



## Wymondham Medical Partnership

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

|  |  |
|--|--|
| Appointments 24hr<br>(Book, review and cancel) | 01953 602220                           |
| Fax  | 01953 605313                           |
| NHS Direct                                     | <b>111 (NHS NON- EMERGENCY NUMBER)</b> |
| E-Mail Address                                 | wymondhammp.d82045@nhs.net             |

**CQC Rated – GOOD (see website for details)**

This leaflet has been designed to tell you about the practice and the services that we offer. You may find it helpful to keep this close to your telephone. **Please note calls to the surgery are recorded.**

### SURGERY HOURS

The practice is open at the following times;  
Monday to Friday 8am to 6pm  
Surgeries run at varying times between 8.20am and 6pm

The surgery is closed on Wednesdays between 12.30pm and 2 pm for staff training

Extended Hours Saturday 8am-11am and Monday 6.30pm-8pm  
(These are for pre-booked appointments only)

Wymondham Medical Partnership  
Postmill Close  
Wymondham  
NR18 0RF

We are a member of South Norfolk Clinical Commissioning Group  
Lakeside 400 Old Chapel Way  
Broadland Business Park  
Thorpe St Andrew  
Norwich NR7 0WG

### Out of Hours

If an urgent medical problem that does not require the 999 service occurs out of surgery hours, telephone the new 111 non-emergency service. This service is commissioned by the South Norfolk CCG.

### Accident and Emergency / 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## THE DOCTORS

Dr Steven R Brown (Partner) MBBS DRCOG MF Hom (2838720)

Dr Julie Glenn (Partner) MBBS MRCGP DRCOG DCCH (2848150)

Dr Kate M Grantham (Partner) MBBS MRCGP (3676147)

Dr Simon Findlay (Partner) MB ChB MRCGP (6026897)

Dr Anita Munagapati (Partner) MBBS MRCP MRCGP DRCOG MRCH (4681188)

Dr Helen Vanston (Partner) BMedSci MB ChB DRCOG (4722795)

Dr Sarah Smith (Partner) MBChB DRCOG DFFP MRCGP (3515948)

Dr Philip Pinney (Partner) MBChB DRCOG MRCGP (3442799)

Dr Sumathi Kandasamy (Partner) MBBS MRCGP (6106177)

Dr Nina Pereira (Salaried GP) MA MBBS DCH MRCGP (3241187)

Dr Caroline Thurlow (Salaried GP) MA MBBS MRCGP DCH (7037113)

Dr Sarah Baker (Salaried GP) MBBS DRCOG MRCGP (6155765)

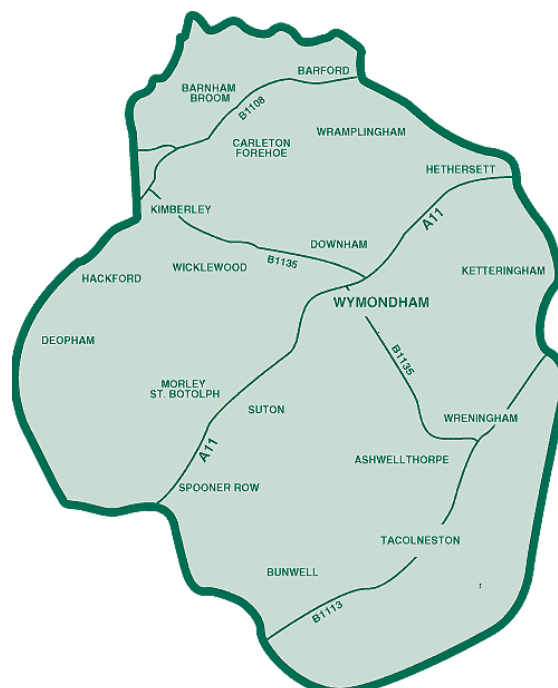
Dr Rachel Kinnaird (Salaried GP) MBChb MRCGP DCH DRCOG DFSRH (4400769)

Dr Katherine Chesterman (Salaried GP) MBChB MRCGP (6122630)

Dr Victoria Talboys (Salaried GP) MBBS MRCGP (7072955)

Dr Richard Howell (Salaried GP) MBBS MRCP(UK) MRCGP (7073045)

## PRACTICE AREA



## NHS Walk-in-Centre

NHS walk-in centres offer healthcare advice and treatment, without having to make an appointment. Your local centre is;

Norwich Practices Health Centre  
Rouen House  
Rouen Road  
Norwich 01603 677500

Open 8am–8pm,  
365 days a year.

## 111/NHS Direct

111 is a 24-hour confidential service. You can ring for Nurse advice if you are unwell or for any healthcare information. Also use this service for urgent medical problems that do not need the 999 emergency service

Call **111**

or visit the website

**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

## Same day Team

Our same day team (GP and minor illness nurses) will assess and see patients who feel they need attention / advice on that day. Please telephone the surgery on the appointments line with your details, a brief description of the problem and a valid telephone number for the triage doctor to CALL YOU BACK. This does not substitute for a routine appointment with your own doctor.

## Home Visits

If you are too ill to attend the surgery please telephone before 10.00am giving details of your problem so that your doctor may determine the urgency of a visit.

Please remember, home visits are very time consuming and if at all possible, please come into the surgery.

Children are best seen in the medical centre.

## Appointments

All consultations are by appointment and you may arrange to see your doctor by telephoning our appointments line on (01953) 602220 24 hours/day or on-line by going to [www.wymmed.co.uk](http://www.wymmed.co.uk) and following the links on the home page. Please make a separate appointment if anyone else in the family wishes to be seen. You may make an appointment with the doctor of your preference and we will do everything possible to ensure that you are seen as quickly as possible. If you need advice directly from your doctor, please telephone before 10.30am and have available a telephone number where you can be contacted between 11.00am and 12.30pm. The doctor will contact YOU on this number.

## Cancellations

If you know you will be unable to attend, please telephone the surgery to cancel your appointment. Our appointments are always busy. Missed appointments cause inconvenience to both clinicians and other patients. You may call 24 hours per day on (01953) 602220 and use our automatic booking service or go on-line at [www.wymmed.co.uk](http://www.wymmed.co.uk) and follow the links on the home page.

## Test Results

Results are given on request only to the person to whom they relate. Telephone (01953) 602220 after 2pm Mon-Fri 1 week after your test was done. Reception staff will be able to confirm availability of results and arrange a telephone call or appointment with your Doctor if required. Alternatively you can register for online services and view your results online.

## Sickness Certificates

Under current legislation a Patient can “self certificate” for the first 7 working days of any illness. We do not normally issue doctors certificates for the first week. After the first week, if you require a free Statement of Fitness for Work (Fit Note), please make an appointment as these are obtained as part of a consultation with a doctor. Additional requests can be made via reception. Form SC1 (Incapacity Benefit Claim Form) is available from this Practice for people who have an illness or disability and are unable to work. People who are in work but require special medical treatment (e.g. dialysis, radiotherapy, chemotherapy) may also be eligible for this benefit. If you require one for insurance or other purposes, please ask your doctor (a fee will be payable in this instance – details are available on a poster in the waiting room, at reception and on our website). A receipt will be issued if requested.

# The Practice Team

## NURSING STAFF

|                           |  |  |                                    |                                    |                                   |
|---------------------------|--|--|------------------------------------|------------------------------------|-----------------------------------|
| Same Day Team             | Julie Hatton<br>Nurse Manager and Practitioner | Sarah Blackbourn<br>Nurse Practitioner | Suzanne Warwicker<br>Minor Illness | Mary Bedford<br>Nurse Practitioner |                                   |
| General Practice Nurses   | Kirsty Wade                                    | Katie Treutler                         | Helen Howe                         | Natasha Ramsay                     | Kelly Tobin<br>Nurse Practitioner |
| Senior Nursing Assistants | Shirley Nicol                                  | Linda Bracey                           | Gabriella King                     | Gemma Christian                    |                                   |
| Nurse Assistants          | Jo Eldred                                      | Laura Maddams                          | Louise Armstrong                   |                                    |                                   |
| GP Outreach Nurse         | Sue Green                                      |  |                                    |                                    |                                   |

### Same Day Team

The Same Day Team nurses run clinics alongside the Duty Doctor. This means you can see them on the day for minor illness/injury problems. It is not appropriate to see these nurses for ongoing problems that are already being treated by your Doctor. Same Day Team nurses are qualified to diagnose and prescribe medicines.

### Diabetes

This clinic is managed by our specialist diabetic nurses Their work includes diagnosing and monitoring insulin and non-insulin dependant Diabetics. Patients are invited annually for screening.

### Respiratory Clinic

This clinic is managed by our specialist respiratory nurses who assess patients with Asthma and Chronic Obstructive Pulmonary Disease (COPD). The aim of this clinic is to diagnose, monitor and give advice on self management strategies and treatment.

### Coronary Heart Disease (CHD), Stroke and Transient Ischaemic Attacks (TIA)

Our Doctors performs annual screening of patients with CHD, Stroke and TIA.

### Family Planning and Sexual Health Advice

Advice and information on contraception is provided by our Specialist Family Planning Nurse Sarah Blackbourn. She is also able to provide free condoms. If you are thinking about making your first visit to this clinic please book a double appointment.

### Teenage Health Clinic

You can discuss any health issues with Sarah B.

### Baby and Child Immunisations Clinic

You will receive a reminder card for your child's vaccination schedule. Please ring the appointment line to make an appointment and bring your child's red Health Record book when you attend the appointment.

### Travel Immunisations

We recommend that any patients travelling abroad should seek advice at least six weeks in advance of their trip. We offer a full range of travel vaccines and are a Yellow Fever vaccination centre. There will be a charge for some travel vaccinations. You can download our Travellers questionnaire form from our website and fill it in prior to your appointment.

### Smoking Cessation

The surgery can refer you to Smoke Free Norfolk who will advise patients on how to give up smoking using a variety of different preparations. Please speak to a GP or nurse Practitioner regarding this or self refer at [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree).

### Flu campaign

Flu vaccinations are available from the start of October. Please check local newspapers, look out for posters in the reception areas, information in our newsletter and on the website.

### INR

These clinics are run by our Nursing Assistants. These are daily from 8:10 - 11:30am for those patients who are taking warfarin and phenindione.

### Postnatal

Doctors hold postnatal clinics once a week; call the appointment line to arrange an appointment.

### Minor Surgery

Minor surgical procedures may be carried out by your doctor, please discuss this with your doctor. Suitable appointments can be arranged.

### Research

Anyone registered with the practice could help shape the future of health care by considering and helping with research projects. You may be approached by the practice and invited to participate in research projects. The information may be sent to you by post or given to you by a member of staff. Please consider the invitation carefully. Participation is voluntary and declining to take part will not affect your medical care in any way.

### Carers

The Practice has a Carers Register for people who care for a relative/friend. Carers' Information Packs are available from our Reception Staff and there is a Carers information table in the entrance lobby.

### Childhood Immunisation Time-Table

Many potentially fatal childhood diseases have been virtually eradicated in the UK due to the availability of vaccinations. It is very important that all children are fully immunised. Reminders are sent out by the Health Authority. Current recommendations are:

|                         |   |   |
|-------------------------|---|---|
| Two months              | - | Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib)<br>Pneumococcal infection   |
| Three months            | - | Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib)<br>Meningitis C   |
| Four months             | - | Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib)<br>Pneumococcal infection<br>Meningitis C   |
| Around 12 – 13 months   | - | Haemophilus influenzae type b (Hib)/ Meningitis C<br>Measles, Mumps and Rubella<br>Pneumococcal infection   |
| Around 3 years 4 months | - | Diphtheria, tetanus, pertussis and polio<br>Measles, Mumps and Rubella  |
| Girls 12 to 13 years    | - | Human Papillomavirus (Cervical Cancer)  |
| Around 14 years         | - | Diphtheria, tetanus and polio, MenC and Meningococcal group W (MenACWY)<br>Tetanus infections may develop in wounds picked up in the garden or street. We recommend that everyone has a booster every 10 years. |

Apart from the doctors and nursing staff, we have 29 support staff that help to run the surgery and aim to offer you the best possible service.

|                       |   |
|-----------------------|---|
| Practice Manager      | Kevan Baker   |
| Senior Office Manager | Jane Bull   |
| Office Managers       | Christine Lond-Caulk<br>Carolyn Flatt<br>Linda Matthews |
| Prescription Manager  | Ian Websdale<br>(RegPharmTech)                          |
| IT Manager            | David Adam  |

### Reception Staff

We are here to help you arrange an appointment at a time convenient both to you and the doctor, nurse or other healthcare professional. Messages can be taken and passed on to your doctor. It may be necessary to ask you some questions on the doctor's behalf, so that the doctor can assess the urgency of your request. Remember, any information you give to the reception staff will always be treated in strict confidence, as they are bound by the same codes of conduct as the doctors and nurses. Please advise reception staff on arrival if for medical reasons you would prefer to wait for your appointment away from other patients.

Please inform the our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records accurate. If you move out of the Practice area (see Page 2) it will be necessary for you to register with a doctor at another Practice which covers that area. Our Reception Staff will help you with queries about practice boundaries.

### Other Staff

#### Midwives

Midwives care for and support pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby. Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding. If you think you may be pregnant, please contact the surgery to book an appointment with the midwife.

#### District Nurses (house bound patients only)

Please be aware the District nursing team is based at the Health Centre located on Bridewell Street.

If the Doctor has requested a District nurse to visit you for any reason he will refer you. If you have any queries about this visit please ring (01953) 609409 and ask for the District Nursing team.

District nurses assess, plan and manage the care of sick and disabled patients of all ages in the patient's own home, general practices and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialised services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

#### Health Visitors

Health visitors are qualified nurses and have additional training in child health and development, will monitor your child's growth and development, answer any child health queries and help mothers to cope with children under five, advising on hygiene, safety, feeding and sleeping. They also co-ordinate child immunisation programmes and organise special clinics or drop-in centres.

Health visitors can also provide you with help and information regarding such issues as emotional problems, relationship difficulties, family planning and health problems and advise on healthy eating, keeping warm and getting the right exercise.

## Registration

The practice is able to take new patients providing they live in the Practice area (see page 2).

To register, complete the appropriate section of your medical card or, complete a registration form obtained from our Reception Staff. Don't worry if you have no card, our Reception Staff will still register you. In the case of a new baby, bring their NHS Number (obtainable from Child Health or the Maternity Ward) or the child's red book.

Please fill in our new patient health questionnaire (available from our Reception Staff), Your medical record often takes a considerable time to arrive from your previous doctor and this gives us the opportunity of recording some basic information about you and offering you any immediate care you may need.

You will also need to provide suitable personal identification. Two forms of identification are required; one to prove who you are - this would normally be some form of photo identification, (such as a passport or driving licence); the other, to prove where you live, (this could be a utility bill or a bank statement).

**You will be registered with to a named GP, this is your registered GP, but you have the right to ask to see a different doctor, if you wish. Please ask at reception if you are unsure which GP you have been allocated.**

Please note that consent to contact via mobile phone (phone call or SMS) will be assumed if no other option is marked on the registration form or when the mobile phone number is provided to the Practice.

If you are taking any kind of medication, please make an appointment to see your new Doctor as soon as possible to ensure you can continue to receive the medication.

We do not exclude patients from the Practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

## Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. You have a right to know what information we hold about you. If you would like to see your records, please talk to reception to arrange this. There may be a fee, please see page 15.

## Consent for Children's Treatment (Under the age of 16)

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

## Chaperones

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of every-one is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the clinical Practice staff present during your consultation, please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

## Complaints / Comments

If you wish to make a complaint or any other comment regarding the Practice, please write to The Practice Manager, contact us via e-mail, pick up a complaints pack at reception or download a pack from our website under Further Information, Compliments and Complaints on the home page. You can generally expect a response within 20 working days.

**Alternatively**, if you do not wish to make your complaint directly to the Practice, you can contact NHS England as follows:

### **BY POST**

NHS England  
P.O. Box 16738  
Redditch  
B97 9PT

### **BY E-MAIL**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**BY TELEPHONE** 0300 311 2233

### Medical students

The Practice is involved in the teaching of Medical and Nursing students and from time to time you may be asked if you consent to a student observing your consultation.

### Use of Personal Health Information

We use patient identifiable data to conduct internal searches for identifying potential patients for research projects. No information is sent to researchers without patient's consent.

If you are referred for treatment outside the Practice, your referral will be shared with a special team we have developed in partnership with Practices across South Norfolk. The team consists of clinicians who will have access to your referral information and will support our clinicians to get the best for you from the local NHS. The Surgery's aim is to provide our patients with the most appropriate treatment in the shortest possible time. All patient identifiable information will continue to be handled in accordance with the Data Protection Act and NHS confidentiality regulations.

If you need more information, please ask for our leaflet on how we use your health records.

### Patient Participation Group

This is a group of patients and has been set up by the medical partnership as a means of improving the service provided and communicating with all patients in the partnership. We would like to develop this to include a less formal way of communicating e.g. e-mail.

Patient participation groups in other practices have also been involved in: -

- health education
- setting up support groups and
- organising transport to and from the surgery.

These are all possibilities and we would very much like your ideas on what you would like the Wymondham Medical Partnership group to do.

The group can be contacted by email to [wymondhammp.d82045@nhs.net](mailto:wymondhammp.d82045@nhs.net) letter to the surgery address or the suggestion box in reception.

### Specialist and Hospital Care

If a clinician assesses that a patient would benefit from hospital treatment or specialist care elsewhere, the patient will be given a choice of locations and times. The appointment can then be booked electronically or by telephone. When you are referred to another unit for further treatment, it will be assumed that you consent to your medical records being shared unless you advise your GP otherwise.

If you have any questions, please raise them with Kevan Baker, the Practice Manager.

### Patients with particular needs

Our surgery is accessible without need to climb steps, and to patients using a wheelchair, who also have access to a separate toilet facility. We also have four parking spaces directly outside the main doors to our practice, which are reserved for patients displaying a disabled badge.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment

### Transport for Hospital Appointments.

When going to the hospital and unable to get transport through any means i.e. public or private please ring Patient Transport service on 0333 240 4100 Monday to Friday 9.00am-4.30pm. Please remember this is for a last resort as they are extremely busy. Alternatively, you can call Car Link on 01603 422807. This service is run by a team of volunteers and there is a small charge per mile.

### Opening times for walk in blood tests Norfolk and Norwich University Hospital

If for any reason we are unable to offer you a blood test appointment at the surgery in the time frame you would like you are quite welcome to pick up your blood test form and go to the Hospital and they can offer you a walk-in blood test

East Side - 8.30am - 5.00pm Monday to Friday for appointments and walk-ins

West Side - 9.00am -1.00pm plus 2.00pm-5.00pm Monday to Friday for walk-ins only

### Hospital Address:

Norfolk and Norwich University Hospital  
Colney Lane  
Norwich NR4 7UY

Telephone: (01603) 286286



### Walk in Chest X-Ray Service Norfolk and Norwich University Hospital

When the Doctor has requested you to have a chest X-ray at the hospital he/she will give you an information sheet. The department is open Monday to Friday 9.00am to 4.00pm No appointment is necessary.

You will need to go to the entrance marked 'Out-patients East' then follow the signs to Level 3 Radiology Walk- in Chest Patients.

### Automated Appointment and Prescription Services

You can now book selected appointments with Doctors only, and review and cancel all your appointments, online or by telephone, **24 hours a day, 7 days a week**. Please note Nurse's appointments are not bookable by these methods at present.

To use the on-line services, you must contact a member of staff at the surgery and request that you be registered. You will be provided with a username and password in writing, to give you access to the on-line facilities. You will need to wait about an hour after registration before using the system to allow your details to be loaded. Then simply click on the link on our web site or enter <https://systmonline.tpp-uk.com> into your browser or save it in your favourites. You can use the telephone service immediately. You can also order your repeat medication on-line.

We conduct an annual patient satisfaction questionnaire that you will be able to complete using this service. The results of the latest survey are published on our web site.

We also have 'The Friends and Family Test' which is a quick survey available to all of our patients inviting reviews on patient's interaction with the Practice. It is accessible either on-line or in the surgery.

### Important Note

Our automated telephone booking system relies on us having your telephone numbers and date of birth stored correctly. If you have any problems using the system, please contact us and confirm that all your telephone numbers (home, mobile and work) are up to date and correct.

### Automated Telephone Booking

To use the automated telephone system you must have a touch tone telephone.

Dial 01953 602220 and choose option 1. You will be asked to enter your date of birth as a 6 digit number. For example, 5<sup>th</sup> May 1980, key in 050580. You will then be asked to key in your telephone number followed by the \* key. After your details have been verified, follow the prompts to make a new appointment or to check or cancel existing appointments.

This service relies on having your telephone number recorded correctly. If we have both a mobile and land line stored on your record, the system will only verify your details based on which number is marked as your preferred contact number. If you have difficulty using this system, please contact us so we may check these details for you.

Please note if you are booking an appointment you must wait for the confirmation and thank you message BEFORE you hang up otherwise the appointment may not be saved.

## Accessing the On-Line Services

When you have registered for on-line services and have received your Username and Password, follow the link from our website, [www.wymmed.co.uk](http://www.wymmed.co.uk) or go to <https://systmonline.tpp-uk.com> and you will be presented with the login screen. We recommend you change your password the first time you log in to the system.

### PLEASE NOTE: PASSWORDS ARE CASE SENSITIVE AND MUST:

- HAVE AT LEAST ONE LETTER (a-z)
- HAVE AT LEAST ONE NUMBER (0-9)
- HAVE AT LEAST ONE OTHER CHARACTER ( ! £ % & etc).

### YOUR PASSWORD MUST ALSO BE AT LEAST 8 CHARACTERS LONG.

Enter your username and password and click the *Login* button.  
You will be taken to your home screen



#### Login

If you already have a username and password, enter them here.  
If you do not have a username and password, contact your practice to register for SystmOnline.

User Name

Password

[Help](#)  
For any further questions or assistance, contact your practice.



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#### Usage Policy

Please use this service responsibly. In the case of any abuse of the service, your GP practice can revoke your log-in details, stopping you accessing the service. Examples of irresponsible use of the system may include, but are not limited to:

- registering at a GP practice when you have no intention of using it as your usual GP practice
- registering at a GP practice outside your catchment area
- booking appointments you have no intention of attending
- repeatedly booking and then cancelling appointments
- repeatedly requesting prescriptions that you do not need



|                      |                                   |                                     |   |  |                                |                      |                        |
|----------------------|-----------------------------------|-------------------------------------|---|--|--------------------------------|----------------------|------------------------|
| <a href="#">Home</a> | <a href="#">Past Appointments</a> | <a href="#">Future Appointments</a> | <a href="#">Book Appointment</a>  | <a href="#">Current Prescriptions</a>                | <a href="#">Questionnaires</a> | <a href="#">Help</a> | <a href="#">Logout</a> |
|                      |                                   |                                     | Wymondham Medical Partnership<br>Wymondham Medical Centre<br>Postmill Close<br>Wymondham<br>Norfolk<br>NR18 0RF | Prescriptions: 01953 605560<br>General: 01953 602118 |                                |                      |                        |

#### SystmOnline

[View Past Appointments](#)  
[View Future Appointments](#)  
[Book Appointment](#)  
[Current Prescriptions](#)  
[Change Password](#)  
[Change Contact Details](#)  
[Questionnaires](#)  
[Help](#)  
[Logout](#)



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## Booking an Appointment



|                      |                                   |                                     |   |  |                                |                      |
|----------------------|-----------------------------------|-------------------------------------|---|--|--------------------------------|----------------------|
| <a href="#">Home</a> | <a href="#">Past Appointments</a> | <a href="#">Future Appointments</a> | <a href="#">Book Appointment</a>  | <a href="#">Current Prescriptions</a>                | <a href="#">Questionnaires</a> | <a href="#">Help</a> |
|                      |                                   |                                     | Wymondham Medical Partnership<br>Wymondham Medical Centre<br>Postmill Close<br>Wymondham<br>Norfolk<br>NR18 0RF | Prescriptions: 01953 605560<br>General: 01953 602118 |                                |                      |

### Book Appointment

#### Available Sessions

This is a list of sessions that have available appointments.  
Find a session that you would like to book into and click View Available Appts.

Show sessions for period

| Date                 | Earliest Time | Latest Time | Location                      | Clinician              | Session Type | View  |
|----------------------|---------------|-------------|-------------------------------|------------------------|--------------|---|
| Thursday 01 Oct 2009 | 09:00         | 15:35       | Wymondham Medical Partnership | Dr Steven Brown        | Session      | <input type="button" value="View Available Appts"/> |
| Thursday 01 Oct 2009 | 09:10         | 14:50       | Wymondham Medical Partnership | Dr Robert Slocombe     | Session      | <input type="button" value="View Available Appts"/> |
| Friday 02 Oct 2009   | 09:00         | 14:20       | Wymondham Medical Partnership | Simon Findlay          | Session      | <input type="button" value="View Available Appts"/> |
| Friday 02 Oct 2009   | 15:00         | 15:20       | Wymondham Medical Partnership | Kate Grantham          | Session      | <input type="button" value="View Available Appts"/> |
| Friday 02 Oct 2009   | 09:00         | 15:45       | Wymondham Medical Partnership | Dr Christopher Thorman | Session      | <input type="button" value="View Available Appts"/> |
| Friday 02 Oct 2009   | 09:10         | 09:10       | Wymondham Medical Partnership | Dr Robert Slocombe     | Session      | <input type="button" value="View Available Appts"/> |
| Friday 02 Oct 2009   | 09:10         | 09:10       | Wymondham Medical Partnership | Dr Steven Brown        | Session      | <input type="button" value="View Available Appts"/> |

Click on the link to see a list of available appointments by day, by Doctor for the next 4 weeks (shown in 2 two week blocks).

Pick the day and Doctor you would like to see to view a list of available appointments

|                      |                                   |                                     |   |  |                                |                      |                        |
|----------------------|-----------------------------------|-------------------------------------|---|--|--------------------------------|----------------------|------------------------|
| <a href="#">Home</a> | <a href="#">Past Appointments</a> | <a href="#">Future Appointments</a> | <a href="#">Book Appointment</a>  | <a href="#">Current Prescriptions</a>                | <a href="#">Questionnaires</a> | <a href="#">Help</a> | <a href="#">Logout</a> |
|                      |                                   |                                     | Wymondham Medical Partnership<br>Wymondham Medical Centre<br>Postmill Close<br>Wymondham<br>Norfolk<br>NR18 0RF | Prescriptions: 01953 605560<br>General: 01953 602118 |                                |                      |                        |

## Book Appointment

### Available Appointments

This is a list of available appointment times.  
Choose a time for your appointment and click Book.

Session for Dr Steven Brown at Wymondham Medical Partnership on Thursday 01 Oct 2009

| Slot Type                  | Start Time | End Time | Duration (minutes) | Book Appointment                    |
|----------------------------|------------|----------|--------------------|-------------------------------------|
| 1 Day 24/48/72 hour own GP | 09:00      | 09:10    | 10                 | <input type="button" value="Book"/> |
| 1 Day 24/48/72 hour own GP | 15:15      | 15:25    | 10                 | <input type="button" value="Book"/> |
| 1 Day 24/48/72 hour own GP | 15:25      | 15:35    | 10                 | <input type="button" value="Book"/> |
| 1 Day 24/48/72 hour own GP | 15:35      | 15:45    | 10                 | <input type="button" value="Book"/> |

Simply click the appointment you would like and print a confirmation if required.

Please Note: Routine GP appointments are released at different stages. Please check on-line regularly for newly released appointments to ensure you are seen as quickly as possible.

[From the home page you can view and cancel any future appointments you may have by clicking on the Future Appointments link.](#)

## Ordering Repeat Medication

Click on the Medication link on the home page, and then click Medication again to see a list of your current repeat medication.

|                      |                                   |                                     |   |  |                                |                      |                        |
|----------------------|-----------------------------------|-------------------------------------|---|--|--------------------------------|----------------------|------------------------|
| <a href="#">Home</a> | <a href="#">Past Appointments</a> | <a href="#">Future Appointments</a> | <a href="#">Book Appointment</a>  | <a href="#">Current Prescriptions</a>                | <a href="#">Questionnaires</a> | <a href="#">Help</a> | <a href="#">Logout</a> |
|                      |                                   |                                     | Wymondham Medical Partnership<br>Wymondham Medical Centre<br>Postmill Close<br>Wymondham<br>Norfolk<br>NR18 0RF | Prescriptions: 01953 605560<br>General: 01953 602118 |                                |                      |                        |

## Current Prescriptions

To order prescriptions from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

| Drug  | Dosage                              | Quantity   | Last Issued | Status  |
|---|-------------------------------------|------------|-------------|---|
| Candesartan 4mg tablets                     | 1 daily                             | 56         | 28 Sep 2009 | Cannot order medication until 7 day(s) before it's due. |
| Lansoprazole 15mg gastro-resistant capsules | One Or Two To Be Taken Each Morning | 56 capsule | 15 Sep 2009 | Cannot order medication until 7 day(s) before it's due. |

### Medication request notes

You can use this field to include notes with your request. If you require a reply from your practice please include contact details.

Notes entered into this field may be visible to all staff at your practice

Click on the box to the left of each item you require.

**PLEASE NOTE; DO NOT CLICK THE CUSTOM MEDICATION BUTTON OR ENTER ANY TEXT IN THE MEDICATION REQUEST NOTES BOX ON THIS SCREEN OR YOUR SELECTION WILL BE CLEARED.**

Then click the *Continue* button. Now, if you wish, you can make comments in the relevant boxes. Finally click the *Request Medication* button to send your request. Your order will be processed the next working day. Please then allow 2 working days for your prescription to be available for collection from the chemist.

## Important information for SystmOnline users

Whilst we promote the benefits of families registering for SystmOnline to make ordering prescriptions and booking appointments easier, we also take the issue of confidentiality very seriously. We recognise that some young people, on occasions, feel the need to see a clinician without the presence of their parents and we have a duty to respect that, whilst also ensuring they are not at risk of harm.

Therefore, we automatically cancel registrations for young people on their 14<sup>th</sup> birthday, allowing each patient to re-register themselves if they wish.

## REPEAT PRESCRIPTIONS

A repeat prescription is an item of medication that your GP allows you to re-order each month without a consultation being necessary. This item appears on your 'repeat list'. Please ask at the prescriptions desk if you would like a copy of your list or are unsure what this is.

You can order your repeat medication in person at the prescription desk in the surgery, by post, or on line via our website [www.wymmed.co.uk](http://www.wymmed.co.uk). Your prescription will be sent directly by computer to the pharmacy of your choice. Please see our website for more details. There is a 'letterbox' at the prescription desk where repeat requests can be dropped in before 11am and prepared for collection later at your nominated pharmacy.

We will deal with all medication requests within 2 working days. Please do not expect your request to be dealt with immediately as we have over 5000 prescription requests every week to process.

Any regular repeat medication requests will be forwarded to the chosen collection point within 2 working days. Requests for medication **NOT** on your repeat list, will take up to 2 working days for a GP to action if deemed appropriate to do so.

Once the repeat prescription has been processed and forwarded to the relevant pharmacy, you must allow 2 working days for the medication to be issued. The Prescription department cannot and will not be held responsible for any collection from a pharmacy which isn't available outside of this time frame.

The surgery takes the usual holidays at Christmas, Easter and Bank Holiday Mondays. Please do not panic over these periods. If you know that your medication is coming to an end, please remember to order slightly earlier to allow for this.

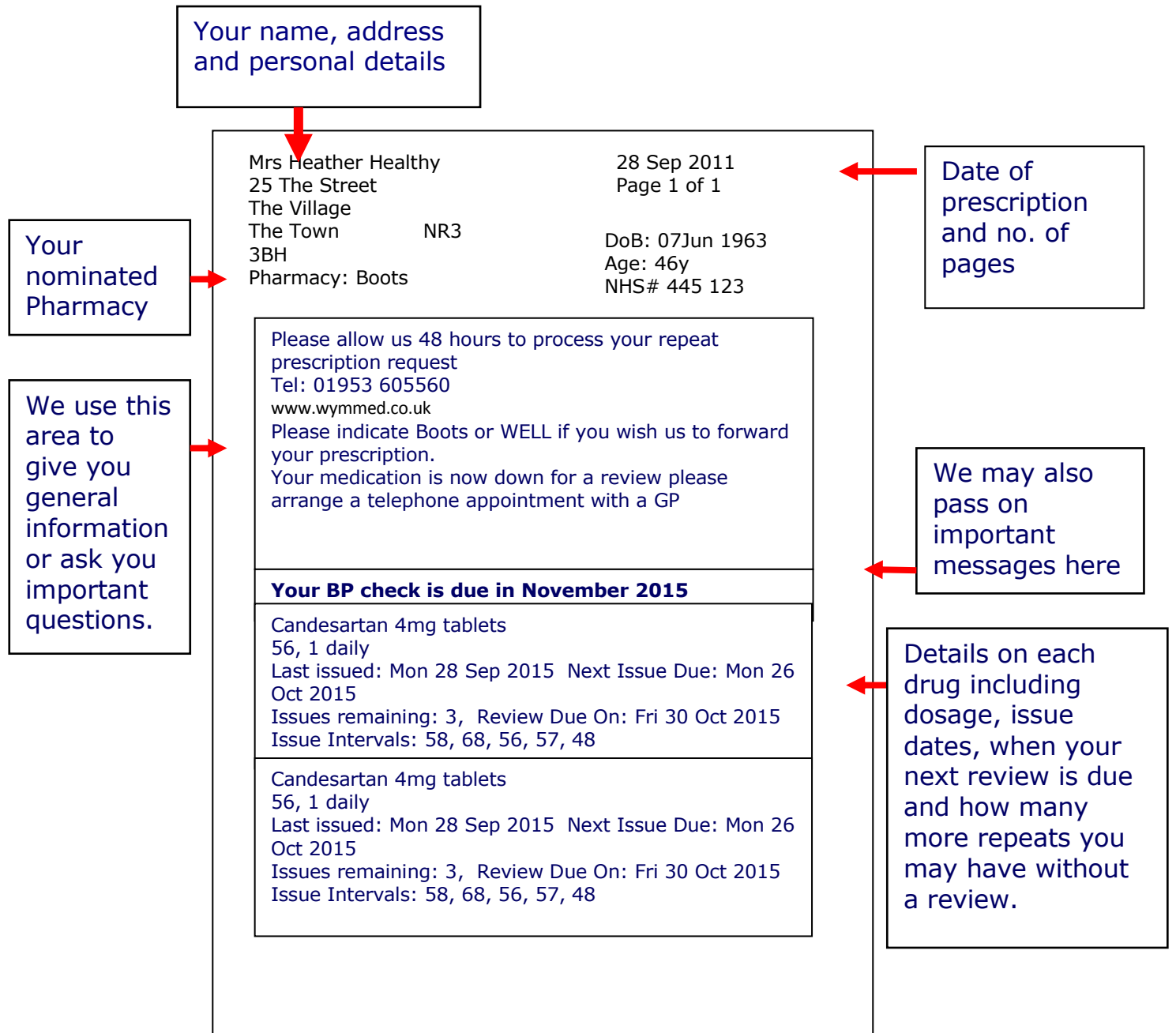
Ordering 1 months supply (28 days) of medication at a time is a requirement set out by NHS England.

Certain medication requires you to have regular blood pressure checks, blood tests or to attend specialist clinics. You will see on your repeat list how many repeats you have left by the number down the right hand column, (please see diagram over leaf); when this figure reaches 0 you need to make an appointment before your next order.

All medications require at least an annual review, so please be aware we will be reviewing your medication requirements.

Prescription administration staff are unable to change or review your medication, they are also unable to issue medication not signed/authorised by a GP.

## Your Repeat Slip Explained



## Rights and Responsibilities – the Patient Charter

### What we will do for you

- Treat you with courtesy and respect at all times.
- Treat you as a partner and discuss with you the care and treatment we can provide.
- Give you full information on the services we offer.
- Give you the most appropriate care by suitably qualified staff.
- Provide you with emergency care when you need it.
- Try to ensure surgeries start on time.
- See patients within 20 minutes of their appointment time and offer an explanation in the event of a delay.
- Inform patients if a Doctor is called away on an emergency and offer an alternative appointment or, if preferred, another Doctor.
- Refer you to a hospital (from those available) of your choice when your GP thinks it is necessary.
- Refer you for a second opinion when you and your GP agree it is needed.
- Give you access to your health records, subject to any limitations in the law.
- Keep the contents of your health records confidential.
- Give you a full and prompt reply to any complaints you make about our services.
- Go to [www.wymmed.co.uk](http://www.wymmed.co.uk) for complaints procedure and form.

### What you can do for us

- Tell us if you are unsure about the treatment we are offering you.
- Use the Duty Doctor service for urgent problems only.
- Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity. Try to request home visits before 11am except in emergencies.
- Keep your appointments and let us know as early as possible if you are unable to attend. Go to [www.wymmed.co.uk](http://www.wymmed.co.uk) to see ways of contacting us.
- Try to give us at least 2 working days' notice for repeat prescriptions. These are signed between 11am and 2pm every day.
- Please be patient if your appointment is delayed. Delays are often caused by patients needing emergency attention.
- **Let us know when you change name, address, landline or mobile telephone number.**
- Your privacy is respected at all times. However, reception staff may need further details about your problem to help Doctors assess the degree of urgency.
- Staff at the medical centre are here to help you. It is a difficult job so please be co-operative and patient.
- Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- Let us know when we have done well.
- We welcome suggestions as to how our service can be improved.

### Zero Tolerance Policy

This practice supports the Government's NHS zero tolerance campaign.

Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff respectfully, without violence or abuse.

Violent patients will be reported to the police and struck-off the GP's list.

### 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. Details are available from our Reception Staff.

## FEES PAYABLE FOR NON NHS SERVICES

All fees payable at time of request (prices subject to change without prior notice)

|   |                              |
|---|------------------------------|
| <b>CERTIFICATES forms &amp; letter/ applications requiring dictation and / or check of patient record:</b>  | <b>£30</b>                   |
| E.g. Driving Licence, Passport Application (must be known by the GP), Shotgun licence/Firearms certificate, Fitness for Sports Activities, Fitness for Travel, Infection (freedom from), Private Insurance Certificate, Holiday Travel Cancellation, University Occupational health form. |                              |
| <b>(If any of the above also require a 10 minute appointment with the form, an additional £10 will be charged)</b>  |                              |
| Witness of signature face to face in an appointment   | <b>£40</b>                   |
| <b>EXAMINATIONS:</b>  |                              |
| Racing Driver/Pilot/Sports/ recreational scuba diving<br>HGV/PSV, Pre-employment, Mini Bus  | <b>£125</b>                  |
| Taxi  | <b>£ 80</b>                  |
| <b>REPORTS:</b>   |                              |
| Health Reports  | <b>£50</b>                   |
| Ofsted Health Declaration/Childminder   | <b>£75</b>                   |
| Lasting power of Attorney (LPA) (per patient, 1 form)   | <b>£125</b>                  |
| Lasting power of Attorney (LPA) (per patient, 2 forms)  | <b>£150</b>                  |
| <b>(Health &amp; Welfare and Property &amp; Finance)</b>  |                              |
| LPA £125 for 1 Form + £25 Home Visit per patient  | <b>£150</b>                  |
| LPA £150 for 2 Forms + £25 Home Visit per patient   | <b>£175</b>                  |
| <b>(Health &amp; Welfare and Property &amp; Finance)</b>  |                              |
| Home Visit (to complete Non NHS forms)  | <b>£25</b>                   |
| Insurance Medicals & Dictated insurance /employment reports   | <b>£125</b>                  |
| <b>ACCESS TO RECORDS:</b>   |                              |
| View all records held (in surgery)  | <b>£10</b>                   |
| Printed copies of all records held  | <b>50p a sheet up to £50</b> |
| Vaccinations record check - <b>computer only</b>  | <b>50p</b>                   |
| Vaccinations record check - <b>computer + paper notes search</b>  | <b>£15</b>                   |
| Vaccinations record check - <b>computer + paper notes search + GP sig</b>   | <b>£20</b>                   |