

# **PATIENT INFORMATION LEAFLET**

**Drs. N.W. Hazell & M. Sri-Ganeshan**

## **EAST HARLING & KENNINGHALL MEDICAL PRACTICE**

**EAST HARLING SURGERY  
MARKET STREET  
EAST HARLING  
NORWICH  
NR16 2AD**

**Tel: 01953 717204**

**Fax: 01953 718116**

**KENNINGHALL SURGERY  
QUIDENHAM ROAD  
KENNINGHALL  
NORWICH  
NR16 2EF**

**Tel: 01953 887208**

**Fax: 01953 887515**

**Website: [www.eh-khsurgery.co.uk](http://www.eh-khsurgery.co.uk)**



## Surgery Hours

We run a 4 week rolling rota at both East Harling & Kenninghall to enable our patients the opportunity to book appointments up to 4 weeks in advance.

**Morning Surgery:** GP clinics run between 08:30 and 11:10  
Nurse clinics run between 08:30 and 12 noon

**Afternoon Surgery:** GP clinics run between 14:30 and 17:10  
Nurse clinics start at 14:00 and finish between 16:30 and 17:30, depending on site and clinician.

**Saturday morning:** We run extended hours Saturday morning clinics on a bi-weekly basis, alternating between East Harling and Kenninghall.  
Information on dates and locations can be found on the Practice Website.

Appointments can be made by calling in or telephoning the surgery you are registered with on 01953 717204 for East Harling or 01953 887208 for Kenninghall.

We operate an appointment system for our Doctors, Nurses and Healthcare Assistants in order to minimise patient waiting time. Out of consideration for other patients please book a separate appointment for each member of the family who wishes to see the doctor. If you arrive later than 10 minutes after the allocated appointment you may be asked to re-book.

Urgent medical problems will be seen on the same day but not necessarily by the doctor of your choice. Some details may be required by the receptionist to allow the doctor to assess your priority. The doctors always try to keep to appointment times but some problems may take longer to deal with and therefore you could incur a longer wait. We will inform you of the situation if the wait becomes significant. If you are unable to keep or no longer require an appointment, please remember to let us know so that we may offer it to another patient.

## **What to do when the Surgery is closed:**

**Between 18:00 and 08:00 the surgery is closed. If you need advice at any time, day or night, please ring:**

Between 08:00-08:30 and 18:00-18:30 Monday to Friday:

**Dial: 01603 481253**

Between 18:30-08:00 weekends & Bank Holidays:

**Dial : 111**

There is also an **NHS Walk-in Centre**;  
Norwich Practices' Health & Walk-in Centre (no appointment necessary)  
based at Rouen House, Rouen Road, Norwich.

This is open 7 days a week.

**Tel. no. 01603 677500**

## **Help Us To Help You**

Each appointment with a doctor is scheduled for 10 minutes. Request a double appointment if you think that you need longer or if you wish to discuss two separate problems.

Clinics are usually busiest on a Monday. If you have a longstanding problem then try and avoid this day; this will allow us to see people who have fallen ill over the weekend.

## **Home Visits**

It is usually preferable to consult patients at either of the surgeries. If a home visit is necessary please telephone the Surgery before 11.00 am; this will enable doctors to plan their rounds and avoid unnecessary delays.

Remember, visits are for those who are housebound or who are too ill to travel to the Surgery.

## **Telephone Consultations**

You may speak to either a doctor or nurse via the telephone if you have any queries regarding your health. If the reason for calling is to do with an emergency, staff will interrupt a clinician from what they are currently doing. If the matter is routine in nature a message will be forwarded to the appropriate clinician and they will contact you within 24 hours. Please use this facility only when necessary.

## **Chaperone Policy**

In certain circumstances during an examination of an intimate nature the Doctor may ask a trained member of staff to be present. This is to protect both the Doctor and the patient. If a suitable chaperone is not available an alternative appointment will be offered. A patient may of course request a chaperone be present but this may mean that another appointment will be necessary.

## **Zero Tolerance**

The Practice operates a 'Zero' Tolerance policy against verbal and physical abuse. Should a patient become abusive they will be asked to refrain from such actions. If the desired response is not achieved the person will be asked to leave the building or, if on the telephone, the phone call may be terminated and, in some circumstances, the person may be removed from the Practice list. In the case of physical abuse the Police will be contacted and charges made.

## **Disabled Access**

The Practice has suitable access for all disabled patients and will continue to monitor requirements. If you have any difficulty or problem moving around the surgeries please ask a member of staff for assistance.

If any disabled patient has difficulty with access within the Practice please inform the Practice Manager, Mr Wayne Rawlings so the problem may be investigated.

## **Accessibility Information Standards**

Help us deliver your health information in a form that you will be able to understand. Where possible, we will provide information to patients in different ways. For example if you would like us to write to you in a larger font, then we can do this. If you need an interpreter in a consultation, with sufficient notice, we can arrange this. Furthermore we are exploring with NHS England the options around providing information in braille.

## Dispensing

### Prescriptions:

We are able to dispense medicines to all our patients who live more than one mile from the nearest pharmacy. Staff are not authorised to dispense any item without a valid prescription.

We aim to provide the best possible service to our patients. If you have any comments, please contact Susan Ragg, our Dispensary Manager.

### Dispensary Opening Times:

Monday to Friday      08:30 – 13:00  
   14:00 – 18:00

**Both Dispensaries are closed daily between 13:00 and 14:00.**

**Note: Kenninghall Surgery is closed from 13:00 Wednesday afternoons**

### Repeat Prescriptions:

Patients on regular medication do not always need to see the doctor to obtain a repeat prescription. The receptionist will advise you if an appointment is to be arranged with either a doctor or nurse for a medication review. You will be issued with a slip attached to your prescription, which should be marked with your requirements and returned to the Surgery, when you are ready to re-order your medication. Alternatively you can telephone East Harling Surgery between the hours of 10:30 to 12:30 or Kenninghall after 10:00 until close or use our online facility by registering for EMIS Access. It is current Practice policy to provide one months' supply of long-term medication to ensure medications are reviewed regularly and to avoid wastage.

**REMEMBER to allow TWO FULL WORKING DAYS before collecting your prescription.**

Any unwanted medication may be brought to either dispensary so that they may be safely disposed of.

## **Clinics and Services:**

### **Minor Illness**

If appropriate, you may be offered an appointment with our Minor Illness Nurse Prescriber. She is able to diagnose and treat many minor illness and injuries, prescribe medication where appropriate or offer advice, support and referral as required.

### **Family Planning**

Appointments are available during normal clinics for cervical smears, contraception, family planning and general health checks with a Doctor or Practice Nurse. On our behalf the Health Authority operate a call and recall system advising individuals to arrange a cervical smear.

We are able to offer a full and confidential service; appointments are obtained by contacting Reception.

### **Well Man Check**

This is available to all men who have concerns regarding testicular or prostate cancer. Routine appointments can be booked with a Doctor.

### **NHS Health Checks**

These are available for 40 – 74 year old patients who do not currently have a diagnosis of heart disease, diabetes, hypertension or stroke. We are eager to promote a healthier lifestyle. Blood pressure, weight and cholesterol testing can be performed. Additionally, advice regarding healthy eating and exercise is offered. The Health Care Assistants, with Practice Nurse support, provide appointments for these services during routine clinics (please request a double appointment).

### **Minor Surgery**

We are equipped to carry out minor surgery under local anaesthetic thereby avoiding a trip to the hospital. This service includes minor surgery for minor skin conditions, in-growing toe nails and joint injections.

### **Asthma/COPD (Chronic Obstructive Pulmonary Disorder) Clinic**

Run by the Practice Nurses for adults and children, and includes:

Full education programme, peak flow monitoring, inhaler technique, new medications, nebuliser loan service and self-management plan.

## **Diabetic Clinic**

All our diabetic patients who are not seen at the Bertram Diabetes Centre will be offered a full annual review of their Diabetes at the Surgery. This will include a pre-clinic blood test screen and urine check. The appointment will be with a Practice Nurse and, if necessary, a Doctor. We also have a Specialist Nurse from the Diabetes Centre who attends the Surgery once a month.

You will be invited for annual Retinal Eye screening – this service is provided by the Bertram Diabetes Eye Screening Service.

## **Cardiovascular Clinic**

Run by the Doctor and/or Practice Nurse for patients who have the following conditions: Heart disease, high blood pressure, history of stroke. Patients are seen 12-14 monthly to discuss their condition, recent blood test results, medication and monitor their treatment.

## **Maternity Services, Antenatal and Post Natal Clinic**

The midwife holds a clinic at East Harling Surgery on Thursday mornings. The midwife can be contacted via Breckland Midwives on: 01953 456643

## **Physiotherapy and Chiropody**

Referrals to physiotherapy are via a doctor.

For a chiropodist appointment please ask a member of our Reception team who will be able to give details of local providers.

## **Children's Services**

Includes immunisations and development checks. You will be called for immunisation for the under 5's automatically by the Health Authority. Please let us know if your child is ill or cannot attend.

### **Vaccination Schedule**

#### **Age**

2 months

#### **Immunisation**

1st Diphtheria, Tetanus, Pertussis (Whooping Cough),  
Polio, HIB (Haemophilus), and  
Pneumococcal Conjugate Vaccine (PCV)



### Vaccination Schedule cont....

3 months	2nd Diphtheria, Tetanus, Pertussis, Polio, HIB, Meningitis C
4 months	3rd Diphtheria, Tetanus, Pertussis, Polio, HIB, Meningitis C and PCV
12 months	HIB and Meningitis C
13 months	Measles, mumps and rubella (MMR) 1st dose and PCV
3 years 4 months or soon after	Diphtheria, Tetanus, Pertussis, Polio booster, MMR 2nd dose
12 – 13 years	HPV (cervical cancer)
13 - 18 years	Diphtheria, tetanus and Polio

### Flu Clinics

**Flu clinics are held every autumn and free flu vaccinations are available if you are over 65 or have one of the following conditions:**

<b>You have chronic respiratory disease</b>	<b>You have chronic heart disease</b>	<b>You have chronic kidney disease</b>
<b>You have chronic liver disease</b>	<b>You are diabetic</b>	<b>You have a weak immune system</b>
<b>You are over 65 years of age</b>	<b>You have a history of stroke or TIA or Multiple Sclerosis or a disease of the central nervous system</b>	

Check the website or call into the Practice for clinic dates.

## **Health Visitor**

The Health Visiting Team (Health Visitor, Nursery Nurse and Support Worker) are available to provide support, advice and information for all in relation to health issues, but in particular to families with infants and young children.

They hold clinics at the Old School Hall, East Harling, between 9.30 a.m. and 11.00 a.m. on the 2<sup>nd</sup> Tuesday of the month. To contact the team direct telephone 01953 456825.

## **District Nurses**

There may be occasions when patients require the services provided by the District Nursing Team. The scope of their work is to assess and deliver nursing care, and to support patients and carers in their own homes who are unable to attend the Surgery because of medical reasons. For advice regarding these services you can contact the District Nursing Team on 01953 457303.

## **Investigations and Results**

Results of blood tests, x-ray results and correspondence are received late morning. These will then be passed to the GP for review, therefore, we would appreciate it if you would telephone either (01953) 717204 for East Harling or (01953) 887208 for Kenninghall after 2.00 p.m. to enquire after results.

Your doctor will advise you when to telephone for these. Blood test results are usually back within three days, however some may take longer. X-ray and scan results will take longer. If you wish to see your GP to discuss your results please ensure that these have been received by the surgery before you book your appointment.

Cervical smear results take approximately 1-2 weeks to come back. The Health Authority will inform you of the cervical smear result by letter.

Note that the Practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior written, signed, permission for the release of this data or they are not capable of understanding the results.

## Travel Clinic

All patients requiring information regarding travel vaccinations will be given an appointment with a Nurse to discuss travel requirements. If recommended, those vaccinations that are free on the NHS will be given at that appointment. In order to obtain advice regarding any other vaccinations and malaria prophylaxis recommended and not provided by us, we suggest you make an appointment with one of the Private Travel Clinics listed below:

- Globe Travel Clinic, Norwich  
Tel. no. 01603 667323  
Email: [sarabuckley@globetravelhealthcentre.com](mailto:sarabuckley@globetravelhealthcentre.com)
- Total Health Travel Clinic, 14, Gregor Shanks Way, Watton  
Tel. No. 01953 881157  
Email: [totalhealthpharmacy.co.uk](mailto:totalhealthpharmacy.co.uk)
- UEA Travel Clinic, University of East Anglia, Norwich  
Tel. No. 01603 251600
- Norwich Practices' Health & Walk-in Centre, Rouen House, Norwich  
Tel. No. 01603 677500
- Boots/Masta Travel Centre  
Email: [www.boots.com/travelhealthservice](http://www.boots.com/travelhealthservice)

### **Note: You will be charged for these services**

You will need to take a printed copy of your vaccination history to your Travel Clinic appointment, this will be provided by the Surgery when you attend your appointment with the Nurse.

The following vaccinations are available, free of charge, from the NHS and will be provided by us if recommended:

- Hepatitis A
- Diphtheria/Tetanus/Polio
- Typhoid

## **New Patients/Registrations**

### **How to Register**

If you take up residence within the Practice area defined on the back of this leaflet, you may register with this Practice. You will be required to complete registration and health declaration forms. You have the right to express which doctor you wish to consult and this can be done at the time of booking an appointment.

When you visit the surgery for the first time you will be asked to sign the form to confirm that the details are correct.

Alternatively you may print off a registration form, available on the Practice website, fill it out and bring it in with you on your first visit to the Practice.

All new patients registering with the Practice who take regular medication will be asked to book an appointment with a Doctor at the point of registration. Please bring a copy of your repeat prescription slip with you to this appointment.

## **Personal Health Information**

### **How Patient Records are used**

The Doctors and other Health Professionals involved in your medical care need records about your health and any treatment/care you receive from the NHS or private health providers. Access to these help ensure that you receive the best possible care from us. Your records may be written down (manual records), or held on a secure computer system.

The Practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others where there is an identifiable reason.

## **Hospital Transport**

For all enquiries/bookings call the Patient Transport Clinical Assessment and Advice Centre on: 0333 240 4100

## Complaints

We always try to give you the best service possible but there may be times when you feel this has not happened. If you have any complaint or concern about the service that you have received, you are entitled to ask for an explanation.

- We operate an informal, in house complaints procedure; this does not deal with matters of legal liability or compensation.
- Complaints should be addressed to the Practice Manager who will ensure that they are investigated thoroughly and as speedily as possible. We aim to report back to you within two weeks.
- If possible complaints should be made in writing or you can contact the Practice Manager or Assistant Praactice Manager. We can help you to write your complaint if you feel that you need help in expressing your concerns.
- The Practice Manager will then investigate the complaint. It is likely that, as a first step, the investigator will contact you directly to ensure they fully understand the nature of your complaint. The investigator will then interview any staff involved, review the situation and may inspect relevant documents.
- At the conclusion of the investigation, your complaint will be discussed with you in detail. We hope that you will be satisfied that we have dealt with the matter thoroughly.

If not, you have the right to complain to one of the following bodies:

NHS England,  
P.O. Box 16738  
Redditch,  
B97 9PT

Tel. 0300 3112233  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Or:

The Parliamentary & Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London,  
SW1P 4QP

Tel: 0345 0154033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Useful Contact Numbers

To access a GP Out of Hours:

Between 08:00-08:30 & 18:00-18:30 dial: 01603 481253

At all other times: 18:30-08:00, weekends & Bank Holidays dial: 111

Norfolk and Norwich University Hospital	01603 286286
Norwich Practices' Health & Walk-in Centre	01603 677500
Norwich Contraception & Sexual Health Clinic	01603 287345
Norfolk Social Services	0344 8008020
Norwich Pregnancy Crisis Centre	0845 2300123
Rape Crisis Centre (SeVA)	01603 667687
Norfolk Eating Disorders Association	01603 767062
Relate	01603 625333
Alcoholics Anonymous	0845 7697555
Registrar's Office: Norwich	01603 767600
Spire Hospital Norwich	01603 456181
West Suffolk Hospital	01284 713000
Bury St Edmunds BMI Hospital	01284 701371
Papworth Hospital	01480 830541
Addenbrooke's Hospital	01223 245151
Queen Elizabeth Hospital, King's Lynn	01553 613613
James Paget Hospital	01493 452452
Dereham Hospital	01362 692391
Thetford Community Healthy Living Centre	01842 767600
Priscilla Bacon Lodge	01603 255720

## Useful Web Sites:

NHS Choices	..	..	..	..	..	..	<a href="http://www.nhs.uk">www.nhs.uk</a>
Alzheimer's Society	..	..	..	..	..	..	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
Asthma UK	..	..	..	..	..	..	<a href="http://www.asthma.org.uk">www.asthma.org.uk</a>
Cancer Support	..	..	..	..	..	..	<a href="http://www.cancerbackup.org.uk">www.cancerbackup.org.uk</a>
Child Health	..	..	..	..	..	..	<a href="http://www.childrenfirst.nhs.uk">www.childrenfirst.nhs.uk</a>
Diabetes UK	..	..	..	..	..	..	<a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>
Norfolk County Council Services							<a href="http://www.norfolk.gov.uk/Adult_Care/index.htm">www.norfolk.gov.uk/Adult_Care/index.htm</a>
Patient Leaflets/Information	..	..	..	..	..	..	<a href="http://www.patient.co.uk">www.patient.co.uk</a>
Relate	..	..	..	..	..	..	<a href="http://www.relate.org.uk">www.relate.org.uk</a>
Stroke	..	..	..	..	..	..	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>
Women's Health	..	..	..	..	..	..	<a href="http://www.womens-health-concern.org">www.womens-health-concern.org</a>
X-rays/Scans/Radiology..	..	..	..	..	..	..	<a href="http://www.goingfora.com">www.goingfora.com</a>

There are obviously many other telephone numbers and web sites available, these are just a few that we thought may be helpful. We cannot guarantee the validity of any information.

### **Disclaimer**

Whilst every effort has been made to ensure that the information in this leaflet is as up to date as possible, it may be that some information has been superseded. Please ask at Reception if you are uncertain on any matters.

PRACTICE AREA

