

Holbrook and Shotley Practice

Holbrook Surgery, The Street, Holbrook,
Ipswich, Suffolk, IP9 2QS
Tel: 01473 328263

Shotley Surgery, Kingsland,

Shotley, Ipswich, IP9 1ND
Tel: 01473 787435

Website: 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: 08.00 – 17.00
Tue: 08.00 – 17.00
Wed: 08.00 – 17.00
Thu: 08.00 – 12.30 (Dispensary closed from 12.30)
Fri: 08.00 – 18.30 (urgent clinic only from 13.00)

CLINIC TIMES - Shotley

Mon: 08.00 – 18.30
Tue: 08.00 – 18.30
Wed: 08.00 – 18.30
Thu: 08.00 – 18.30
Fri: 08.00 – 12.30 (Dispensary closed from 12.30)

		Shotley	
		Morning	Afternoon
Monday		Tabetha Snape Dr Lewis Dr Agboola	Dr Bezant Dr Agboola
Tuesday		Dr Gada Tabetha Snape	Dr Gada Tabetha Snape
Wednesday		Dr Gada Dr Agboola	Dr Gada Dr D'Souza Dr Agboola
Thursday		Dr Gada Tabetha Snape	Dr Gada Tabetha Snape Dr D'Souza
Friday		Dr Gada Dr Lewis	Closed from 12.30
		Holbrook	
		Morning	Afternoon
Monday		Dr Bezant	Health Visitor
Tuesday		Dr D'Souza Dr Lewis	Dr D'Souza
Wednesday		Dr D'Souza Dr Bezant	Health Visitor
Thursday		Dr D'Souza Dr Bezant	Closed from 12.30
Friday		Dr D'Souza Tabetha Snape	Tabetha Snape Danielle Evans

The Holbrook & Shotley Practice

Practice Leaflet

Information for our
Patients

Partners

Dr Sidhu Gada
Dr Felicity Bezant
Dr Jonathan D'Souza

Salaried GP's

Dr Julia Lewis
Dr Adetunji Agboola

Clinical Staff

Tabetha Snape – Advanced Clinical Practitioner
Danielle Evans – Clinical Care Practitioner

Nursing Team

Laura Welham – Lead Practice Nurse
Cheryl Varley, Louise Southam – Nursing Associate
Amanda Baldwin – Health Care Assistant
Janet Looser - Phlebotomist

APPOINTMENTS

All surgeries are by appointment, and can be made in person or by telephone. 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.

GP+ is an additional appointment service, offering patients evening appointments during the week, including weekend appointment, please speak with our Reception Team for more information.

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 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.

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.

ROUTINE — requests for repeat prescriptions will be dealt with within five working days. This can be in-person, through AccuRx / NHS Appt 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, Tuesday, Wednesday	08.00 – 17.00
Thursday	08.00 – 12.30
Friday	08.00 – 18.30

Shotley

Monday, Tuesday, Wednesday,	
Thursday	08.00 – 18.30
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.

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.

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 28 working days. Please contact Lorna Bacon, Practice Manager.