



Useful Telephone Numbers

West Norfolk Clinical Commissioning Group

The West Norfolk Commissioning Group (CCG) manages and oversees the National Health Service locally. For further information please visit their website www.westnorfolkccg.nhs.uk.

Alcoholics Anonymous - National Helpline.....	0800 917 7650
BEAT Eating Disorders.....	0808 801 0677
Breast Cancer Care Service.....	0808 800 6000
ChildLine.....	0800 1111
Children & Young Persons Service (One Number)	0300 300 0123
Citizens Advice Bureau Dereham.....	0344 411 1444
Contraception & Sexual Health Advice.....	0300 300 3030
Cruse (Bereavement Counselling).....	0808 808 1677
Drugs Advice Line - FRANK.....	0300 123 6600
Macmillan Cancer Support.....	0808 808 0000
National Domestic Violence Helpline.....	0808 2000 247
NHS 111.....	111
NSPCC Helpline.....	0808 800 5000
Norfolk & Norwich Hospital (switchboard) Norwich.....	01603 286 286
PALS (Patient Advice & Liaison Service) N&N.....	01603 289 036
PALS (Patient Advice & Liaison Service) QEH.....	01553 613 351
RAPE & Sexual Assault Centre, The Harbour Centre, Norwich.....	01603 276 381
Registrar, Births, Deaths & Marriages.....	0344 800 8020
Relate (Marriage Guidance),	0300 100 1234
Victim Support.....	0808 168 9111
Wellbeing Service.....	0300 123 1503
West Norfolk Carers.....	01553 768 155
West Norfolk Befriending	01553 763 500
Queen Elizabeth Hospital (switchboard) Kings Lynn.....	01553 613 613

Visit our Website

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website in your favourite's folder today. Please see our website for further information and links to useful services.

www.plowrightmedicalcentre.co.uk
email:plowright.medical@nhs.net



Plowright Medical Centre

1 Jack Boddy Way, Swaffham PE37 7HJ

Reception and Enquiries: **01760 722797**

Dispensary (Repeat Prescriptions): 01760 720039

Plowright Surgery

North Pickenham Road, Necton PE37 8EF

Reception and Enquiries: **01760 441344**

Dispensary (Repeat Prescriptions): 01760 441501

www.plowrightmedicalcentre.co.uk
email:plowright.medical@nhs.net

Please keep this booklet near the telephone for easy reference

Welcome to Plowright Medical Centre

We would like to welcome and to assure you that we strive to provide the best possible standard of care for you and your family.

This booklet has been prepared to provide information about the Practice. It includes the services we offer, and how you can make use of these when you need to do so.

PLEASE READ THE BOOKLET CAREFULLY AND THEN RETAIN IT FOR FUTURE REFERENCE

The Doctors

Dr David J Sorensen-Pound	MBBS MRCGP DRCOG DA (UK) London 1983
Dr Alistair Richardson	MB ChB MRCGP 2008 University of Manchester
Dr Paul Wisdom	BM BS 1985 University of Nottingham
Dr Amreetha Devar (regular locum)	MBBS MRCGP DFSRH (DFFP) DRCOG UK 2009
Dr Christopher Huckle (regular locum)	MB BS 2010 University of East Anglia UK 2010

ALL THE DOCTORS ATTEND BOTH SURGERIES

(Dr Devar only attends the Swaffham site)

Premises

Both premises have on-site car parking are both fully accessible for disabled people. The practice provides services from its purpose-built premises in Swaffham at Plowright Medical Centre (opened 2005) and in Necton at the Plowright Surgery (opened 1995)

Surgery Opening Times

Swaffham Medical Centre and Dispensary

Monday to Friday - 8.30am to 6.30pm (Surgery doors close at 6pm)
The surgery closes on Tuesdays for staff training between 1.00pm and 2.00pm
The dispensary is shut between 12.30pm - 2.30pm and closes at 6.00pm

Necton Surgery and Dispensary

Monday to Friday - 8.30am to 12 noon, and 2.00pm to 5.00pm.
Thursday - the surgery and dispensary close at 12 noon.

The practice reserves the right to amend these opening hours.

German Measles (Rubella)

The rash appears during the first day of the illness and usually covers the body, arms and legs in small pink spots about 2mm in size and does not itch. There are usually no symptoms, apart from occasional aching joints. It is infectious from two days before the rash appears until the rash disappears four to five days later. The only danger is to unborn babies and it is important that all contacts are informed so that anyone who may be pregnant can consult their doctor.

Measles

The rash is blotchy and red and appears on the face and body on about the fourth day of illness and is most infectious from two to four days before the rash appears until eight to ten days afterwards. The whites of the eyes and the inside of the nose become sore, red and watery. A cough develops and some patients may develop earache. Paracetamol syrup and a simple cough linctus will help, as will staying away from bright sunlight in a shaded room. If you think your child has measles please contact your doctor by telephone.

Mumps

The symptoms are painful swelling of the glands in front of one ear often followed a few days later by swelling in front of the other ear. It is infectious for two or three days before the swelling starts, until eight to ten days after that. Mumps is now a notifiable disease. Please contact your doctor.



IMMUNISATION CAN PREVENT THESE DISTRESSING AND SOMETIMES DANGEROUS ILLNESSES.

Staff Protection

A zero tolerance policy towards violent, abusive and threatening behaviour is now in place throughout the National Health Service. The staff in this practice has the right to do their work in an environment free from such behaviour. Everything will be done to protect that right. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

What to do if you are dissatisfied

Although we will do our best to meet your expectations, there will inevitably be occasions when we get it wrong and, where possible, we will try to resolve your complaint ourselves. Please discuss your concerns with our Practice Manager, who will carry out an investigation into your complaint. If after doing this you are still dissatisfied, you may wish to discuss the matter with your doctor. Alternatively, you may address your complaint to the complaints manager at NHS England, PO Box 16738, Redditch B97 9PT, or email: england.contactus@nhs.net. Visit www.england.nhs.uk for details further details.

Burns & sunburn

For burns, apply lots of cold/iced water immediately (ie under a running tap) and continue until pain subsides; usually approximately 10-15 mins. If the skin is unbroken but blistered, apply a light dry dressing and usually no further treatment is needed. If the burn is larger than say 4 or 5cm in diameter, or if the skin is broken, consult your doctor as soon as possible.

Avoid sunburn and heatstroke by minimising your exposure to the sun by using shade, clothing and a hat, as well as high protection factor sun creams, ensure you drink plenty of fluids. Special care should be taken with children, as their skin is particularly susceptible. If affected by sunburn, the treatment is the same as for all burns: by applying cold water. Calamine lotion will reduce the inflammation and Paracetamol will also help.

Gastroenteritis and Stomach Aches

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are usually diarrhoea, sickness and stomach ache. Large quantities of water, orange juice or thin soup should be taken to counteract the effects of dehydration. Consult your doctor if the symptoms persist for more than a day or, in the case of young babies, six hours.

Nosebleeds

Sit in a chair (leaning forwards with your mouth open) and pinch your nose just below the bone for about 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for about 24 hours and do not blow your nose. If symptoms persist, consult your doctor.

Cuts, Grazes, Stings & Bites

Wash wounds thoroughly with water and stop bleeding by applying a clean dressing and pressure to the wound for about five minutes. Cover with a clean dry dressing. Most symptoms of bites and stings can be relieved by antihistamine tablets or cream, available from your pharmacist. Bee stings should be scraped away rather than 'plucked', to avoid squeezing the contents of the venom sac into the wound.

Childhood Infections

Head Lice

These creatures prefer clean hair and are not a sign of poor hygiene. They can be eradicated by the use of medical lotions, available from your pharmacist. See the health visitor or school health advisor for up-to-date information on treatment.

Chicken Pox

On the first day a rash appears with small red patches 3 to 4mm wide. Within a few hours, these will develop into small blisters at the centre. During the next three or four days, further spots will appear and the earlier ones will turn crusty and fall off. Calamine lotion may be applied to help the itching and cool baths will help. The most infectious period is two or three days before the rash appears and up to five days after this date. Children may return to school seven days after the outbreak of the most recent crop of spots, when the scabs are falling off.

The Practice Team

Practice Manager – Emma Pymm

The Practice Manager is responsible for ensuring the day-to-day general management and smooth running of the practice.

Practice Nurses

Head Practice Nurse – Sandra Misseldine

The team offer consultations by appointment during surgery hours at both surgeries providing advice and support. Services include routine health checks, immunisations, ear syringing, dressings, cervical smears, ECGs, advice on minor ailments and injuries, general health advice, blood pressure checks and new patient medicals. Nurse-led clinics are held for respiratory diseases, diabetes, healthy heart and smoking cessation. Practice nurses are supported with the day-to-day running of their clinics by health care assistants and phlebotomists.

Receptionists

Head Receptionist – Kirsty Whiley

A team of dedicated receptionists work at both Swaffham and Necton.

Dispensers

Head Dispenser – Stephanie Symonds

A team of highly trained dispensers provide a dispensing service at Swaffham and Necton.

Administration Team

Head Administrator – Linda Cooper

A professional and experienced team of administrators manage patient's records, referrals and documentation services for both Swaffham and Necton.

Attached Team Members

Midwife

A team of community midwives work with the doctors to run an antenatal clinic at the Swaffham Medical Centre.

District and Community Nurses

A team of district and community nurses provide nursing treatment to the housebound and patients recently discharged from hospital. They can be contacted on 01553 668777.

Health Visitor

Health visitors are attached to the practice and may be contacted on 0300 300 0123. The health visitor is responsible for visiting all families with children under the age of five.

Dietician

Our dietician runs a clinic every month. Referral is through the doctor or nurse.

Counsellor

Both adult and child counsellors are available to help those with personal problems, anxiety or stress-related symptoms. Referral is through the doctor or nurse.

Primary Care Mental Health Services – The Wellbeing Service.

The primary care mental health service provides information, advice and support relating to mental health difficulties. There are clinics for individuals and also at the Community Centre for groups. Referral is through the doctor or self-referral. For more information visit : www.wellbeingnands.co.uk or call 0300 123 1503

Services Provided

We aim to provide a full range of general medical services including minor injury, maternity services, child health surveillance and nursing services including nurse-led clinics in Disease Management. We also host a range of externally managed services which include a Chiropracter, West Norfolk Carers, Hearing Aid Clinic and Diabetic Retinopathy.

Registration

The receptionist will provide you with the necessary information to register. You will be asked to complete a Registration Form and a New Patient Questionnaire. You can download these forms from our website. If you are registering children under the age of 16 you will also be asked to complete a form detailing your children's names and ages.

Appointments

Consultations with the doctors, practice nurses and attached health professionals are by appointment only. Appointments can be made by telephoning, coming into the surgery in person, or by visiting our on-line booking system, www.patientaccess.com - you will need register for this service – please visit the website or speak to the reception team. Appointments are for 10 minutes and for one person only. If you have a number of problems please make a double appointment. If you cannot keep an appointment, please let us know; a wasted appointment means a longer wait for others. We offer a text messaging service which will remind you a few days before your due appointment.

If you feel you need to be seen urgently; on the day appointments are available, an outline of your problem and contact details will be taken by the receptionist. A screening nurse will then call you back to enable you to access the most appropriate clinical support.

Referrals

If the doctor refers you for an outpatient appointment you will be given a choice of hospitals and sent an outpatient appointment and time. If this is through the eReferral system it can be amended if necessary. You will be advised how to do this in a letter from the surgery. If you have any problems using the system, please contact the helpline on 0345 6088 888.

Self-Treatment of Common Illnesses

Many conditions get better on their own and can be treated successfully at home; your pharmacist may be able to help you with these and advise you about medicines you can buy over the counter. Alternately, visit the NHS choices website where further useful information is available. www.nhs.uk

Seven Essentials to have in your home

Every home should have a basic selection of products and first aid supplies in the cupboard. The seven most useful items are: **Painkillers and fever reducing drugs** (such as Paracetamol and Ibuprofen); a **Thermometer**; **Anti-itch medication** such as creams and anti-histamine tablets for insect bites and stings; **Anti-Acid medication** to relieve the symptoms of heartburn and indigestion; **Sore throat products** such as lozenges with antiseptic can help ease soreness; **Plasters and Dressings** for the unexpected cut or graze, and **Oral rehydration salts** as diarrhoea and vomiting can quickly cause dehydration.

Colds, Flu and Sore Throats

These are caused by viruses and may start with a runny nose, cough, temperature and headache. Antibiotics are of no use in these cases and they should be treated with recommended doses of Paracetamol or Aspirin to relieve the symptoms, and by drinking plenty of fluids. For patients who are at greater risk from the effects of influenza such as the elderly, diabetics etc, seasonal vaccination is available from the surgery. Most sore throats clear up with similar treatment and antibiotics would only be considered if a sore throat had persisted for more than a week or was especially severe.

Diarrhoea and Sickness

In adults and older children, this will usually get better on its own and treatment consists of replacing fluids that you have lost and resting the gastric system by having nothing solid to eat for 24 hours. The symptoms can usually be eased by Imodium or something similar, available from your pharmacist, as are sachets of powders such as Dioralyte and Rehidrat, which can be made into a drink to replace lost fluids.

If the diarrhoea contains blood or there is severe pain or high fever, you should discuss it with your doctor. Dairy products are best avoided for a few days. Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to advise you about this over the telephone and arrange to see you if necessary.

Backache, Strains and Sprains

Many acute strains and sprains will respond to a few days' rest. Take Paracetamol for the pain, and a cold compress (e.g. ice in a tea towel, or a packet of frozen peas) applied for about 10-15 minutes may initially help to reduce pain, bruising and swelling. Apply a firm crepe bandage and give the sprain plenty of rest in an elevated position until the discomfort has subsided.



**when it's less
urgent than 999**

MEDICAL EMERGENCIES

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains, please telephone **999** for an ambulance.

Other Options for Health Care

Pharmacy

Ask your local pharmacist for advice about common illnesses.

NHS 111 Service

If you are not sure whether you need a doctor, or need advice or information about any health problem, call NHS 111 for 24-hour advice.

Walk-in Centre

You can go to the NHS Walk-in Centre in Norwich. The Walk-in Centre is open 7 days a week, from 7.00am - 9.00pm. There is no need for an appointment. Rouen House, Rouen Road, Norwich. Tel: 01603 677500 www.norwichwalkincentre.co.uk

Dentists

If you have a dental problem at times when your usual dentist is closed, please still contact them, as they will have details explaining what to do. In these situations neither the GP nor our OOH services are able to help you.

Improved Access Clinics

Known as 'Hub Appointments', you can now book evening and weekend appointments at the participating Drs Surgeries within West Norfolk. It would mean travelling to an alternative surgery and seeing a different doctor. Please ask at our reception for the details

Our Service to You

We aim to provide the best possible service for all patients registered with the practice and as a patient you can expect:

- To be seen the same day for conditions you and your doctor agree are urgent;
- To have your records treated with confidentiality;
- To be seen within 30 minutes of any appointment you are offered at the surgery and, failing to do this, to be given an explanation for the delay;
- To be seen at home if you and your doctor agree you are not well enough to attend surgery;
- To have long term medication and treatment reviewed at agreed intervals;
- To be informed (through leaflets etc) of the practice's services and how best to use them;
- To receive health care in clean, comfortable and appropriate surroundings;
- To be treated with courtesy and dignity.

In return, what we expect from our patients

- To treat the doctors and staff with courtesy;
- To let us know as soon as possible if you are unable to keep an appointment, so that we can offer it to another patient;
- To be punctual for your appointment;
- To be understanding if your consultation is delayed because your doctor has had to attend to an urgent case.

Dispensary

Both our dispensaries offer a complete dispensing service. The Government only permit patients who live further than one mile from a chemist to have their prescriptions dispensed from the Practice. Non-dispensing patients may choose to collect their prescriptions from the dispensary, or have them sent directly to a chemist of their choice (Boots etc) for collection at a convenient time. Please allow a minimum of two working days for repeat prescriptions. Requests for repeat prescriptions can be made by ticking the boxes against the item required (on the repeat prescription slip), and placing this in the red 'Repeat Prescription' box in the surgeries; by posting your request to the surgery; by telephoning the dispensary during opening times or on-line through our website. (you will need to be registered for this service, please speak to the reception team), or by taking your prescription to your local chemist. Please make a note of your review date, found at the bottom of your repeat prescription slip, and remember to make an appointment to see your usual doctor to ensure continuity of medication. The practice is registered for VAT and, therefore VAT be charged on private prescriptions (not NHS prescriptions),

Home Visits

Patients whose illness prevents them from attending the surgery can be visited in their homes. Visits should be arranged by phoning the surgery before 10.00am. Please be ready to give the receptionist your name, address, telephone number, age and brief details of what is wrong. The doctor may call you before visiting in order to be able to assess you appropriately. Please remember that we can see several people at the surgery in the time it takes to do a home visit - so please **do not request a visit for convenience or lack of transport.**

Out of Hours Surgery (OOH)

If you need to contact a doctor in an emergency outside normal surgery hours, you should phone the surgery in the normal way and the answer machine will give you the number to call. If you run out of medication and need this urgently outside normal surgery hours, again, you should call the surgery in the normal way and follow the instructions as above. The out-of-hours-service (111) runs on Monday to Friday from 6.30pm - 8.30am, Friday night from 6.30pm until to 8.30am Monday morning; public and bank holidays.

Other Services

Minor Surgery

Minor surgery procedures including removal of warts, cysts, verrucae and some moles, are arranged according to demand. We run a Cryotherapy Clinic at Swaffham, once a week, also known as the 'Freezing Clinic'.

Travel Advice and Vaccinations

Certain travel advice and vaccinations are no longer available at the surgery, we can provide the vaccines that are free on the NHS once the assessment has been completed.

Contraception Services

Contraception services are available from the doctors during routine surgery hours. Emergency contraception is available and patients are seen on an urgent basis. Please help us to help you by informing the receptionist if you need this service.

Medical Examinations and Forms

All medical examinations for insurance, HGV/PSV licence etc. can be arranged through the receptionist. For all insurance claim forms, BUPA/ PPP forms, or similar forms, please allow 20 working days for these to be completed. These services are not covered by the NHS and a fee will be payable. The practice is registered for VAT and VAT will therefore be charged on some of these services including DNA testing, insurance reports and some licence applications.

Nurse-led Clinics

Our practice nurses hold diabetes, respiratory disease, healthy heart and health check clinics.

Tests and Results

Most tests (blood tests, ECG, X-rays, smears) are done at the surgery, at the Norfolk & Norwich University Hospital or at the Queen Elizabeth Hospital, King's Lynn. Please bring samples to the surgery before 11am as they are sent to the hospital at 11.30am. The results of different tests take varying lengths of time to come back. Please telephone reception for results, at least 2 weeks after the test, between 2.30 and 4.00pm. Please do not ring for test results before 2.30pm as phone lines are likely to be busy. To maintain confidentiality, results will only be given to the patient concerned or, if under 16 years, a parent or guardian.

Elderly Health Checks

We offer annual health checks to all our patients over the age of 75 years. These are arranged at the surgery.

Health Checks

Health checks for patients aged between 40 and 74 years old can be arranged through the reception.



General Information

Patient Texting (SMS & MJOG)

Where patients have provided a mobile number the practice will text patients 24 hours prior to their appointment to remind them. You can also download the MJOG app to make full use of a reminder service.

Transport for Hospital Appointments

Hospital transport can be arranged in cases of medical need. You may arrange this by ringing the ERS Patient Transport helpline on 0333 240 4100. Full details of this booking service are available in the surgery.

Change of Name, Address or Telephone Number

If you change your address or telephone number, please notify reception and complete the necessary form. If you change your name you will be asked to provide proof of your new name by producing a copy of your Marriage certificate or Deed Poll certificate.

Access to Medical Notes

You are entitled by law to have access to your medical records. The doctor is entitled to withhold any information which may be considered detrimental for you to see.

Computer Data

Certain patient data, e.g. registration details and medical details, is stored on the computer. We are registered under the Data Protection Act 1998 and comply to GDPR regulations.

Confidentiality

All staff are bound by strict rules of confidentiality, an ethic which is taken very seriously.

Mobile Phones and Tablet Use

For the benefit of the staff and other patients in the surgery please ensure mobile phones are turned to silent when you come in to the surgery. All calls should be taken outside of the building. Texting and the use of mobile phones, tablets etc. is permitted as long as they are switched to silent.

Summary Care Records (SCR)

The NHS has introduced SCR for all patients across the UK. The SCR allows access to your name, contact details, allergies and medication, by clinical staff at hospitals and out of hour's teams, in times of emergency. If you do not wish your records to be accessed, you can 'Opt Out'. To do so, you need to complete a form which is available at Reception, or you can download from our website. You can enhance the information on your SCR, please speak to a receptionist about how to do this.

On-Line Access

All patients with access to the internet can now book appointments, order repeat prescriptions or view their medical record on line. You need to register to use this service. Visit www.patientaccess.com to register, you will need to bring in a photo ID to verify the registration. A receptionist will be happy to help you with the registration process.

