

Coltishall Medical Practice

Coltishall Surgery

St John's Close, Rectory Road,
Coltishall, Norwich, NR12 7HA
Tel: 01603 737593

Spixworth Surgery

20 St Peter's Way, Crostwick Lane,
Spixworth, Norwich, NR10 3NS
Tel: 01603 737593

www.coltishallsurgery.nhs.uk



Out of Hours

If you require urgent medical assistance which cannot wait until the surgery re-opens please telephone **111**.

If you have a life threatening medical emergency, at any time, dial 999.

THE DOCTORS

Dr C Russell MBBS MRCGP
Partner

Dr F Roberts MBBS MRCGP
Partner

Dr O Ayodele MBChB MRCGP DRCOG
Partner

Dr A Osonuga MBBS MRCGP

Dr T Dipeolu MB ChB MRCGP

Dr C Dayasena MD MRCGP

ADVANCED NURSE PRACTITIONER

Wendy Shaw RGN Bsc(Hons)

PHYSICAN ASSISTANT

Ellis Couzins BSc MSc

William Tench BSc MSc

PRACTICE NURSES

Karen Robinson	RGN BSC	Senior Nurse
Clare Germany	RGN	Practice Nurse
Claire Childs	RGN	Practice Nurse
Alison Watkins	RGN	Practice Nurse
Miriam Leah		Nurse Associate
Toni Palgrave		Nursing Assistant
Ellie Suttle		Phlebotomist

PRACTICE MANAGERS

Nikki Crawford– Business Manager

Christina Armitage– Practice Manager

Jessica Bane— Assistant Practice Manger & IT Lead

Dawn Baker—Dispensary Manager

Karen Sims—Reception Manager

You can contact Reception:

Coltishall Surgery - 01603 737593

Monday - Friday 8.00am - 6.30pm

Dispensary Opening Times:

Monday - Friday 08.30am- 6.00pm

Spixworth Surgery - 01603 737593

Monday - Friday 08.00am-5.00pm

Spixworth Surgery closes for lunch: 12.45—13.15pm

**Please note both Surgeries are
CLOSED FOR STAFF TRAINING
between
1.00-2.30pm**

On the 2nd Wednesday of every month. Dates are displayed in each surgery and on the website.

EXTENDED HOURS

Appointments can be booked on-line or with Reception.
Reception phone lines are open from 8am daily.

OUT OF HOURS

Integrated Care 24 covers the Surgery from 18.30 to 08.00 Monday to Friday and from 18.30 Friday to 08.00 Monday, also all public and bank holidays. If you need to see a Doctor during these hours please telephone 111. If immediate and urgent medication is required a prescription will be provided by the service for you to collect from the Pharmacy.

SURGERY APPOINTMENTS.

We have three types of appointments available:

1. You can pre-book a routine appointment with a doctor, nurse, or nursing assistant. 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 nurse practitioner or a physician's assistant. 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 phone, then please ask for a telephone appointment. In these cases, patients need to be available to receive a call from a GP

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.coltishallssurgery.nhs.uk or you can call us on 01603 737593.

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. Children can usually be brought to the surgery and we will try to see them as soon as possible. If you are worried that you or your child may be infectious to other people please discuss this with the receptionist. We have segregated areas available to minimise any risk.

REGISTERING WITH 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.coltishallsurgery.nhs.uk and use the - NHS register with a GP surgery link
- Ask reception for the necessary forms.

You will be offered the opportunity to have a “New Patient Health Check” with the Nursing Assistant who will be able to help you with simple lifestyle advice, and collect basic health information i.e. weight, height, smoking, exercise, alcohol, diet. If you need to see a Doctor urgently an appointment will be booked, if necessary, that day.

CHANGE OF ADDRESS

Please remember to tell us of any change of name, address and telephone number. You can do this via our website or a form at either surgery.

If you move away it may be necessary to register with another GP.

If you return it will then be necessary to re-register.

Students on vacation or home for the weekend need to register as a Temporary Resident to obtain treatment.

PRACTICE WEBSITE

www.coltishallsurgery.nhs.uk

Please go to our website to keep up to date with news from the practice. 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

ONLINE ACCESS

The NHS app and our own Patient Access 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 Records

To register for online access:

- GP to our website www.coltishallsurgery.nhs.uk—Select register and complete the online form
- In person at the surgery and request online access

THE DISPENSARY

Dispensing Staff

We are a Dispensing Practice and the Dispensary Staff are responsible for dispensing medication to those who live over one mile from the Pharmacy, as well as issuing repeat prescriptions once they have been authorised by a Doctor.

Repeat Prescriptions

As we Practice in a rural area we are able to dispense medicines from the Surgery. Unfortunately if you live within one mile “as the crow flies” of one of the local Pharmacies, this service is not available to you.

If the Doctor advises you to have repeat prescriptions, in order that we can give an efficient service, please give **2 working days** notice before collection of the prescription. The Dispensing Staff will only issue your medication or prescription sooner in exceptional circumstances. Please do try to plan ahead.

You can order your repeat prescriptions by any of the following methods:

Patient Access—Please ask reception for login details.

Email—nwicb.dispensary@nhs.net

Repeat slips

Automatic ordering—Please ask dispensary for details

Footfall—via our website - www.coltishallsurgery.nhs.net

Phone—Calling the surgery between 10am—3pm and pressing option 2

EMERGENCY MEDICATION

In an emergency:-

The Pharmacy is able to supply medication out of hours by providing full details of the medication including a repeat slip or medication container with a label from the Surgery.

A charge may be payable even if you are normally exempt from paying prescription charges.

If you require a prescription to be posted to you please provide us with a stamped addressed envelope.



REFERRALS

If you need to be referred to the hospital your Doctor will refer you and you will be contacted by a member of the Referral Management Service Team or appropriate service. They will be able to discuss the choices available to you and to help you book your appointment in a location and at a time that is convenient for you.

AMBULANCE TRANSPORT

If you are unable for medical reasons to travel for a Hospital appointment, either by your own or public transport, please telephone the Hospital Transport line on **01603 289814** giving at least 5 days notice. You will be asked some questions about your personal circumstances to determine whether you are eligible for free transport. We are advised that accompanying escorts will rarely be allowed.

NON-NHS EXAMINATIONS, PRIVATE REPORTS & LETTERS

Medical examination for special purposes, eg driving medicals, pre-employment, insurance medicals, sports medicals etc can be arranged by appointment.

A fee will be payable for these examinations, reports and letters.

LANGUAGES

There is a translation service available provided by INTRAN. Please inform reception when booking your appointment if you require the service.

DISABLED ACCESS

Both the Coltishall and Spixworth Surgeries have wheelchair access, wide doors and toilet facilities for the disabled.

If you are hard of hearing or visually impaired please ask the Reception Staff for any help you may require. The Practice also has a hearing loop to help those who are hard of hearing.

VIOLENT AND/OR ABUSIVE PATIENTS

The Practice adheres to the NHS Zero Tolerance Policy. If a patient is violent or abusive, we reserve the right to ask them to leave the premises and to remove their name from our patient list.

Aggressive behaviour includes any personal, abusive and aggressive comments, cursing and/or swearing, physical contact, or aggressive gestures.

We do understand that patients may be under severe stress at times which may result in uncharacteristic behaviour, but we cannot tolerate any staff feeling vulnerable to verbal or physical attack.

REMOVAL OF PATIENTS FROM PRACTICE LIST

The Practice aims to provide the best possible healthcare.

However there may be circumstances when it would be considered reasonable, or in the patients' best interest to remove them from the list.

These circumstances are:

- ◆ Violent or abusive behaviour
- ◆ Crime and deception
- ◆ Irretrievable break-down in Doctor/Patient relationship.
- ◆ Distance—when a patient moves outside the Practice area and fails to register with another GP.
- ◆ Embarkation—when a patient moves abroad for a period of 3 months or more.

Your Personal Information



Your practice takes your privacy very seriously



You can ask questions or complain about how we use your information



We make sure staff are trained to protect your information



We collect, store and use information about you and your health so that we can give you the best possible care



We share your information with other health and social care providers involved in your care, unless you ask us not to



We use other companies to help us deliver services – but we always make sure they protect your information



We use technology to protect your information



We do not keep your information for longer than necessary



We use your information to check our services are safe and good quality



If you move away or register with another practice, we will send your records to the new practice



Sometimes we are required to share your information by law



You have rights when it comes to your information

For more information visit www.coltishallsurgery.nhs.uk or ask at reception

PUBLICATION SCHEME

The Freedom of Information Act 2000 recognised that members of the public have the right to know how public services are organised and run. Details per the Information Commissioners Office Model publication scheme are given on, and can be printed from, the Practice Website, please apply to the Practice Manager if a paper copy is required. The majority of the information is available in this leaflet.

SUGGESTIONS AND COMMENTS

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible – ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

PATIENT PARTICIPATION AND FRIENDS GROUP

The original Patient Participation and Friends Group (then referred to as the Patient Participation Group or PPG) was first developed in 2008. The group meet three to four times a year to work with the practice to provide practical support, encourage health initiatives and provide strategic input and advice. The group is based on a cooperation between the practice staff and patients.

Please ask to speak to the Practice Manager if you would like more details about this groups.

THE PRACTICE STAFF

The Nursing Team

We have one Advanced Care Practitioners, four Practice Nurses, one Nurse Associate and one Assistant Practitioners to meet all your nursing requirements and more.

Advanced Care Practitioner

Our Advanced Care Practitioners have undertaken specialist advanced education and training to be able to examine, diagnose and treat. They can see both adult and children with minor illness or injury. If you ring for a same day appointment this will be with one of our Advanced Care Practitioners.

Physician Assistant

Physician Assistant (PAs) are healthcare professionals who work under the supervisions of our GPs. They are trained to perform various clinical duties, such as taking medical histories, conducting physical examinations, and developing and managing treatment plans. They are also able to arrange appropriate prescriptions with the GP.

Practice Nurses & Nurse Associate

Practice Nurses assist the GPs in the care of patients, they are highly trained in preventative care screening. They also specialise in wound care, travel, asthma, family planning and blood pressure.

Assistant Practitioners

Our Assistant Practitioner role covers a variety of procedures. These include taking blood, health checks for existing and new patients, blood pressure checks, weight monitoring, home BP monitoring. They also assist the GP's when necessary.

ADMINISTRATION STAFF

Business Manager

Nikki Crawford is responsible for the smooth running of the Practice administration.

Medical Secretaries

The Secretaries are responsible for the Doctors' hospital and private referral letters, medical reports, recalls and sending invitations for screening.

Receptionists

The Receptionists are the link between you and the Doctors. They are there to help you and will do their best to do so but it is not easy when appointments are under pressure. It helps her to help you if you can give specific information about your needs—if you are worried about being overheard, ask to speak privately. If you want an emergency appointment, she may ask for a brief description of your problem to help the GP decide who needs to be seen or phoned first.

For a routine appointment, say whether you would prefer to wait to see a particular Doctor or Nurse, see the first one available or wait for a convenient date or time. Tell her if a phone consultation would suit you better.

The Receptionist can also pass on messages to and from your Doctor. She can advise you whether a letter, test result or a report has arrived and/or being actioned, or chase it up if necessary.

NAMED ACCOUNTABLE GP

The new contract requires the named accountable GP to be responsible for the co-ordination of all appropriate services required under the contract and ensure they are delivered to each patient where required. However, this does not mean that they will be the only GP or clinician who will provide care to that patient. These responsibilities will be carried out within the opening hours of the Practice and do not change the way you currently access care outside these hours.

This is largely a role of oversight, with the requirements being introduced to reassure patients that they have one GP within the practice who is responsible for ensuring that this work is carried out on their behalf.

Your named GP will not take 24 hour responsibility for you. Your named GP will purely oversee the care that you receive.

The practice will ensure that there is a named accountable GP assigned to each patient.
New patients will be allocated a GP at the time of registration.

Your named accountable GP will be the same as your usual GP however this does not affect your ability to see any GP of your choice as you currently do.

TEACHING PRACTICE

Coltishall Medical Practice is a Training Practice. This means that from time to time we have GP Registrar doctors working in the practice. They work under the supervision of the Partners and Dr Olumide Ayodele as their GP trainer.

GP Registrars are qualified doctors who are undertaking specialist training to become a fully qualified General Practitioner. This training lasts for three years and they will be at the practice usually for six months or sometimes up to a year.

PATIENT CARE CO-ORDINATORS

The role of the Patient Co-ordinator is to focus on what matters most to our patients and provide co-ordination and support to help them navigate across the health and care system. They work with a range of patients, particularly those with long-term conditions, complex conditions, and people living with or at risk of frailty.

They support patients to become more active and involved in their own health and care and are skilled in building trusting relationships with individuals. They specialise in having personalised conversations to assess and monitor the needs of patients, their families, and carers by listening to what matters most to them. They help patients make the right connections, with the right teams, at the right time.

FIRST CONTACT PRACTITIONER

The surgery has a physiotherapist in the practice every Monday (Coltishall) and Wednesday (Spixworth). You do not need to be referred to them by the doctor. If you meet the criteria below, reception can book you straight in with them

Inclusion criteria

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (may differ between localities).

Exclusion criteria

- Acutely unwell patients
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP.

SOCIAL PRESCRIBERS

The surgery has two dedicated social prescribers that attend on a Tuesday (Coltishall) and a Wednesday (Spixworth) afternoon. You can be referred to these by reception or our care co-ordinators.

Anybody who is presenting with non- clinical problems or who has a clinical problem that is being exacerbated by societal factors. There is no threshold for referral. The Connector will endeavour to assist anyone you refer. The Connector can assist with:

- Housing issues
- Debt/Hardship/Welfare rights
- Difficulties in parenting
- Social Isolation
- Carers issues
- Home adaptations/assistive technology
- Relationship difficulties
- Health and exercise

OUR COMMITMENT TO YOU

- You can expect to be greeted in a friendly, helpful and professional manner.
- All home visit requests will be met the same day where medically necessary.
- Every effort is made to make Surgeries run on time, but you will appreciate that some consultations take much longer than others and it is not possible to predict in advance when these will be. If there is a significant delay the Receptionist will make you aware of this.
- To work in partnership with you to achieve the best medical care possible.
- We will respect your need for dignity, privacy and your religious and cultural beliefs.
- If you are disabled or have special needs we will ensure our premises and services cater for you as far as possible

YOUR RESPONSIBILITIES TO US

- Our Practice Staff are here to help you. Please treat them as you would wish to be treated yourself. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Let the Surgery know as soon as possible if you cannot keep your appointment. This will allow us to offer the appointment to another patient.
- Only request a home visit if the patient is too ill to get to the Surgery.
- An appointment is for one person only. If more than one member of your family needs to be seen please book a double appointment to help us run on time.
- You are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the Practice in endeavouring to keep you healthy.

PATIENT CHARTER

Staff work hard to deliver the highest standards of healthcare to all patients at Coltishall Medical Practice.

We provide safe and effective care to thousands of people every year but sometimes, despite our best efforts, things can and do go wrong.

If a patient is harmed as a result of a mistake or error in their care, we believe that they, their family or those who care for them, should receive an apology, be kept fully informed as to what has happened, have their questions answered and know what is being done in response. This is something that we call Being Open and we make a commitment to our patients to:

- Apologise for the harm caused;
- Explain, openly and honestly, what has gone wrong;
- Describe what we are doing in response to the mistake;
- Offer support and counselling services that might be able to help;
- Provide the name of a person to speak to;
- Give updates on the results of any investigation.

PRACTICE BOUNDARY

