



Hoveton and Wroxham Medical Centre



**Stalham Road
Hoveton
Norfolk
NR12 8DU**

01603 782155

hovetonandwroxhammedicalcentre.nhs.uk

*Core opening hours:
8:30 - 18:00 Monday to Friday*



You can also visit our website
by scanning this QR code.

NHS
Providing NHS services

About us

Hoveton & Wroxham Medical Centre is a dispensing GP practice providing high quality health care for its over 9000 patients. We are a teaching practice for UEA medical students and host/supervise junior doctors on their journey towards becoming fully qualified GPs. The practice also actively takes part in research studies.

Meet our clinical team

General Practitioners

Dr Clare Singh

Partner

MB ChB DRCOG DCH MRCGP PGCert Qualified Leeds 1993

Dr Matt Morley

Partner

MB BS DRCOG MRCGP FHEA PGCert Qualified London 1995

Dr Carsten Dervedde

Partner

MSE (GER) MRCGP PGCert Qualified Hamburg 1994

Dr Will Brookings

Partner

BSc MBBS MRCP MRCGP Qualified University College London 2005

Dr Alex Smith

Partner

MBBS, BSc, MRCP, MRCGP Qualified UEA 2012

Dr David Tesh

MBBS, BSc, MRCP, MRCGP Qualified London 2007

At this practice, you are registered with a named GP who oversees your care. Although you have the right to express a preference to see a particular clinician, many of our team work part time so you may be offered an appointment with an alternative doctor or nurse.

Nursing Team

Advanced Nurse Practitioners

- Caroline Mansfield
- Cleo Hale
- Miranda Taylor
- Lucy Constable

Practice Nurses

- Sara Moss
- Hayley Platten
- Rebecca Clark
- Alessia Waldron
- Jenna Grimble

Healthcare Assistants

- Clair Barber
- Sharon Wright
- Danny Fowler
- Jayne Ball
- Beth Campbell
- Lorraine Street - *Pharmacy Technician*

Primary Care Network Support Team

- Ben Bradford - *First Contact Physiotherapist*
- Kathryn Cogman - *First Contact Physiotherapist*
- Nina Graham - *Mental Health and Wellbeing Coach*
- Marcela Murray - *Mental Health Practitioner*
- Mark Nudd - *Social Prescriber*
- Tilda Bryan - *EMDR Therapist*
- Jasmine Driver - *PCN Recovery Worker*



Our Services

To book an appointment, either contact us via telephone or our website.

We offer:

- Annual monitoring of chronic illnesses
- Flu and Covid vaccine clinics
- Routine vaccinations
- Smoking cessation
- Maternity services
- Child health surveillance
- Diabetes management
- Family planning and cervical screening
- A carers group for people caring for loved ones with Alzheimer's and Dementia
- Clinical research
- Joint injections
- HRT support
- NHS holiday vaccinations

In our **Broadland Suite**, we also offer:

- Physiotherapy (*NHS and private*)
- Hearing services (*NHS*)
- Ultrasound investigations (*by NHS referral*)
- Hypnotherapy (*private service*)
- Aortic aneurysm screening (*via NHS invitation*)

In our **Community Unit**, we also offer:

- Leg ulcer clinic
- Continence clinic (*Avocet Clinic*)
- Podiatry (*NHS*)

Home visits

If you're unable to make it into the surgery for an appointment, you can organise a home visit through our Reception team, requesting this before **10:30am**.

Prescriptions

We are a dispensing practice, and if you live **more than a mile** by road from a community pharmacist, we can dispense your medicines as well as prescribe them.

Even if we cannot dispense to you, we can still order your repeat prescriptions for you and have the prescription collected by a local pharmacy of your choice.



Our dispensers are only able to take prescription enquiries between **10 and 12pm** and **2 and 4pm** each day, so allow sufficient time for dispensary operations to be conducted.

Repeat prescription requests will not be taken by telephone. For these, please use the form on our website or the NHS app.



Disabled access

There is good access for our disabled patients to all of our consultation rooms, including those on the 1st floor which are accessible by our lift. We have designated disabled parking near to the main entrance.



Your information

Under no circumstances do we share your information with third parties that are not directly related to a legitimate episode of care within the NHS, unless you give us explicit consent to do so.

We do understand that it is sometimes necessary for a family member to talk to us on your behalf. If you would like to give us permission to talk to a nominated person(s), please ask our Reception team for a consent form.



For more information about how we use and protect your information, please visit our website.

Joining our PPG

A Patient Participation Group (PPG) is a group of fellow patients who attend meetings with the surgery to share ideas on how to improve our service. If you would like to join, please email ppg.hwmc@nhs.net.

Comments & Complaints



We welcome any positive and constructive comments about the provision of our service.

If things haven't gone as expected, please contact Sheila Curtis, our Complaints Manager, on **01603 782155**, who will try and resolve the issue and offer you further advice on the complaints procedure.

Alternatively, if you would like to make a formal complaint, please email this as soon as possible to nwicb.hwmc@nhs.net.

Registering with us

We cover the following areas: Hoveton, Wroxham, Neatishead, Barton Turf, Horning, Irstead, Dilham, Sloley, Ashmanhaugh, Tunstead, Smallburgh, Salhouse, Rackheath, and on rare occasions and certain circumstances, Coltishall, Worstead and further afield.



If you would like to register with Hoveton and Wroxham Medical Centre, you can do so via the form on our website.

Alternatively, if you do not have access to the Internet, please visit our Reception desk for a registration form.

Your responsibilities as our patient

We would like you to treat doctors and practise staff with the same level of **respect** that you expect from them. **Abuse of our staff is not tolerated.**

If you cannot keep an appointment, **please cancel it in good time.** If you change your address and telephone number, make sure to let us know.

The **NHS App** gives you a simple and secure way to access a range of NHS services. It has many features that can make your care easier to manage, for example allowing you to order your repeat prescriptions and view your GP health record straight from your phone.



You can download the NHS app through the **Google Play** or **App Store**.

The practice phone lines are open for **emergency calls only** between 08.00 to 08.30 and 18.00 to 18.30.

During our core hours of 8:30 and 18:00, the lines are open for all enquiries.

If you need medical attention outside of our opening hours, please call **111**.

If you feel the condition could be life threatening, please call **999**.

Hoveton and Wroxham is a non-limited partnership and is part of the Norfolk & Waveney Integrated Care Board

NHS Norfolk and Waveney ICB, County Hall, Martineau Ln,
Norwich, NR1 2DH

nwicb.contactus@nhs.net

01603 595857

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