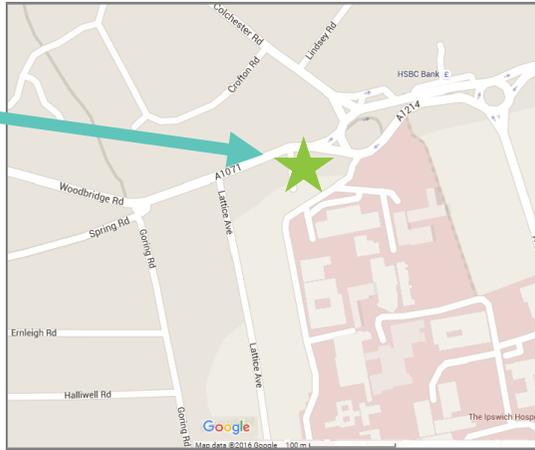


Where to find us

Two Rivers Medical Centre,
Woodbridge Road East,
Ipswich IP4 5PB

The practice is located on
Woodbridge Road East near
the junction between Heath
Road and Colchester Road and
next to the north entrance to
Ipswich Hospital.



Car Parking and Travel

Please note that parking is free for patients using the Medical Centre. The Medical Centre has 66 parking spaces and 6 disabled parking spaces for patients.

A Car Park management company will be monitoring usage of the car park using Automated Number Plate Recognition (ANPR) and will impose a charge to anyone using the car park who is not a

patient attending for an appointment. Please read the signs and record your registration number on the designated screen to prevent them from contacting you. See our website for more details.

Travelling to the Medical Centre

The following bus routes stop near the Medical Centre: 6, 6A, 11A, 11B, 63, 66, 73A, 75, 121, 163, 165, 174/179, 800,

Access to the Medical Centre

There are several Disabled Parking bays in front of the building and there is a ramp leading to the entrance door.

The front doors are automatic sliding doors and there are lifts to the first floor.

Disabled toilets are located on both floors.

The Reception desk has a lower section for wheelchair users and a hearing aid loop.

The building complies with all Disability Discrimination Act requirements.

Please let the receptionist know if you have other access concerns.

Two Rivers Medical Centre

Patient Information Leaflet



Address: 30 Woodbridge Road East, Ipswich IP4 5PB

Telephone number: 01473 90 77 88

Website: www.tworiversmedicalcentre.co.uk



Follow us on Facebook for News and Events

<https://www.facebook.com/TwoRiversMedicalCentre.co.uk/>

Opening hours

We are open from 8.00am to 6.30pm Monday to Friday. We provide some Extended Hours (non-emergency consultations for patients who are in work).

	Opening Hours	Extended Hours
Monday	8.00am - 6.30pm	7.30am - 8.00am
Tuesday	8.00am - 6.30pm	7.30am - 8.00am 6.30pm - 7.30pm
Wednesday	8.00am - 6.30pm	7.30am - 8.00am
Thursday	8.00am - 6.30pm	7.30am - 8.00am
Friday	8.00am - 6.30pm	7.30am - 8.00am
Weekend	closed	

When we are closed

We are closed at night, weekends and Bank Holidays. Provision of the local Out-of-Hours service is the responsibility of Ipswich and East Suffolk CCG.

GP+ appointments can be booked by calling the surgery after 12:00. These are extended hours appointments in the evening or weekend at The Riverside Clinic.

If you require urgent medical advice when the surgery is closed please telephone 111.

Out-of-Hours services can be busy so please think carefully before asking to see one of their doctors and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999 whether or not the surgery is open. This includes serious injury, chest pain, loss of consciousness, severe breathlessness, weakness of one side of the face or body, or sudden slurring of speech.

Training Closures

We are closed for training on one afternoon a month. On these days phone calls to the surgery are redirected to the Out-of-Hours service from 1.00pm onwards. Reception cover will continue at the surgery until 6.30pm. Training Closure dates can be found on our website.

How to Register

If you live within our practice area you are welcome to register with us. Our Reception staff will be happy to help you through the process. You will need to bring:

- One form of photo ID
- One proof of address

Confidentiality and information about you

All practice staff are under a legal duty to keep personal information about you confidential. Under certain limited circumstances we do share your personal information with other health organisations. For example if your GP refers you to a specialist, we will send relevant information about you to the specialist.

Under General Data Protection Regulation (GDPR), patients are entitled to apply for access to their records. Please refer to our website for more information on access to medical records.

Your rights and responsibilities, and ours

We would expect all our staff to treat patients with dignity and respect, to protect their confidentiality and to feel safe attending the practice.

If we haven't met your expectations of care and service then please let us know by using a feedback form available at Reception. We operate a robust complaints procedure, the details of which are on our website.

We lose significant numbers of appointments each week :

- Please inform us if you cannot attend an appointment so that we can offer it to someone else. We lose significant numbers each week which in turn contributes to unnecessary waits for available appointments.
- Please inform us of changes to your name, address, phone, mobile or email. You can do this at reception or online.
- Please respect our staff as they try to help you.

Our services

Services that are provided by the practice free of charge under the NHS are:

- Child health and immunisations
- Baby clinic
- Antenatal care
- Ear Irrigation (this service is limited, please enquire at reception)
- Cervical smears
- Sexual Health
- Smoking cessation
- Flu clinic
- Some travel advice and vaccinations
- Women's health
- Health promotion and education
- Minor surgery
- Physiotherapy (through NHS physiotherapy providers)
- Learning Disability Health Checks
- Mental health reviews
- Disease management clinics

Non-NHS services that may require a fee:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Letters for taking medication abroad
- Private sick notes
- Vaccination certificates
- Some travel vaccinations

Our reception staff will be happy to advise you about the above services along with appointment availability.

Breastfeeding

The Practice has baby changing facilities and a breastfeeding room to allow mothers privacy should they need to feed their baby during their visit to the surgery.

Named GP

All patients at the practice have a named accountable GP on their clinical record. Your named GP has overall responsibility for your care but you may see any GP of your choosing at the surgery. If you wish to find out who your named GP is, please ask at reception.

Making an Appointment

Routine appointments:	Available up to six weeks in advance. Appropriate for non-urgent problems or routine reviews.
Telephone appointments:	Some medical problems and follow ups can be dealt with over the phone in a Telephone appointment.
Extended Hours appointments:	Available up to six weeks in advance. Appropriate for patients whose work schedule makes attendance in normal hours difficult.
Urgent On-the-Day appointments:	Only available on the day, each day, Monday to Friday. Appropriate for urgent medical problems. We ask that only one problem can be dealt with in an Urgent appointment. These appointments are booked in time order.

Most appointments can be made by our Reception team, by our automated telephone booking (24 hour service) or online through our website.

www.tworiversmedicalcentre.co.uk/making-appointments

Please note that appointments with a Practice Nurse or HCA need to be booked through our Care Navigators.

	Book at Reception	Book by phone to Reception	Book by Automated Phone System	Book Online
Routine	✓	✓	✓	✓
Telephone	✓	✓		
Extended hours	✓	✓	✓	✓
Urgent On-the-Day	✓	✓		

Home Visits

Home visits can be arranged for patients who are genuinely housebound due to illness or frailty.

If you think you require a Home Visit please try and phone between 8.00am and 11.30am. Our staff will ask for some simple details about the problem and pass these on to the GP who is on duty. This helps us schedule visits appropriately.

All Home Visit requests are assessed by the duty GP who will consider whether a visit is needed and how urgently it is required. You may be visited by a GP, Practice Paramedic or Community Nurse.

Clinical Team

Two Rivers Medical Practice is a partnership practice. We have a dedicated team of clinicians with a broad range of skills and experience in Primary Care.

GP Partners

Dr Jonathan C Knight
Dr Katie Smith
Dr Ayesha Zahra

Advanced Practitioners

Janice Burton
Sally Gardner
Jonathan Carlyon

Practice Paramedics

Samantha Nicholls
Lucy Shemmings
Wes Grimsey

Associate GPs

Dr Peter Burn
Dr Nicola Skrinchuk
Dr Paru Subramanian
Dr Daniel Griffin
Dr Lydia Yates
Dr Kate Riches

Ailsa Grimsey

Daniel Borrett
Nasima Moussa

Practice Nurses

Rachel Summers
Mark Pears
Hayley Kirk
Kate Allen
Anna Barton
Joanna Ling

Health Care Assistants

Louise Bellamy
Claire Bliss

Phlebotomist

Ann Shelcot

Practice Pharmacists

Henrietta Cresswell
Moni Islam
Ben Leung

Practice Team

- Mark Cousins (Business Manager) responsible for Finance, Contracts & Building management
- Rachel Helliar (Practice Operations Manager) responsible for the day-to-day running of the practice and human resources
- Helen Osborn (Deputy Business Manager)

The practice has a dedicated team of Care Navigators, Administrators and IT Support Staff and Medical Secretaries.

Patient Participation Group

The practice has a Patient Participation Group that supports the practice and gives helpful feedback and advice from patients and carers to help improve our services. If you are interested in the work of the PPG, please see our website for more details. www.tworiversmedicalcentre.co.uk/ppg or email tworivers.ppg@gmail.com

Phlebotomist

When patients need to have a blood sample taken, our phlebotomist will take them and arrange for them to be sent to the pathology lab for analysis. The results are then reported back to the requesting clinician for review. Results can be viewed online through SystmOnline. If you are not registered to use this service, please ask our Care Navigators who will set this up for you.

Care Navigators

A care navigator will make sure you get help from the most appropriate person as quickly as possible. Care Navigators ensure that every person contacting the surgery is helped in a way that is right for them. This could be anything from arranging contact or an appointment with a GP or Nurse, providing information on services within your community that could help you, or by giving you advice or information over the phone, perhaps saving you a visit to the practice. Care Navigators have been trained to keep information confidential and to provide a safe service.

	Riverside Clinic	Community Pharmacy	Phlebotomist	HCA	Practice Nurse	Prescription Team	Pharmacist	Nurse Practitioner	GP
Childhood immunisations					√				
Chronic disease checks (asthma, diabetes, COPD)					√				
Ear irrigation			√						
ECG			√						
Emergency contraception		√							
Family planning					√		√		
Flu vaccination			√	√					
Hospital referrals							√	√	
Imaging referrals (x-ray, ultrasound)							√	√	
Issue and sign acute prescriptions							√	√	
Issue and sign repeat prescriptions						√	√	√	
Med3 (after 7 days)							√	√	
Medication queries					√	√			
Medication reviews						√	√	√	
Pre-diabetic checks and tests			√						
Taking blood pressure		√	√						
Taking blood samples	√	√	√						
Travel vaccinations				√					
Wound dressings			√	√					

Who To See at Two Rivers Medical Centre

We have a large multi-skilled clinical team working at Two Rivers Medical Centre. Our Care Navigators will ensure that you see the most appropriate clinician as quickly as possible.

GPs

GPs retain overall responsibility for individual patient care within the surgery. They work very closely with the rest of the clinical team to ensure patients' are receiving the appropriate care and treatment, and review complex cases with them as needed.

GP Registrar

GP Registrars are fully qualified doctors who are undertaking Royal College of General Practitioners training to become GPs. They undertake the same caseload as a GP but are supervised by an accredited training GP.

Clinical Pharmacist

Two Rivers Medical Centre has its own pharmacists; they undertake patient medication reviews and can deal with most queries relating to patients' use of drugs and all aspects of medicines management. They have extensive knowledge regarding complex medication regimes and can assist patients in optimising the number of drugs they are taking and can advise on a range of drug safety related issues.

Advanced Practitioner

These are highly experienced nurses who have undertaken additional training at degree level. This equips them with the skills required to take a medical history, examine, diagnose and prescribe. Advanced practitioners can alter drug doses and start new medication. They can request x-rays, order bloods and urine samples. They can also refer to hospitals, physiotherapists and many other specialities. They work seamlessly alongside the GPs and are able to quickly liaise with them when necessary.

Practice Nurse

Practice Nurses are experienced nurses who care for a huge variety of patients. Their work includes dressings, immunisations, cervical screening, travel clinics,

Repeat Prescriptions

A repeat prescription is a recurring item that is authorised by a GP or Nurse Prescriber for repeated issue without always having an appointment.

To request a repeat item, please use one of the following methods:

- Indicate which item you need issuing on the printed counterfoil to your prescription (the "right-hand side") and hand it in to Reception or post it to the surgery.
- You may also use a Prescription request form available at Reception.
- Request an item online through our website.

We do not accept repeat prescriptions requests over the phone.

Please allow 72 hours (excluding weekends) from the time the practice receives the request to the practice issuing the prescription.

Two Rivers Medical Centre offer an Electronic Prescription Service which means your prescription can be sent electronically to your nominated pharmacy and you can contact them to request it. If you wish to set this up, please contact Reception.

Test Results

Please contact the practice after 11:00 for any test results, or view them online.

Online Services

If you are a registered patient you can access several services through our website:

- Book Routine appointments
- Request Repeat Prescriptions
- View part of your medical record (including test results)

You can register to use these services at Reception where you will be issued with your registration details and password. You will need to bring a photo ID, or alternatively we can accept requests for Online Services over the phone and post your log-in details to you. You can only register for online services for your own record.

The practice adheres to current confidentiality and access to medical records guidelines.