

Useful Telephone Numbers, Websites and Addresses

<u>ALL</u> (including Lenwade patients) requests for Home Visits	01362 850227
Mattishall Appointments, Administration, Information	01362 850227
Mattishall Repeat Prescription requests	01362 858585
Mattishall Fax	01362 858466
Lenwade - Appointments, Administration, Information	01603 871160
Lenwade Fax	01603 872895
Lenwade Repeat Prescriptions requests	01603 870456
Mattishall Pharmacy	01362 858540
Dereham Hospital	01362 692391
Norfolk & Norwich University Hospital (main switchboard)	01603 286286
Out of Hours - IC24	111 (free calls)
Social Services	0344 8008014
Norfolk & Suffolk NHS Foundation Trust (Mental Health) www.nwmhft.nhs.uk	01603 421421
South Norfolk Clinical Commissioning Group, Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St Andrew, Norwich NR7 0WG	01603 257000
Norfolk Patient Advice and Liaison Service – the PALS service provides confidential help and support about NHS services and helps to sort out problems. pals@norfolk.nhs.uk	Freephone 0800 5874132
Norfolk Patient and Public Involvement Forum	01603 774319

Welcome to Mattishall and Lenwade Surgeries

This booklet tells you about the people working at Mattishall and Lenwade Surgeries. It tells you about the services provided and how you and your family can use them. Please read it carefully, and keep it for future reference.

The Practice

The Practice operates from two surgeries serving the people of Mattishall, Great Witchingham and surrounding villages. You can consult a doctor or nurse at either surgery and you may be able to have prescriptions dispensed. People residing in our catchment area may register by personal application to the reception at either surgery – there are a couple of forms to complete, and you will also be requested to attend a short medical check with the nursing assistant. If you move outside our catchment area, you will need to register with a Practice that covers your new home.

There are many members of staff who assist the doctors in the Practice; nurses, dispensers, receptionists, a secretary, administrators and the management team.

We are committed to providing the best possible service to our patients. For this reason, all staff receive appropriate training to develop their skills. We aim to provide prompt and efficient treatment and to promote good health through screening and education.

Hours of Opening

Mattishall Surgery 8.30 a.m. to 6 p.m. Monday to Friday.
Closed Weekends and Bank Holidays.

Please note: on one day each month, the surgery may be closed from 12.30 p.m. to 2 p.m. for staff training.

Lenwade Surgery 8.30 a.m. to 1 p.m. and 2 to 6 p.m. Monday.
8.30 a.m. to 12 noon Tuesday, Thursday, Friday.
Closed Wednesday, Weekends & Bank Holidays.

Services provided

You can consult a doctor by appointment during surgery hours.

At Mattishall 8.30 am to 11 am and 2 pm to 6 pm Monday to Friday.

At Lenwade 8.30 am to 11 am and 4 pm to 6 pm on Monday.

8.30 am to 11 am Tuesday, Thursday, Friday.

Additional surgeries may be held at other times. You will be advised of availability when requesting an appointment.

In an emergency you can consult a doctor at any time.

A doctor is **On Call** at all times, although he/she may be seeing patients in the surgery, or on visits.

You can consult a nurse by appointment, at either surgery, during week-day opening times. For minor illnesses it may be easier to consult the Pharmacist at Mattishall Pharmacy – no appointment is required.

Telephone and answering service

Your first contact with the surgery is likely to be by telephone. The telephone number for each surgery is given on the front cover of this leaflet. When the surgery is open, your call will be answered as soon as possible. Sometimes it is not possible to answer the telephone immediately, and there may be some delay. Fortunately, this occurs infrequently, but is most likely between 8.30 a.m. and 10.30 a.m. If your call is not of an urgent nature, and is not a request for a home visit, please avoid this time.

How to make an appointment

Ask the receptionist to make an appointment for you by telephoning or visiting the surgery or by accessing SystmOnline. Please note that appointments are for one person only and there is only time to deal with one problem in a ten minute appointment slot. If you feel you need more time, please tell the receptionist when booking. 5-minute telephone consultations can also be requested. If you are unable to keep your appointment please inform us promptly so we are able to offer it to someone else.

SystmOnline

Patients can now request to register for online access to book appointments, to request repeat medication and to view their detailed coded record (DCR) using SystmOnline at <https://systmonline.tpp-uk.com> or via links on the website. A username and password are required and can be issued at Reception to patients making an application in person.

- Please attend for review when invited and before your next prescription is due and allow 48 hours notice for repeat prescriptions—this time allows for accurate prescribing.
- Please attend appointments on time and if you cannot keep an appointment let us know as soon as possible; this may enable someone else to be seen.
- We operate a 'Zero Tolerance' Policy. This means the Practice will not tolerate any violence or aggression towards our staff and will invoke our right to remove abusive patients from our premises.
- The Practice has a NO SMOKING policy within the building.
- We ask you to PLEASE SWITCH OFF YOUR MOBILE PHONE in the waiting and consulting rooms.

How the Practice uses personal health information

All patient clinical records are kept on the Practice computer system, with correspondence scanned into the record so, whichever health professional you see in the Practice, they will have access to your complete record at any consultation. We share data with other health professionals using SystmOne under the Enhanced Data Sharing Model. By default all patients are opted into data sharing however, patients can opt out by request at Reception. All our staff are covered by the NHS Code of Confidentiality. The Practice is registered with the Information Commissioner as a data controller. When referring any patient to another health professional, such as a physiotherapist or hospital consultant, certain personal details will be forwarded. If you have any doubts about this, please discuss your concerns when agreeing with the doctor about your referral.

You have a right of access to your health records

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

Practice Charter

Our Responsibility to You:

- We will treat everyone with dignity and respect, promote equal opportunities and eliminate all forms of discrimination, regardless of race, nationality, disability, religion, gender or social status.
- We will endeavour to maintain the highest standards of medical practice at all times, creating a fully inclusive and accessible service.
- We will keep the consultation and your computer and written records confidential.

Seeing a doctor or nurse: the standards we aim for

- Urgent problems – A Health Professional on the same day.
- Routinely – The doctor or nurse of your choice – within five of their working days.
- Appointments—We aim to start surgeries on time, see patients promptly and keep patients informed of delays.
- Referrals—We aim to make urgent referrals within one working day of the patient consultation or decision to refer and within five working days for non-urgent referrals.

Your Responsibility to Us:

- We ask that you treat Doctors and Staff with courtesy and respect at all times.
- Please tell us of any change of name, address or telephone number, so that our records can be kept accurate.
- Please give as much information as possible to the receptionist who is making your appointment to enable her to offer the most appropriate appointment.
- Please book an appointment for one patient only and remember that 10 minutes is allowed for one problem to be discussed.
- Patients should make every effort to make best use of clinical time and only request home visits when they are medically justifiable and only make out of hours calls if they are felt to be truly necessary.

How to request a home visit

In an emergency, telephone Mattishall Surgery (01362 850227). A doctor or paramedic will attend **emergencies** at all times. However, this can cause disruption to surgeries, and disadvantages other patients. In an extreme emergency it is appropriate to dial 999 and request an ambulance.

If you are not well enough to attend surgery but it is not an emergency, ask for the doctor to visit by telephoning Mattishall Surgery **before** 10 a.m. Please note that doctors only visit if you are unwell, not if you have trouble with transport—visits are made at the doctor's discretion. When the surgery is open please give a brief description of the problem to the receptionist. If you are asking someone else to telephone on your behalf, please tell them why you are asking for the doctor to visit. We realise you may at times feel angry or frustrated by our staff questioning you, but try to remember they are only acting on our behalf to help us to help you. This information is to help the doctor assess the urgency of your case and may allow them to bring appropriate equipment or medication. Children who are ill will always be seen as soon as possible if brought to the surgery (this is quicker than a home visit). If you are in any doubt about bringing your child out, the doctor or nurse will advise you.

When the surgery is closed

A recorded message will tell you how to contact the doctor **in an emergency**. The Practice doctors are available Monday to Friday from 8 a.m. until 6.30 p.m. Outside of these hours (including all weekends and Bank Holidays) the service is provided by IC24 who can be accessed by calling the NHS Norfolk 111 service. Be prepared to give the name, age, address and telephone number of the patient and a description of the problem. If the doctor is busy, this information can be passed on by pager or mobile, in which case he/she will contact you as soon as possible.

They will either:

- Give you advice over the telephone on how to treat yourself at home or to visit a chemist
- Ask you to attend a local primary care centre where, depending on your clinical need, you may be treated by a doctor, a nurse or an emergency care practitioner
- Arrange for you to have a home visit from a doctor, a nurse or an emergency care practitioner.

The Doctors

Dr Hywel W. Jones (Partner)	male	MB BS	London	1985 BSc DRCOG MRCGP
Dr Elizabeth A. Jones (Partner)	female	MB BS	London	1984 DRCOG MRCGP
Dr Johanna FitzGerald (Partner)	female	MB ChB	Leeds	2000 MRCGP DRCOG
Dr Emily Cary	female	MB BA	Cambridge	2004 DRCOG MRCGP
Dr Antje Hauschild	female	MB	Hanover	1998 DRCOG MRCGP
Dr Susanne Ahlund	female	MB BS	UEA	2007
Dr Kenneth R. Webb	male	MB BS	London	1975 MB BS
Dr Jane Ewing	female	MB ChB	Bristol	1984 DCH DRCOG
Dr Melissa Allen	female	MB BS	UEA	2007 BSc, DRCOG, MRCGP

Other doctors also assist from time to time during holidays and busy periods. All are highly qualified and experienced. Currently, you will be registered with one of the Partners, but you are free to make appointments – subject to availability – with any of the doctors.

Obviously, at holiday and peak times, you may not always have the choice of all doctors, but we do try to meet reasonable requests. If you no longer need an appointment, please cancel it in advance – help us to help you.

Named accountable GP

Each patient is allocated a named GP who is responsible for patients' overall care at the Practice, and all new patients are informed of who this is in their welcome letter. You can contact the Practice at any time if you wish to know who this is. If you have a preference as to which GP that is, the Practice will make reasonable efforts to accommodate your request.

Practice Management

Emma Edwards - Practice Data & Systems Manager
 Claire Warman - Practice Clinical & Systems Manager
 Theresa Brennan - Patient Services & Human Resources Manager
 Sharon Newson - Dispensary Manager
 Sally Whales – Finance Manager

COMPLAINTS & ENQUIRIES

The Practice has a complaints procedure run according to NHS Guidelines. If you have any queries that are not directly related to your health, you should contact Theresa Brennan in the first instance, who is able to give advice on the Practice's complaints procedure and will aim to deal promptly with your enquiry. We are always keen to provide the best service possible for our patients and we welcome any suggestions for the improvement of our care.

Virtual Patient Reference Group

The Practice runs a Virtual Patient Reference Group to obtain feedback from the Practice population, on the range and quality of our services, and to tell us where we can improve. Our aim is to reach a wide range of patients so that we get views from across our population. If you are interested in becoming a member you can request an information pack from Reception or find further information on the Practice website.

Medical Research

The Practice is active in medical research and you may be approached to take part in a study. Participation is voluntary, your consent will always be requested before any patient data is shared with the research team, and you may refuse to take part without it affecting your usual medical care.

Medical Students

In conjunction with the UEA School of Medicine, the Practice takes part in the training of medical students as they engage in a medical curriculum which is now well established and relies greatly upon experience gained from within general practice. You may be asked if you would be happy for your doctor or nurse to be accompanied by some students (never more than two at a time) or if you wouldn't mind speaking to and being examined by them. You can, of course, decline. Patients who have already done so have found the experience very rewarding and have gained as much as the students themselves.

Dispensary

The dispensaries are open for dispensing prescriptions to eligible patients during normal weekday opening hours, although they close for lunch between 1 p.m. and 2 p.m.

Repeat Prescription Requests

If you are taking regular medication, your doctor may allow the prescription to be repeated on request up to a certain number of times. You will receive a slip of paper on which your repeat medicines are listed. The easiest way to request this medication is by returning the printed slip with the items you require ticked. Repeat medication may also be ordered by telephone on the dedicated repeat prescription lines or via SystmOnline through our website.

Mattishall	01362 858585
Lenwade	01603 870456

Currently, prescriptions are ready for collection within 48 hours (excluding weekends and Bank Holidays). You will still be able to speak to a member of staff at Mattishall with medication queries from 9.30am to 11.30am and from 3pm to 5pm Monday to Friday. For Lenwade call from 11am to 12 noon Mon/Tues/Thur/Fri and 2-4pm on Mondays.

The current prescription charge is £8.20 per item.

We operate a prescription delivery service for housebound patients. Patients need to register for deliveries and continue to order items in plenty of time and for delivery at each request.

Prescribing

The Practice employs a Prescribing Advisor, Cathal Daly, who is a qualified Pharmacist and advises the doctors on which medications to prescribe and when changes need to be made.

Mattishall Pharmacy

Mattishall Pharmacy is attached to Mattishall Surgery. During opening hours; Mon—Fri 8.30-6.30pm (closed for lunch between 1 p.m. and 2 p.m), there is a Pharmacist on duty who may be able to help with minor illnesses, or advice, saving the need to make an appointment with a doctor or nurse. Our Pharmacists are well qualified, trained and experienced, and are an integrated part of our Practice team. Services on offer include smoking cessation, health checks and medicine use reviews.

Superintendent Pharmacist - Sue Gardner
Pharmacist - Graham Threadgold

The Nursing Team

				<u>Special interests</u>
Lesley Anderson	female	RGN	1977	Respiratory Disease Nurse Prescriber
Theresa Dennett	female	RGN	1989	Diabetes, Epilepsy
Joanne Bannister	female	RGN	1993	Heart Disease, Diabetes, Family Planning
Irene Miloserdovs	female	RGN	1981	Respiratory Disease
Marcia Slee (HCA)	female			Phlebotomy, Health Checks, Smoking Cessation
Heidi Holmes (HCA)	female			Phlebotomy, Health Checks, Wound Care

All have further qualifications and experience. Nurses undertake injections and dressings, but they can also advise you about a wide range of health matters, including diabetes, asthma, blood pressure, hormone replacement treatment, travel advice and immunisations.

Other people who provide services at Mattishall Surgery

District Nurses Employed by Norfolk Community Health & Care NHS Trust	Rachel Webster Home visits can be requested for housebound patients by contacting Reception
Community Midwife Employed by NNUH	Louise Fisher runs a clinic at Mattishall each Wednesday afternoon
Health Visitor Employed by Norfolk Community Health & Care NHS Trust	Contact the team on 01362 654906 to find out where local clinics are being held
Diabetes Facilitator Employed by NNUH	Debbie Holland

Minor Surgery

We are able to perform a number of minor surgical procedures in the surgery. Please ask your doctor for more details.

Family Planning and Contraceptive Services

Advice about contraception is available from all doctors during normal surgery hours. The fitting and removal of long acting contraceptive devices is provided by 3 of the female GPs. Once you are content with your form of contraception, your doctor may advise regular check-ups with one of the nurses who has particular experience in family planning.

Maternity Medical Services

We provide full maternity medical services (excluding *intra partum care*) in collaboration with the community midwife and hospital. Antenatal clinics are held at Mattishall Surgery. Please telephone for an appointment.

Other services provided

The Practice is contracted with the Norfolk Primary Care Trust to provide certain services to our registered patients. In addition to those mentioned specifically, we offer the following services:

- Cervical screening
- Travel advice
- Immunisations
- Phlebotomy
- Anti coagulation monitoring
- High risk drug monitoring
- Blood pressure checks
- Chronic disease reviews
- Smoking cessation advice
- Advice on healthy living
- Dressings/wound management
- Minor Injuries
- NHS Health Checks

Test Results

The doctor or nurse arranging your test should tell you how to obtain the results. Please allow 5 days for most samples to be tested and remember it is the patients responsibility to obtain their own results by contacting the Practice after 10.30am. Patients will only be contacted by the Practice if there is an immediate action to take.

Chaperones

Patients are entitled to have a chaperone present during examinations, should they wish. If you require a chaperone please inform the Reception Staff.

Access for the disabled

All facilities at both Mattishall and Lenwade Surgeries are provided on the ground floor and there are no steps. Designated parking spaces for disabled people are provided at the front of Mattishall Surgery. An assistance bell is available at the front door to both surgeries to alert reception staff of your arrival. If you think that you might have difficulty entering the building, please telephone first and a member of staff will be pleased to help. New patients with either visual or hearing difficulties are requested to make this known to reception staff, so they may be assisted through familiarisation of the buildings.

Mattishall and Lenwade Surgeries Equipment Fund

(Registered charity number 1070187)

There is a charity attached to the Practice to accept donations. The trustees are all patients, but have no other connection with the Practice. The funds are used to purchase equipment not usually available in the community under the NHS. Should you be interested in learning more, please contact Reception.

Community Car Scheme

There are services available to residents of Mattishall for medical reasons only. The scheme is staffed by local volunteer drivers so charges for journeys do apply. Please contact the scheme administrator, Anita Boarer, on 01362 858376 for further information.

Non-NHS work & costs

All medicals for Life Insurance, Employment, HGV licences, etc., can be arranged through the receptionist. They are not covered by the NHS and a fee will be payable.

Dentistry

If you have a dental problem you will need to see your own dentist. If you need emergency dental treatment in the evening, weekend or on a Bank Holiday call 111 for advice.