



Hemsby Medical Centre

1 Kings Court
Hemsby
NR29 4EW

Telephone: 01493 730 449

Fax: 01493 384 395

Ormesby Village Surgery

Pippin Close
Ormesby St. Margaret
NR29 3RW

Telephone: 01493 730 205

Fax: 01493 733 120

North Caister Medical Centre

Branford Road
Caister-On-Sea
NR30 5NE

Telephone: 01493 720 618

Fax: 01493 377 111

Old Palace Medical Practice

148 Old Palace Road
Norwich
NR2 4JA

Telephone: 01603 663 363

Fax: 01603 664 173

Beechcroft Surgery

23 Beechcroft
New Costessey
Norwich
NR5 0RS

Telephone: 01603 746 683

Fax: 01603 740 670

The Windmill Surgery

London Road
Wymondham
NR18 0AF

Tel: 01953 607 607

Fax: 01953 606 482

Martham Health Centre

Hemsby Road
Martham
NR29 4QG

Telephone: 01493 748 833

Fax: 01493 748 914

Toftwood Medical Centre

2 Chapel Lane
Toftwood
Dereham
NR19 1LD

Tel: 01362 691 196

Fax: 01362 698 091



Welcome to the Coastal Partnership

This Practice Booklet is designed to provide patients with a brief and useful guide to the services available from the Practice. Our Practice has 8 surgeries, 4 covering the Broadland and Coastal areas near to Great Yarmouth and 4 in the Mancroft ward and New Costessey areas of Norwich and the market towns of Wymondham and Dereham. The Practice population is about 32,500 across all eight sites.

The Practice swells in numbers during the holiday period due to the influx of holiday makers visiting the Norfolk Broads and coastal areas.

The Doctors based at each of our surgeries are as follows, although at busy times may move across any site within the Practice.

Hemsby Medical Centre

- Dr I Gibson – MBChb (Dundee University 1998)
- Dr C Blake – MBBS (University of East Anglia 2008)
- Dr T Flahive – MBBS (University of East Anglia 2010)
- Dr S Burgess – MBBS (The University of Hull & York 2012)

Ormesby Village Surgery

- Dr K Aziz – MBBS (Pakistan 1986)
- Dr R Kalia – MBBS MS MRCGP DFFP DRCOG
(Himachal Pradesh University 1986)

North Caister Medical Centre

- Dr G Dalton – MB BCh BAO DGM DRCOG FPCert DMH MRCGP
(Belfast 1988)
- Dr R Tait – MB BChair MA MRCGP (Cambridge 2004)
- Dr M Howman – DMedEd MRCGP DFFP DCH DRCOG MBBS MA
(Royal Free and University College Medical School 2003)



Martham Health Centre

- Dr R Hems – BSc MBBS DCH DRCOG FPCert (London 1987)
- Dr S Taylor – BSc MBBS (London 1997)
- Dr H Burgess – MBBS (University of East Anglia 2009)
- Dr A Dixon – MB BChir (University of Cambridge 2010)

Beechcroft Surgery

- Dr S Patel – MBBS MRCGP DPD (India 1986)
- Dr H Harper – MB ChB DFFP DRCOG MRCGP (Manchester University 2001)

Old Palace Medical Practice

- Dr S Dhas – BM BS BSc Hons, DRRCOG, MRCGP, DPD, DoccMed (University of Southampton 2000)
- Dr M Krywawych – MBBS MRCS DOHNS MRCGP (United Guys and St. Thomas, London 1998)

The Windmill Surgery

- Dr W Clark – MBBS (University of London 1989)
- Dr C Hadinnapola – MB ChB (University of Bristol 2007)
- Dr A Thompson – MBBS (University of East Anglia 2010)

Toftwood Medical Centre

- Dr R Hems – BSc MBBS DCH DRCOG FPCert (London 1987)
- Dr S Dhas – BM BS BSc Hons, DRRCOG, MRCGP, DPD, DoccMed (University of Southampton 2000)



Opening Times

Opening Times please note these are opening times and NOT surgery times

A Monday evening late opening will be in rotation over all coastal sites. We offer later opening hours services across the Practice at our sites. Please check below to see which sites are open on these evenings.

Hemsby Medical Centre (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 13.30 (phone lines remain open)

Monday 08.30 to 13.00 and 13.30 to 17.30

Tuesday 08.30 to 13.00 and 13.30 to 18.30

Wednesday 08.30 to 13.00 **CLOSED pm – appointments available at other sites**

Thursday 08.30 to 13.00 **CLOSED pm – appointments available at other sites**

Friday 08.30 to 13.00 and 13.30 to 17.30

Hemsby Dispensary

Monday 08.30 to 17.30

Tuesday 08.30 to 18.30

Wednesday 08.30 to 13.00

Thursday 08.30 to 13.00

Friday 08.30 to 17.30

Ormesby Village Surgery (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 14.00 (phone lines remain open)

Monday 08.30 to 13.00 and 14.00 to 17.30

Tuesday 08.30 to 13.00 **CLOSED pm – appointments available at other sites**

Wednesday 08.30 to 13.00 **CLOSED pm – appointments available at other sites**

Thursday 08.30 to 13.00 and 14.00 to 18.30

Friday 08.30 to 13.00 and 14.00 to 17.30



North Caister Medical Centre (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 14.00 (phone lines remain open)

Monday	08.30 to 13.00 and 14.00 to 17.30
Tuesday	08.30 to 13.00 CLOSED pm – appointments available at other sites
Wednesday	08.30 to 13.00 and 14.00 to 17.30
Thursday	08.30 to 13.00 CLOSED pm – appointments available at other sites
Friday	08.30 to 13.00 and 14.00 to 18.30

Martham Health Centre

No lunch time or half day closures

Monday	08.00 to 17.30
Tuesday	08.00 to 17.30
Wednesday	08.00 to 18.30
Thursday	08.00 to 17.30
Friday	08.00 to 17.30

Beechcroft Surgery

Lunchtime closure 13.30 to 14.00 (phone lines remain open)

Monday	08.00 to 13.30 and 14.00 to 19.00
Tuesday	08.00 to 13.30 and 14.00 to 19.30
Wednesday	08.00 to 13.30 and 14.00 to 17.30
Thursday	08.00 to 13.30 and 14.00 to 19.00
Friday	08.00 to 13.30 and 14.00 to 17.30

Old Palace Medical Practice

Lunchtime closure 13.00 to 13.30 (phone lines remain open)

Monday	08.00 to 13.00 and 13.30 to 17.30
Tuesday	07.30 to 13.00 and 13.30 to 17.30
Wednesday	08.00 to 13.00 and 13.30 to 19.00
Thursday	08.00 to 13.00 and 13.30 to 17.30
Friday	08.00 to 13.00 and 13.30 to 18.30



The Windmill Surgery

No lunch time or half day closures (phone lines remain open to 18.30)

Monday	08.30 to 18.00
Tuesday	08.30 to 18.00
Wednesday	08.30 to 18.00
Thursday	08.30 to 18.00
Friday	08.30 to 18.00

Toftwood Medical Centre

Lunchtime closure 13.00 to 14.00 (phone lines remain open)

Monday	08.00 to 13.00 and 14.00 to 18.00
Tuesday	08.00 to 13.00 and 14.00 to 18.00
Wednesday	08.00 to 12.00 and 14.00 to 18.00
Thursday	08.00 to 13.00 and 14.00 to 18.00
Friday	08.00 to 13.00 and 14.00 to 18.00



Our Vision and Values

The Coastal Partnership is passionate about providing high quality NHS care and putting patients first.

To underpin this, we have established a set of Core Values:

Patients First

Our first priority is to our patients, providing them with excellent, safe and timely care.

Quality

We work hard to improve the quality of our services, learning from our successes and mistakes, and avoiding blame.

Integrity

We are open, honest, empathetic and respectful, avoiding discrimination at all times.

Safe and Efficient

We provide safe clinical care to every patient, in a timely fashion. We keep our administrative actions and processes simple.

Communicating and Listening

We communicate clearly and listen well, whilst employing the highest standards of confidentiality.

Teamwork

We recognise the importance of good teamwork, within our own teams and across organisational boundaries.



Practice Standards

What patients should reasonably expect from our Practice

- You will be treated as a partner in the care and attention you receive. Being a partner means that we have responsibilities to each other. Help us to help you.
- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, sex, religious belief, personal attributes or the nature of your health problems.
- Staff will maintain your right to privacy and not discuss your illness with other staff or doctors within the hearing of other people, nor disclose such information to anybody outside the Practice.
- When hospital reports and results become available you have a right to a full explanation of your illness or any tests carried out.
- Staff will identify themselves and their role within the Practice.
- We will strive to ensure that you are seen within a reasonable time. When this is not possible you will receive an explanation for the delay on request.
- If you need a repeat prescription one will be provided within 72 hours of your request, excluding weekends and bank holidays. All prescriptions received after 14.00 will be treated as the following day. We will strive to answer the telephone promptly.
- If you have any complaints or concerns relating to the Practice, its staff or the services offered, contact the Practice Manager at our Wymondham (Windmill) surgery, who will provide a timely response to them.



Practice Standards

What the Doctors and Practice staff should reasonably expect from our patients

- We ask that you treat the Doctors and the Practice staff with the same courtesy and respect at all times.
- The Doctors have instructed the receptionist to ask certain questions so that we can help you more efficiently.
- You must tell us if you do not understand explanations. Please follow the Doctor's advice and take the full course of any medicine prescribed if so advised.
- Please let us know if you change any of your personal details or change your address.
- If you cannot keep an appointment, please let us know as soon as possible, this may enable someone else to be seen. Please try to arrive on time. If we are running late, please do not blame the receptionist, as emergencies often arise.
- If you have more than one problem, please ask advice from the receptionist if a longer appointment is required.
- Please order repeat prescriptions in advance.
- Depending on the condition you have presented to the Doctor, a prescription may not be relevant at that time.
- We would encourage you to accept any invitations for screening issued by the Practice or Health Authority. If you have any concerns discuss them with a nurse or doctor.
- Make sure your child is vaccinated and immunised. This will help to protect him/her from serious illness and infections.
- Before seeking a home visit think seriously whether it is necessary. When requesting a visit please contact the surgery by 10.30 unless a genuine emergency arises later.
- If you request a home visit a clinician will call you back in the first instance to ascertain the best course of action.



Out of Hours, EMERGENCY SERVICE

Telephone: 111

All out of hours messages are routed through the NHS Direct Service on 111. This service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms then give you healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out of hours Doctor, a walk in centre, or urgent care centre, a community nurse an emergency dentist or a late opening chemist. Where possible the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent as quickly as if you had dialled 999.

NHS 111 is available 24hrs a day, 365 days a year and calls are free from landlines and mobile phones. Redirected calls will incur call charges, so always call 111 (or 999) directly if you can. NHS 111 is not a 999 emergency number.

Norwich Walk In Centre

You may also attend the walk in centre in Norwich:

Norwich Practices Health Centre

Walk In Centre

Rouen House, Rouen Road, Norwich, NR1 1RB

Tel: 01603 677 500

Open 07.00 – 21.00, 7 days a week

timberhill.reception@nhs.net



Practice Nurses

Our Practice Nurses deal with a variety of problems and conditions. For some of these you may make an appointment without needing to see a doctor first. The nurse can help you with:

- Minor ailments and injuries
- Contraceptive advice
- Removal of sutures
- Menopause advice
- Cervical smears
- Asthma checks
- Blood tests
- Dietary advice
- Health education
- Diabetic checks
- Dressings
- Smoking Cessation
- Blood pressure checks
- Ear syringing
- Women's health
- Travel advice
- Hypertension

Other health professionals who also visit our Practice are Midwife, Health Trainer, TADS (Norfolk Recovery Service) and various others. Please ask at reception for more details. You may be asked to attend another of our surgeries to access some of these services.

Reviews

If you have a long term illness like diabetes, high blood pressure or asthma we want to see you for a review at least once a year. You will be contacted by a member of our team during the month of your birthday to arrange a convenient time for you to attend. When making the appointment, we will let you know what needs to be done (for example, if you need a blood test or blood pressure check).

So for example if your birthday is in September and you have a condition that needs a regular review like asthma or diabetes, then you will be called to arrange an appointment with the Doctor or Nurse in your birthday month. If you need a review more often, we will arrange a different appointment in between.

This doesn't stop you from making an appointment to see your Doctor or Nurse at other times if you need to. This only applies to the regular annual or six month reviews that you have as part of the care we give you. If you have any questions please ask at reception.



Making an Appointment

For Doctors appointments you have the following options:

You may book an appointment in advance, normally up to two weeks.

A large percentage of our appointments can be booked on the day for conditions that need to be seen where a pre-booked appointment is not appropriate.

Appointments are also offered for a telephone consultation with your Doctor when a face to face consultation is not necessary i.e. reporting back on an ongoing condition where examination is not necessary, a query with medication, request for a sick note etc.

Where possible we will book you an appointment with your preferred GP at your registered site. If your problem is more urgent, this may not always be possible and you will be offered an appointment with one of the other GPs within the surgery.

You can now book an appointment online; to do this you will need a specific passcode to enter the system. If you would like to use this facility, please speak to a member of our reception team for the details.

The doctors will try their best to give enough time to each patient but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting, so please make an appointment for each person wishing to be seen.

There is usually only time to deal with one or two problems during a routine appointment. If you think that your problem may take longer please inform our Reception Staff so that allowances can be made for this.

We offer additional evening appointments across the week. Please speak to the Reception team regarding availability of these. These appointments MUST be booked in advance.

When you call to make an appointment, a receptionist may ask you what's wrong. The receptionist is not being "nosey", but actually ensuring that you see the most appropriate health professional for the most appropriate medical care, at the most appropriate time on the day. This helps our health professionals prioritise house visits, phone calls and all patients. Please help them to help you, when you book an appointment, to ensure that you will receive the best possible care on the day. ALL Practice staff treat anything that you tell them in the strictest confidence and with the utmost respect.



Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else.

Access to Services by people with Disabilities

The Practice has done its utmost to be easily accessible and user friendly for our disabled and wheelchair-bound patients. A wheelchair is available for those with difficulty in walking this can be obtained through our Reception Staff. There is a ramp at the surgery entrance and also inside to aid wheelchair access. An induction loop is available to help the hard of hearing have clearer conversations. There are also toilet facilities for the disabled. If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Home Visits

If possible please try to telephone reception before 10.30am if you require a home visit. A doctor or nurse will phone you back to discuss your problem in the first instance to ensure that the right course of action is taken and agree this with you. Home visits are only available for patients who are housebound because of illness or disability. Please remember that several patients can be seen in the Practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery. Polite Request: If you have a dog that is not familiar with visitors, please ensure that it is securely locked away whilst the Doctor is visiting.

Test Results

For all results please contact your surgery after 12 noon.

Summer Visitors

Some of our surgeries are situated in a holiday area and in the summer many visitors attend our Hemsby surgery. During these months we allocate extra staff to be able to manage this. This will not affect our registered patients

Interpreters

The surgery can arrange for an Interpreter to be present at your appointment, prior to notice being given.



Named Accountable GP

Under the terms of our contract, we are required by the Government to allocate all patients a Named Accountable GP ("*Named GP*"); patients will be informed of their Named GP at the first appropriate interaction with the Practice, or, depending on the list size and its complexity, a doctor may be assigned to you based on your last (family) name and this can be found on our website for your specific surgery. If you do not know your Named GP, simply contact our reception staff at your normal surgery.

New patients will be allocated a Named GP at the time of their registration with the Practice.

Having a Named GP does not prevent you seeing any other doctor in your surgery, and of course, your Named GP may not be available all of the time. So, if your needs are urgent, you may need to discuss them with another doctor and/or make an appointment with them instead.

Your Named GP will have overall responsibility for the care and support that our Practice provides to you. They will also work with other relevant healthcare professionals, who are involved in your care, to ensure that your care package meets your individual needs.

Your Named GP will:

- Take lead responsibility for ensuring that all appropriate services required under the contract with the Practice are delivered to you;
- Where required, based on their professional judgement, work with relevant associated health and social care professionals to deliver a multidisciplinary care package that meets your needs;
- Ensure that your physical and psychological needs are recognised and responded to by the relevant clinicians in the Practice.



Your Named GP will not:

- Take on vicarious responsibility for the work of other doctors or healthcare professionals;
- Take on 24-hour responsibility for you, or have to change their working hours. Thus, this requirement does not imply personal availability to GPs throughout the working week;
- Be the only clinician who will provide care for you.

You may, if you wish, change your Named GP to a GP of your choice (at the same surgery), and this can be accomplished by contacting our reception staff at your normal surgery. However, please remember that changing your Named GP will make not affect the care that you receive.

Repeat Prescriptions

If your doctor agrees you may obtain your repeat prescriptions without an appointment. Requests may be made by leaving your personal computer slip at the surgery you are registered, marking clearly with a tick all items you require. We require 72 hours' notice for this service (excluding weekends and bank holidays). All prescriptions received after 14.00 will be treated as the following day. The doctor will regularly review your repeat medication and you will be called in from time to time, either for an appointment to see the doctor for a medication review or to have appropriate tests carried out. A collection / delivery service is available on request from the local pharmacies please contact your usual pharmacy direct for further information.

On Line Prescriptions

You can order your repeat prescription on line. To be able to do this, you will need an access code which you can obtain from the reception staff or dispensary.

Email Prescriptions

We are also able to offer an email request service at our Hemsby and Old Palace Surgeries emails will be checked at 10.30 each working day. Please allow a full 2 days for collection.

hemsby.prescriptions@nhs.net

If you are registered at Hemsby Medical Centre you may email your repeat prescription.



(i.e. if emailed at 15.00 on Monday, prescription will not be ready for collection until Thursday am as it will not be picked up by the dispensary until 10.30 on the Tuesday)

Hemsby Dispensary Opening Times: 08.30 – 17.30 Monday and Friday,
08.30 – 18.30 Tuesday, 08.30 – 13.00 Wednesday and Thursday Lunchtime closure
13.00 – 14.00 Monday, Tuesday and Friday

We also have a dedicated repeats line at Hemsby: 01493 734 095.

Faxed Prescriptions

Prescriptions can also be faxed to the surgery you are registered with. (Fax nos. are shown on the front page)

Urgent Prescription Policy

From time to time we understand that patients may require a prescription more urgently than the 72hours. If you need a prescription urgently, please write down your request and the reason for the urgency and we will do our best to arrange it as soon as we can. Please bear in mind that the doctor may be in the middle of a busy surgery or out on visits.

We will not be able to issue items that can be brought over the counter under this policy.

Please note that in order to ensure patient safety, we do not accept any requests for medication over the telephone.

Obtaining Emergency Medication (when the surgery is closed)

Please telephone your main surgery number. Your call will be redirected to the appropriate service. If the call is redirected to the out of hours service, the clinician will decide whether you need to be seen, or if appropriate, process a prescription for your collection. You may be requested to collect the prescription from a collection point or the nearest chemist on call.

Dispensing Regulations

Patients who are registered at Caister, Hemsby or The Windmill surgeries and live more than 1 mile from a pharmacy may have their prescriptions dispensed from those surgeries. We are not permitted to dispense items (other than those personally administered by a doctor) to anyone living within this 1 mile radius. One exception to this is if you have serious difficulty in obtaining medication from a pharmacy, either because of distance (if disabled) or inadequate communication, then you can apply to the Health Authority to let your doctor dispense to you.



Winterton & Scratby Patients

For the convenience of patients we deliver dispensed items of medication to Winterton and Scratby. Winterton: Church Hall, Beach Rd., between 11.30 and 12.00 on Tuesday and Friday each week. Scratby: Country Styles Hairdressers, Beach Road between 11.30 – 12:00 every Thursday.

Carers Register

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff. Please let us know if you become a carer or are cared for by someone.

Change in Personal Details

Please inform 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 it will be necessary for you to register with a doctor at another Practice which covers that area.

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 everyone 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. The Doctor or Nurse 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 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.

Physiotherapy: (Coastal sites only)

Physiotherapy now operate a self referral system "Physio Direct". If you feel you need to see a physiotherapist please ring 01493 809 977 Monday to Friday 08.30 – 16.30.



Smoking

Please note that all our surgeries are NON SMOKING. If you are currently a smoker and would like help in giving up please contact your surgery and you will be given help and advice.

Comments

We welcome your views and constructive suggestions which will help us improve our service to you.

Practice Complaints Procedure

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria. Complaint Forms are available from our Reception Staff, explaining the process and includes a form to complete.

If you feel you need to complain

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a more formal complaint, we would like you to let us know as soon as possible, ideally within a matter of days, or at the most a few weeks, as this will enable us to establish what happened more easily. Complaints should be addressed to the Practice Manager, who is based at our Wymondham (Windmill) surgery. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns, and who will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Mechanism for dealing with a complaint

We shall acknowledge your complaint within 2 working days. We will aim to find out the circumstances surrounding your complaint. We can then agree a plan on how your complaint will be dealt with and the timescales involved. We shall then be in a position to offer you an explanation, or a meeting with the Practice Manager.



Complaining to NHS England / The NHS Ombudsman

We hope that if you have a concern you will use our Practice complaints procedure. We believe this will give us the best chance of correcting whatever has gone wrong and an opportunity to improve our Practice.

You can also speak to NHS England who will take up the complaint on your behalf. They can be contacted on 0300 311 2233 or email england.contactus@nhs.net.

If the Practice or NHS England response does not resolve your complaint, you can contact to the NHS Ombudsman. They can be contacted on 0345 015 4033 www.ombudsman.org.uk

Confidentiality

You have the right to confidentiality. Your medical condition will not be discussed outside this Practice except to other relevant Health Care Professionals, when necessary. If you wish to know any test results you must telephone in person. Staff will not give out test results to friends/relatives/ husbands/wives. If you wish another person to collect your test results we must have this in writing at the time the test is taken. Please be prepared to answer any relevant security questions.

Contacting the Care Quality Commission

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 0300 061 6161, or alternatively visit the following website: <http://www.cqc.org.uk>

PALS (Patient Advice and Liaison Service) are there to assist with advice, support and information on health related matters for patients, their families and carers. PALS can be contacted on 0800 587 4132.



Data Protection

We need to hold personal information about you on our computer system and in paper records to help us look after your health needs. Doctors and staff in the Practice have access to your medical records to enable them to do their job. From time to time information may be shared with other involved in your care, if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. To ensure your privacy we will not disclose information over the phone or fax unless we are sure we are talking to you. Information will not be disclosed to family, friends or spouses unless we have prior consent and we do not leave messages with others. You have a right to see your medical records if you wish. Please ask at reception. In some circumstances a fee may be payable. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

Sharing Information and Opting Out

All patients are by default opted into this scheme, BUT patients do have a choice and we are happy to record that choice in your medical record. The sharing consent form is included with your new patient pack or you can simply request one if you want to make a change.

Enhanced and Summary Care Records – All patients are automatically included in the Enhanced and Summary Care Record. This is an electronic record of important information about a patient's health. It contains information about current medications, allergies and any bad reactions to medicines and end of life plans. Enhanced and Summary Care Records are especially useful if you visit a different doctor or hospital in the evening, or in an emergency or if you are away from home.

Opting out – You may opt out of the sharing scheme at any time, if you would like to do this, please talk to the reception staff who will be able to provide you with the form to opt out. Further information can be found at www.nhs.uk/nhs-care-records

Online Medical Records

The Coastal Partnership offers an online facility for patients to view their "Coded" medical record. If you would like to do this, please contact reception for an application form. There will also be a facility to download or print the information.



Patient Participation

We have an active group of patients within the Practice who meet 4 times a year. The aim of the group is to look at the services the Practice provides and consider any improvements or changes that may need to happen. Minutes are taken at all meetings and these can be viewed via the notice board in each surgery together with an action plan. The notice boards also give names of your local representatives and provides other information which may be of help to you.

If you are interested in joining the group, please speak to the reception team or contact the Practice Manager.

The Practice regularly produces questionnaires for patients to complete, relevant to the healthcare provided by the Practice. We appreciate your help and co-operation in completing these. The questionnaires help us to monitor communication, appointments and standards of healthcare.



Teaching & Training

The Practice is a Teaching Centre and at any one time we can have up to 10 medical students. They may periodically, as part of their GP training, be required to sit in on patient consultations. You will be given the opportunity to decline this if you wish. We also have doctors who are working under the GP training scheme who are with us for up to 6 months to gain additional experience.

We keep all our staff up to date with regular internal and external training. We have a GP Partner and Nurse Trainer in post who works with the staff to identify their individual training needs.



Self Management

Coughs and Colds in Children

An average primary school child will have 6 to 8 coughs or colds a year. When children mix with each other, germs are passed around more frequently. Younger children tend to catch colds from older brothers/sisters, who bring germs home from school.

What causes them...? The majority of coughs and colds are caused by a virus. There are many different types that can infect the nose and throat. They spread in tiny droplets through the air, coughing and sneezing passes them on to others. Children who live with someone who smokes are known to develop more coughs and colds than average. This is because cigarette smoke interferes with the nose and mouth's natural defence against viruses. All parents are familiar with a coughing child, with or without a blocked or runny nose. In addition a raised temperature (fever), a sore throat, tiredness and being 'off food' is common. To vomit after a coughing fit is NOT uncommon. Usually the child is not very ill but is just not 'himself' or 'herself'. The cough is quite often worse at night.

Symptoms may last for up to one week. However, an irritating cough may linger for up to 2 weeks after the other symptoms have gone. Coughing does not damage the lungs. In fact, it helps to protect the lungs from serious infection. A coughing child will not choke or stop breathing. Despite the many cough medicines available at the chemist, no medicine will stop a cough. Decongestants may help a bunged up nose. Paracetamol (Calpol etc.) should be given to cool a fever and soothe a painful throat. Some cough medicines contain drugs that make children sleepy, which may be useful at bedtime. They will not stop the cough but sleep may be less disturbed. It is important to give lots of drink. As the cause is usually a virus, antibiotics are ineffective. Most coughs and colds get better as the body's immune system fights them off. Occasionally more serious infections develop such as ear infections, pneumonia etc. wheeziness, persistent earache, fast breathing, difficulty breathing, persistent high temperature, worsening drowsiness or chest pains may indicate a more serious infection. A check over from your doctor will be reassuring, even if the doctor doesn't prescribe any medication.



Self Management

Colds & Flu (adults)

There is no cure. Antibiotics will not help. If nothing is coughed up it is because the chest is not infected. No treatment is required. Go to bed, keep your nose clear by blowing it often and inhaling steam and Karvol etc. Suck throat pastilles and take frequent drinks. If feverish, take Paracetamol or Aspirin (not on an empty stomach). If you become wheezy or start to bring up yellow or green phlegm throughout the day, arrange an appointment at the surgery.

Children with Temperatures

Small children often have high temperatures with even minor illnesses such as colds and viral infections. This is part of the normal development of natural immunity. It does not indicate serious illness. Cool the child down by removing clothes and sponging with tepid water for 10 minutes. If the child is fretful, give paracetamol (e.g.. Calpol etc.) do not give Aspirin. Give plenty of drinks but don't worry if the child does not eat for a few days. If the child is very drowsy or complains of earache for more than an hour or so, arrange an appointment at the surgery.

Sickness & Diarrhoea

A common condition, especially in children during the winter months, as well as after holidays. Most cases are due to virus infections and may be associated with colds. Most recover after a few days. It is important not to take medicine to stop diarrhoea as this can prolong the illness by preventing the elimination of the virus. Dioralyte, or a similar electrolyte solution, can be obtained from a chemist without prescription. What is lost must be replaced in volume. If you are vomiting start with an egg cup full every 10/15 minutes and build up gradually. Wash your hands carefully after using the lavatory avoid spreading infection. Arrange to be seen by a doctor if not recovered after 4 days, or if symptoms recur after treatment.



Self Management

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. If the skin is unbroken but blistered apply a loose dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken consult a doctor as soon as possible.

Sunburn

Babies and small children should not be left in the sun as they will burn easily. Treat sunburn by cooling the affected skin with lots of water and repeat frequently for the first 24 hours. Give paracetamol (e.g. Calpol etc.) if the child is uncomfortable. Frequent drinks should be taken. If the child remains unwell after 24 hours arrange to see a doctor. Keep out of the sun. Sun burning increases the risk of skin cancer.

Cystitis

Cystitis is an inflammation inside the bladder. It can affect any woman of any age, men and children can get it too, although this is less common. Cystitis can be very painful and distressing but it is not usually a danger to your health. Most attacks are caused when bacteria from the back passage enters the bladder through the opening of the urethra. Because the opening to the bowel and bladder are so close together in women it is very easy for bacteria to pass from one to the other. Nonbacterial cystitis is the result of the bladder being irritated by perfumed soaps, bath additives, vaginal deodorants etc., also friction and bruising during sex. Tight underwear and trousers can also cause friction.

Sign and symptoms can be one or more of the following:

1. A burning feeling when you pass water, sometimes there can be blood in the urine or it may be cloudy.
2. A feeling that you need to pass water very frequently even though there may be hardly any urine to pass.
3. A dragging ache in the lower back abdomen.



Self Management

What to do:

At the first signs, **DRINK** plenty of fluid. This will help flush the germs out of the bladder and dilute the urine, making it easier to pass. Over the counter remedies are available from the chemist which work by neutralising the urine and making it harder for the bacteria to grow. If you are taking any other medication, have heart trouble or high blood pressure, consult your doctor before taking these. Take painkillers, following the instructions supplied with the tablets. Rest and place hot water bottles wrapped in a towel on your lower back and between the thighs. Some find that drinking Cranberry Juice or Barley Water can help ease the symptoms. If an attack does not clear in a couple of days, make an appointment to see your GP or Practice nurse. Also make an appointment if you are pregnant, if you notice blood in your urine or the sufferer is a child. Take early morning samples of urine to the surgery with you. If this shows bacteria you will probably be given a short course of antibiotics. The sample will then be sent to the hospital for confirmation, sometimes you may need to change the antibiotic given. You must complete the course.

Tips on how to help prevent an attack of Cystitis:

Drink plenty of fluid every day, about 3 pints. Pass water when you need to, don't hang on and make sure your bladder is empty. Wipe yourself from front to back, avoid perfumed soap, talc and deodorants in the genital area. Avoid wearing tight trousers and choose cotton under-wear. Empty your bladder and wash the genital area after sexual intercourse. Use a lubricating gel if friction causes soreness during sex.

Measles

The rash is blotchy, red and covers the face and much of the body. It is usually slightly raised but without blisters. It does not itch. The rash appears on the 4th day of the illness. It is most infectious for a few days before the rash appears and lasts for 8/10 days. Measles is prevented by immunisation. Ear and chest infections are a common complication. If a fever develops the child should be seen by a doctor.



Self Management

German Measles

The rash is pale pink, slightly rough about 24mm. It usually covers the back and front of the chest, arms and legs and doesn't itch. It comes on the first day of the illness and usually lasts for less than a week. It is infectious from 12 before the rash, until it fades (usually 5 days). This illness is usually very mild. Very occasionally joint pains are troublesome and if this happens you should be seen by a doctor. Tell anyone who has been close to the person infected that they may have German Measles. The only serious risk is to the unborn child of a pregnant woman (less than 16 weeks since last period). If you are pregnant and have been in contact with German Measles you should see your doctor.

Mumps

This illness is usually quite mild and simple treatment is all that is required. Usually the swelling is on one side of the face, just behind the angle of the jaw, the other side may as well after a few days. There may also be swelling on either side of the chin. It is infectious for 2-3 days before the glands swell until 7 days after the swelling has gone. If accompanied by severe stomach pain contact your doctor.

Nose Bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bony bridge for about 10–15 minutes, by which time the bleeding usually stops. Do not eat or drink anything hot for 24 hours. If the bleeding continues consult your doctor.

Small Cuts & Grazes

Wash well with soap and water. If bleeding, press firmly over cut with a clean dressing for 5 minutes. Cover with a clean dressing. Deep or gaping cuts will need stitching.



Self Management

Head lice

Head lice prefer clean hair and are not a sign of poor hygiene. Contact your Health Visitor for advice on the appropriate up-to-date treatment. If treatment is necessary it can be obtained from a chemist without a prescription.

Back, Strains and Sprains

Many acute sprains and strains will respond to a few days rest. Paracetamol can be taken for pain. Initially a few hours resting an acute sprain with elevation and ice pack is effective. Acute backache will usually respond to a few days bed rest. If the symptoms continue consult your doctor.

Threadworms

An itchy bottom or restless child at night could be threadworms. The female (1/4 inch long, like a piece of thin thread) lay eggs by the anus at night. Vermox on prescription will eradicate them after 1 dose and a repeat dose after 2 weeks will reduce re-infection. Treat the whole family and cut finger nails short. Wearing pants for a few nights helps to reduce scratching and reinfection if the problem keeps recurring.

Hay Fever

An allergy causing irritation of the eyes, nose and throat. It is sometimes associated with seasonal asthma. The symptoms can effectively controlled by antihistamines which may be obtained from a chemist.

Insect Bites

These are common in the summer. They look like spots about 1/4 inch across. They are very itchy and usually appear on exposed parts of the arms and legs etc. The itching can be relieved by Calamine lotion and/or an antihistamine from the chemist.

Chicken Pox

The rash starts on the first day of the illness. It begins as small, scattered patches about 3-4mm across. In a few hours small blisters appear within the red spots. Over the next few days more spots will appear and earlier spots will become crusty and eventually the crusts will fall off. Children may return to school when the last crusts have separated. The most infectious time is 1/3 days before and 5 days after the rash appears. Calamine lotion and cool baths help the itching.

