



LONG STRATTON MEDICAL PARTNERSHIP

www.longstrattonsurgery.nhs.uk



SWAN LANE & NEWTON FLOTMAN SURGERY

Telephone: 01508 530781

PATIENT INFORMATION LEAFLET

and

PATIENT CHARTER

**Long Stratton Medical
Partnership
Swan Lane
Tharston
Norfolk
NR15 2UY**

**Long Stratton Medical
Partnership
St Mary's Close
Newton Flotman
Norfolk
NR15 1AH**

SURGERY OPENING HOURS

Long Stratton Surgery

Monday to Friday - 8.15am to 6.00pm
Extended access hours available

Newton Flotman Surgery

Monday, Tuesday and Thursday -
8.15am to 6.00pm (Closed 1pm-2pm)

CONTACT DETAILS DURING OPENING HOURS

Appointments, Dispensary and General Enquiries

Telephone: 01508 530781

Email for General Enquiries only: lsmp.d82037@nhs.net

CONTACT DETAILS OUT OF HOURS

Monday to Friday 6.30pm to 8.00am,
Including all weekends and Public/Bank Holidays

If you have an urgent medical problem out of surgery hours,
contact the non-emergency service for advice:

Telephone 111

(NHS 111 is available 24 hours a day, 365 days a year. Calls are
free from landlines and mobile phones.)

Or

Visit the local walk-in centre

Open 7.00am – 9.00pm, 7 days a week at

**Norwich Practices' Walk-In & Health Centre,
Rouen House, Rouen Road, Norwich NR1 1RB
Tel. 01603 677500**

**If you have a life-threatening medical emergency go to your
nearest Accident and Emergency Department or call 999.**

The Practice Partners are:

Dr Mini Nelson MBBS MRCP (Paediatrics) MRCGP 1993

Dr Jane Loughridge MBChB MRCGP DCH 1989

Dr Dustyn Saint MBChB DRCOG MRCGP PGCertMedEd 2000

Dr Lara Douglass MBBS MRCPCH MRCGP 1999

Salaried GP:

Dr Katie Voigt MBChB DRCOG MRCGP

Dr Amy Hodgson MBBS MRCGP

Dr Thomas Watchman MbChB (hons) BSc MSc MRCP (UK) MRCGP DCH DRCOG FHEA

Dr Siobhan Addison MBBS DRCOG DCH DFFP MRCGP DPD

In addition to the eight doctors, we are fortunate to be able to employ an Advanced Primary Care Practitioner, an Advanced Paramedic Practitioner and a highly experienced team of nursing sisters, HCA's and dispensers. Our trained reception and secretarial staff provide the much-needed support and are the first and most important link between the patient and the doctor, all backed up by an administration team. We are part of the GP registrar training scheme, they are qualified doctors who work with our team so you may be offered an appointment with them.

NHS England provides additional nursing and medical services and close support to the practice via the District Nurses, Health Visitors and Midwives.

All members of staff at the Long Stratton Medical Partnership are dedicated to providing the highest quality care by providing a comprehensive, confidential, personal and holistic service which meets the needs of all patients.

Personal List

Each patient on our practice list is assigned a named GP. When booking a routine appointment, you will be offered the next available slot with a GP, we will endeavour to book you with your own registered [GP](#) but this is not always possible.

Routine Appointments - All consultations are by appointment only (Telephone and Face to Face).

With a GP:

Routine appointments are available at various times of the day. Please make a separate appointment if anyone else in the family wishes to be seen.

If you would like to book appointments [on-line](#) please download the NHS App or ask at reception for more information about Patient Access.

With a Nurse:

Routine appointments are available at various times of the day and can be booked up to 4 weeks in advance (subject to availability). Nurses also run other clinics – please see our “Clinics and Services” section.

Same Day Appointments

Our duty team will assess patients who feel they need attention on the day. Please telephone our [Receptionists](#) who will take a brief description of your problem along with a valid telephone number, and pass this information directly to the triage doctor. The doctor will either call you back or ask the receptionist to call you back with an appointment.

New Patient Appointments

Please bring copies of any relevant letters and prescription repeat request slips with you if you need to make a new patient appointment.

Private Services

We can also provide certain services which are not available under the NHS including insurance reports, holiday cancellation and private health insurance documentation. Please ask to speak to our Secretarial Team who are based at Long Stratton for more information. The charges for these services are displayed in the surgery.

Cancelling Appointments

If you no longer need a booked appointment please cancel it by calling the surgery, texting back to your reminder message or using the online service.

Non-urgent Telephone Advice

You can request to speak to a Doctor if you need advice but please be aware that your call may not be returned on the same day. You should inform the Receptionist if you feel your call is urgent.

Home Visits - a home visit takes 4 or 5 appointments out of a GP's day.

This is a special service for the housebound and seriously ill. You should ring the surgery before 10.00am to request a visit. If you feel it is urgent please make sure you inform the receptionist when you call, so that the Doctor can take the appropriate action.

We are unable to guarantee a specific Doctor will visit you as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion. Please note that a lack of transport is not a reason to request a home visit.

Chaperones'

All patients are offered a chaperone for intimate examinations. A chaperone is there to act as a witness to the examination, to protect both patient and medical practitioner.

Emergencies

A Doctor is always available every day to deal with an emergency.

PLEASE THINK CAREFULLY before dialling 999 or going straight to the hospital. These services are for the seriously ill or injured.

Test Results

If a Doctor or Nurse arranges for a test to be taken you will be informed of how to obtain the results. Results will usually be available within **3 – 5 working days** depending upon the type of test. Some tests will take longer. Results are only given to the person to whom they relate. If telephoning for your results please call after 2.30pm.

Sickness Certificates

You do not require a doctor's certificate for any illness lasting seven days or less as this is covered by completing a "self-certification form" from your employer or available on the Gov.uk website. If you need evidence that you are sick after this period (often referred to as a sick note) you will need to make an appointment with your doctor. If you require an extension to your current sick note, this can be requested via our website using the Forms/Requests tab.

Communicating with our Patients

We want to make sure that you can read and understand any information that we send you, or if you need support in communicating with us. Please let a Receptionist or any other member of staff know.

Carers Information

If you are a carer we would like to know so that we can add your name to our Carers Register and help support you. Carers' Information packs are available from our Receptionists or if you wish for further advice please ask to speak to Margaret Cobbold our Carer Administrator.

Research, Training and Teaching

The practice is involved in health research so you may be asked by a member of our team whether you would be interested in participating in a study or trial. We also offer GP Specialty Training to qualified doctors and we teach medical students, so you may be asked whether you would be happy to talk to some of our students to help their learning.

Recorded Telephone Calls

Please note all our calls in and out of the surgery are recorded. We may monitor, record, store and use any telephone calls with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our services.

Dispensary

Opening hours LS: Monday to Friday 8.15am – 6.00pm (Closed on a Tuesday between 12noon and 2.00pm)

Opening hours NF: Monday, Tuesday and Thursday 8.15am – 6.00pm (closed between 1-2pm)

A comprehensive stock of medicines is held for dispensing to those patients who live more than one mile away from a chemist. **Please note medication needs to be collected at the dispensary where it was requested.**

Repeat prescriptions

If you require certain drugs on a regular basis you will be issued with the tear-off slip from your prescription. Please hand this slip to the dispensary the next time you need to re-order your medication. You can:

- Put it through the surgery letter-box at the practice or post it
- **LS** - Order on-line through the NHS App or Patient Access. You will need to visit the surgery and ask at reception to register for Patient Access (photo ID is required). Please note any orders placed Online must be collected from Long Stratton only.
- **LS** – Email to dispensary.lsm@nhs.net
- **NF** – Email to repeats.newton@nhs.net

If you would like us to reorder your medication for you next month, please leave your repeat slip with the dispensary team when collecting your medication. If you lose your tear-off slip please hand in a written request including your name, address and date of birth.

Please note that we are unable to accept prescription requests over the telephone due to patient safety.

*PLEASE ALLOW **5 FULL WORKING DAYS** BEFORE COLLECTING REPEAT MEDICATION (excluding Bank Holidays).*

To ensure the best possible knowledge of your personal health, repeat prescriptions will be signed by your usual Doctor wherever possible.

If you have any queries or urgent requests for medication please contact the Dispensary Team on 01508 530781 who will be happy to help.

Clinics and Services

We offer a comprehensive list of clinics and services including:

Antenatal, postnatal and family planning services (including contraceptive device fitting), cervical screening, respiratory and diabetic clinics, INR monitoring, NHS Health checks, minor operations, dressings, wound care management and suture removal, dietary and general wellbeing advice, treatment of cuts, sprains, minor burns and other minor injuries.

Phlebotomy - Daily appointments for blood tests are provided by our Healthcare Assistants for patients over 16 years of age. Blood tests for babies and children under 16 years old are done at the Norfolk and Norwich University Hospital. If we are fully booked blood testing for adults is also available at the Norwich Practices' Walk-In & Health Centre or at the Norfolk and Norwich University Hospital.

Over 75s Outreach Nursing Team – If you are over 75 and have been recently admitted and then discharged from hospital you may get a call from Stuart Coxon our Lead Community Nurse.

Childhood Immunisations - These are provided by the Nursing team in conjunction with the Health Visitor.

Flu vaccinations - These are available from mid-October to December and are intended mainly for the elderly and those with chronic conditions such as diabetes, chest or heart conditions.

NHS Travel Vaccinations – We are happy to administer the NHS vaccinations that are sometimes used for travel. You will need to book an appointment with a nurse and bring the appropriate travel advice and vaccination requirements along with you to that appointment.

Please note: Some of these services are only available at Swan Lane Surgery in Long Stratton. Please contact Reception for further details.

Community Services

Midwives

A midwife will give you and your partner support, care and advice during pregnancy, labour and after the birth. You need to complete an online form to register your pregnancy. This form can be found at <http://www.nnuh.nhs.uk/maternity-self-referral-form/>. They are based at Long Stratton Health Centre – 01508 531175.

District Nurses (housebound patients)

If you need to be seen by a District Nurse your doctor will refer you, if you have any questions or queries about this service please contact Single Point of Referral on 01603 518444.

Wellbeing Service

This service provides a range of support for people with common mental health and emotional issues such as low mood, anxiety, depression or stress. You can self-refer to this service or be referred through your doctor. Telephone **0300 123 1503** or visit their website www.wellbeingnands.co.uk. We also offer telephone or face-to-face appointments with our mental health practitioner. Please speak to our reception team

Hospital Transport

ERS Medical provides limited transport for the elderly and infirm to attend a hospital appointment. Please telephone **0333 240 4100** Monday to Friday 9am – 4.30pm. Escorts are only available in exceptional circumstances.

Walk-in Chest X-Ray Service

If a doctor requests you to have a chest x-ray they will ask you to go to the Norfolk and Norwich Hospital. The Radiology department is open Monday to Friday 9am to 4pm and no appointment is necessary but can be very busy so you may be required to wait for your examination.

Transfer of medical records

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and on the same day if the request is urgent.

Access to Personal Health Information

The General Data Protection Regulation 2018 allows you to see what health information is held about you. If you want to see your health records you should make a or written request to the practice, known as a Subject Access Request (SAR). Once your identity has been checked, we will comply with your request within one calendar month. Under the guidance this can be extended by two months if the request is complex.

Patient Confidentiality

The use of personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act. Every member of staff has a legal obligation to keep information about you confidential.

We may have to share your information, subject to strict agreements on how it will be used, with other NHS organisations in the interest of patient care. Third party organisations within the NHS also have a legal, professional and contractual duty to keep all information confidential. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (e.g. life or death situations).

Complaints / Compliments

We always try to provide the best service possible to everyone who attends our practice. If there is a time when you feel dissatisfied with our service then we would always encourage you to tell us straight away, while you are with us, so we can discuss the problem and sort it as quickly and amicably as possible.

If the problem cannot be sorted immediately and you wish to make a complaint either download our Feedback, Comments or Complaints leaflet from our website, or ask for a leaflet at reception.

We do also appreciate positive feedback and comments.

Patients' Rights and Responsibilities

At Long Stratton Medical Practice we recognise that patients have both rights and responsibilities within the General Medical Services we provide. Your care and treatment will always be discussed with you; if there is anything that you do not understand please do not hesitate in asking for clarification.

Patients' Rights

To be registered with a General Practitioner

To have appropriate drugs and medicines prescribed

To be referred for a specialist or second opinion if they and the GP agrees

To view their medical records, subject to the Acts, and to know that those working for the NHS are under a legal obligation to keep the contents confidential

To be treated fairly, irrespective of their race, gender, sexual orientation, religion or disability

To come to surgery buildings that will be welcoming, easy for patients to find their way around and appropriate to the needs of all patients.

Patients' Responsibilities

To be courteous to staff at all times. They are working under Doctors' orders and bullying or harassing of staff will not be tolerated.

Not to be aggressive, under any circumstances, towards staff or other patients.

Not to post derogative, malicious or personal comments about the surgery or its employees on any online social networking site.

To attend appointments on time or give the practice adequate notice that they wish to cancel.

To use an appointment for **one** person only. If another family member needs to be seen or discussed, another appointment should be made.

To make the best use of nursing and medical time. Urgent appointments and home visits should be medically justifiable and not requested for social convenience.

To give 5 working days' notice for repeat prescriptions. This allows time for correct prescribing.

Long Stratton Medical Partnership

"Our purpose is to provide an accessible, patient centred, primary care service, in a safe, caring and effective way."

Long Stratton & Newton Flotman Patient Participation Group (LSNFPPG) The Patient's Voice

This volunteer group of patients meet at the surgery every 2 months along with practice staff. They are seen as our critical friend and the voice of our patients, they provide an insight into the responsiveness and quality of the service we provide.

They organise health promotion events to help you understand common health issues and how to prevent or manage them.

If you are interested in volunteering with this group please ask for more details at Reception