

HARLESTON MEDICAL PRACTICE

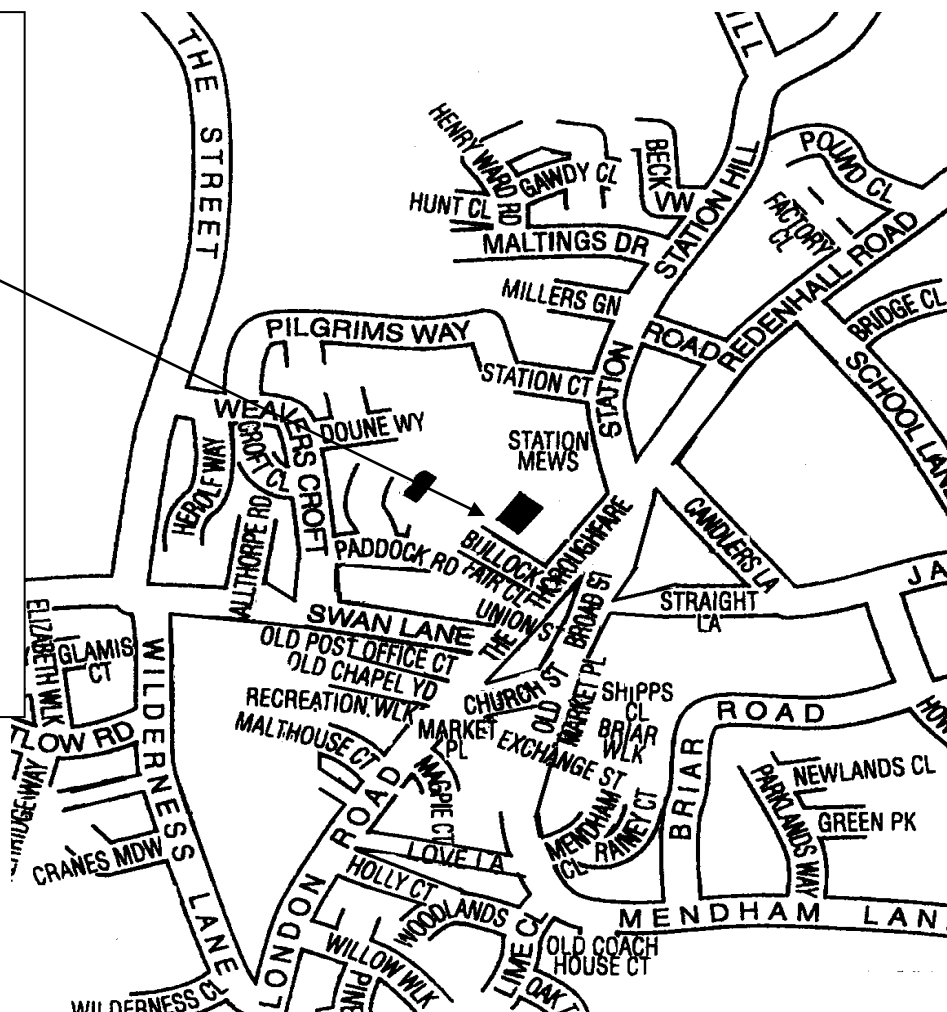
INFORMATION LEAFLET

Harleston Medical Practice
Bullock Fair Surgery
Bullock Fair Close
Harleston
Norfolk IP20 9AT

Tel: 01379 853217

Options:

- 1 – Appointments
- 2 – Cancellation line (open 24 hours)
- 3 – Dispensary 10.00am-12.30pm & 2-3pm
- 4 – Test Results after 11.30am
- 5 – Secretary for referrals only 10-3pm
- 6 – Reception (general reception enquiries) – after 10am



Out of Hours

NHS 111 available 24 hours a day, 7 days a week, calls to 111 are free, including from mobiles

If it is an emergency dial 999

Harleston Medical Practice Partners:

Dr Garfield Morrison
Dr Sanjay Singh
Maria Flood
Dr Camilla Nederstrom

SURGERY OPENING TIMES (Bullock Fair)

	Surgery:	Dispensary:
Monday	8:30am - 6:30pm	8:30am-6pm
Evening clinic	6:30pm – 8:00pm	
Tuesday	8:30am - 6:30pm	8:30am-6pm
Wednesday	8:30am - 6:00pm	8:30am-6pm
Thursday	8:30am - 6:30pm	8:30am-6pm
Friday	8:30am - 6:30pm	8:30am-6pm

Please ask reception about evening and weekend appointments

Please note: The surgery and dispensary will be closed each day 1-2 pm. Telephone lines remain open as usual during this period.

Website: www.harlestoneurgery.co.uk

E-Mail: nwicb.harleston.reception@nhs.net

The practice team aims to deliver high quality patient care in an efficient, caring way with the utmost regard to dignity, respect and confidentiality.

Contacting us – Please note, all telephone calls are recorded for training and quality purposes.

The telephone lines are open from 8.30am – 6.30pm (6.00pm on Wednesday).

Telephone Options:

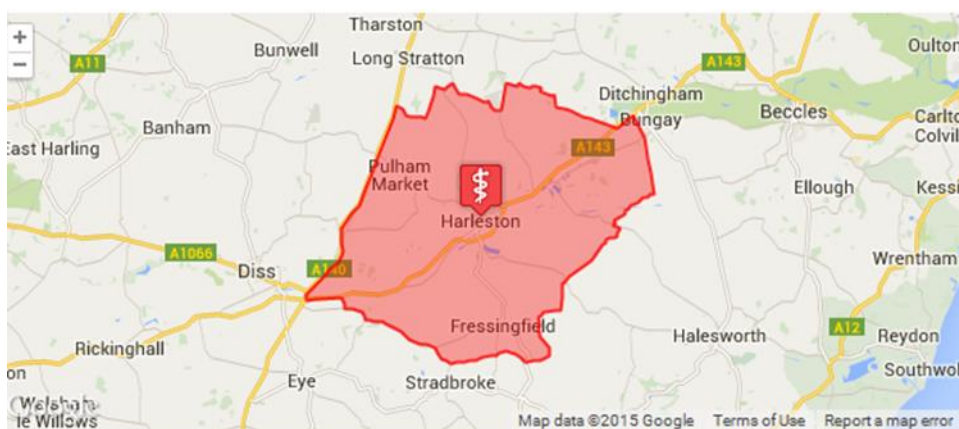
- 1 – Appointments
- 2 – Cancellation line (open 24 hours)
- 3 – Dispensary lines open 10.00am-12.30pm & 2-3pm
- 4 – Test Results lines open after 11.30am
- 5 – Secretary For referrals only- Secretaries CANNOT book appointments 10-3pm
- 6 – Reception (general reception enquiries) – after 10am

Bullock Fair Close 01379 853217

The practice website address is **www.harlestoneurgery.co.uk**.

Registration

Please see the map below indicating the practice boundary for registrations. Please contact reception should you require clarification. You can check whether or not your address falls into our catchment area on our website.



You can register with the practice online, via our website or alternatively, you can request forms from our reception team. When you come to the surgery, please bring ID with you e.g. passport, driving license or utility bill. It is helpful if you can also bring a repeat medication slip with you if applicable.

Named Accountable GP

All patients (new and existing) are allocated a named accountable GP, however you remain free to book appointments with any GP at our Practice. Should you wish to change your named accountable GP, please make reception aware. Our GPs work as a team using shared medical notes and shared guidelines and protocols. Our aim is to deliver the same care to you regardless of which doctor you see. However, we understand there may always be times when you wish to see a particular doctor.

Appointments - Please be guided by the receptionists. They are very experienced and are there to help you.

There are several ways to make an appointment:

- By telephone

- At the reception desk
- Online via our Website

Access to GP advice

Please call us between 8.30 and 10 am if you require the attention of a GP. The GPs ask that you kindly provide our trained medical receptionists with a brief indication of the nature of the problem. This helps to ensure that you are directed to the most appropriate clinician to meet your needs.

The GP will initially contact you by telephone the same day. The GP will carry out an initial telephone consultation and will arrange to see you if necessary. They will also arrange any prescriptions that are required. If the GP needs to see you, they will book you an appointment to complete the consultation.

Please note, patients calling after 10am, will be added to the next working days list. The GP will deal with the issue the next working day as set out above.

Patients calling after 10am, with an urgent need that cannot wait until the next working day, will be asked to provide the receptionist with details about the nature of the problem. The receptionist will liaise with the Duty GP regarding a plan to meet any immediate needs.

Alternatively, please visit our website www.harlestoneurgery.co.uk between 8.30 and 10am and select the appointments option on the home screen and following the instructions on the 'Get help for any health problem' tab. You will be asked to fill in a brief form with the details of your concern and we will get back to you in the same way described above.

Please remember, we do not offer a "walk in" service. You must have an appointment to be seen.

GP follow-up appointments.

If following your consultation your clinician feels they would like to see you again to follow up your condition, they will make you an appointment at their follow up clinic. This helps ensure continuity of care for our patients.

Evening and weekend appointments

Our Practice is engaging in a scheme providing improved access for patients to a range of healthcare professionals. Working within a group of eight local Practices, we will be offering a range of appointments each weekday evening between 6.30pm and 8pm and during selected times at weekends, to registered patients, in at least one of the participating Practices. Please contact reception to find out when our next clinic is.

Emergency appointments

We have an on call GP daily, these appointments are reserved for one urgent problem (a problem that has made you feel ill quickly) only that needs to be seen on the same day, these appointments will not be with your choice of GP. Please be prepared to wait as the on call GP deals with all emergencies and may be called out.

Home visits

In order to ensure that the best use is made of your doctor's time please attend the surgery whenever possible. Home visits are provided for patients who are terminally ill, housebound or unable to attend the surgery due to serious illness. Please ring before 10.30am, and give the receptionist as much information as possible about the problem. The GP will call you initially and will agree visit arrangements if this is required.

Disabled access

All consulting rooms are wheelchair accessible. There is also a disabled toilet at both sites and parking bays in the town car park. All consultation rooms are situated at ground floor level.

Chaperones

If you feel you would like a Chaperone present at your consultation, please inform a member of our Reception team or your Doctor/Nurse, who will be more than happy to arrange this for you. A clinician may also request that a chaperone be present during a consultation in certain circumstances.

Online appointment booking, cancellation & other online services

We offer the ability to book and cancel online GP appointments and order repeat prescriptions via our website www.harlestoneurgery.co.uk. If you are already registered to use our online prescription service you may use the same log in details. We now offer an additional service of being able to view and print your summary record showing medication, allergies and adverse reactions. With effect from 31.03.2016 patients may also request access to detailed coded information from their medical record. To add either of these services, please complete the necessary forms available from our reception. If you are not yet registered for online services you will need to come to the surgery in person with photo-ID and a recent utility bill. Ask the receptionist for details of how to register for SystmOnline. We will then supply you with a username and first password.

If you are unable to obtain an appropriate appointment online, please contact the surgery to enquire about further availability.

**** Please note, should you experience difficulty obtaining an appointment due to specific work/transport/other circumstances please make reception aware and we will endeavour to meet your needs.**

Try the NHS App

If you're a patient at our practice, you can use the NHS App to access a range of NHS services on your smartphone or tablet. It doesn't replace existing services. You can still contact us in the usual ways.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information. You can:

- order repeat prescriptions
- access NHS 111 online
- find NHS services
- view your health records
- book appointments
- and much more...

If you have any problems using the NHS App, you can select 'help' in the top right-hand corner of the app or visit www.nhs.uk/helpmeapp

Test results (results from investigations; blood tests, x-rays etc.)

The practice's GPs receive a very high number of test results and reports daily. Each of these must be reviewed by them and interpreted. GPs undertake this in between clinics and in the evenings/weekends. Please rest assured that you will be contacted by the practice should the result give cause for concern or if any further action is required.

The practice will not routinely contact patients to advise them of results where they are normal or satisfactory and no further action is required.

If you wish to contact the practice to check whether your test results are normal, we ask that you call after 11.30 am. Please be advised that reception staff are not able to discuss results in detail as they are not clinically trained but will be happy to advise you of the GP comment once the results has been reviewed.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior formal permission for their release.

When the surgery is closed

Unfortunately, we cannot be open 24 hours a day. If you need to see the doctor for an urgent problem that will not wait until normal surgery hours, you can ring the out of hour's service on 111. This is from 6.30pm until 8am and includes all day Saturday, Sunday and Bank holidays.

Remember you have other options:

- Ask your local pharmacist for advice
- Visit the website www.nhs.uk/111
- NHS walk-in centre at:

Walk In Centre
Rouen House
Rouen Road
Norwich
Tel : 01603 677500
Open 7am-9pm 7 days a week

Accident & Emergency (A&E)

Major A&E departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an A&E department. Major A&E departments assess and treat patients who have serious injuries or illnesses.

Generally, you should visit A&E or call 999 for emergencies, such as: loss of consciousness, pain that is not relieved by simple analgesia, acute confused state, persistent, severe chest pain, or breathing difficulties.

If you're injured or seriously ill, you should go, or be taken, to A&E. If an ambulance is needed you can call 999, the emergency phone number in the UK. You can also dial 112, which is the equivalent for the European Union.

Major A&E departments offer access 365 days a year and usually open 24 hours a day. Be aware that not all hospitals have an A&E department.

Prescriptions and dispensary

The dispensary is located at the Bullock Fair Surgery in Bullock Fair Close. We can dispense your medication if you live over one mile from a community pharmacy. If you live closer to a community pharmacy, you will select one of those to dispense your medication.

We do not routinely accept requests for medication by telephone. Please request your medication online through the NHS App or our website, in writing by email or post (please include name, address, date of birth and clear details of the items required), or by posting us your repeat request slip.

Dispensary opening times:

Monday to Friday 8.30 am to 6.00 pm

Wednesday 8.30 am to 6.00 pm

(closed for lunch 1 - 2 pm)

There are a range of out-of-hours pharmacies offering early opening and late-night closing to either collect prescriptions or enable you to buy medicine rather than waiting until the next day. You can find out where by calling 111 or search for pharmacy services and their opening hours online at:

<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/>

Repeat medication

Please re-order your medication when you have 7 days' supply remaining. Please allow 10 working days if your medication requires re-authorisation by a GP.

Where possible please reorder your medication using the repeat slip attached to your prescription this can be placed through the letter box at the surgery, in person at reception or by post. You can order your repeat medication on-line at www.harlestonsurgery.co.uk . To register for online services, please contact reception. You can also order your regular repeat medication via the NHS app.

If you enclose a stamped self-addressed envelope with your request, we will post the prescription back to you. If you have nominated a pharmacy, we will send your prescription to the pharmacy of your choice electronically via the electronic prescription service.

SERVICES AND INFORMATION

Selection of services available

Contraception advice
Cervical screening
Post natal clinics
8-week baby checks
Minor surgery
ECG tests
Blood tests
Elderly health checks
NHS health checks

Vaccinations for:

Flu/Covid
Pneumonia
RSV
NHS travel vaccinations
Vitamin B12
Hepatitis B
MMR catch up
Heart disease
Childhood immunisations

Chronic disease management clinics for:

Asthma
COPD
Diabetes
Epilepsy
Heart Disease
High Blood Pressure
Stroke

Contact numbers & change of address

If you change your telephone number or address, please let reception know so we can update your records. This is important in case we need to contact you in an emergency. This is especially important if you only use a mobile phone as they can frequently change.

Text Reminder Service for Appointments

We offer a text confirmation service. If we do not have your mobile phone number or you are unsure of whether your contact details are up to date, please contact the surgery on 01379 853217 with your full name, date of birth and mobile number. Alternatively use the 'updating your contact details' facility on our website harlestone-surgery.co.uk or call in to either surgery.

Patient Participation Group (PPG)

The PPG was formed in 2007 and consists of patients who have volunteered to get involved in discussions about services currently provided by the surgery and in the development of new services. If you are interested or want to know more, please contact Maria Flood, Managing Partner on maria.flood@nhs.net or see the PPG Display in reception at Bullock Fair Close.

GPs

- Dr Garfield Morrison MBBS 1998
- Dr Sanjay Singh MBBS 1994, MRCS, MRCGP
- Dr Camilla Nederstrom MB ChB 2012
- Dr Sally Erskine MBChB 2008, MRCS, MRCGP

Nursing team

We have a mix of highly skilled staff including a Practice Nurses and Health Care Assistants (HCA). If you suffer from a chronic disease your review will take place with one of the nursing team.

Practice Nurses: Nancy Whiting, Louise Bell, Jasmine Botwright

Phlebotomist/HCA: Christina Alderton (Tina), Sophie Dearman, Naomi Stockwell

Pharmacists: Geoff Ray

First Contact Practitioners

Compliments and Complaints

Harleston Medical Practice is always looking for ways to improve the services it offers to patients. To do this effectively, the practice needs to know what you think about the services you receive. Tell us what we do best, where we don't meet your expectations plus any ideas and suggestions you may have. Only by listening to you can the practice continue to build and improve upon the service it offers. In the first instance please discuss your complaint with the staff member concerned. Where the issue cannot be resolved at this stage, please contact Maria Flood, Managing Partner, who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days. This will enable the practice to get a clear picture of the circumstances surrounding the complaint. A copy of our complaints leaflet is available on the website and at reception.

Data Protection

We are registered with the Information Commissioner's Office as a Data Controller. All personal details are kept in the strictest confidence. We have a strict confidentiality policy at the surgery and all staff respect this. Please note, the practice works as a multi-disciplinary team with other health professionals. To ensure you receive the best care the practice may share details about you with other health professionals involved in your care. Please see our Privacy/Transparency Notice on our website or ask at reception for more information.

Sharing your records

Information about you is used in a number of ways by the NHS and social care services to support your personal care and to improve health and social care services for everyone.

NHS Digital is the national NHS organisation with a legal responsibility to collect data as people make use of NHS and social care services.

The data is used locally and nationally to help with planning, managing your care, supporting research into new treatments, identifying trends and issues and so forth, and is used to try to make services better for all.

You can, however, choose not to have information about you shared or used for any purpose beyond providing your own treatment or care.

Your right to opt out

You can choose not to have anything that could identify you shared beyond your GP practice. You can also choose for NHS Digital not to share information it collects from health providers any further.

Simply contact us to either to register an opt-out or end an opt-out you have already registered and we will update your medical record. We will also be able to confirm whether or not you have registered an opt-out in the past.

If you have previously told your GP practice that you don't want NHS Digital to share your personal confidential information for purposes other than your own care and treatment, your opt-out will have been implemented by NHS Digital from April 29 2016 as instructed in a direction from the Secretary of State. It will remain in place unless you change it.

You can find more information on NHS Digital's website:

<http://content.digital.nhs.uk/article/6807/How-information-is-used>

Freedom of Information

The Freedom of Information Act came into force on 1 January 2004. The Act deals with access to official information, while parallel regulations deal with environmental information.

The Act provides individuals or organisations with the right to request information held by a public authority. These requests must be made in writing, either by letter or by email. For the Harleston Medical Practice letters should be sent to:-

Maria Flood, Practice Manager, Harleston Medical Practice, Bullock Fair Surgery , Bullock Fair Close
Harleston, Norfolk, IP20 9AT

In order to keep requests to a minimum the practice automatically publishes a wide range of information on its web-site. In the first instance please search for the information you are looking at on our website at www.harlestonsurgery.co.uk

Patient and practice relationship

Appointment Cancellations

We understand that it is sometimes necessary to cancel an appointment. Please contact reception as soon as you know that you will be unable to attend so that we may offer the appointment to another patient. Appointments booked online can be cancelled online.

Being on time for your appointment

Please arrive before your appointment time to ensure you don't lose your place. This ensures that our clinicians have time to provide patients with the quality of service that they deserve and ensures that other patients are not kept waiting unnecessarily. If you arrive outside of your appointment time you will be asked to rebook.

Zero Tolerance

Our Practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients. If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the manager or supervisor, who will be happy to address your concerns. However, shouting and swearing at Practice staff will not be tolerated under any circumstances either on the premises, or where treatment is provided, and patients who are threatening, aggressive, violent, or abusive will be removed from the Practice List.

Your accessibility needs

We want to get better at communicating with our patients. We want to make sure you can read & understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please tell us what communication requirements you have e.g. braille, large print

Please help us to help you. Thank you.

Carers

Are you looking after someone in your family or a friend? Harleston Medical Practice would like to support you. Please contact the surgery for more information and support.

Veterans

Have you ever served in the Royal Armed Forces? We are working to improve our service for those who have previously served in the Royal Armed Forces. Please let us know at registration if this applies to you so we may support you.

Website – www.harlestonsurgery.co.uk :

Order repeat prescriptions

Give feedback

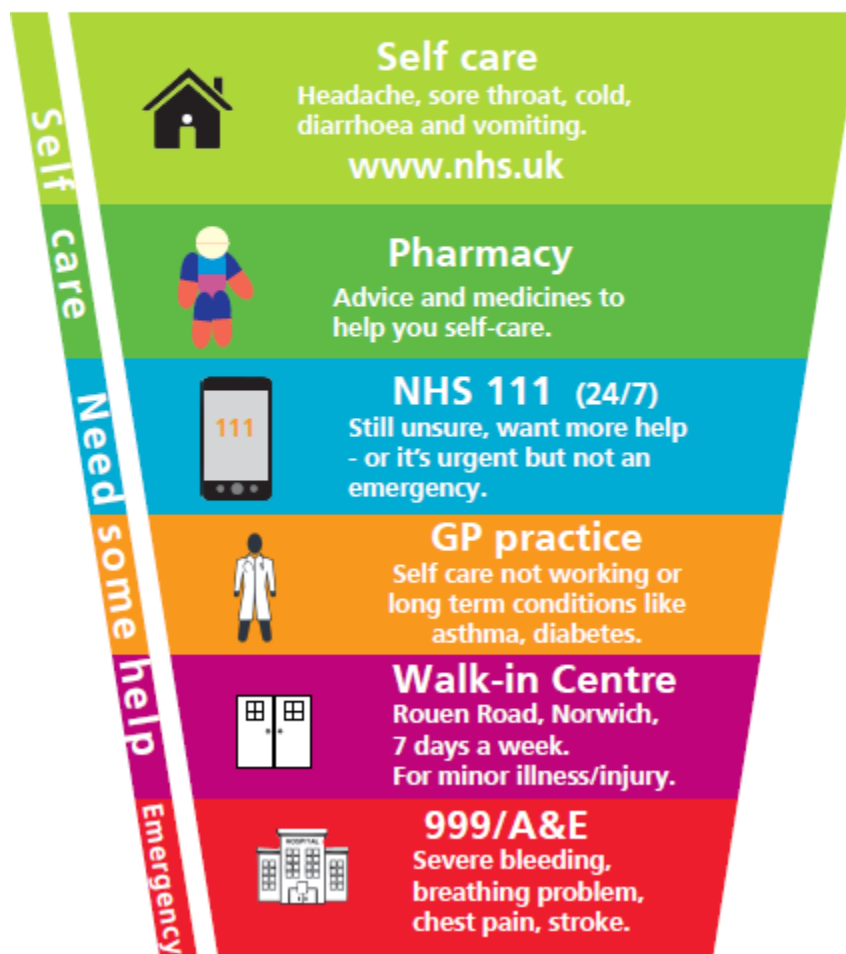
Book & Cancel online appointments

Get help for a health problem

Sign up for or read the latest newsletter

Keep up to date with what's going on

Feeling unwell? Choose the right service



Reviewed 30.03.2024