

## THE SURGERY TEAM:

**Practice Manager**  
Mrs Sharon Meers

### Doctors:

Dr A Flett (Male)  
Dr D Dorsett (Male)  
Dr E Alimeta (Female)  
Dr Z Wragg (Female)  
Dr O Ogunniyi (Female)

### Nurse Practitioners

Alison Jones, Catherine Rudd,  
Lesley Brooke, Tabetha Snape

### Primary Care Associates

Daniel Shaw, Sarah Lambert,  
Matthew Nockels

### Practice Nurses:

Mary Sentence, Ellie Cook,  
Sandra Noto, Rebecca Schindler

### Healthcare Assistants:

Julie Newton, Laura Letts, Donna  
Heffer

In addition to our clinical staff we have a busy administrative team which is vital in helping to provide effective patient care.

## PATIENT RESPONSIBILITY

Please try to keep healthy and use our services responsibly.

Please let us know as soon as possible if you are unable to attend an appointment. Remember – every wasted appointment is an appointment denied to a sick patient.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar way.

Burlington Primary Care operates a zero tolerance policy. If any patient is abusive or violent towards any member of staff or any other persons on the practice premises, the practice retains the right to have the patient removed from our list.

We respect our patient's right to privacy and keep all health information confidential and secure. We comply with General Data Protection Regulations and the confidentiality NHS Code of Practice.



**BURLINGTON**  
PRIMARY CARE

## Practice Information



To deliver excellent clinical outcomes with safe, well led care to our population of patients and to be an effective first choice care provider.

**14 Burlington Road**  
**Ipswich**  
**Suffolk**  
**IP1 2EU**  
**01473 211661**

[www.burlingtonprimarycare.co.uk](http://www.burlingtonprimarycare.co.uk)  
[www.facebook.com/burlingtonprimarycare](https://www.facebook.com/burlingtonprimarycare)

## ACCESSING THE SURGERY

Welcome to Burlington Primary Care. We hope you find this leaflet useful. If you are not sure about anything please ask, we are happy to help.

We have been located at this site since 1971. At the rear of the surgery is a large car park for patient use only when attending the surgery. We also have disabled spaces and disabled ramp access to the 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

### Our Appointment System

We offer a range of pre-bookable and book on the day face to face appointments and telephone appointments. In order to ensure patients are seeing the right clinician we now require our Care Navigators to take a detailed summary of patient symptoms when booking an appointment. Please help with this and give as much information as possible.

**Appointments can only be made online or on the telephone. We no longer make on the day appointments in reception.**

## CLINICS AND SERVICES

We offer a range of services and clinics, including

- Well women/smears
- Antenatal care
- Asthma/respiratory reviews
- Heart and hypertension
- Childhood immunisations
- Family planning
- IUD/implant fitting
- Travel advice/vaccinations
- Mental health link worker
- Minor illness clinic

### How to register

Registration of new patients takes place at the practice on weekdays between 8am – 5.45pm

In order to register, all patients will need to bring with them:

- Photo ID
- Recent proof of address, e.g. a recent household bill or bank statement
- Birth certificate
- Immunisation record for any children registering

If you do not have any of these documents please speak to reception.

### Online Services

Patients can book and cancel appointments, request repeat prescriptions and access aspects of their medical records online. To register for this service you will need to bring photographic identification into reception. For more information on this service please speak to one of our reception team

### Home visits

We carry out home visits for those patients who are too ill to get into the surgery. Please come to the surgery if at all possible. If you do need a home visit please make your request before 10:30am. All visits are triaged by a GP

### Test results

Please check with reception for the results of tests taken at the surgery. Call in or phone between 11:30am – 5.00pm

### Repeat Prescriptions

Our preferred option for repeat prescription requests is via the online system. Other options are the right hand side of your prescription, or in writing. **N.B. We do not accept requests for medication over the phone or verbally**

We require 3 working days to turn around straight forward medication requests and up to 7 working days for more complex requests