



**WATTON MEDICAL PRACTICE**  
**24 GREGOR SHANKS WAY**  
**WATTON**  
**IP25 6FA**

**Telephone No: 01953 881247**

**Fax: 01953 885167**

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

## **WELCOME TO OUR SURGERY**

### **THE DOCTORS**

Dr Devendra A S Mahatme (Male) MB ChB (1985) Leeds DROCG MRCGP  
Dr Victoria M Amies (Female) MBBS (1992) London DROCG D(FFP) RCOGT(Salaried GP)  
Dr G Anand Kumar (Male) MBBS (1994) (Madras Medical College, India), MRCGP (2007)  
Edinburgh  
Dr Hannah Lee (Female) (Salaried GP)

### **THE NURSING TEAM**

Nurse Manager Sandra Smith (f) Dip Adult Nursing  
Specialist Nurse Practitioner Julie Wood (f) RN BA (Hons) Dip HE  
Advanced Nurse Practitioner Deborah Blundell (f)  
Sister Diane Wilton RGN, specialist nurse  
Sister Angela Winstone RN DipN DipAsthma, specialist nurse  
Nurse Susan Revell,  
Nurse Sam Tofts RGN,  
Nurse Joanne Long

### **PARAMEDIC**

Robert Mackie, Specialist Emergency Care Practitioner

### **HEALTHCARE ASSISTANTS**

Sonia Lester, Suzanne Clancy, Kelly Backhouse

### **PRACTICE MANAGER**

Linda Miners

### **RECEPTION MANAGER**

Gemma Webster

## **PLEASE READ THIS BEFORE REGISTERING**

In order to protect the interests of our patients we would like you to read this note regarding the holding of medical and personal information. Please read it before you register, as accepting this information is implicit in registering with our practice.

Information held at the surgery is, in general, a persons' medical history. Certain necessary personal details are also kept in order that we can contact patients and correspond with them when necessary. We make every effort to ensure this information is always accurate and updated. Please ensure that you let us know of any address or telephone number changes as soon as possible. Information about a patients' occupation may be held if it becomes medically relevant. Information may be kept both on the patients' computer record or in hard (paper) copy. The medical information held about a patient may be passed to other clinicians' such as hospital consultants, other doctors, other clinics, midwives, health visitors and nurses, including the community nurses, where it is felt necessary to ensure good medical care. Your records may when absolutely necessary, be seen by reception and administration staff within the surgery. All staff, whether clinical or administrative are bound to maintain strict confidentiality.

When a medical report is requested from an insurance company, mortgage company, or some other organisations, the doctors will only send a report with the patients consent. There will always be a charge for this service as it is non NHS work. This report may be seen by the patient and it can be held before it is sent to enable the patient to see it. A patient must indicate clearly when they give consent, if they wish to see a report before it is sent away. These reports are then held in the surgery for six months' before being shredded. If a solicitor requests a patient to consent to the copying of all their medical records, we will write to the patient to query this. Patients' must be aware that sometimes this information is shown to third parties and may be used in court.

Patients' may access their medical records for a particular reason. The request must be made in writing and the practice has forty days in which to respond. A charge may be made to see the notes. It is unusual for people to see their medical records, and it is a good idea to first telephone the Practice Manager to discuss the matter. The appropriate GP must agree that a patient can see their records and may exclude any part of that record that is felt not to be in the patients' best interest to see. Patients' may not see information given by a third party. Nobody has the right to be told the medical history of another person except the parents of very young children. We are unable to confirm whether a patient is registered at the practice, or divulge information about relatives.

The practice will be using your mobile number for sending reminders of appointments and other news regarding your care. Please tell a member of staff if you do not wish for this to happen.

We share your medical records with other services treating you. For full details, please see our patient leaflet on our website **[www.wattonmedicalpractice.co.uk](http://www.wattonmedicalpractice.co.uk)**. If you do not have access to the internet, please request a leaflet from reception.

## **HOW TO REGISTER**

To register with this practice, please come into the surgery to complete a short form. One form is required for each member of your family.

You will be registered with the practice but may state which doctor you prefer to liaise with. You will be able to book appointments with this doctor on request provided the doctor has appointments available, otherwise you may choose to see a different doctor.

You can also print the registration forms from our website to fill in at home and bring in .

## **APPOINTMENTS SYSTEM**

Routine Appointments - To book an appointment, please telephone on 01953 881247, or call into the surgery. All calls are queued, so please hold until the receptionist answers. Routine appointments can be pre-booked and you will be given the next available appointment.

Urgent Appointments - If you are requesting an urgent same day appointment, please telephone the surgery on 01953 881247 and you will be allocated to the triage call list for the day. The doctor will initially contact you by telephone and will discuss and review your condition. They will agree the best course of treatment which may or may not include a face to face appointment.

Some appointments can be booked online on SystmOnLine via our website - This enables patients to view, book and cancel **some** nursing appointments. If you would like to use the SystmOnLine service, you will need to come into the surgery with some form of identification to receive your user name and password. Currently the appointments, subject to availability, that are bookable on line are:- Asthma, Contraceptive Pill check, Blood Pressure check, Smears, Cardiac annual appointments.

We have a dedicated phone line for cancellation of appointments.

### **Extended Hours**

We offer one early morning and one late night surgery every week, with both a GP and a Nurse, to assist those patients' who may find it difficult to come for an appointment or to receive a phone call at other times due to working or caring commitments.

On a Tuesday we open at 7am for pre booked appointments and phone calls can be requested before 8am on these days. On a Wednesday we stay open until 8.00pm for pre-booked appointments and phone calls can be requested after 6pm on this day.

During these surgeries we can only see patients who have a pre-booked appointment. This includes a phone call if previously requested. We are sorry but all other patients' requests will need to wait until our normal opening hours. The out of hours GP service is still available from 6.30pm Monday to Thursday, 4.30pm Friday and over the weekend. This can be accessed by phoning: 01603 481253.

### **OPENING TIMES**

8.30am - 18.30pm Monday

7.00am - 18.30pm Tuesday

8.30am - 20.00pm Wednesday  
(Closed Wed 12.30pm - 14.00pm)

8.30am - 6.30pm Thursday

8.30am - 17.00pm Friday

### **EMERGENCIES AND OUT OF HOURS**

At all times of the day telephone 01953 881247 for GP assistance. Before 8.30am and after 6.30pm Monday to Thursday, after 4.30pm on a Friday and over the weekend, there will be a recorded message giving you a number to telephone in order to contact the out of hours GP service. You can call 111 at any time for clinical advice and this free from your phone.

You can also visit the Norwich Practices Health and Walk In Centre, at Rouen House, on Rouen Road in Norwich.

### **HOME VISITS**

Whilst it is preferable for patient's to come to the surgery, if a patient really is too unwell to come, a doctor or paramedic will visit. Home visits will only be made for medical reasons, not for social or transport reasons. Please telephone before 10.00am to request a home visit. Home visits are not usually made for children. Home visits are not available with a clinician of choice.

## **TEST RESULTS AND HOSPITAL LETTERS**

### **REPEAT PRESCRIPTIONS**

From the 1st July 2014 we launched SystmOnLine via our website - **www.wattonmedicalpractice.co.uk**. This enables patients to request repeat medication using the online service. If you would like to request repeat medication using the SystmOnLine service, you will need to come into the surgery with some form of identification to receive your user name and password. Please also pick up a leaflet from reception which helps you get started. We would encourage all our patients to obtain their username and password from reception (even if you do not think you will use the service) as we hope to develop the service further in the future.

If you are on regular medication which the doctor has put onto a repeat prescription, when you require more medicines, please bring in the repeat list attached to the prescription form, ticking only the items required and bring or send it to the surgery.

Please allow two full working days (Monday to Friday) for the prescription to be issued.

If you let us know your preferred pharmacy, our staff will direct your prescriptions to this pharmacy for your collection.

Watton Medical Practice has implemented electronic prescribing. In order to use this service you will need to nominate a pharmacy for your prescriptions to go to. If you have not already nominated a pharmacy, please contact reception and advise where you would like your prescription to go to and they will update your record. Otherwise you must collect your prescription from the surgery.

We are unable to take requests for prescriptions over the phone. You can post your prescription request or hand deliver to the surgery.

It is the responsibility of the patient to ensure they get the result of any test. Patients should telephone the reception staff who have access to information from the doctors about test results. This service will be available after 9.30am in the morning. We will not be able to answer questions relating to test results or hospital letters until after this time in the morning.

Blood tests, urine tests and swabs are usually available within five to six days, smear tests can take about three weeks. Please do not make an appointment to discuss results unless you are requested to do so.

Hospital letters usually take three weeks to arrive, please always check that the letter is back before making an appointment with a doctor to discuss your hospital visit.

### **COVER FOR DOCTORS**

When a doctor is away the duties are shared by other partners, or a locum doctor. Locum doctors are fully qualified .

### **TRANSLATION SERVICE**

The practice is able to arrange for translation services for patients who do not speak English. This can be either on the telephone, for booking appointments for example, or in person when seeing a doctor or nurse. This service is expensive to provide, but is provided at no cost to the patient. It is however vital that patients keep their appointments when a translator has been booked. If a patient cannot speak English it may not be possible for them to be seen before a translator can be organised. Only if there is an extremely urgent medical need will a consultation be arranged without a translator.

## **SERVICES OFFERED AT WATTON SURGERY**

### **YOUNG PEOPLE**

Young people are welcome to book an appointment with a nurse or doctor to discuss any health related matters. Young people's health records are kept confidential in the same way as adults.

### **PHLEBOTOMY CLINIC**

We offer a 'sit and wait' phlebotomy clinic with appointments on a number system Monday to Friday, 8.30am - 11.00am. We would ask that patients who have not fasted or patients with no need to have an early appointment, to come after 9.30am. Patients who need to have INR blood tests will still be offered a booked appointment if they wish.

### **MINOR SURGERY**

Arrangements for minor surgery will only be made following consultation with a doctor.

### **MATERNITY SERVICES**

Dr Amies offers maternity services, supported by the midwife. Should you have any problems or questions during your pregnancy, the midwife is there to help. Antenatal and postnatal clinics are held on several afternoons each month.

## **CONTRACEPTIVE SERVICES**

All the partners will offer contraception advice. Our practice nurses are available to discuss contraception and HRT matters that might be causing concern. Patients should make an appointment with a practice nurse to have pill checks unless specifically directed otherwise by the doctor. Dr Mahatme is qualified to fit IUD (Coils). Dr Amies and Dr Kumar are qualified to fit the contraceptive implant.

### **ASTHMA CLINIC**

We have a specialist nurse within the practice, Sister Angela Winstone. Sister Winstone will monitor the treatment of your asthma and offer advice when needed. Please do not hesitate to contact her if your asthma is causing concern. Appointments are available throughout the week. If you are asthmatic please ensure you book an appointment with Sister Winstone, for a new patient check, soon after registering with us.

### **PATIENTS WITH HEART PROBLEMS OR CHRONIC OBSTRUCTIVE AIRWAYS DISEASE**

Patients are welcome to book an appointment with our specialist nurses Sister Diane Wilton and Sister Angela Winstone who are able to advise and monitor your condition. Patients discharged from hospital following any heart problem should speak to the receptionist's and arrange an appointment with Sister Wilton or Sister Winstone within five days of discharge. If you are newly registering with the practice, and have existing problems, please ensure that you make an appointment to see Sister Winstone or Sister Wilton soon after registering.

## **DIABETES CLINIC**

Our diabetes qualified nurses Sister Wilton, Sister Winstone and Nurse Sue Revell are happy to see diabetic patients to offer advice and monitor treatment. If you are newly registered, and are already diabetic, please book to see one of them soon after registering. Sometimes, if you also have a cardiac illness, you will be seen in a joint cardiac and diabetes clinic.

## **CERVICAL SMEARS**

Please tell the receptionist if you require a smear test and she will book an appointment with a specialist nurse.

## **MEDICAL EXAMINATIONS—eg HGV MEDICALS**

Please discuss your needs with the receptionists who will assist in making an appropriate appointment. This is non NHS work and is chargeable.

## **HOLIDAY VACCINATIONS**

The surgery offers only a basic service, and if you are travelling to remote parts you may prefer to book with a recognised Travel Clinic such as MASTA. You must however, make arrangements for Yellow Fever, Japanese Encephalitis or TB vaccination at a specialist travel clinic as they are not available from our surgery. In general the NHS does not cover vaccinations for travel and there may be a charge for your injections. The reception staff will advise you. Please ensure you make an appointment with the nurse in plenty of time before you are due to leave the country, at least five weeks' before you travel. You will need to find out what vaccinations you need **BEFORE** booking your appointment. We will not be able to offer travel advice in any way. We will require written confirmation of your requirements.

The following website will assist you with your travel health: <http://www.nathnac.org/travel/index.htm> Our nurses will give a course of injections and arrange for a blood test to confirm immunity. Where this is required for travel abroad, there will be a charge. This will NOT be given for occupational health reasons as your employer will need to organise this for you.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

## **LEG ULCER CLINIC**

Care of leg ulcer patients is managed by specialist nurses from both the district nursing team and practice team. A referral will be made for you in the first instance to attend the Watton Leg Ulcer clinic which is run by the community nurses.

## **We also offer clinic's for:**

### **RHEUMATOLOGY**

### **CHILDHOOD IMMUNISATIONS**

### **FLU VACCINATIONS**

### **PNEUMONIA**

### **SHINGLES**

## **ACCESS FOR DISABLED PEOPLE**

There is access for disabled people to the surgery, which is all on one level. Our surgery has suitable access for disabled patients. All the patient areas including the waiting room, the consulting rooms and the toilets, have wheelchair access. A hearing loop is in place at the front reception desk. Please ask at reception if you require any assistance at all. There are designated disabled parking spaces in the car park. Patient toilets are located near the porch area.

## **PATIENT LIAISON**

We have a Patient Participation Group (PPG) which is a partnership between patients, GP and their practice. PPGs are made up of groups of volunteers from the community who are registered or look after someone who is registered at the practice.

Patient views are at the heart of the NHS and the PPGs aims are to facilitate good relations between the practice and the group by communicating patient experience, interests and concerns and provide feedback to the practice staff on current procedures and any proposed new developments.

We want to know what you, our patients and the public think about the services we provide and to ensure you have a good understanding of the challenges the NHS faces now and in the future..

This is your surgery, you are the expert and we want to know what you think. We believe in running a surgery which works for you and the Watton Medical Practice becoming part of the Breckland Alliance is part of that.

We need young people, workers, full time stay at home parents, those with long term conditions and people from various ethnic groups - a real representative of our community. All registered patients are welcome to join the PPG although in the interest of effective decision making, membership of the core group (which meets face to face every other month) is limited to twelve.

## **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

## **VIOLENCE STATEMENT**

The practice will not tolerate abuse, violent or threatening behaviour. The practice follows the NHS 'Zero Tolerance' policy and will not hesitate to report a person causing distress in our practice to the police.

Any patient who is abusive will be removed from the practice list, and may have to be managed under the Primary Care Trust's arrangements for violent patients.

These arrangements mean patients will only be able to see a doctor at a certain time and specified place.

## Patient's Responsibility

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 10am if at all possible.

An urgent appointment is for an urgent medical problem. Only one problem can be discussed at a time with the clinician.

We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please feel free to ask for an explanation from the receptionist.

Please 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.

## Complaints

The Partners and Staff at Watton Medical Practice strive to get things right but with busy services, mistakes can happen. If they do it is important that we put things right as quickly as possible and to use the experience to improve services and prevent future problems. With this in mind, we try to have a robust approach to dealing with complaints. Our aim is to listen, respond and improve.

If you feel that you have the need to make a complaint we are always happy to listen. Please ask to talk to the Reception Manager who will endeavour to resolve your problem. If you prefer to document your complaint, the reception staff will give you a complaints form and will assist you with the process. This local resolution enables full investigation, review, learning and direct feedback for your complaint.

OR write to:

NHS England Complaints  
PO Box 16738  
REDDITCH  
B979PT

**If you feel it necessary, you may contact The Health Service Ombudsman with your complaint, rather than talk to the practice. The number is 0845 015 4033. However we hope that you will allow us to investigate your complaint at the surgery. The practice will always try to offer assistance in the case of a concern, and will try to ensure matters are resolved to the satisfaction of the individual concern, but will not deal with patients who are abusive.**

## FREEDOM OF INFORMATION ACT 2000

Application for information under this Act must be made in writing to the practice manager. Information can be supplied in hard copy.