

The Surgery
Great Massingham
(01485) 520521



www.massingham-dockingsurgeries.co.uk

Bayfield Surgery
Docking
(01485) 521135

Welcome To Our Practice

This booklet has been prepared to help you get to know how our surgeries are run and how you can get the best from them. If you have recently joined us, so that we can get to know your health needs, please make an appointment with our nurses for a New Patient Health Check as soon as possible.

THE SURGERY

STATION ROAD
GREAT MASSINGHAM
KING'S LYNN
NORFOLK PE32 2JQ

Telephone: (01485) 520521

Telefax: (01485) 520072

Dispensary: (01485) 521137

BAYFIELD SURGERY

HIGH STREET
DOCKING
KING'S LYNN
NORFOLK PE31 8NH

Telephone: (01485) 521135

Telefax: (01485) 518725

Dispensary: (01485) 521136

THE PARTNERS

DR TONY BURGESS

MB BS (1984) MRCGP DCH
Trained Charing Cross Hospital, London

DR SUZANNE PHILLIPS

MB BS (1992) MRCGP DRCOG
Trained Royal Free Hospital, London

DR DIANA BLACK

MB BS (1990) MRCGP DCH DRCO
Trained at University College Hospital, London

DR SALLY HALL

MB BS MRCGP DFFP ALS
Trained Charing Cross & Westminster Hospitals, London

THE PRACTICE STAFF

Headed by our practice manager, Mr Barry White, our staff are here to give you the best service they can. As you will appreciate, they can get very busy at certain times of the day and we would ask you to bear with them if they are not always able to help you straight away. In addition to the practice manager, the surgery staff consists of a mixture of full-time and part-time receptionists, dispensers, nurses, secretaries, computer operators, administrators and cleaners.

For the latest information click to: www.massingham-dockingsurgeries.co.uk



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01485 520828

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone
Jenny Mellenchip
 now on
0800 612 1516



Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

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from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408** or email us at payasyougo@opg.co.uk

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MAIN SURGERY - GREAT MASSINGHAM

Mr Barry White	Practice Manager	MinstLM; Dip PM
Mrs Beverley Mackney	Assistant PM	Dip MS
Mrs Ruth Harris	Dispensary Manager	ISM
Mrs Anne Davies	Practice Nurse	RN
Mrs Julia Taylor	Diabetic Nurse	RN
Mrs Anne Hill	Healthcare Assistant	

BAYFIELD SURGERY - DOCKING

Mrs Sandra Harrod	Practice Secretary	
Mrs Janet Adam	Practice Nurse	RN RDN
Mrs Kerry Herrington	Healthcare Assistant	

PRACTICE POLICY

This practice aims to provide quality healthcare to the communities around its Great Massingham and Docking surgeries. The formal terms of service the doctors provide are determined by the Department of Health, but we would like to outline some of the informal aims and expectations of the relationship between the patient and the provider of this service.

The patient can expect:

- Courteous and attentive care.
- Confidentiality.
- Routine access by appointment to a doctor or nurse of their choice.
- 24-hour availability of urgent service.
- Provision of treatment and referral as deemed appropriate.
- Explanation of conditions and treatment.
- Provision of advice on health promotion and disease prevention.
- Access to their medical records made after 1 November 1991 (subject to statutory conditions).
- To have criticisms/complaints investigated and a written response.
- To move their care to another practice freely.

The doctors and members of the health care team can expect:

- Patients to use the services in a thoughtful and responsible way, mindful of the needs of others.
- Patients to accept urgent care from the available appropriate person.
- Patients to attend for appointments unless genuinely unable to do so.
- To receive requests for non-urgent visits by 10.30am.
- To receive 48 hours' notice (ie two working days) for repeat prescriptions.

Visit our website on: www.massingham-dockingsurgeries.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

- To reserve the right to ask patients to find alternative care.
- To carry out their duties in an environment where abuse or violence directed towards the doctors, staff or other patients will not be tolerated.

We hope our aims meet patient expectations, and that patients aim to meet our expectations, leading to a harmonious and mutually beneficial relationship.

TRAINING PRACTICE

We are an approved training practice and often have doctors working at the surgery who are training to be general practitioners. The doctors in training are fully qualified and are either GP registrars or Foundation Year 1 or Foundation Year 2 doctors, and may have several years' experience in hospital medicine. They work with us as part of their postgraduate experience for periods between three to six months.

For their training they need to video a proportion of their consultations. The receptionist will let you know if the GP Registrar is videoing consultations when you arrive for your appointment and will seek your written consent; and the GP Registrar will explain about the video consultation when you go into the consulting room to see her/him.

SURGERY OPENING HOURS

MASSINGHAM

Mon - Fri 8.30am - 6.30pm

DOCKING

Mon, Wed, Fri 8.30am - 6.30pm

Tues, Thurs 8.30am - 12 noon

For appointments and routine enquiries, please contact the surgeries during these hours only. When at reception, if you would like to speak privately to a member of staff, please ask and we will do our best to enable you to do this.

REGISTERING AS A PATIENT

If you live within our practice area you may register as a patient in the practice. You will need to attend the practice to register so that the necessary forms can be completed and so that we can obtain your NHS records from your previous GP.

Prior to April 2004 patients were registered with an individual doctor. However, under the new General Medical Services Contract patients will be registered with the practice.

Patients have a right to express a preference as to which doctor they wish to see and we will endeavour to comply with your preference. It will, of course, depend on the availability of the doctor and the urgency of the appointment.

All newly qualified patients are invited to attend the practice for a consultation with a doctor within the first six months of registering.

PATIENTS AGED 75 OR OVER

The practice is obliged to provide a consultation to patients aged 75 or over who request one, if the patient has not had a consultation within the last 12 months.

PATIENTS AGED 16 YEARS OR OVER

The practice must, if a patient is 16 years or over, provide a consultation if the patient requests one and has not had a consultation or attended a clinic within the last three years.

DISABLED PATIENTS

Both surgeries occupy single-storey buildings of modern design incorporating wheelchair access to waiting areas, consulting rooms and toilets. We also have an induction loop system for those patients with hearing aids. If you have problems with mobility, please ask our staff for help.

VISITORS

If you are a visitor to the area, or have friends or relatives staying with you who need medical attention, we will be pleased to help.

DOCTORS' SURGERY TIMES

MASSINGHAM

Monday	9.00 - 11.00am	4.00 - 6.00pm
Tuesday	9.00 - 11.00am	4.00 - 6.00pm
Wednesday	9.00 - 11.00am	4.00 - 6.00pm
Thursday	9.00 - 11.00am	4.00 - 6.00pm
Friday	9.00 - 11.00am	4.00 - 6.00pm

DOCKING

Monday	9.00 - 11.00am	4.00 - 6.00pm
Tuesday	9.00 - 11.00am	
Wednesday	9.00 - 11.00am	4.00 - 6.00pm
Thursday	9.00 - 11.00am	
Friday	9.00 - 11.00am	4.00 - 6.00pm

Doctors are available for consultation, by appointment, at these times but not all the doctors are available at all times. If you want to see a particular doctor, you may have to wait.

In case of a sudden severe illness, when there is no appointment available, you can be seen by one of the doctors but you may have to wait.

PRACTICE NURSES

The practice nurses are available by appointment. Routine appointments can be made morning and afternoon at the following times:

MASSINGHAM

Monday	9.00am - 1.00pm	2.00 - 4.00pm
Tuesday	9.00am - 1.00pm	2.00 - 5.00pm
Wednesday	9.00am - 1.00pm	2.00 - 5.00pm
Thursday	9.00am - 1.00pm	2.00 - 5.00pm
Friday	9.00am - 1.00pm	2.00 - 6.00pm

DOCKING

9.00am - 1.00pm	2.00 - 6.00pm
9.00am - 12 noon	
9.00am - 1.00pm	4.00 - 6.00pm
9.00am - 12 noon	
9.00am - 1.00pm	

The nurses' numerous tasks include:

- Taking blood for tests
- Infant and adult immunisation
- Dressings and removal of stitches
- Ear syringing
- Clinics to monitor blood pressure, asthma, diabetes and osteoporosis

They also assist the doctors in minor surgery and are always available to offer professional advice.

HOME VISITS

If you wish the doctor to make a home visit because someone is too ill to attend the surgery, please telephone the practice before 10.30am.

OUT-OF-HOURS COVER (OOH)

OOH is provided by the East of England Ambulance Service (EEAS) NHS Trust Out-of-Hours Service (Norfolk).

Weekdays 6.30pm - 8.00am

Weekends 6.30pm Friday - 8.00am Monday

The out-of-hours service can be contacted by telephoning (01603) 488488.

If a patient telephones the surgery after normal working hours, then an answer machine will inform them of the number to ring in order to contact the out-of-hours service.

DISPENSARY

Both Massingham and Docking surgeries dispense medicines to all our patients during normal surgery opening hours, except between 1.00 and 2.00pm when we close for lunch.

For the latest information click to: www.massingham-dockingsurgeries.co.uk

REPEAT PRESCRIPTIONS

If you are on a regular, long-term medication, your doctor may arrange for you to have a repeat prescription slip. Either post this slip or hand it in over the counter but please try to give us at least 48 hours' notice. We prefer not to receive requests for prescriptions over the telephone if possible. With regard to long-term medication your doctor will need to see you at regular intervals to review your treatment. A review date will be shown on your repeat prescription slip. Please arrange to see your doctor just before this date as the dispenser may not be able to issue repeat prescriptions after the review date has passed.

Great Massingham Dispensary Line: (01485) 521137

Bayfield Surgery, Docking Dispensary Line: (01485) 521136

PRESCRIPTION DELIVERIES

Prescriptions are delivered to the following locations:

East Rudham Pretty Shop Tuesday and Friday

Bircham Post Office Thursday

The surgery also provides a free delivery service with the help of Great Massingham Community Car Scheme. Patients who wish to make use of this service should speak to the dispensing staff at Great Massingham Surgery for more details.

CLINICS

The following clinics are mainly free and if you would like to attend any of them please see the nurse or your doctor.

By Practice Nurse

Asthma	Blood Pressure	Healthy Heart
Well Woman	Weight Control	Travel Advice
Well Person	Coronary Heart Disease	

By Diabetic Nurse

Diabetic Clinic

By Visiting Specialists

Antenatal	Baby	Chiropody
Dietician	Physiotherapy	

By Doctors

Asthma	Antenatal	Cryotherapy
Diabetes	Minor Surgery	

Visit our website on: www.massingham-dockingsurgeries.co.uk

SICKNESS SERVICES

A sickness certificate completed and signed by your doctor is ONLY required when a period of continuous absence from work due to illness is of seven days' duration or longer. For absence up to three working days no certificate is required. A period between three and six days' absence due to illness is adequately covered by a "self-certificate" obtained from your employer. All employers should be aware of these regulations.

NON-NHS SERVICES

The practice offers a range of non-NHS services and the current fee is charged. These include medicals for driving, insurance, travel etc, private certificates and medical reports.

CHILD HEALTH

All the doctors are able to carry out examinations to ensure that your child is developing normally. They are helped in this by our health visitor, who holds regular clinics. You should register your child for child surveillance checks if he or she is under five; details of the special checks will be given to you when you register your child.

FAMILY PLANNING

All the doctors have undergone specialist training and are able to advise on all aspects of family planning including counselling before starting a family, on problems with fertility or on your contraceptive needs.

SEXUAL HEALTH

UNPROTECTED INTERCOURSE

If you have had unprotected sex you may need emergency contraception. This is best taken as soon as possible but at least within 72 hours. You can make an appointment by telephoning either Great Massingham Surgery or Bayfield Surgery, Docking, during surgery hours. Just tell the receptionist that you have a 'blue card' and you will be given an appointment for the same day - no questions asked.

At weekends, telephone the out-of-hours service (01603 488488) who will provide emergency contraception if required.

For information on sexually transmitted diseases, visit:

www.patients.co.uk/showdoc/sso

DISTRICT NURSES

There is a district nursing team at Docking and Massingham surgeries. Their duties include visiting patients of any age in their homes, giving practical assistance and care or offering professional advice. Each patient's needs are assessed and the care/treatment is planned accordingly.

GREAT MASSINGHAM SURGERY – DISTRICT NURSES

They can be contacted between 8.00am – 4.00pm by phoning 01485 520017 including weekends and bank holidays. For the district nurse after 4.00pm, phone 01553 613613 (the Queen Elizabeth Hospital King's Lynn) and ask them for the Community Sister on duty.

BAYFIELD SURGERY, DOCKING – DISTRICT NURSES

They can be contacted between 8.00am - 4.00pm by phoning 01485 520017 including weekends and bank holidays. For the district nurse after 4.00pm, phone 01553 613613 (The Queen Elizabeth Hospital King's Lynn) and ask them for the Community Sister on duty.

HEALTH VISITOR

Both Massingham and Docking have a health visitor who has a special responsibility for the health of children. They also works with individuals, families and communities to promote health. They works closely with the doctors and is able to make home visits as well as running her clinics.

CARERS REGISTER

The practice has a Carers Register.

A carer is a person, probably a relative, perhaps just a good friend or neighbour who provides care, help and support for somebody with a disability, long-term illness, learning difficulty or mental health problem. This care, help and support can be demanding and draining emotionally, physically and financially. The carer is not paid to provide such care and often goes on providing it over a long period of time. If you are a carer and registered at the practice and would like to be included on the Carers Register then please write to Mr Barry White, practice manager, at the surgery. A Norfolk Carer's Pack is available from the surgery or by telephoning (01603) 307208 or by contacting the Norfolk Carer's helpline (0808 8089876). You can also order a Norfolk Carer's Pack from the Heron website www.heron.nhs.uk

PRACTICE COUNSELLOR

Counselling is provided at the practice, by GP referral. Short-term counselling is effective in addressing specific life difficulties and enables the patient to make small changes, which may have a beneficial effect on the quality of their life.

MINOR SURGERY

All the doctors are qualified to carry out minor operations. If you wish to see a doctor about a skin problem, please make an appointment with your usual doctor during normal surgeries.

CONFIDENTIALITY

Everyone working in the NHS has a legal duty to keep information about you confidential.

PRACTICE COMPUTER SYSTEM

Practice staff use the computer system in order for them to be able to do their daily work, that is:

- Arrange appointments
- Prepare prescriptions
- Recall patients

Access to sensitive information is restricted for anyone other than the doctor.

All practice staff, clinical and non clinical, are required to treat patient information in the strictest confidence. All have been given training in their responsibilities under the Data Protection Act 1998.

THE PROTECTION AND USE OF PATIENT INFORMATION

Information may need to be shared with others involved in your care, eg a hospital consultant, community nurse, social services. Information may also be used for research purposes and in this case you will be approached to see if you would like to take part.

Information given will be anonymous and we will remove details which can identify you by name where appropriate.

USE OF PERSONAL HEALTH INFORMATION

We have a requirement to make available personal health information when producing audits of diseases to outside agencies, as part of the General Medical Services (GMS) Contract. The information given is anonymous.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This information can be found on the practice website.

YOUR RIGHTS AND RESPONSIBILITIES

You have a right to be seen by a GP within 48 hours and a practice nurse within 24 hours. Meeting these time limits means that we cannot guarantee that you will be able to be seen by the doctor of your choice.

While you have rights of access to a GP or other health professional within a specific time limit, you also have a responsibility to keep any appointments that you make, or to let the practice know in sufficient time (where practicable) that you are unable to keep your appointment so that your appointment can be given to another patient.

Keep your appointment or cancel it!

For the latest information click to: www.massingham-dockingsurgeries.co.uk

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn-up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

VIOLENT OR ABUSIVE BEHAVIOUR

The NHS definition of violence is: 'Any incidence where a GP or a member of the practice staff is abused, threatened or assaulted in circumstances related to their work, involving an explicit, or implicit, challenge to their safety, wellbeing or health'. The practice operates a 'zero-tolerance' policy towards violence in the workplace, and such behaviour will not be tolerated. We work in close liaison with Norfolk Primary Care Trust, the police and other agencies. Any of our patients using or implying violence or verbal abuse towards any doctor or member of staff will be removed from the practice list.

NHS DIRECT - 0845 4647

NHS Direct is a telephone service, staffed by nurses, giving confidential healthcare advice and information 24 hours a day. Call for advice on what to do if you are ill, if you have health concerns about someone close to you, or you need information about local health services – all for the price of a local call. Visit the NHS Direct website at www.nhsdirect.nhs.uk

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

COMMUNITY CAR SCHEME

The Great Massingham area community car scheme is a voluntary organisation which is here to help you.

- Do you have difficulty getting to the surgery or to the hospital for appointments?
- Do you have difficulty getting to the shops?

Phone (01485) 520823 between 9.00am and 12 noon to arrange transport. Try and give as much notice as possible (minimum of 24 hours). There will be a charge.

Visit our website on: www.massingham-dockingsurgeries.co.uk

HEALTH INFORMATION

You can access free and impartial advice on health, illness and disease online by visiting

www.patient.co.uk

Easy-to-search reliable health information - specifically for childhood concerns:

www.yourchildshealth.nhs.uk

PRACTICE PARTICIPATION GROUP

The surgery has a Patient Participation Group (PPG) to work with the practice to improve communication and to assist with health campaigns. The PPG is run, as part of a Government initiative, by a small committee of patients and practice staff with the aim of encouraging a positive relationship between patients and surgery.

If you are interested in getting involved, then leave your details with Ruth Harris at the surgery, who will inform the chairman of the PPG - Mr Graham Coombes.

USEFUL LINKS

The NHS home page can be accessed by visiting www.nhs.uk

- The Macmillan & Hudson Palliative Care Centre, Wisbech can be contacted for information about different types of cancer or other progressive diseases:

Email: millan@VSNCH.freewire.co.uk or telephone (01945) 466312

- The Cancer Information Centre at Norfolk & Norwich University Hospital can be contacted for information on different types of cancer, cancer treatments, control of symptoms, local sources and complementary care.

Email: cancer.information@nnuh.nhs.uk or telephone (01603) 287048

- For information about common foot problems visit the Society of Chiropodists & Podiatrists' website: www.feetforlife.org

- To find out all about the fpa (formerly known as The Family Planning Association) visit their website: www.fpa.org.uk

This will give you details of local clinics including telephone numbers and maps.

- The Mancroft Advice Project, better known as MAP, is an independent information, advice and counselling service for young people aged between 11 and 25. For more information visit their website: www.map11-25.org/youth/index.htm

Keep updated, click to: www.massingham-dockingsurgeries.co.uk

USEFUL TELEPHONE NUMBERS

HOSPITALS

The Queen Elizabeth Hospital, King's Lynn (01553) 613613

Norfolk & Norwich Hospital, Norwich.....(01603) 286286

Addenbrooke's Hospital, Cambridge..... (01223) 245151

Swaffham Community Hospital(01760) 721363

OTHER USEFUL NUMBERS

Carers Cross Roads (01328) 851858

Friendly Faces (01485) 540763

Citizens Advice Bureau (01553) 774719

Patients' Advice & Liaison Service (PALS)..... 0800 587 4132

NHS Direct0845 4647

Out-of-Hours Service (EEAS).....(01603) 488488

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