

Duty of Care—our commitment to you

We will endeavor at all times to provide you with a safe, reliable service that treats you with dignity and respect. However, if you feel that we have failed to provide you with this service please ask to speak to the Practice Manager or pick up a complaints leaflet at reception. Our complaints process complies with National NHS criteria and is regularly updated. Equally if you would like to make positive or constructive comments please ask our receptionist for a form or go to NHS Choices www.nhs.uk and browse to this surgery.

Our Practice Area

Covers the following villages and estates:

Ashmanhaugh, Barton Turf, Beeston St Lawrence, Belaugh, Brook Park, Dilham, Horning, Hoveton, Instead, Neatished, Rackheath, Sloley, Smallburgh, Tunstead, Woodbastwick, Wherry Gardens and Wroxham

In addition if you are an **existing** patient and move to the following villages we can continue to look after you:

Collishall, Heggatt, Horstead (other than Mill House), Little Plumstead and Scottow

If you need this leaflet in an alternative format please let our reception team know

Other services available at Hoveton & Wroxham Medical Centre

Travel clinic including Yellow Fever immunisation
Annual monitoring of chronic illness
Flu clinics starting in October annually
Routine vaccinations childhood/national programs/occupational
Private medical examinations
Smoking cessation
Maternity services
Child health surveillance
Family planning and cervical screening
Patient Participation Group—Please ask for details
Carers Group for people caring for loved ones with Alzheimers and Dementia

From our Broads Suite

Physiotherapy (NHS and private)
Hearing services (NHS)
Mental health/Wellbeing consultations (you can also self refer)
Ultrasound investigations (by NHS referral)
Hypnotherapy (private service)
Aortic aneurysm screening (via NHS invitation)

From the Community Unit

Leg ulcer clinic
Continence clinic (Avocet Clinic)
Physiotherapy (NHS)
Podiatry (NHS)

From the Midwifery Suite (Direct Dial 01603 777928)

Broadland Midwifery Team base
Ante natal classes

Hoveton & Wroxham Medical Centre Patient Information Leaflet

Drs Singh, Fowler, Morley, Demedde & Brookings



Hoveton & Wroxham Medical Centre
Stalham Road
Hoveton
NR12 8DU

Tel : 01603 782155

E.mail : nnccg.lwmc@nhs.net

Website :

hovetonandwroxhammedicalcentre.nhs.uk

Fax : 01603 777923

Appointments also bookable through SystmOne on-line please see our reception team for a password

The Partners

Dr Clare Singh MB ChB DRCOG DCH MRCGP (Leeds 1993)

Dr Viv Fowler MB Bchir DRCOG MRCGP (Cambridge 1989)

Dr Matthew Morley MB BS DRCOG MRCGP (London 1995)

Dr Carsten Demedde MSE(GER) MRCGP (Hamburg 1994)

Dr Will Brookings MB BS MRCP MRCGP (London 2005)

Salaried GP

Dr Mark Karaczun MB BS MPH BA (Nonwich 2009)

Advanced Nurse Practitioners

Mrs Benny Harston ANP and Nurse Manager

Mrs Val Newell ANP

Mrs Caroline Mansfield ANP and Research Nurse

Nursing Team

Mrs Marion Lodge Practice Nurse and Travel Clinic Nurse

Mrs Janet Barker Treatment Room Nurse

Mrs Clair Barber Lead Health Care Assistant

Mrs Sharon Wright Health Care Assistant

Management Team

Mrs Annette Blackburn Acting Practice Manager

Mr Chris Wright Data Quality Lead

Introduction

The practice aims to provide an excellent quality of care for its nearly 9000 patients. The practice is involved with the GP trainee programme and has between 1 and 3 GP Registrars working at the surgery, under Partner supervision, at any one time. The practice also actively takes part in research studies and medical student teaching with the UEA Medical School.

Opening Times

8.30am—6pm Monday—Friday

Phlebotomy clinic from 7am on Thursdays (please use the side entrance and ring the bell)

If you need medical attention outside these hours please call 111. If you feel the condition could be life threatening please call 999.

Branch Surgeries

We have three branch surgeries offering, due to facilities, quite limited services (please call for details)

Open access at Salhouse Village Hall 2.30pm Mondays

Open access at Horning Village Hall 2pm Thursdays

Pre-bookable appointments at Rackheath Surgery, Newman Road on Wednesday from 11.30am

Home Visits

If possible please make your request before 10.30am if you are too ill to come to the surgery. **We encourage the parents/carers of sick children to bring them to the surgery to be seen as quickly as possible.**

Emergencies and the Duty Team

Every day we have a duty team comprising of a GP and Advanced Nurse Practitioner who will see patients who need to be seen that day. You will get the treatment you need by either one of these clinicians, if you require an on the day appointment.

Dispensary and Repeat Medication

If you live at least 1 mile from your local pharmacy, our dispensary will provide you with your medications (please see separate information leaflet). However, 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.

Test Results

These can be obtained from our Reception Team from 1pm daily. Please leave at least three days after your test before calling us. Some tests take a little longer for the results to become available, but we are always happy to advise.

Confidentiality and record sharing

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, without your explicit consent. However, 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 the permission to talk to a nominated person(s), please ask our reception team for a consent form.