

**Dr Dineen and Partners**  
**Holbrook Surgery, The Street,**  
**Holbrook, Ipswich, Suffolk, IP9 2QS**  
**&**  
**Shotley Surgery, Kingsland,**  
**Shotley, Ipswich IP9 1ND**

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

**OPENING TIMES**

One or other surgery is open 08.00 – 18.30 Monday to Friday for reception and telephone enquiries. Dispensary shut 13:00 – 14:00 daily.

**CLINIC TIMES - Holbrook**

**Mon:** 07.30 – 12.00  
**Tue:** 08.40 – 12.00 then 15.50 – 19:00  
**Wed:** 08.40 – 12.00 then 15.50 – 18.30  
**Thu:** 08.40 – 12.00  
**Fri:** 08.40 – 12.00 then 16.00 – 18.00 (urgent appointments only – ring after 1pm)

**CLINIC TIMES - Shotley**

**Mon:** 08.40 – 12.00 then 15.50 – 18.30  
**Tue:** 08.40 – 12.00  
**Wed:** 08.40 – 12.00  
**Thu:** 08.40 – 12.00 then 15.50 – 19.00  
**Fri:** 08.40 – 12.00

**TELEPHONE NUMBERS**

**Emergencies, Visits and Out of Hours, Appointments & Prescriptions, Enquiries and Results, Business & Enquiries**  
 Holbrook 01473 328263 Shotley 01473 787435  
**Fax**  
 Holbrook 01473 327185 Shotley 01473 788386

**SURGERY & CLINIC TIMES**

Our appointment cards, available in Reception, list all of the Surgery times available.

	Shotley	
	Morning	Afternoon
Monday	Drs Gada, Wawdhane, Lewis	Drs Midforth, Gada, Wawdhane
Tuesday	Drs Gada, Wawdhane, Bush	
Wednesday	Drs Gada, Wawdhane, Bush	
Thursday	Drs Gada, Wawdhane	Drs Midforth, Gada, Wawdhane
Friday	Drs Gada, Wawdhane	

  

	Holbrook	
	Morning	Afternoon
Monday	Drs Dineen, Midforth, D'Souza	
Tuesday	Drs Dineen, D'Souza	Drs Dineen, D'Souza, Bush
Wednesday	Drs Midforth, D'Souza	Drs Dineen, D'Souza
Thursday	Drs Midforth, D'Souza, Lewis	
Friday	Drs Dineen, D'Souza	GP on rota

**Dr Dineen and Partners**

# PRACTICE LEAFLET

## Information for Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Julia Smith, Practice Manager. There may be a charge for this information.

### PARTNERS

Dr Simon Dineen  
 Dr Jane Midforth  
 Dr Sidhu Gada  
 Dr Sudhir Wawdhane  
 Dr Jonathan D'Souza

### SALARIED DOCTOR

Dr Julia Lewis  
 Dr Peter Bush

*(Revised February 2019)*

## APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone, as well as via the internet. We offer a mixture of pre-booked and on-the-day appointments. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

## URGENT APPOINTMENTS

We have urgent appointments each day for the Doctor. After 1pm each day one Doctor is on Duty for all urgent requests. (*Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms*).

## MINOR INJURY CLINIC

Our nursing and medical staff can provide treatment for many minor injuries. Tell the receptionist and she will alert a member of the Practice Team as soon as possible.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and you need to register with one of our GPs, please ask at our Reception. If you have your Medical Card then bring this along with you. If you are on regular medication, please tell the receptionist who will book you an appointment to ensure your medications are added.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 11am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 1pm will be taken by the Duty Doctor.

## TELEPHONE ADVICE

All Doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone before 11am to arrange this.

## DISABLED ACCESS

The flat/ramped surface is suitable for wheelchairs. Disabled toilets are available off the waiting room.

## PRESCRIPTIONS

Both surgeries have dispensaries which will issue prescribed drugs to eligible patients. If you live within one mile of an independent Pharmacy we are not permitted to dispense to you. Please note we are unable to take card payments.

**ROUTINE** — requests for repeat prescriptions will be dealt with within three working days. This can be in-person, through SystmOnline or via our Managed Repeats Service.

**URGENT** - requests for urgent prescriptions will be ready to be collected by 3pm the same day, but please try to request these in person.

### Dispensary Opening Hours (closed 1-2pm):

#### Holbrook

Monday:	08.00 – 17.00
Tuesday, Wednesday, Friday:	08.00 – 18.30
Thursday:	08.00 – 12.30

#### Shotley

Monday, Thursday:	08.00 – 18.30
Tuesday, Wednesday:	08.00 – 17.00
Friday:	08.30 – 12.30

## CHAPERONES

*All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.*

## OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring 111 where your call will be answered by the Out of Hours service. Please note that when contacting them, your telephone conversation will be recorded.

### Other numbers you can use in an emergency

NHS Out of Hours	111
Emergency services	999

### Other useful numbers/addresses

Patient Advisory Liaison Service (PALS) on 0800 389 6819.  
NHS England, PO Box 16738, Redditch, B97 9PT

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the

computer system.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

## Ipswich and East Suffolk CCG

To obtain details of all primary medical services available within the Ipswich and East Suffolk CCG please contact 01473 770000.