



The Peninsula Practice

THE PENINSULA PRACTICE: PRACTICE CHARTER

Information for Patients

DAY	ALDERTON	ALDEBURGH	ORFORD
Monday	8.00 to 14.30	8.00 to 18.30	8.00 to 18.30
Tuesday	8.00 to 18.30	8.00 to 18.30	CLOSED
Wednesday	8.00 to 18.30	8.00 to 18.30	8.00 to 13.00
Thursday	8.00 to 18.30	8.00 to 18.30	8.00 to 13.00
Friday	8.00 to 18.30	8.00 to 18.30	8.00 to 13.00

CONTACT DETAILS

Practice Contact Number
01394 411641

Practice Email Address
peninsula.practice@nhs.net

Appointments & Prescriptions

Choices	How to Book	
Pharmacy referrals	By phone, or at reception	Care navigators can arrange appointments for patients at their pharmacy of choice for minor ailments.
eConsult	Via https://thepeninsulapractice.webgp.com	An online system allowing you to get a response within 48hrs. You can request medical advice from a clinician, test results, recurrent sick notes, and self-refer to other services.
Extended hours service	By phone, or at reception	Early morning appointments are available at The Peninsula Practice, and evening and weekend appointments are available at Wickham Market Medical Centre, Framfield House Surgery and Little St Johns Surgery. Appointments can be made until 8pm on weekdays and between 9am and 5pm on Saturdays at selected practices. You will be able to discuss your health concern with a GP, nurse or other health professional and also make routine appointments for vaccinations, health checks and screenings.
Advance booking	Online, by phone, or at reception	May be booked months, weeks or days in advance. These appointment slots are spread throughout the day to meet your needs.
Booking 3 days in advance	Online, by phone, or at reception	Additional appointments are released three days in advance for extra availability.
On the day	Online, by phone, or at reception	Further appointments are released each day for consultations that require same-day response.

www.thepeninsulapractice.co.uk

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The Peninsula Practice

Alderton Address

Alderton Health Centre
Mill Hoo
Alderton
Woodbridge
Suffolk
IP12 3DA

Orford Address

Orford Surgery
Rectory Road
Orford
Woodbridge
Suffolk
IP12 2NN

Aldeburgh Address

Aldeburgh Surgery
Victoria Road
Aldeburgh
Suffolk
IP15 5BR

Enquiries and Results

01394 411641
Please call after 11am

Out of Hours

111

Business Enquiries

01394 411641

PRACTICE STAFF

Peninsula Practice works collaboratively with organisations across Suffolk and has over 40 staff working hard to provide excellent care to all our patients. These include:

GP Partners

Dr Lindsey Crockett - Senior Partner
Dr Jafar Shahabi - Partner

Practice Manager

Kay Goodchild-Critchley

Finance & Research Manager**GP team & GP Trainees****Dispensary Team****Medical Secretary Team****Nursing Team****Patient Navigation Team**

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Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a specialist acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctor's practice leaflet, setting out the services that they provide.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at The Peninsula Practice.

Our Philosophy:

- ❖ Our aims are to offer the highest standard of health care and advice to all of our patients with the resources available to us.
- ❖ We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.
- ❖ We are dedicated to ensuring that practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Commitments

- ❖ You will be treated with courtesy and respect by all practice personnel.
- ❖ Patients needing urgent clinical advice will be offered contact with a clinician the same day.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this, please ask the receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ The Peninsula Practice is a fully inclusive practice welcoming without judgement nor discrimination every person living within the practice area.

Patient's Responsibilities

- ❖ If you are unable to attend for an appointment, please let us know so that we can offer it to someone else – appointments are precious and costly.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.

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The Peninsula Practice

- ❖ Home visits are only available for people too unwell to get to the practice or are unable to leave their residence (housebound). Please ring the surgery before 11am if possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the receptionist or dispenser if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.
- ❖ Doctor's appointments are 10 minutes, please make a separate appointment for each concern that needs attention. This allows the doctor enough time to treat each patient with enough time.
- ❖ Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers, and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted; you may be asked to register at another surgery if this behaviour occurs.
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint, please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make The Peninsula Practice as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.
- ❖ If you have a concern about our service, you can additionally contact the Patient Advice and Liaison Service (PALS) which offers confidential advice, support and information on health-related matters.

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