



Drayton Medical Practice

Drayton, Horsford and St Faiths Surgeries

Patient Information Leaflet

Contact us

Visit our website www.draytonmedical.nhs.uk
Email – nwicb.draytonmedicalpractice@nhs.net
Call us on [01603 867532](tel:01603867532).

Opening Hours

Our surgeries are open from 08:00 to 18:00 Monday to Friday
Our phone lines are open from 08.00 to 18.30 Monday to Friday

About us

Drayton Medical Practice is a dispensing, urban/rural medical practice situated to the north of the city of Norwich. The Practice area includes the residential suburbs of Norwich and extends into the outlying villages. To cover this area, there are three surgeries: Drayton, Horsford and Horsham St Faith.

In 2014 Drayton & St Faiths Medical Practice and Horsford Medical Centre merged, the Practice is now called "Drayton Medical Practice". Drayton Surgery is the largest of the three surgeries and is the administrative hub for the Practice. There is a separately owned pharmacy located next to Drayton surgery. Horsham St Faith has its own dispensary and Horsford surgery has Pledger pharmacy located next door.

The doctors and the nurses at the Practice work at multiple sites during the week and while we try to provide appointments at all sites, you may be required to travel to any of the surgeries if you wish to see your regular doctor.

Drayton Medical Practice has been involved in the training of general practitioners since the inception of the GP training scheme in the 1970s.

The Practice is a research active practice meaning from time to time we may contact you to see if you would be willing to take part in research activities.

The Practice is part of the Primary Care Research Network in the East of England.

Our Practice Mission Statement is as follows:

The Practice is committed to providing the highest quality health care to our patients, their families and other service users. We achieve this by delivering safe and compassionate care.

Our values are based on the things that matter most to our patients - continuity, good access, and systematic care. We adhere to the principals of the NHS Constitution.

Drayton Medical Practice actively promotes and supports the ethos and the requirements of the Equality Act 2010.

Practice Partners & Staff

The GP Partners

Dr Alan Lee	MBChB	Sheffield 1993
Dr Michael Macbeth	MBChB DRCOG MRCGP	Liverpool 2002
Dr Rebecca Ely	MBChB	Aberdeen 2006
Dr Mark Everard	MBBS MRCGP	University College of London 2009
Dr Jocelyn Bindley	MBChB DRCOG MRCGP	University of East Anglia 2007
Dr Rowan Needham	MBBS MRCGP	University of Newcastle 2009
Dr Thomas Pearson	MBBS DRCOG MRCGP	University of East Anglia 2007

Doctors

Dr Thomas Bennett	MBBS MRCGP	University College of London 2009
Dr Joshua Musson	MBBS	University of East Anglia 2016

We are fortunate in being a training practice which means we also have GP registrars who are completing specialist training to become a GP. We benefit greatly from these doctors' recent hospital experience, so please accept them as one of us.

Management Team

The management team is responsible for the day-to-day administration of the Practice, and if you have any non-medical problems, useful suggestions, or concerns, they will be happy to talk to you.

Wayne Bolt BSc (Hons)	Managing Partner
Lynda Sowter	Dispensary Manager
Donna Bracey	Clinical Manager
Sharon Chapman	Patient Services Manager

Nurse Practitioners and Paramedics

A nurse practitioner is an advanced practice registered nurse who has completed additional training beyond that of a registered nurse. Paramedics have completed specific Paramedic training.

Donna Bracey	Clinical Manager and Nurse Practitioner
Paul Bloomfield	Nurse Practitioner
Thomas Crawshaw	Advanced Nurse Practitioner
Tamsin O'Grady	Advanced Nurse Practitioner
David Shepherd	Paramedic
Pelle Stone	Paramedic

Practice Nurses

Our Practice Nurses provide routine services for patients including wound dressings, vaccinations, and cervical smear tests. Many of our nurses see patients with minor problems and have specialist interests in areas such as Diabetes and Asthma.

Danielle Taft	Practice Nurse
Sonia Ingram	Practice Nurse
Claire Chittock	Practice Nurse
Rachel Brooks	Practice Nurse
Michelle Cropper	Practice Nurse
Racheal Wright	Practice Nurse

Healthcare Assistants and Phlebotomists

Our Healthcare Assistants perform routine blood tests and undertake routine investigations, complete NHS health checks and record information for new patients.

Claire Turner	Healthcare Assistant
Michelle Pauling	Healthcare Assistant
Michelle Green	Healthcare Assistant
Katy Miles	Healthcare Assistant
Tiegan Browne	Healthcare Assistant
Rosie Feltham	Healthcare Assistant
Kerri Townshend	Phlebotomist

Medicine Management Team

This team are responsible for ensuring you safely receive your medication, and it is regularly reviewed.

Nicola	Clinical Pharmacist
Sarah	Clinical Pharmacist
Lauren	Pharmacy Technician
Andreea	Pharmacy Technician
Jaslyn	Dispenser and Pharmacy Technician trainee
Tracy	Dispenser
Jenny	Dispenser
Holly	Dispenser
Alex	Dispenser
Melissa	Dispenser
Coutney	Dispenser
Edel	Dispenser
Carla	Prescriptions Administrator
Rianna	Prescriptions Administrator
Chantel	Prescriptions Administrator

Patient Services Team

Our receptionists are available at every surgery. This team is responsible for answering telephone calls, dealing with queries at the reception desk and answering online questions.

Kelly	Patient Services Administrator
Kate	Patient Services Administrator
Sam	Patient Services Administrator
Bobbie	Patient Services Administrator
Carol	Patient Services Administrator
Hannah	Patient Services Administrator
Michelle	Patient Services Administrator
Lisa D	Patient Services Administrator
Victoria	Patient Services Administrator
Gail	Patient Services Administrator
Donna	Patient Services Administrator
Lisa J	Patient Services Administrator
Annie	Patient Services Administrator
Rachael	Patient Services Administrator

Administrative and I.T. Staff

We have a team of administrative and I.T. staff that are seldom seen by our patients. They are a very important part of our staff team and help to keep the surgery running smoothly. You may have contact with one of this team if you have a query about a referral to a hospital consultant or have a condition such as diabetes or asthma.

Carole	Referrals and Private Work Administrator
Lara	Referrals and Private Work Administrator
Sarah	Referrals, private work, and Safeguarding Administrator
Jenny	Document Processing Administrator
Ava	PCN GP Assistant and Document Processing Administrator
Caroline	Document Processing Administrator
Sarah	Patient Data Administrator
Gabby	Patient Care Coordinator (Recalls)
Lindsay	Management Administrator
Alison	Patient Data Coordinator
Georgia	Administration Assistant (Recalls)
Charlotte	Administration Assistant (Recalls)
Vicky	PCN Care Coordinator
Catherine	PCN Care Coordinator
Rebecca	Compliance and Complaints Lead

Appointments

We have three types of appointments available:

1. You can pre-book a [routine](#) appointment with a doctor, nurse, healthcare assistant or phlebotomist. This type of appointment is most suitable for people with ongoing medical problems who need to see the same GP or nurse.
2. We have an [On the Day](#) system where we can provide a minor illness appointment with a GP, nurse practitioner or paramedic. This is for acute conditions where you need to be seen urgently. We cannot guarantee who you will be seen by at these appointments.
3. We can also offer appointments for [telephone consultations](#). If you have a query which you feel can be dealt with over the telephone, then please ask for a telephone appointment. In these cases, patients need to be available to receive a call from a GP between a 2-hour window. You will be notified of this time window when the appointment is made.

Online Appointment Booking

You can book appointments online via Patient Access or NHS app.

Cancelling Appointments

If you are unable to attend or no longer require an appointment, please let us know so we can offer the appointment to someone else. You can cancel your appointment via our website www.draytonmedical.nhs.uk, or you can call us on 01603 867532 and select option 2 to leave a voicemail message.

Home visits

If your illness prevents you from attending the surgery, you may be visited at home. If you think you need a visit, please telephone before 10.30am and be prepared to give a brief account of your problem to the Receptionist. Although you have requested a visit the doctor may phone you to see if telephone advice is appropriate. Our home visits are restricted to those patients who are truly housebound. If you are having difficulty getting to the surgery, please contact us and we can signpost you to organisations who can help.

Out of Hours Emergencies

When the surgery is closed you will be directed to call NHS 111 or 999 in an emergency. They will deal with your problem, giving you advice, asking you to go to an Out of Hours Primary Care Centre or visiting you at home.

Extended Opening Hours

Improved Access surgeries are intended for patients who are not able to attend during the practice's normal 8:30 am to 5:30 pm Monday to Friday surgeries. These appointments are exclusively for pre-booked appointments only. Please ask our Reception Team for details.

Your information

Personal information and health records are kept about our patients on our electronic record system—EmisWeb. It is important to remember that:

- We ask you for information so that you can receive safe care and treatment.
- We keep this information together with details of your care because it may be needed if we see you again.
- We may use some of this information to help us protect the health of the public generally, to see that the NHS runs efficiently.

- Information may also be needed to help educate clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example to notify a birth or death. The NHS Central Register of England and Wales contains basic personal details of all patients registered with a General Practitioner. The Register does not contain clinical information.

Drayton Medical Practice uploads records to the Summary Care Record to enable other clinicians, who are providing care for you, access to your current and recent medication and details of any allergies. You can opt out at any time of the Summary Care record.

Drayton Medical Practice is required by law to release your data to the Health & Social Care Information Centre (HSCIC).

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL

You may be receiving care from other organisations in addition to the NHS. So that we can all work together for your benefit, we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it and it is in your, and everyone's interests. Whenever we can we remove details which identify you. Anyone who receives information from us is also, under a legal duty to keep it confidential. If you agree, your relative, friend and carers will be kept up to date with the progress of treatment, if appropriate.

If at any time you would like to know more about how we use your information, please go to our website www.draytonmedical.nhs.uk.

Feedback

Please tell us when we do something right so that we can share this with the team. Alternatively, if there are areas in which we can do better, please also let us know so that we can continue to improve and learn.

It is easy to share your feedback with us. You can either:

- Visit our website and submit the feedback form.
- Send an email to nwicb.draytonreception@nhs.net
- Write to us at 8 Manor Farm Close, Drayton, Norwich, NR8 6EE.

If you are not the patient, but are complaining on their behalf, you must have their permission to do so. A Third-Party Consent Form is available on our website or by request.

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. When we investigate your complaint, we will investigate the circumstances and make sure you receive an apology. We will take appropriate steps to make sure the problem does not arise again.

If you remain dissatisfied with the outcome you may refer the matter to The Parliamentary and Health Service Ombudsman (PHSO) - Millbank Tower, Millbank, London, SW1P 4QP, Tel 0345 015 4033, www.ombudsman.org.uk, <https://www.ombudsman.org.uk/making-complaint>

Useful Contact Information

You can contact us by [email at nwcb.draytonmedicalpractice@nhs.net](mailto:nwcb.draytonmedicalpractice@nhs.net)

Our website address www.draytonmedical.nhs.uk

Postal Addresses - Our surgery addresses are:

Drayton Surgery

8 Manor Farm Close
Drayton
Norwich
NR8 6EE
01603 867532

Horsford Surgery

205 Holt Road
Horsford
Norwich
NR10 3DX
01603 867532

St Faiths Surgery

20 Norwich Road
Horsham St Faith
Norwich
NR10 3LB
01603 867532

The Practice is a member of NHS Norfolk and Waveney Integrated Care Board (ICB). For more information about the ICB visit the website www.improvinglivesnw.org.uk.

The Practice is registered with the Care Quality Commission to provide primary medical services, more information about the CQC can be found at their website www.cqc.org.uk. Our CQC rating is Good.

Our Dispensary

Dispensary opening hours are Monday to Friday 8.00am—6.00pm

We are only able to dispense medicines to patients who DO NOT live within one mile of a dispensing pharmacy. All other patients are required to visit a pharmacy to receive their medication. We can advise you if you are in any doubt as to your rights. These are government regulations and unfortunately, we have no discretion in the matter.

Prescriptions charges are set at the current rate by the government and should be paid as your drugs are collected. We are obliged to ask for proof of exemption to charges and you will be asked to sign the back of the prescription indicating your entitlement to free medicines.

Repeat prescriptions

Those patients on regular medication are allowed a certain number of repeats of this medication without seeing the doctor or nurse. The number of repeats is decided on by the doctor or nurse, who will want to review your progress. One month's supply of drugs will normally be supplied on each occasion. Repeat prescription requests will be dealt with within two working days of receipt.

You can order your repeat medication in various ways:

1. via our website www.draytonmedical.nhs.uk
2. use your online access or NHS app.
3. post your repeat request slip into one of our secure post boxes located at each surgery.
4. call us on 01603 867532 and select option 3 for prescriptions.

For urgent medication advice when the surgery is closed, contact NHS 111 (call 111 from any phone)

Test Results

Test results arrive electronically at the Practice each day and are checked by a clinician. You can view your test results online via online services / NHS app, alternatively you can contact our reception team on 01603 867532.

Once a clinician has reviewed your test results, they will mark them as:

Normal / Satisfactory - This means the clinician has looked at the results and deemed them to be within

the normal range for the test or very close to the normal range for the test. Some patients have consistently abnormal results that are 'normal' for them. No further action is required.

GP / Nurse Practitioner is happy to wait until medication review - This means the clinician has looked at the results and would like to discuss them with you at your next medication review. This is not urgent and can wait until you would normally see the GP, Nurse Practitioner, or specialist nurse.

Abnormal - Urgent appointment required for a GP or Nurse Practitioner. This means the GP or

Nurse has seen the results, and they would like to see you again for an appointment. The clinician will ask our reception team to contact you to arrange a follow up appointment.

Abnormal - Routine appointment required with GP or Nurse Practitioner. This means the GP or

Nurse Practitioner has seen the results, and they would like to see you again for a routine appointment.

The clinician will ask our reception team to contact you to arrange a follow up appointment or a routine appointment can be booked via our website.

It is important that patients also take responsibility to find out their test results and make a follow up appointment with the relevant clinician if required.

If the clinician has asked our reception team to contact you to arrange a follow up appointment, please note that our receptionists can only give you the clinician's message and do not have clinical knowledge to discuss test results.

The Practice has a strict policy regarding confidentiality and data protection, and we will only release test results to the person whom they relate unless that person has given prior permission for the release of this data.

We normally allow 7 working days for blood test results to come back, however it can take longer depending on the test results that are being carried out.

X-Ray and Ultrasound results generally take 7-10 working days for results to come back, however it can take longer.

Patient Engagement Group

We are fortunate to have a small group of volunteers who form a Patient Engagement Group for the Practice.

The group support the work of the Practice in various ways, for example advising on service provision, providing feedback on patients' needs, concerns and interest and helping to give patients a voice in the organisation of their care. The Group also help in more practical ways such as providing support at flu clinics.

Registering at the Practice

If you wish to register with our practice and you reside within our practice area, you can:

- register online via our website www.draytonmedical.nhs.uk and select General Enquiries - register as a new patient.
- visit one of our surgeries and ask to register. You will be asked to fill in a registration form.

You will be required to send us photo identification (driving license or passport) or if this is not available a birth and or marriage certificate and proof of address (utility bill, bank letter or similar) to enable us to register you and obtain your medical records from your previous practice.

You are registered with Drayton Medical Practice, which has 3 surgery sites. We do not have any strict rules about only seeing one doctor. However, where possible we would ask you to keep to the same doctor for an “on-going” problem.

Website

Please go to our website to keep up to date with news from the Practice as well as access to our health information library. You can also select one of the ‘practice rooms’ to:

- Get help for any health problem.
- Ask reception a question.
- Set up online access.
- Request a fit note.
- Request repeat medication
- visit our wellbeing centre and treatment room.

Online access

The NHS app will allow you to:

- Book and cancel appointments.
- Order your repeat medication.
- View laboratory results - including blood results.
- View immunisation and vaccination details.
- Change your personal details.
- Access your Summary Care Record.

To register for online access:

- Go to our website www.draytonmedical.nhs.uk - Select register and complete the online form.
- In person at any of our 3 surgeries and request online access

Research

Drayton Medical Practice is committed to learning and supporting the NHS to grow. We may ask you to participate in a research project. We are often approached to take part in studies where a research team requires a selection of patients to facilitate a study. You are not obliged to take part in any research.