

The Guildhall & Barrow Surgery

Statement of Purpose

Reviewed August 2025

Part 1

Service Provider Details

Name: The Guildhall & Barrow Surgery

Address: Lower Baxter Street

Bury St Edmunds

IP33 1ET

Telephone: 01284 701601

Website: www.theguildhallsurgery.co.uk

Provider ID: 1-199716726

Legal status: Partnership

Partners

Dr Mark Hunter

Dr Kate Wallace

Dr Peter Smye

Dr Heather Griffin

Dr Ailsa Brown

Dr Gwilym Thomas

Aims and Objectives

1. To provide personalised, effective and high quality General Practice services, committed to the health needs of all our patients.
2. To work in partnership with our patients, their families and carers, involving them in decision making about their treatment and care.
3. To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients and to encourage patients to be pro-active in their health and well-being
4. To involve other professionals in the care of our patients where it is in their best interests, providing an informed choice to suit the patients needs in respect of referrals
5. To continually improve healthcare services to patients through learning, monitoring and auditing
6. To continuously improve the lines of communication to patients using the latest technologies as appropriate
7. To take care of staff, ensuring a competent and motivated team with the right skills and training to do their jobs and to protect them against abuse
8. To guide our staff in accordance with diversity and equality
9. To act with integrity and confidentiality, and ensure robust information governance systems
10. To treat all patients and staff with dignity, independence, respect and honesty, in an environment which is accessible, safe and friendly.

Part 3

Location

Main surgery: The Guildhall & Barrow Surgery
Lower Baxter Street,
Bury St Edmunds
IP33 1ET

Branch Surgery: The Guildhall & Barrow Surgery
Barrow Hill
Barrow
IP29 5DX

The Guildhall & Barrow Surgery is a purpose built Surgery located in the town centre. It is fully accessible and there is parking adjacent to the surgery. The branch surgery is located in the village of Barrow, 6 miles west of the town centre. It is purpose built and has on-site parking. All patients can use either surgery and the practice is managed from the main surgery site.

Service types: Doctors consultation service

Doctors treatment service

Regulated activities: Treatment of disease, disorder or injury

Surgical procedures

Diagnostic and screening procedures

Maternity and midwifery services

Family planning services

Service users: Open for registration to patients resident and temporarily resident in the practice area

Part 4

Registered Manager details

The registered managers are Dr Kate Wallace and Dr Mark Hunter.

Their contact address is The Guildhall & Barrow Surgery, Lower Baxter Street, Bury St Edmunds IP33 1ET

The contact email is kate.wallace2@nhs.net and Mark.hunter7@nhs.net

They are responsible for all regulated activities at the service location.

General Information

We are an established practice operating from 2 sites. Our main surgery is located in the town of Bury St Edmunds and we have a small branch surgery 6 miles to the west in the village of a Barrow. Both sites are purpose built, fully accessible and have adjacent parking. Besides the consulting rooms, both surgeries have treatment rooms. There is a dispensary at Guildhall and Pharmacy Barrow. We dispense to rural patients from both sites. Our practice population is just under 13,620.

We have 6 partners and 6 salaried doctors. We are a training practice and so have doctors in training. Our nursing team comprises 2 Nurse Practitioners, 4 practice nurses and 2 health care assistants. We have a Clinical Pharmacist. The wider practice team includes PCN ARRS staff, management support staff, care navigators, dispensers, medical secretaries an data manager and the Practice manager.

The GPs and nursing team together provide the full range of clinics for family planning childhood immunisation, health checks, foreign travel (NHS Vaccinations), minor surgery, asthma, COPD, diabetes and hypertension. We are supported by a team of community nurses, midwives and health visitors who work from separate premises. Primary care team meetings are arranged regularly.

Out of hours care is provided by NHS 111

Services

The following NHS services are provided:

- Routine and urgent appointments with a healthcare professional
- Repeat prescriptions
- Management of chronic diseases including diabetes, asthma, coronary heart disease, stroke, hypertension, COPD mental illness and epilepsy. Our priority is to ensure care is on-going and appropriate – we aim to review patients at least annually including full review of medication, medical review and appropriate monitoring.
- Immunisation e.g. routine, childhood and NHS travel immunisations
- Phlebotomy
- Minor surgery
- General nursing services
- Travel advice including immunisation (NHS only)
- Contraception services and pill checks, coil insertion and removal
- Weight loss and lifestyle management.
- Counselling
- Cervical cytology screening
- Wound Management and suture removal

- Childhood immunisations
- Child health surveillance
- NHS Vaccinations
- Annual Learning Disability checks
- Home visits
- Palliative Care
- NHS health checks
- Mental Health
- ECG

Non-NHS Services

We also provide services which are non NHS and are paid for by the patient or requesting organisation

Access

The practice is open 8am-6.30pm on weekdays with later opening on Monday evenings.

GP and nurse appointments are available to book in advance as well as urgent appointments on the day.

Home visits are available for patients unable to visit the practice.

A 72 hour repeat prescription service is available from our dispensary at Guildhall Surgery and Barrow Pharmacy.

Community Health Services are also available to the patient and may be provided in the patient's home or from a Community location depending on the service.

For patients that do not speak English a family member can translate at their request or a translation service is available. We are also able to provide information in larger fonts or electronically as requested. Both our surgeries are wheelchair accessible.

Consent and Chaperone

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep confidential data safe and secure. All employees have access to this

information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice. Where entitled to receive a copy, it should be noted that a charge will be made.

Comments, suggestions and complaints

We welcome comments and suggestions on our service and have a protocol for dealing with complaints.

Complaints should be made to the Practice Manager, who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the complaint is not resolved to the satisfaction of the complainant the Health Service Ombudsman can investigate the complaint further.