HEALTH PROMOTION CLINICS

Clinic	When held	Times
Asthma/COPD	Mon	1.45-5.45
	Thursday	8.45-1.00
Diabetes Doctor	Thursday	8.30-10.50
Diabetes Nurse	Tuesday	8.50-5.10
	Friday	8.50-5.10
Woman's Health	Tuesday	8.50-12.45
	Wednesday	2.00-5.45
Chiropody (Diabetic Patients only)	Friday	9.00-3.40

All clinics weekly unless stated and subject to change.

OTHER SPECIAL SERVICES

Service	Who to ask
Children's clinic	You may book children in to any surgery
Cervical Smears	Receptionist
Contraception	Your Doctor or Well Woman Clinic
Child developmental checks	Arranged by Health Visitor
Diabetes Services	Your Doctor or Specialist Diabetes Nurse
Maternity care	Your Doctor or Midwife
Minor Surgery	Your Doctor
Medical Examination (not covered by NHS)	Receptionist (who will inform you of arrangements and fee)
Smoking cessation	Receptionist or Doctor
Travel Clinic	Receptionist

EMAIL ADDRESSES

General Enquiries: rookery.admin@nhs.net
Practice Manager: scott.burley@nhs.net

There is much more information on our website at www.rookerymedicalcentre.co.uk

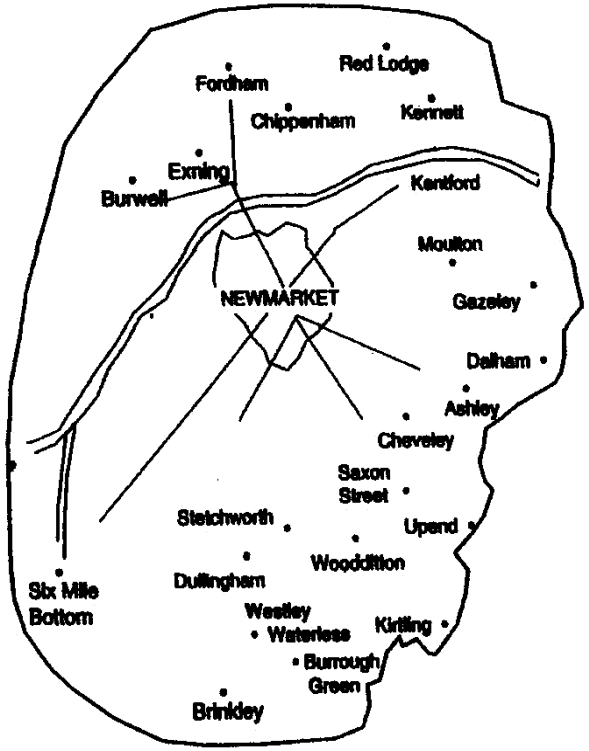
This Practice is part of **Norfolk and Suffolk Integrated Care Board (ICB)**

Should you wish to contact them their address is: NHS Norfolk and Suffolk Integrated Care Board, County Hall, Martineau Lane, Norwich NR1 2DH
Tel: 0800 389 6819
Email: nwicb.contactus@nhs.net
https://www.norfolkandsuffolk.icb.nhs.uk/

TEACHING AND RESEARCH

The Practice is regularly involved in the teaching of medical students and doctors. There will usually be an additional doctor working with us for a year at a time, who may wish to video a consultation subject to patient approval. The Practice is part of the Medical Research Council (MRC) General Practice research group.

PRACTICE AREA



NEW PATIENT REGISTRATION

If you live in our practice area please complete a registration form together with a brief new patient questionnaire. You can also complete the form online at https://www.rookerymedicalcentre.co.uk/new-patients

To complete the registration process you will be asked to undertake a new patient check with one of our Healthcare Assistants. Please book this at Reception.

Guide Reviewed and Updated: Oct 2026

Practice Information Guide

THE ROOKERY MEDICAL CENTRE
NEWMARKET SUFFOLK CB8 8NW

Monday – Friday: 8.00am – 6.30pm
Saturday: 8.30 – 12.00 (pre-booked appointments only - reserved for patients unable to attend on weekdays)

Contact Numbers

Advice, Home Visit, Out of Hours or Emergency: 01638 665711 (08.00 – 18.30)
Appointments: 01638 664338 (08.00 – 18.30)

FEMALE DOCTORS

Dr MELANIE JACKSON (1995 Leicester)
MB, ChB, MRCGP, DRCOG, DFFP

Dr MAMTHA KUMAR (1991 Gulbarga)
MBBS, MRCGP, DRCOG, DFFP

Dr VANESSA NASH (2008 Cambridge)
MA (Cantab), MB, BChir, DCH, DRCOG, DFSRH, AHEA

Dr FIONA PLACE (2012 Southampton)
BMedSci, BM, DRCOG, MRCGP

Dr SARAH REES (2020, Cardiff)
MBBCh, MRCGP

Dr SMITA SHARMA (1996 Nagpur)
MBBS, MRCGP

Dr VANDANA SURENDRAN (2002 Calicut)
MBBS, MRCGP, DCH, DRCOG, DFSRH

Dr SARAH WIKELEY (2014 London)
MRCGP, DRCOG

Dr MALINI WACE (1983 Cambridge)
MA, MB, BChir, MRCGP, DRCOG

MALE DOCTORS

Dr D R T KNOWLES (2005 Cambridge)
BSc, Ph.D., MB, BChir, MRGCP

Dr D NORTON (2011 University of East Anglia)
MBBS, BSc, MRCGP

Dr K SADANAND (2019 Nitte)
MBBS, MRCGP

Dr T SARGEANT (2019 Sheffield)
MbCHb, MRCGP, BMedSci (hons)

These notes are designed to help you get the best out of the wide range of services offered by the practice

HOW TO SEE YOUR DOCTOR
You may consult any of the doctors. To make an appointment ring
NEWMARKET 664338 (8.00am – 6.30pm)

PLEASE INFORM US IF YOU ARE UNABLE TO ATTEND AN APPOINTMENT AS SOON AS POSSIBLE.

You can book some appointments online. You will need to register for online services to access this. For more details on this please enquire at Reception.

For advice, home visit, or in any emergency, ring
NEWMARKET 665711 (8.00am – 6.30pm)

EMERGENCY (SAME DAY) APPOINTMENTS
The Practice offers emergency appointments for those patients who feel they need to be seen or get medication on the same day. Please telephone 664338 and you will be called back by a trained clinician. They will make the necessary arrangements for you to receive the appropriate treatment. If you feel that your problem is urgent and that you need to be seen on the same day we will always accommodate you.

HOME VISITS
You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

If you do need a home visit, please call by 10:00. Visits requested later than this may not be able to be made on the same day

OUT OF HOURS (OOH) SERVICE: 111
Norfolk and Suffolk ICB commission Suffolk GP Federation to cover all 'out of normal hours' emergency care for our patients. Out of normal hours means anytime outside 8.00am – 6.30pm Mon-Fri, weekends, and bank holidays. A doctor is always available 'on-call' for real emergencies. When the surgery is closed you will automatically be diverted to the Out of Hours service if you call our 665711 number or you can call **111** directly. During working hours the **111** service is available for free advice. Alternatively log on to http://www.nhs.uk

PRACTICE NURSES / HEALTHCARE ASSISTANTS
Nurse and HCA surgeries are held every day offering travel advice, health promotion, vaccinations and immunisations, blood pressure checks, cervical smear screening, contraception advice, and acute wound management. Children's Immunisations Clinics are held on Tues & Thurs afternoons.

TEST RESULTS
Please ring between 2pm and 4pm.

DISPENSARY, REPEAT PRESCRIPTIONS AND HOME DELIVERIES
With your doctor's permission you can obtain repeat prescriptions either by calling at the dispensary in person, or you may post your request. Alternatively, you can order your repeat medication online – please talk to Reception about this facility. If you live more than one mile from a dispensing chemist you are entitled to have your medicines dispensed from the practice Dispensary, which is open during practice hours (except Saturdays). The Practice is also registered for Electronic Prescribing so if you get your repeat medication from a Pharmacy please enquire with them how you can sign up for this service. With all repeat prescription requests please give us at least two full working days' notice to deal with your enquiry. We also provide a home delivery service for dispensing patients – please enquire at the Dispensary if you wish to sign up for this.

DISABLED PATIENTS
A lift is provided. Within the practice all areas are accessible in a wheelchair. A lavatory suitable for the disabled is also provided.

HEALTH VISITORS
Based at Newmarket Hospital. Please phone 0345 6078866

COMMUNITY NURSES
Based at Newmarket Hospital. Your doctor or the hospital may ask the Community Nurse to visit you at home. They can be contacted on 0300 123 2425.

SUGGESTIONS, COMMENTS, OR COMPLAINTS
Comments and queries about the running of the practice are welcome and should be made to the Practice Manager.
Should you wish to make a complaint you are encouraged to try and resolve it straightaway with the individual involved. Where you cannot resolve your issue in this way and wish to make a formal complaint you should do so, preferably **in writing**, as soon as possible after the event.

We can provide you with a separate complaint form to register your complaint and this includes a third-party authority form to enable a complaint to be made by someone else. Please ask at reception for this. You can provide this in your own format providing this covers all the necessary aspects. If you wish to comment about the service provided at the Practice please write to: Scott Burley, Practice Manager, Rookery Medical Centre, Newmarket CB8 8NW or email scott.burley@nhs.net. You can also submit feedback via our website at https://www.rookerymedicalcentre.co.uk/suggestions--complaints

COURTESY AND RESPECT
We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. Any threatening, abusive or violent behaviour against any of our staff or patients is taken seriously. If a patient is violent, abusive or intimidating, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list of patients.

CHAPERONE POLICY
All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff. Wherever possible we would ask you to make this request at the time of booking appointment so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request.

TRUST FUND
The practice operates a Trust Fund (registered charity No. 297573) for the benefit of patients. Donations are always welcome. Cheques should be made payable to the "Rookery Medical Centre Charitable Trust Fund".

CONFIDENTIALITY
We respect your right to privacy and keep all your health information confidential and secure. All our patient's medical records are covered by the Data Protection Act 2018. This means that no information will be given to a third party without your specific agreement. You have a right to know what information we hold about you. If you would like access to your records, you have the right to do online or via a printout. Please enquire at Reception about the process of how to do this.