BLOFIELD SURGERY PRACTICE LEAFLET

Plantation Road

Blofield

Norwich

NR13 4PL

Telephone 01603 712337

Web [www.blofieldsurgery.nhs.net](http://www.blofieldsurgery.nhs.net)



**PRACTICE MANAGER**

Katie Doughty MBA, BA (Hons)

**DISPENSING MANAGER**

Chelsea Adams

**FINANCE LEAD**

Vincenza Muirhead

**OPERATIONS LEAD**

Georgia Woodhouse

**DISPENSARY TEAM**

Alicia, Jo, Kirsty, Linda, Mollie,

Savanna, Stacey & Tally

**PATIENT RECEPTION /SERVICES LEAD**

Jo Irvine

**PATIENT RECEPTION /SERVICES TEAM**

Genine, Hayley, Helen, Sarah & Emily

**SECRETARIES AND PRACTICE ADMINISTRATION TEAM**

Shirley, Amanda & Cait

**CLEANING TEAM**

Donna, Paula, Carolyne

This team provides the administrative support for the surgery.

Katie Doughty, the Practice Manager, is responsible for the smooth running of the practice.

**DOCTORS**

Mark Gaskin MBChB MRCGP DCH DRCOG

David Ledward MBChB MRCGP DCH DRCOG

Catherine Banim BMBS MRCGP DRCOG FFP

Amanda Vokins MBBS MRCGP DCH DRCOG

Emily Moerkerk MBChB MRCGP DRCOG

Mike Wiltshire MBChB MRCGP

**NURSE PRACTITIONER**

 Helen Sercombe BSc(Hons), RGN

**NURSE PRESCRIBER**

Maxine Ransom RGN

**PRACTICE NURSES**

Ruth George RGN

Jennifer Doyle RGN

Amy Cannell RGN

Helen Radlett-Tait RGN

**HEALTH CARE ASSISTANT**

Jacqueline

**PHLEBOTOMIST**

Helen Taylor

**Administration Team**

**Clinical Team**

**Welcome to Blofield Surgery**

Our aim is to provide a caring, friendly and approachable service. Our staff are trained to help you access the most appropriate service to meet your needs and for this reason we will always ask “what is the reason for your appointment today”.

We will encourage you to see the same clinician for the treatment and management of ongoing, long term or complex health problems. If you have a short term or minor illness then we aim to treat you at the earliest time.

Do let us know if you require help in accessing our service because of a reduced ability such as impaired sight or hearing, other communication difficulties or for any other reason. This helps our staff improve your experience.

**Your Questions answered:**

**When can I contact the surgery?**

The surgery is open 8.00am - 6.30pm Monday to Friday

Telephone lines are open 8.00am - 6.30pm Monday to Friday.

We are not open on Bank Holidays or weekends

**How do I make an appointment?**

Appointments are booked by telephone, or online (you will need to arrange this with reception) or in person at the reception desk.

Appointments can be made up to 4 weeks in advance. We encourage patients with ongoing problems to book their follow up appointment before they leave the surgery.

**What about telephone consultations?**

We offer a small number of telephone consultations each day.

**What if I cannot get to the surgery because I am too ill?**

If you feel that you cannot get to the surgery, please contact us ideally before 10.30am in the morning. A clinician will be made aware and you may receive a telephone call or, if a visit is necessary, a clinician will come to your home, usually between 1.00pm - 3.00pm in the afternoon.

**Who do I contact when you are not open?**

**Call 111 at any time**. The operator will ask you about your health concern and assist you accessing the Out of Hours service, you may be given advice, receive a return call from a clinician or a home visit.

**You can visit the Norwich Walk In Centre,** Open Access, 7 days a week, 7.00am – 9.00pm

**Only call 999 in an emergency when there is a threat to life or you require hospital treatment.**

**What facilities do you have if I have a disability?**

Parking spaces are available near the main entrance and there is level access to the surgery. The toilets are adapted for disabled use. We have a loop system for the hard of hearing in reception This brochure is also available in other formats if required.

**Other reasons why I may have problems accessing services?** Speak in confidence to our Reception Team for advice and assistance in accessing our services

**How can I get a repeat prescription?**

It is very easy to order your repeat prescriptions online — please ask at reception to register your request.

**Or** provide the Dispensary with the tear off part of your prescription not forgetting to TICK the items you need. Provide 3 working days and your medication should be ready for collection.

**Prescription requests cannot be taken over the telephone** (except in special circumstances agreed by your clinician). If posting requests please allow time for postal delays.

**What other Online Services do you provide?**

We offer a secure and easy online service for you to book/cancel appointments, order repeat prescriptions and access your summary care records. Please ask at reception to register your request.

**How do I find out my test results?**

Most test results are available within 5–10 working days. Please call the practice after 2.00pm and our reception team will provide the result.

**How do I access Family Planning Advice and Contraception Services?**

We provide a full family planning service including emergency contraception.

If you prefer you can attend the family planning clinic in Norwich or access information and treatment from other support agencies (See last page for contact details).

**What if I am unhappy with the care I receive?**

Should any problem occur then we encourage you to bring this to our attention. Our reception team will provide you with further information on how to raise a concern or make a complaint.

**What if I change my name or move address?**

Please let our reception team know as soon as possible and we can update your medical records. Your care will continue if you still live within our practice area. If you move out of the practice area you should register with another practice as soon as possible so they can continue to provide care for you.

**What about forms my doctor needs to sign?**

Forms needing the doctor’s signature should be left at reception; these will be dealt with as soon as possible. Insurance forms, HGV and other medicals often need a doctor’s appointment; you will be contacted by our reception team if an appointment is required. Please note that some reports are **chargeable—See list of charges on the web site and on the surgery notice board.**

**Fit Note Requests (previously Sick Notes)**

You should self-certify for the first 7 days and if still unwell book an appointment to see a Doctor. Further fit notes can be requested via a receptionist or in writing. Please provide adequate time to request a Fit Note before the current note expires. Fit Notes **cannot be issued early.**

**Zero Tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse. The Surgery has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

**Chaperones**

Please be aware that if you are undergoing an examination a fully trained chaperone will be available for you or the clinician on request.

**Discrimination**

The practice aims to treat all patients equally. Registration with the practice is open to all those who live in the practice area or those visiting who become unwell and require medical treatment.

**Confidentiality ‘HERE TO LISTEN NOT TO TELL’**

All our patients are provided with a confidential service. The Blofield Surgery is bound by the rules governing the collection and storage or personal data.

If a patient wishes to see their own records they can make a request via our reception team, in writing direct to the practice or via e-mail: blofield.reception@nhs.net We will aim to turn this request around within 30 days but may contact you to discuss your particular needs.

Confidential patient data may also be required for the broader purposes of public health, audit, and research, the provision of health care services, teaching and training. Details of how we use your data and your rights to withdraw consent is posted in the Waiting Area and is available on our website: www.blofieldsurgery.nhs.uk

**Nursing Team Roles**

**Practice Nurses**

In addition to their conventional duties, the Practice Nurses lead in monitoring the health of patients with ongoing health problems, eg., Diabetes, Asthma, Heart and Respiratory conditions. You can also book an appointment with them to discuss lifestyle issues such as weight control, contraception, alcohol consumption or any general worry about your health.

**Healthcare Assistant**

The Healthcare Assistant provides a range of services supporting the Practice Nurses such as ear syringing, Flu vaccination, ECGs, etc.

**The Community Nurses 01692 408079**

The Community Nurses provide care and treatment to people who are housebound, allowing them to maintain both their independence and quality of life. These nurses work alongside our clinicians delivering a person centred service.

**The Midwife Tel 01603 777928**

The Midwife works with your doctor and the hospital obstetricians to provide all the necessary care during pregnancy and following the birth of your baby. Your Midwife monitors your progress , informing you of clinics, home visits and parent craft classes.

**The Health Visitor 0300 300 0123**

The Health Visitor’s work is essentially focussed on the health and welfare of under fives. Contact the Health Visitor directly to discuss any problems.

**Other Services accessible through the surgery and by self-referral**

 Mental Health support, Physiotherapy, Speech Therapy, , Dietician, Occupational Therapist, MacMillan Nurses, Podiatry

**See attached Contact List for useful Web Links and Telephone numbers**

**The Surgery Dispensary**

**Open Monday to Friday 8.30—1.00 2.30—6.30**

**Prescribing your medicines**

The majority of patients can collect their medicines from the surgery dispensary immediately after seeing the doctor.

**However, if you live less than a mile from a Chemist then there are rules that do not allow us to do this. In this event you can inform our Dispensary of your preferred Chemist and we will arrange an electronic transfer of your prescription to them. Alternatively, you will be given a paper prescription to take to the Chemist.**

If medicine is required during a home visit, the doctor will give the necessary information about collecting the medicine.

Where medicines are needed on an ongoing basis, the Doctor will set up a Repeat Prescription List, a copy of which will be attached to your prescription. Repeat medicines can be ordered directly from the Dispensary and will be available within 3 working days.

Please use one of the following methods:

 Submit an on line electronic request

 E-mail your request to blofield.dispensary@nhs.net

 Put your repeat list with the relevant item(s) ticked in the post box situated near the Dispensary Entrance door

 Post your repeat list to the Surgery with the relevant item(s) ticked.

One month’s supply will usually be given.

Every year a doctor will review your medications. This *may* lead to a request for you to make an appointment.

Please call us on 01603 712412 to discuss any query with a Dispenser.

**Do you have a sensory or other disability? For example sight, understanding, ability to swallow**

**Please discuss your needs with the Dispensary staff**

|  |  |
| --- | --- |
| NHS Choices Website  | www.nhs.uk |
| NHS 111 Service  | 111 |
|  |  |
| AA (Alcoholics Anonymous)  | 0800 917 7650 |
| Addiction and Alcohol Services | 01603 514096 |
| Age UK | 0300 500 1217 |
| Age UK - Befriending (Norwich)  | 01603 785223 |
| AVOCET - incontinence service  | 01692 408079 |
|  |  |
| Blofield Surgery Appointment Line  | 01603 712337 |
| Blofield Surgery Dispensary  | 01603 712412 |
|  |  |
| Child line  | 0800 1111 |
| Citizens Advice Bureau (Norwich)  | 0344 411 1444 |
| Cruse (Counselling for bereaved) | 0808 8081677 |
| Cruse - Norwich  | 01603 219977 |
|  |  |
| Early Help Family Support | 0300 300 0123 |
|  |  |
| Leeway  | 0300 561 0077 |
|  |  |
| Marie Stopes (UK) https://www.mariestopes.org.uk/ | 0808 503 6148 |
|  |  |
| Norfolk & Norwich Hospital Switchboard  | 01603 286286 |
| NNUH patient transport– non emergency  | 0333 240 4100 |
| Police – Norfolk Constabulary **In an emergency**  | 101**999** |
|  |  |
| Red Cross Equipment Loan (Norwich)  | 01603 426361  |
| Relate (Marriage Guidance)  | 01603 625333 |
|  |  |
| Samaritans  | 116 123 |
| Sexual Health Clinic  | 0300 300 3030 |
| Stop Smoking - Smokefree  | 0800 0854 113 |
| Social Services - Adult  | 0344 800 8020 |
| Social Services - Children | 0344 800 8020 |

Our **Patient Charter** detailing our commitment to you and your responsibilities to us is available on our web site, together with our **Data Protection & Information Governance statement.**

**blofieldsurgery@nhs.uk**