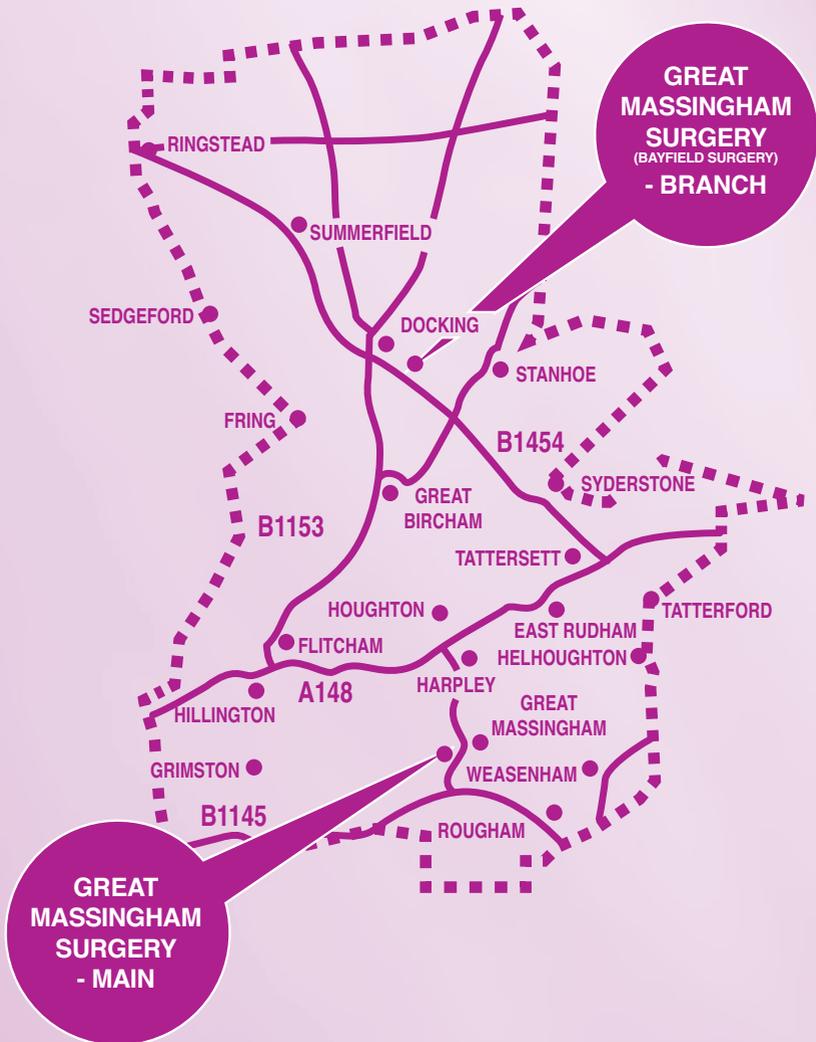


Villages Covered By The Practice



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 DIANA BLACK

MBBS (1990) MRCGP DCH DRCOG
Trained at University College Hospital, London

DR SALLY HALL

MBBS MRCP MRCGP DFFP DPD
Trained Charing Cross & Westminster Hospitals, London

DR JAMES DORLING

MB ChB (Dund) MRCSEd MRCGP
Trained at University of Dundee, Scotland

DR JULIA INCE

MBBS MRCGP DRCOG
Trained Charing Cross Hospital, London

USEFUL TELEPHONE NUMBERS

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
Patients' Advice & Liaison Service (PALS).....	0800 088 444
NHS Out-of-Hours Service	111

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payasyougo@opg.co.uk



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

THE PRACTICE STAFF

Headed by our practice manager, Mrs Ruth Harris, 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, healthcare assistants, secretaries and administrators.

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.
- 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 have been an approved training practice since 2005. Several of our doctors have post graduate qualifications in medical education training and are involved in training fully qualified doctors in general practice. We have between one and three doctors training who are usually with us for periods between three and 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, Thurs, Fri 8.30am - 6.30pm

Tues 8.30am - 12 noon (Extended hours till 5.00pm)

For appointments and routine enquiries, please contact the surgeries during these hours only. You may be asked to give a brief outline of your problem in order for us to book you in with the appropriate clinician, and also to assess how much time you may need for your appointment. 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.

All patients are given a named GP, however 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 registered 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 over 75 will also be allocated a named GP.

RESEARCH

Great Massingham and Docking surgeries are a member of the Norfolk Primary Care Research Network (PCRN).

The PCRN is part of the National Institute for Health Research Clinical Research Network and is funded by the Department of Health.

The PCRN is dedicated to providing world-class infrastructure to conduct clinical research in primary care settings.

Clinical research is fundamental to the work of the NHS. Only by carrying out research into "what works" can treatments be improved for patients, and to understand how to focus NHS resources where they will be most effective.

USEFUL LINKS

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

- Healthwatch, Norfolk - Tel: 0808 1689669 Website: www.healthwatchnorfolk.co.uk
- Wellbeing - Tel: 03001231503 Website: www.wellbeingnandw.co.uk
- West Norfolk Carers - Tel: 01553 768155 Website: www.westnorfolkcarers.org.uk
- Norfolk Age UK Helpline 0300 5001217 Website: www.ageuknorfolk.org.uk
- LILY (Living Independently in Later Years) Website: www.asklily.org.uk (01553) 616200
- West Norfolk Deaf Association (01553) 773399 email: info@wnda.org.uk
website: www.wnda.org.uk
- For information about common foot problems visit the Society of Chiropractors & 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 or for integrated contraception and sexual health service across Cambridgeshire, Norfolk, Peterborough and Suffolk go to www.icash.nhs.uk or call 0300 3003030.
- 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.map.uk.net

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.

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

PATIENT PARTICIPATION GROUP

The surgery has a Patient Participation Group (PPG) and Virtual Patient Participation Group (VPPG) 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 group of patients and practice staff with the aim of encouraging a positive relationship between patients and surgery.

The PPG welcome new members, so if you are interested, leave your details with Ruth Harris at the surgery, who will inform the chairman of the PPG or email the secretary at westnorfolkccg.massinghamanddockingppg@nhs.net

CARE QUALITY COMMISSION

The CQC is the independent regulator of all health and social care in England. They monitor, inspect and regulate all hospitals, care homes, home-care agencies, GP practices and dental practices. The surgery had an inspection in August 2013 and February 2015 and met all the required standards.

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. You will need to complete a 'temporary resident' form before you can be seen.

DOCTORS' SURGERY TIMES

MASSINGHAM

Monday	9.00 - 11.30am	2.00 - 5.30pm
Tuesday	9.00 - 11.30am	2.00 - 5.30pm
Wednesday	9.00 - 11.30am	2.00 - 5.30pm
Thursday	9.00 - 11.30am	2.00 - 5.30pm
Friday	9.00 - 11.30am	2.00 - 5.30pm

DOCKING

Monday	9.00 - 11.20am	3.00 - 5.20pm
Tuesday	9.00 - 11.20am	2.00 - 4.00pm Extended Hours
Wednesday	9.00 - 11.20am	3.00 - 5.20pm
Thursday	9.00 - 11.20am	3.00 - 5.20pm
Friday	9.00 - 11.20am	3.00 - 5.20pm

PLEASE NOTE: These hours are subject to change.

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. You may be offered an appointment at either surgery depending on availability. 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/healthcare assistants are available by appointment. Routine appointments can be made morning and afternoon:

The nurses' and healthcare assistants' numerous tasks include:

- Taking blood for tests, although this is generally done by the healthcare assistant
- Infant and adult immunisation
- Travel advice
- Dressings and removal of stitches
- Ear syringing
- Clinics to monitor blood pressure, asthma, diabetes and osteoporosis
- Cervical smears

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 111.

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.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you may 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 West Norfolk Clinical Commissioning Group, 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.

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 - www.massingham-dockingsurgeries.co.uk

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.

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.

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

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 and please only order what you need. We prefer not to receive requests for prescriptions over the telephone if possible. You can also order your prescriptions online but you will need unique log in details in order to do this, please ask the dispenser for more information. 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

The surgery provides a free prescription delivery service for patients who are over 60 and are medically exempt. Patients who wish to make use of this service should speak to the dispensing staff 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/Healthcare Assistant

Asthma	Blood Pressure	Healthy Heart	Phlebotomy
Well Woman	Weight Control	Travel Advice	Health Checks
Well Person	Coronary Heart Disease	Minor Injuries	

By Diabetic Nurse

Diabetic Clinic

By Visiting Specialists

Antenatal	Dietician	Physiotherapy	Diabetic Eye Screening
Counselling	West Norfolk Carers	Hearing Support	

SICKNESS SERVICES

A sickness certificate, now known as a 'statement of fitness for work', 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 give advice 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.

At weekends, telephone the out-of-hours service 111 who will provide emergency contraception if required. Alternatively, pharmacies can provide emergency contraception but you will have to pay.

For information on sexually transmitted diseases, visit:

www.patients.co.uk

COMMUNITY NURSING TEAM

There is a community nursing team that covers Docking and Massingham surgeries. Their duties include visiting housebound 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.

The Community Matron works and liaises closely with the GPs and community nurses to provide care and treatment to patients with chronic conditions and provides emergency care when needed.

HEALTH VISITOR

Both Massingham and Docking have links to several health visitors who have special responsibilities for the health of children. They also work with individuals, families and communities to promote health.

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 inform reception. A Norfolk Carer's Pack is available from the surgery 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.

CONFIDENTIALITY

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