemOne to hold your records and with your consent, it allows the healthcare professionals who care for you to share your medical information with each other to make sure you receive the best possible care.

Hospitals will usually access information such as allergies or current medications in an emergency, and access further relevant history if required for a referral.

We may contact you via text, we assume consent to this when we are supplied a mobile number, you can opt out of this at anytime by letting reception know, however this would stop all communication via text, including appointment reminders.

## Accessing your Medical Records

Patients are able to access their own medical records via written request. Once the written request is received, your records are reviewed and you will be supplied with a username and password for SystemOnline, you will be able to access your records as well as make medication requests for repeat prescriptions.

You can also look at your records via the NHS App.

## Recalling Patients

The surgery holds a register of all patients diagnosed with chronic conditions such as diabetes or asthma. We use these registers to ensure patients are reviewed on a regular basis, monitoring medication as well as treatment in the process.

We also hold registers of children who are due immunisations as well as monitoring the wider populations screening tests; cervical screening, bowel screening, breast screening, NHS Health checks and more. You will receive invites to these services from Suffolk PSU (Professional Support Unit), you may, however, receive reminders for these from us directly.



## Services We Offer

- ◆ Family Planning
- ◆ Child Immunisations
- ◆ Chronic Disease Management
- ◆ COPD/Asthma Management Clinic
- ◆ Cervical Screening
- ◆ Minor Operations (by referral via your GP)
- ◆ Vasectomy (by referral via your GP)
- ◆ NHS Health checks
- ◆ IUD Fitting
- ◆ Dressings
- ◆ Appointments with male or female clinicians
- ◆ Practice Nurse appointments
- ◆ Physiotherapy (booked externally)
  - please call **03330 433966** to arrange an appointment or visit **[www.ahpsuffolk.co.uk](http://www.ahpsuffolk.co.uk)** to self-refer through their portal
- ◆ Diabetes Nurse (booked externally)
- ◆ Social Prescribing
- ◆ NHS Travel Vaccinations
- ◆ Vaccinations - including seasonal vaccines
- ◆ Health and Wellbeing coaching





## Our GP Partners:

**Dr Evelin Hanikat** M.D. (Tartu, Estonia 2000)  
Registered 2005

**Dr Kirsty Reid** MB ChB, MRCGP  
Registered 1993

**Dr Emma Derbyshire** MB ChB, DRCOG, DCH  
Registered 1994

**Dr Peter Neale** MA MB BChir MRCGP DCH DRCOG  
Registered 2008

**Dr Sven Brode** MBBchir, BSc, Ph.D, MRCP, MRCGP  
Registered 2011

**Dr Ayush Prabhakar** MBBS, MRCP, MRCGP, PGDipClinDerm  
Registered 2008

## Salaried GP's:

**Dr Amri Ajith** MBBS, Registered 2016

**Dr Tracey Bempah** MBBS, Registered 2014

**Dr Rachel Edwards** MBBS, Registered 1996

**Dr Nancy Prabhakar** MBBS, Registered 2013


*We also work with regular locum clinicians whom you may see from time to time.*

*In this booklet we use the word "Clinician" to mean GP, Nurse or any other healthcare professional.*

## Staff Working at the Surgery

There are lots of different kinds of healthcare professionals working in your GP surgery, besides your GP. They each have distinct roles and specialist skills. When you contact the surgery, you will be offered an appointment with the person who is best placed to help your needs. This could include:

- ◆ **General Practitioner:** treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment
- ◆ **Physician Associate:** highly skilled at diagnosing conditions and can perform physical examinations if needed. They can also arrange tests and analyse results.
- ◆ **Emergency Care Practitioner:** with a background in pre-hospital care, they are used to working with people with a variety of health conditions from coughs and minor injuries to more serious conditions. They work alongside GPs and help manage routine or urgent appointments.
- ◆ **Nurse:** can help you stay healthy throughout every stage of your life. They deliver childhood and adult immunisations. They can support you with long-term conditions like asthma and diabetes as well as offering healthier lifestyle tools.
- ◆ **Clinical Pharmacist:** can ensure your medication is working for you. They'll listen to how it is affecting you before making adjustments to improve your wellbeing.
- ◆ **Mental Health Practitioner:** offer specialist mental health support for those who need it, but who don't need or are unable to access secondary care. They can also support those who have been discharged from secondary care because their mental health problem is stable.
- ◆ **Healthcare Assistant:** deliver and assist clinical staff in the provision of treatment, preventative care, health promotion and patient education.

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- ◆ **Pharmacy Technician:** supply medicines to patients, whether on prescription or over the counter, assemble medicines for prescriptions and provide information to patients and other healthcare professionals.
  - ◆ **Health and Wellbeing Coach:** supports patients with the wider issues that may be having a negative impact on health. Having a coach can help you take a more active role in managing your health and wellbeing. They can help you explore ways to introduce healthier behaviours into your lifestyle for long-term changes that fit your needs.
  - ◆ **Care Co-ordinator:** work as advocates for specific groups of patients, such as people who are frail or living with severe mental illness. They support people to navigate their care journey and ensure those most affected by health inequalities can benefit from personalised care and support, including management of long term condition annual review re-calls.
  - ◆ **Social Prescriber:** can help with a wide range of emotional and practical matters that may be affecting your health and wellbeing. They have expert knowledge on the support services and groups that are active in your local community.

## Training General Practitioners

We are a recognised training Practice and have GP Registrars working with us. These Doctors have already undertaken several years of hospital medicine and are now learning the specific skills of General Practice.

At times you may be asked to contribute to teaching, learning and assessment within medical education by having your consultation with the Doctor video/ audio recorded.

Any recording will only be undertaken with your written consent. Intimate physical examinations will not be recorded and the camera will be switched off on request.

We thank you for your help, but recognise your right not to take part.

## Compliments & Complaints Procedure

We take complaints very seriously and try to ensure that all patients are pleased with their experience of our service, we understand this is not always the case. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the manner we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any compliment, concern or complaint about the services which we provide is Kevin Whomes.

Please send any compliments, complaints or concerns you may have directly to him via written letter or email at;

kevin.whomes@nhs.net

If you are not satisfied with the result of our procedure then a complaint may be made to: **Suffolk & North East Essex Integrated Care Board (SNEE ICB) Patient Advice & Liaison Service (PALS)**

**Freephone: 0800 389 6819**

**Email:** [sneeicb.pals@nhs.net](mailto:sneeicb.pals@nhs.net) for feedback

Email: [sneeicb.complaints@nhs.net](mailto:sneeicb.complaints@nhs.net) to lodge a complaint

We are committed to learning lessons from compliments, concerns and complaints and to use them to improve the services we provide, not only for that particular patient but for all patients.

To do that, we also need to know what we do well.

Please leave us feedback on:





## Patient Feedback

To keep our surgery working at the highest possible standard we like to engage with our patients through letters and SMS for their thoughts and views on how to better the Surgery and the services we provide. We send out regular questionnaires to patients who have recently used our services through Survey Monkey to gather the honest opinions and feedback from our patients, to later try and implement change into the practice.

## Social Media

For more information about any of the services outlined in this leaflet, you can find more information on our website at;

**<https://www.swansurgery.org.uk/>**

You can also access our live chat service which is available during office hours for general information and help navigating the website, you can also cancel appointments here. Please be advised that this is a non-clinical area, you will not be chatting with a Nurse or GP and we cannot give individual medical advice.

For quick updates, you can also find us on Facebook. Just search for “Swan and Forest Surgeries” here we keep patients updated with information such as Training and Education closure dates and times reminders of upcoming bank holidays as well as information about a wide range of conditions and local services supporting various health conditions.



## Primary Care Network—PCN

The PCN builds on existing primary care services to enable greater provision of proactive, personalised, co-ordinated and more collaborative health and social care; as a result we work together within the Bury PCN which works alongside other GP surgeries in Bury.

The Bury PCN has been formed between the Swan Surgery, Angel Hill Surgery, Guildhall and Barrow Surgery, Mount Farm Surgery and Victoria Surgery. This allows more Specialist Clinical staff to work across the 5 Surgeries.

## Patient Participation Group

The Patient Participation Group work voluntarily to provide a two-way communication between patients and staff and supports the practice in improving the service provided to patients. We aim to represent patient views and provide the means for patients to make positive, constructive suggestions about the practice.

### **The aim of the PPG is to:**

- ◆ Provide an opportunity for patients to make positive and constructive suggestions/ideas about the practice
- ◆ Work positively to help identify any problems and engage with the practice to seek solutions.
- ◆ Liaise with the practice to provide practical support and to help patients take more responsibility for their own health.
- ◆ Help the practice to deliver change.
- ◆ Support the practice in its aim for excellence.
- ◆ Review trends in patient survey feedback.

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## Patient Information

The Practice is required to hold your medical records in order to give you the best medical care possible.

We keep your records on the computer as well as holding your paper notes.

General Data Protection Regulations (2018) apply to both the electronic and paper records. This means that a third party cannot access your records without your written consent.

When you register with the practice, you are consenting for us to hold your medical records.

All staff employed by Swan Surgery and Bury PCN are bound by Data Protection Regulations and Confidentiality Agreements, we will respect our patients rights to privacy and confidentiality at all times.

## Zero Tolerance

Please treat our staff and patients with the same respect you would expect to receive.

The majority of our patients are polite and understanding.

Physical violence, racial, sexual and verbal abuse of our staff will not be tolerated and can lead to your removal from our services.





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## History of the Surgery

Dr Dunne originally set up the Swan Surgery in 1988 as a single-handed practice.

With the addition of new patients came the addition of more staff and with that came extensions to the existing building.

Today we are a busy, semi-rural, dispensing, training practice with six partners supported by a wide variety of both healthcare professionals and administrative staff, we are located in a purpose built surgery complete with an operating theatre suite.

In 2012 the practice took over the responsibility for Forest Surgery in Brandon as well as its current contract for Swan Surgery. Across both surgeries we employ approximately 80 staff who work closely with other members of the wider healthcare team.

At both surgeries we strive to deliver excellent clinical care in a patient focused manner.

In 2019 we joined Angel Hill Surgery, Guidhall and Barrow Surgery, Mount Farm Surgery and Victoria Surgery in forming the Bury Primary Care Network.

