

APPOINTMENTS & PRESCRIPTIONS

The Patient First appointment system allows you to call the day you would like a telephone appointment and the GP.

You can complete an Anima request via the link on our website which will go through to our designated team. You can request a call back, face to face appointment, referrals, discuss test results and much more. You will be updated through Anima every step of the way.

If you are unable to attend a pre-booked telephone or face to face appointment, please ensure your appointment is cancelled. You can do this by telephoning the practice and selecting option 1 for the cancellation line. Patients who frequently miss their appointments are at risk of removal from our practice.

If you require a longer appointment, a translator or a chaperone, please ask the receptionist when you are making your appointment. We are a training practice for new GP's and may ask permission to record your consultations.

Prescriptions

Prescriptions for new medication can only be issued following consultation with the doctor.

If you require regular medication you can request repeat medication by dropping a written request into the surgery, online repeat medication request, NHS App or emailing the surgery on rmp.reception@nhs.net

Please allow 72 hours for prescriptions to be processed. We are unable to take prescription requests over the

CONFIDENTIALITY, COMMENTS AND COMPLAINTS

Ravenswood Medical Practice takes your privacy very seriously. We are registered with the Information Commissioners Office as a Data Controller and our registration number is: Z5684514.

We aim to provide you with the highest quality healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide for you.

These records are called your 'Health Care Record' and may be stored in paper form or on electronic systems and may include personal data.

Comments & Complaints

Comments on any aspect of the practice are welcome. Please pass such comments onto our staff or doctors, complete a form online on our website or complete a form which can be collected from our reception team.

We endeavour to provide a high standard of service, please help us to do so. Complaints or grievances can be submitted via the practice website using the contact tabs.



Ravenswood
Medical Practice

PATIENT INFORMATION LEAFLET



Welcome to Ravenswood Medical Practice

24, Hening Avenue, Ipswich, Suffolk, IP3 9QJ

01473 271122

www.ravenswoodmedicalpractice.co.uk

CLINICAL TEAM

GP Partners

Dr B Jeph Vite (m) - BSc (Hons) MB BS DRCOG

Dr Mojisola Olose (f) - DFFP MRCGP

Dr Marc Le Roux (m) - MBChB CertGP

Dr Camilla McLuckie (f) - MB BS DFFP MRCGP

Dr Sarah Trigg (f) - BM MRCGP

Salaried GPs

Dr Elizabeth Shirlaw (f) - MBChB MRCGP DGM

Dr Paul Bethell (m) - MBBS MRCGP DRCOG DGM
DCH CertGP

Dr Karen Arundale (f) - MBChB MRCGP

Dr Abayeli Esue (f) - MB ChB

Clinical Practitioners (visiting clinicians)

Lindsey Conway, Daisy Rushton, Kirstie Gilhooley,
Andy South, Daniel Bradford

Minor Illness Nurse

Jodie Osborn

Practice Manager

Anita Burgess

OPENING HOURS

We are open from 8am to 6:30pm Monday to Friday.

We provide some Enhanced Hours (non-emergency consultations for patients who are in work)

<u>Day</u>	<u>Opening Hours</u>	<u>Enhanced Access</u>
Monday	8am-6:30pm	6:30pm-8:30pm
Tuesday	8am-6:30pm	6:30pm-8:30pm
Wednesday	8am-6:30pm	
Thursday	8am-6:30pm	
Friday	8am-6:30pm	
Weekends	Closed	

If you need a doctor when the surgery is closed you should ring the out of hours service on 111.

Training Closure

The practice is closed for training one afternoon per month. On these occasions the phone calls to the practice will be redirected to the out of hours service from 1pm onwards. The reception will remain open during this time, for information on dates please see the practice website.

Test Results

Please contact the practice after 2pm for any test results.

These can also be found on the NHS App.

REGISTRATION & SERVICES

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure as follows:

Firstly you will need to complete a registration form and new patient questionnaire, this can be done by visiting our website or if you do not have access to the internet please visit the surgery and complete forms. At the time of registration the practice requires you to provide 2 forms of identification (one form of photo ID and one proof of address) along with a list of all current medication.

The registration process takes 72 hours to complete, but may be rejected if the correct paperwork is not provided.

All patients who are on current medications MUST make an appointment for a New Patient Health Check with one of our Healthcare Assistants, this may include a blood test. This appointment can be made at the time of registration at the practice.

Our Services

- Long Term Condition Management
- Childhood Immunisation & health promotion
- Minor Surgery
- Travel Advice (fill form online, eight weeks prior to travel)
- NHS Health Checks
- Social Prescriber
- Blood Test
- Physiotherapy
- Health Kiosk machine, checks weight, height, pulse and blood pressure