

USEFUL TELEPHONE NUMBERS

ORGANISATION	WEBSITE	TELEPHONE
Alcoholics Anonymous		01603 701330
AGE UK Norwich		01603 496333
CRUSE (Bereavement)		01603 219977
SmokeFree Norfolk	www.smokefreenorfolk.nhs.uk	0800 085 4113
British Red Cross		01603 633400
Spire Hospital	www.spirehealthcare.com	01603 456181
Wellbeing Service	www.wellbeingnands.co.uk	0300 123 1503
Off The Record counselling		01603 626650
British Association of Counselling	www.bacp.co.uk	01455 883 300
Childline	www.childline.org.uk	0800 1111
Citizens Advice	www.citizensadvice.org.uk	0344 411 1444
Dentist (Emergency weekend only)		01603 776834
Healthwatch Norfolk		0808 168 9669
Information Commissioner	www.ico.org.uk	0303 123 1113
iCASH (Contraception and Sexual Health Clinic)	www.icash.nhs.uk	0300 300 3030
Norfolk & Norwich University Hospital	www.nnuh.nhs.uk	01603 286286
NHS Direct		111
Norwich Walk-In Centre	www.norwichwalkincentre.co.uk	01603 677500
Norfolk Police Constabulary		01953 342 4455
RELATE (Marriage guidance)	www.relate.org.uk	01603 625333
Samaritans		01603 6113111
Local health information for Norfolk	www.heron.nhs.uk	
Social Services		0344 800 8020
Travel Health	www.masta.org www.travelfit.co.uk	



WEST POTTERGATE MEDICAL PRACTICE
 137 WEST POTTERGATE
 EARLHAM ROAD
 NORWICH
 NR2 4BX

Website: www.west.pottergate.co.uk

Email: west.pottergate@nhs.net

01603 513333

Fax: 01603 306949

Staying in the area for a short time

If a person is staying with you for a short period of time and becomes ill, they can obtain medical care from the practice. They will be asked to complete a temporary resident form. If you go on holiday in the United Kingdom and become ill whilst away from home you can also register as A temporary resident at a GP practice near your holiday venue.

Students living away from home whilst attending college/university should register with a surgery in the area where they spend the most time.

NHS 111 Service

The NHS 111 Service offers advice to patients 24 hours a day, 7 days a week.

Out of hours

When the surgery is closed and you need a doctor out of normal surgery hours please telephone the surgery number 01603 513333 where you will be given the out of hours service contact number, or alternatively call 111.

IN AN EMERGENCY PLEASE TELEPHONE 999

NHS England

NHS England is responsible for our practice and you can contact them on:

NHS England
PO Box 16738
Redditch
B97 9PT

Telephone: 0300 311 22 33

Email: england.contactus@nhs.net

OPENING AND SURGERY TIMES

Reception opening hours Mon to Fri: 8:30am to 1:00pm and 2:00pm to 6:00pm.
The surgery is closed between 1:00pm and 2:00pm for lunch. The telephone line is open for **EMERGENCIES ONLY** during this time period.

The surgery line is also open from 8:00am to 8:30am and from 6:00pm to 6:30pm for **EMERGENCY** telephone calls **ONLY**.

Monday

GP Consultations run from 9:00am to 11:30am and 2:40pm to 6:00pm.

Nurse consultations run from 8:10am to 12:00pm and 2:10pm to 5:30pm.

Health Care Assistant clinics run from 8:10am to 12:30pm.

Tuesday

GP Consultations run from 9:00am to 12:00pm and 3:40pm to 6:00pm.

Nurse consultations run from 8:10am to 12:30pm.

Health Care Assistant clinics run from 8:10am to 12:30pm and 2:10pm to 5:30pm.

Wednesday

GP Consultations run from 8:30am to 12:00pm and 2:45pm to 6:00pm.

Nurse consultations run from 8:10am to 12:00pm and 2:20pm to 5:30pm.

Health Care Assistant clinics run from 8:10am to 12:30pm.

Thursday

GP Consultations run from 9:00am to 12:00pm and 3:40pm to 6:00pm.

Nurse consultations run from 8:00am to 11:00am.

Health Care Assistant clinics run from 8:10am to 12:30pm and 2:40pm to 5:30pm.

Friday

GP Consultations run from 8:30am to 12:10pm and 2:00pm to 6:00pm.

Nurse consultations run from 8:10am to 12:30pm and 2:20pm to 5:30pm.

Health Care Assistant clinics run from 8:10am to 11:30am.

PRACTICE STAFF

General Practitioners:

Dr Catherine Clark
Dr Alexander H Wilson
Dr David Plume

Advanced Nurse Practitioner:

Carolyn James

Health Care Assistants:

Emma
Lina

Practice Managers:

Barry Sharpe
Julie Ball

Secretary:

Alison

Reception and Admin Team:

Trisha
Gemma
Helen
Sophie
Shaun
Sue

Health visiting service

Every family with a child under 5 years old has a named health visitor who can advise on matters such as feeding, sleeping, teething, talking, toilet training, and immunisations. They also manage Well Baby clinics, Meet-a-Mum groups, baby massage and baby yoga classes.

You will meet your health visitor shortly after the birth of your baby. During the next few years the team will offer regular contact to give advice and support for you and your family.

Practice expectations from patients

The practice expects patients to keep to their appointments and to always inform the surgery as soon as possible if they are unable to attend. We would like all patients to respect the premises and for children to be supervised at all times. It is the patient's responsibility for their own health and safety whilst on practice premises. Please remember that all staff are here to help you so please treat them with respect. Please note the reception team may have to ask you some personal questions to assist with providing you with the best service for your care.

In-house complaints procedure

The practice has an in-house complaints procedure. If you are unhappy about any service you are receiving at the practice a complaints form is available to collect from reception or, alternatively, you can write direct to the practice manager

Zero Tolerance

The practice will not tolerate patients who are violent or abusive to any member of staff. Any patient found to be violent will be removed from our list immediately. Patients who are verbally abusive will firstly receive a written warning and if it occurs again they will be removed from our list.

Test results

Results are received from the laboratory daily and need to be checked by the doctor prior to being given to the patient. Please telephone the surgery **after 10am** for your test results. Alternatively, if you have access to System Online you will be able to view your tests results online. Results will only be given to the patient concerned and not to relatives or friends. Most test results take 1 week to come back from the laboratory.

Repeat prescriptions

Please give 48 hours notice for all prescriptions. Prescriptions can be ordered in various ways:

In person – there is a designated repeat prescriptions box next to the reception desk. Please tick off the medication you require on your repeat prescription list, or alternatively you may complete one of the request slips provided on reception, and place this inside the box.

The pharmacy – If you are signed up to an allocated pharmacy you can telephone them and order your medication, they will then either fax or deliver your request by hand to us at the surgery.

Online – If you have signed up for System Online you will be able to order your repeat medication through this. If you are requesting a medication that is not on your repeats list there is a box where you can free type in what you require.

Your prescription will normally be ready for collection after 48 working hours of when you put in the request. If you need it urgently please speak to reception.

Please try not to telephone the surgery for your prescriptions as this may block the line for somebody who needs the doctor in an emergency.

Please take responsibility for your own health and do not let your medication run out.

Telephone advice

Telephone call appointments are available if you require advice from the doctor or nurse but do not need to be seen in person for an examination. Please telephone the main surgery number to arrange this and unless an emergency the reception will arrange for a practitioner to telephone you back.

District nurses

District nurses are available to visit patients who are housebound and unable to get to the surgery and require nursing care within their own homes.

Home Visits

Whilst we encourage our patients to come to surgery where we have the appropriate equipment and facilities available, we do appreciate this is not always possible. You may only request a home visit if you are housebound or are too ill to visit the practice. The doctor will visit you at home if they think that your medical condition requires it and they will also determine how urgently a visit is needed so please be aware you may be asked to give as much detail about your condition as possible. Home visit requests must be made **before 10am**.

Chaperones

All patients are entitled to have a chaperone present for any consultation. If you would like a chaperone please let the receptionist know when you book your appointment, or speak to the doctor/nurse during your consultation. Please note that if you or a doctor requires a chaperone and one is not available you may be asked to rebook for a time when one is available.

Midwives/Antenatal care

The midwives at the surgery are based at the Norwich Community Hospital. Routine appointments can be made with the midwives via the surgery at reception.

If you think you may be pregnant or would like advice please make an appointment with the midwife.

Cervical cytology

Ladies over 25 years of age will receive an invitation for a cervical smear test, subject to the department of health's recommended recall and follow up guidelines.

Change of name/Contact details

If you change your name, move house, or change telephone numbers please make the surgery aware of your correct details as soon as possible.

Access to Information

All manual and computerised patients' health records are accessible under the Data Protection Act 1998. The practice conforms to the Data Protection Act and all staff members who have access to patients medical and computerised records must sign a confidentiality declaration. Competent patients may apply for access to their own records, or may authorise a third party e.g. their lawyer, to do so on their behalf. Parents may have access to their child's records if this is in the child's best interest and not contrary to a competent child's wishes. Requests to access health records should be made in writing to the practice manager.

Medical students

From time to time the practice may be involved in the training of medical students. If a medical student is to be present during your consultation you will be informed upon the booking of your appointment. If you would prefer the student to vacate the room during your consultation, please advise the reception team.

To register

To register as a new patient you will need to complete a registration form which can be obtained from reception. You will need to provide 2 forms of identification; one to confirm your address and some photo identification. If you need to an appointment to see the doctor this can be arranged with the receptionist. You may be contacted following your registration to arrange a new patient check appointment with one of our Health Care Assistants depending on whether you are on any medications or suffer from any health problems.

Confidentiality

All matters relating to individual patients are treated as strictly confidential at all times. We will only give details about appointments, test results etc. to you personally and not a relative or representative.

Access for Disabled Patients

The main entrance to the surgery is completely step free with automatic doors. There is also a ramp available for wheelchair users at the car park entrance to the building, as well as a low section on the reception desk and toilet facilities available.

We offer a foreign language translation service provided by language line, as well as sign language translators. These should be booked 2 weeks in advance of any appointments where possible.

System Online

The practice offers a secure and user friendly online service to book/cancel appointments, order repeat prescriptions and access your summary care records. The electronic system requires patients to come in to the practice with photo identification to register and you will receive a username and password from the receptionist. To register please ask at reception.