

Paramedic Specialist  
Practitioner

**Robert Mackie (m) MCPPara DIP PHC DIPHEC**

Nursing Team

Nurse Manager Sandra Smith (f)

**Dip Adult Nursing**

Advanced Nurse Practitioner Julie Wood (f)

Advanced Nurse Practitioner Deborah Blundell  
(f)

Sister Diane Wilton (f) **RGN ENB100 Diabetes**

Sister Angela Winstone (f) **RN DipNDipAsthma**

Nurse Sue Revell (f)

Nurse Jo Long (f)

Nurse Sam Tofts (f)

Health Care Assistants

**Sonia Lester, Suzanne Clancy, Kelly Backhouse**

(all involved in phlebotomy, blood pressures, and  
ECG's)

## Watton Medical Practice

24 Gregor Shanks Way.

Watton, Thetford

Norfolk, IP25 6FA

[www.wattonmedicalpractice.co.uk](http://www.wattonmedicalpractice.co.uk)

### Opening Times

Mon: 8.30—18.30

Tue: 7.00—18:30

Wed: 8.30—12.30 & 2.00pm -20.00pm

Thu: 8.30—18.30

Fri: 8.30—17.00

Sat: Closed

Sun: Closed

Please phone the below number for any queries, visit  
requests, appointments, emergencies, and/or out of  
hours.

**01953 881247**

### Prescriptions

To order your repeat prescription **either** put your request  
in the box in reception, use our web-site, fax, post, written,  
or in person .

NO requests will be taken over the phone.

**Fax**

01953 885167

Watton Medical Practice

## Practice Charter

### Information for Patients



#### Partners:

Dr D A S Mahatme

Dr A Kumar

#### Salaried:

Dr V M Amies

Dr H Lee

#### Practice Manager:

Lin Miners

#### Reception Manager:

Gemma Webster

## PATIENT'S RIGHTS TO GENERAL MEDICAL SERVICES

- ◆ To have appropriate drugs and medicine prescribed
- ◆ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable
- ◆ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential
- ◆ To choose whether to take part in research or medical student training
- ◆ To receive a copy of their doctor's practice leaflet setting out the services that he or she provides
- ◆ To receive a full and prompt reply to any complaints they make about the care they receive at the Watton Medical Practice
- ◆ To request a home visit for patients who are bed bound or immobile

**We are dedicated to ensuring that Practice Staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.**

## OUR PRACTICE CHARTER

- ◆ You will be treated with courtesy and respect by all Practice personnel
- ◆ An urgent telephone appointment with a Doctor will be available on the same day
- ◆ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist Manager for an explanation
- ◆ A general appointment with a practice Nurse
- ◆ Request for repeat prescriptions will be dealt in 48 working hours. This can be in person or via our Website: [www.wattonmedicalpractice.co.uk](http://www.wattonmedicalpractice.co.uk)
- ◆ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area
- ◆ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner
- ◆ We wish to make the Watton Medical Practice as accessible as possible. If you have hearing, visual, or physical difficulties please let the receptionist know so that we can enable you to fully use our services
- ◆ To communicate with patients as effectively as possible
- ◆ To respect carers and the role they play in patient care

## PATIENTS RESPONSIBILITIES

- ◆ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ◆ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ◆ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 11am if at all possible.
- ◆ An urgent appointment is for an urgent medical problem. Only one problem can be discussed at a time with a clinician.
- ◆ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ◆ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ◆ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ◆ Please treat all surgery staff, fellow patients, carers, and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs