



Paston Surgery



SURGERY GUIDE

Information for patients

Paston Surgery
9 – 11 Park Lane, North Walsham, Norfolk, NR28 0BQ
01692 403015 paston.surgery@nhs.net www.pastonsurgery.nhs.uk

Contents

Key details	Surgery contact details	3
Catchment area	Surgery Boundary	3
Opening hours	Opening/Appointment hours	4
Calling us	Calling us by phone	4
Staff	Doctors	5
	Named GP	5
	Surgery staff	5
Working together	CCG, PCN, NNPC	6
Getting Help	Quick guide for assistance	7
Appointments	Appointment types	8
	Booking appointments	8
	Cancellations	8
	Help at appointments	9
	Check in / waiting	9
	Help at appointments/Accessibility	9
	Hospital transport	9
	Teaching	10
	Research	10
Patient Services	Confidentiality	10
	How to register	10
	Temporary resident	11
	Change of personal details	11
	Medical certificates	11
	Results of tests	12
	Private work	13
	Accessibility Information Standard	14
	Are you a carer?	13
	Staff training	14
	Support to the surgery	14
	Patient Participation Group	15
Online services	Online services	15
	Appointments	15
	Prescriptions	15
	Patient Records Online	16
	Getting started	16
Clinics	Chronic diseases	16
	Baby/Child immunisations	16
	Travel	16
	Family planning	16
	Antenatal clinic	17
	Children	17
	Smears	17
	NHS health check	17
	Visiting clinicians	17
Prescriptions	Ordering repeat prescriptions	17
	Over the counter medicines	17
	Time Needed	18
	Collection	18
	Prescription charges	18
	Electronic Prescription Service	18
Referrals	Referrals	19
CQC	About CQC	22
	CQC rating	22
Compliments/Complaints	Feedback	23
	Healthwatch/NHS England	23
	Health service ombudsman	23
	Complaining for someone else	23
Responsibilities	Responsibilities to patients	24
	Patient responsibilities	24
Records and information	Summary Care Record	25
	Enhanced Data Sharing Model	25
	Information	25
	Risk Stratification	26
Common conditions	Colds/flu	27
	Sore throat	27
	Diarrhoea/vomiting	27

Fever in children	27
Back pain	27
Nosebleed, Head lice/Worms	27
Bites/sting/burns	27
Notes	28

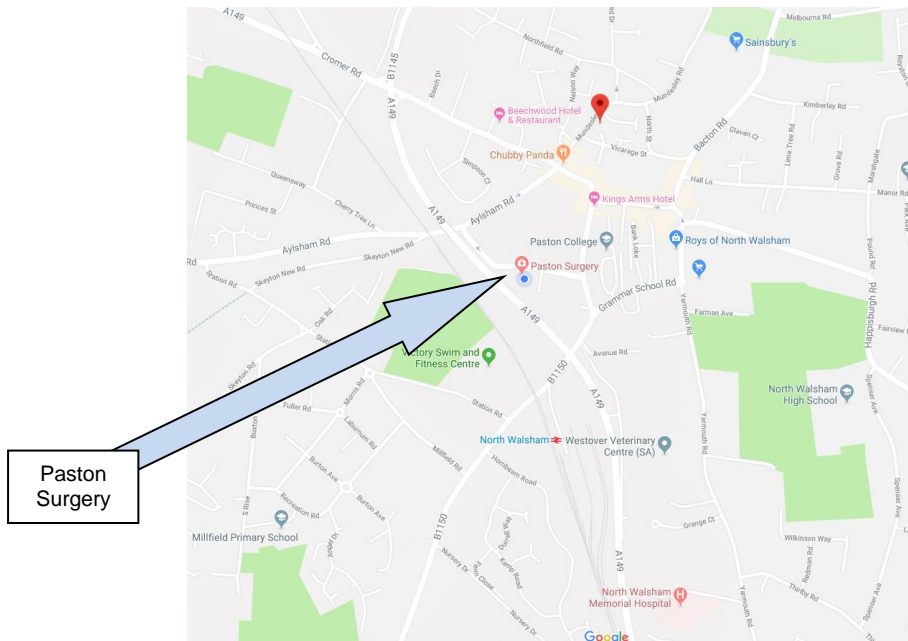
Key Details

Address: Paston Surgery
 9 – 11 Park Lane, North Walsham, NR28 0BQ

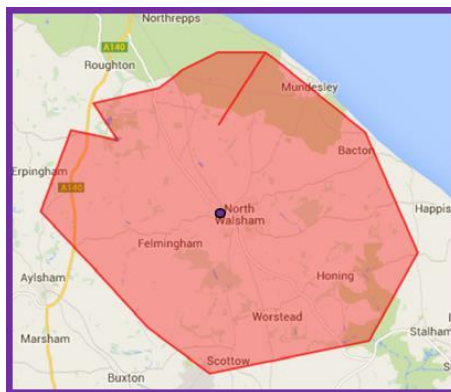
Phone: 01692 403015

Email: paston.surgery@nhs.net

Web: www.pastonsurgery.nhs.uk



Surgery Boundary



IMPORTANT NOTE: The Surgery will be happy to register patients who live within the Surgery Boundary area. Those patients who live outside of the surgery area may also be able to register subject to approval, please contact the surgery and ask to speak to the Registration Team.

Opening hours

Surgery and Dispensary Opening Times

Monday:	8.30am - 6.00pm (6.30pm to answer the phone)
Tuesday:	8.30am - 6.00pm (As above)
Wednesday:	8.30am - 6.00pm (As above)
Thursday:	8.30am - 6.00pm (As above)
Friday:	8.30am - 6.00pm (As above)
Saturday:	Closed
Sunday:	Closed

Appointment Times

As well as booking appointments during normal Surgery opening times (above) we do offer a limited number of other appointments at other times. The times vary but available in the evenings up to 19.45 and some available at weekends during the morning. These are ideal for working people. The appointments may be a telephone consultation with one of our GPs or with an appropriate Clinician at a “hub” Surgery in North Walsham. Details of times and days available will be provided when booking.

In addition to core hours, appointments until 8.00pm weekdays and at weekends are available, usually at a nearby hub.

Calling us

The Surgery and telephone lines tend to be busiest first thing in the morning. If you have a routine call to make to the surgery, i.e., a query regarding your treatment etc, please try to do so later in the morning (after 10.30am) or during the afternoon.

When telephoning our Surgery on 01692 403015 you will be given a few simple choices to assist in getting your call to the right people as quickly as possible. These choices are: -

Emergencies Option (1)	DIAL 999 Appointments	Chest Pains, Severe breathing difficulties or Stroke Any appointment or general enquiry For test results please call after 2pm
Option (2) Keep holding	Dispensary Anything else	Any prescription queries If unsure of the option to choose

Staff

DOCTORS

The surgery is a partnership and operates from a single site and provides general medical services for the geographical area of North Walsham and surrounding villages.

Dr. Anna Malpas-Sands (Partner)
MBBS (London 1995), MRCGP, DRCOG
Interests: Palliative medicine, family planning, obstetrics

Dr Jane McIntosh (Partner)
MBBS (London 2000), MRCGP, DRCOG
Interests: Child health, antenatal and postnatal care, mental health

Dr Rosie Kelly (Partner)
BSc Hons, MBBS, MRCGP
Interests: Antenatal/postnatal and child health, dermatology, older people medicine

Dr Emma Brandon
MBBS (2008), MRCGP, DRCOG, RMN, PG Cert Med Clin Ed
Interests: Mental health, acute medicine, elderly medicine, obesity management

Dr James Rowson
MBBS, MRCGP
Interests: Elderly/advanced care planning

Dr Cathryn Ruddock
MSC, MBBS, MRCGP
Interests: Menopause & teaching

Dr Stephen Domek
MBBS, BSc Hons, MSc MRCGP
Interests: Holistic & medicine education, sport medicine, obesity & weight management

NAMED GP

All currently registered patients have been allocated a named, accountable GP (their registered GP). Despite being allocated a named GP, patients may express a preference of practitioner and are still free to see any clinician of their choice. The named GP takes responsibility for the co-ordination of all appropriate services required under our NHS contract and ensures these services are delivered to their patients based on clinical judgement. Newly registered patients are advised of their named GP at the time of registration. Anyone who is not already aware of who their GP is and would like to know should contact the surgery.

SURGERY STAFF

Nurse Practitioners	Mary Brooks, Victoria Hawkins, Tracey Medler, Stephen Monk
Practice Nurse	Yasmin Gabriel, Michele Annis
Health Care Assistants	Mark Raymer, Erin Jackson
Other Nursing Staff	Hettie Lambert (Physiotherapist) June Hughes (Senior Pharmacist)
Surgery Manager	David Morter

Operations Manager	Valerie Wharton
Data/Compliance Manager	Belinda Harvey
IT Coordinator	Oliver Rowsell
Care Co-Ordinator	Lindsay
Patient Liaison/ Administration/Finance Dispensary Community Staff	Helen, Jacqui, Helen, Carole, Lindsey, Julie, Dolores, Dorothy, Bianca, Lauren, Erin, Kiamara, Scarlett Yvette (Manager), Tracey, Wendy, Samantha, Kiamara District Nurses, Matrons, Midwives and Health Visitors

Working together

The surgery is a member/part owner of several local GP organisations and is working in close co-operation with other local surgeries.

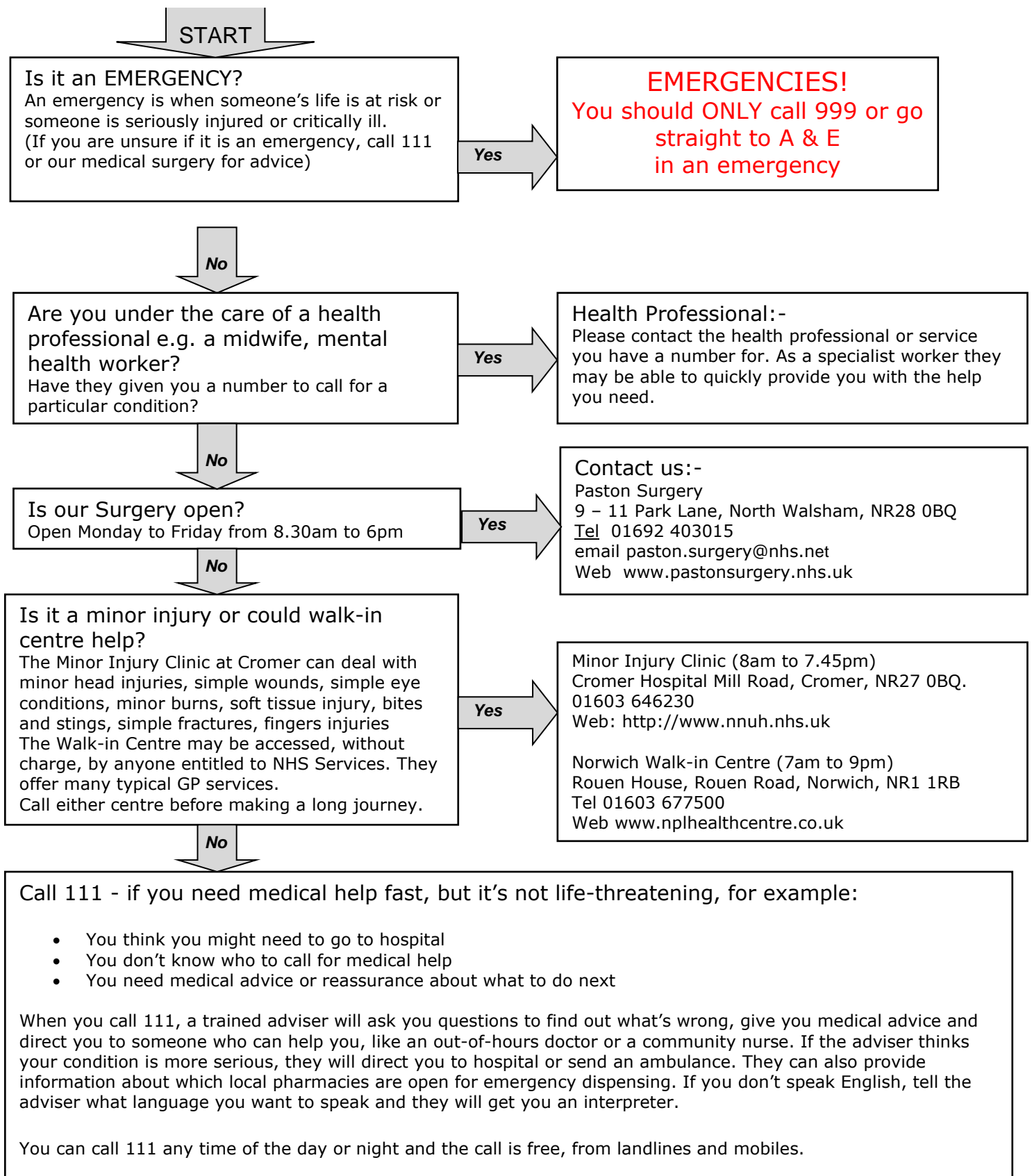
The surgery is a member of Norfolk & Waveney Integrated Care Board. The Group is responsible for commissioning services locally in accordance with NHS England requirements.

Primary Care Networks (PCN), we are in a PCN, known as NN2, with some local practices (Birchwood, North Walsham, Mundesley, Aldborough and Cromer Surgeries). We work jointly with the surgeries on various pathways that will ensure more support for patients that are registered with us and the other surgeries. So far, we have employed a Social Prescriber, who can help patients with any social problems that they may have for the elderly and a Pharmacist who can help with medication reviews.

North Norfolk Primary Care is a local group of North Norfolk GP Practices that aims to work collaboratively to deliver and improve GP services for patients living in North Norfolk whilst allowing individual surgeries to maintain their characters and independence.

Getting help

A quick guide for patients in getting medical assistance.



- Urgent - Emergency conditions will take precedence over other matters. Our Duty Doctor will assess the situation, arranging a same day appointment if needed. Unfortunately, there will be no choice in the clinician who helps you.
- Advance booking - For non-urgent or routine matters, booking from a few days up to a month can be made.
- Telephone advice - If you think that your problem could be resolved by talking to a clinician on the telephone, a member of our patient liaison team will take your details and ask a clinician to return your call when they are available. A longer appointment can be booked
- Home visit - These are intended only for patients who are unable, because of their medical condition, to attend the surgery. Where possible, a home visit should be requested before 10.30am on the day of the visit. The duty doctor will contact you by phone prior to the visit in order to assess the need and the urgency of the visit. For those out of area patients who are not eligible to receive a home visit please call the surgery and you will be assessed by a GP and then advised how to access a home visit service by contacting 111.
- Chronic disease management - Some medical conditions may require regular check-ups. Depending on need, these will be arranged with the most appropriate clinician.
- Visiting clinicians – We have a number of clinicians that run clinics from the Surgery e.g., mental health nurse. For details, please see the section later in this guide.
- Patients not recently seen - Patients over 75 years who have not seen a clinician in the previous twelve months may request a check-up.

BOOKING AN APPOINTMENT

Appointments can be booked up to four weeks in advance (depending on the clinician). They can be booked in several ways: -

- By telephone 01692 403015.
- In person by coming to the reception desk at the surgery.
- Submitting a request form on our website
- Online by using System1 Online (or another compatible App). Patients need to be set up for this facility in advance. Please see later in this guide for details.

CANCELLING APPOINTMENTS

Demand for time with doctors is extremely high but unfortunately a significant amount of their time is wasted every month by patients not notifying us when they will not be coming to an appointment.

If you are unable to keep an appointment, please contact the surgery as soon as possible so that the appointment can be offered to another patient. Contact can be in person, by telephone or online

If a patient persistently fails to attend booked appointments, we might assume they no longer wish to remain on our list and may ask for them to be removed.

HELP AT APPOINTMENTS

Should you need any help at an appointment e.g., a chaperone, an interpreter, a hearing aid loop, a low-level desk, a private area or any other general assistance, please ask a receptionist who will be pleased to arrange the support you need.

Please mention to our Reception Staff when booking your appointment if you will need a chaperone. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

A minimum of 24 hours prior notification will be needed for our reception staff to arrange an interpreter for an appointment.

CHECK IN/WAITING

The surgery has an automated check-in touch screen located to the left of the reception desk. This is a simple to use system that enables the patient to check themselves into our appointments system. (Currently not in use due to COVID-19 pandemic)

Should you feel uncomfortable about using such a system, you can obtain help, or book in with Reception at the front desk in the traditional manner.

The building is non-smoking and we also request that patients do not eat whilst waiting for their appointments.

Please respect others by not making phone calls on your mobile while at the surgery.

ACCESS TO SERVICES

The Surgery does its utmost to be easily accessible to all patients

For disabled and wheelchair-bound patients there are designated parking spaces in the car park. Assistance will be given to anyone needing wheelchair access.

Toilet facilities for the disabled are available from the main waiting area. A wheelchair is available for those with difficulty in walking. A portable hearing loop is also available.

A private room will be made available for anyone wanting to discuss things in private, or for breastfeeding or for nappy changing.

Prams may be left in the main waiting area at your own risk. A metal wall bar is available for securing bicycles. All dogs, except for assistance dogs, should be left outside the building where there are places to secure a leash.

HOSPITAL TRANSPORT

You may be eligible for hospital transport; however, hospital transport is not provided for all, regrettably this decision no longer rests with the Doctor. Please allow at least 3 days' notice. For Hospital transport please call ERS Medical on 0333 2404100. Please note if you do not qualify for funded transport, alternative arrangements can also be made through our local patient transport service. Call 0344 8008020, select option 2, then option 3. (Transport Plus) for information, there is a charge, but it is cheaper than taxi transport and they will wait for you and take you home.

TEACHING SURGERY

We are a teaching surgery with close ties to the University of East Anglia and 1st and 3rd year medical students are here at the surgery on some Tuesdays and Thursdays during the year. You may be asked if they could sit in on your consultation. If you do not wish for a student to be present, please let your practitioner know, if you are asked.

We are regularly looking for patients who would be willing to come in and speak to the students for about an hour to enable them to gain knowledge and consultation experience of different medical conditions. Please let us know if you can help.

RESEARCH SURGERY

From time to time we may take part in Research Projects / Studies, where anonymised data will be used, or patients will be contacted and asked if they wish to take part in research.

Patient Services

CONFIDENTIALITY

All information held about patients is completely confidential. There are very strict regulations in place that do not permit us to discuss anything about a patient with anyone else, without the patient's prior permission or in exceptional circumstances.

All staff must undertake training in Confidentiality.

The Surgery is registered under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Computerisation of medical records assists in health promotion and disease prevention, in monitoring repeat prescriptions and in dispensing medicines. Increasingly, information from local hospitals and NHS Norfolk is sent to the surgery via computer. Anonymous information held on computer may be used by authorised personnel for research. All records are entirely confidential, and we aim to keep them fully up to date. All computer records are protected under the terms of the Data Protection Act.

HOW TO REGISTER

If you are new to the area and want to register with one of our GPs at our Surgery, please ask at Reception for a new patient pack. If you need to see the Doctor this will be arranged. Please bring photo identification as proof of who you are for example passport or driving licence.

You can now register via the Surgery website. Registration via this route is quick and easy if you have the access to the internet. Website details are on the front of this booklet.

If you live outside of our surgery area you may still be able to register however, we will not be able to offer a home visiting service.

Please provide the name and address of your previous doctor, and (if known) your ten-digit NHS number.

If you are currently taking any prescription medication it also helps to bring in your last repeat slip or medication boxes, as the information from your previous surgery may take a while to arrive.

If you subsequently change your name, address or telephone number please let us know in writing immediately or by a form available from reception.

TEMPORARY RESIDENT

If you are just visiting the area, you may make arrangements to be seen at the Surgery on a temporary basis.

CHANGE OF PERSONAL DETAILS

If any of your personal details change, please let us know as soon as possible.

MEDICAL CERTIFICATES

Been off sick less than seven days? If you've been sick for less than seven days (count all the days in a row you've been sick, including days you don't normally work such as weekends and bank holidays.) your Employer shouldn't ask for medical evidence. Instead, they should ask you to confirm that you've been ill by self-certifying. On rare occasions, an employer may insist on a GP medical certificate for sickness less than seven days. An NHS Fit Note cannot be used and instead a paid-for private certificate can be issued.

Been off sick more than seven days? Your employer will normally ask for a Fit Note (or Statement of Fitness for Work) Please contact us advising us if you have already been seen for the problem, whether you have already self-certified and details of your medical problem.

If you are unable to work following investigations or treatment you are receiving at the hospital, you will be asked to obtain a Fit Note from the clinician treating you e.g. your hospital doctor. We will not be able to process any requests for Fit Notes under these circumstances. If you are unsure if this applies to you, please ask the surgery for more information.

What will the Fit Note show? Your doctor will assess you, and if they decide your health affects your fitness for work, they can issue a Fit Note. It will advise that you are "not fit for work" or you "may be fit for work", taking into account the Doctor's advice.

Can I get a fit note without being seen? A doctor specifically cannot issue a fit note unless you have consulted with the doctor. This usually requires you to be seen in person although it is for the GP to decide.

Must a GP issue a certificate when required? GP's must only issue a certificate if he/she feels you are unable to work or may be fit for some work. To issue a certificate against a GP's professional opinion would be fraudulent.

How do I get a further Fit Note? If you feel you need more time off work, an extension may be considered. Your GP may provide a follow-on fit note, may wish to see you again before deciding or they may refuse to issue another fit note. It is entirely at the discretion of the doctor using their professional judgement. If you feel you need a follow-on note, please plan very carefully as they cannot be issued as an emergency item. Fit Note can be sent to you via an email address if this is more convenient than collecting from the surgery, please discuss with the Administration Team

Why not have a Fit Note to allow space to completely recover? Working and socialising can be both therapeutic and often speeds up recovery. GPs may encourage you to return to some form of work as soon as possible and issuing a fit note when capable of some type of work could mean not getting back-to-work support you may need.

Will benefit/money stop if I cannot have a Fit Note? No. A Fit Note may support a claim for Employment Support Allowance (ESA) but if a patient is not working and hasn't a Fit Note, they can still claim Jobseeker's Allowance (JSA).

How does my GP know how tough my job is and what I need to do? They do not need to know, and GPs are not occupational health specialists. However, GPs are not expected to have specialist knowledge of workplaces or different roles. Their advice on a Fit Note is about the functional effect of a patient's condition on work in general.

RESULTS OF TESTS

Please allow at least one week for your results to be processed. If the doctor feels there is any action required based on your results, they will ask one of the Patient Liaison team to get in contact with you.

For patient confidentiality, results of tests will only be given to patients personally. Patients will be asked to verify their identity with some basic security questions. Please telephone 01692 403015 or call in to the surgery between 14.00 – 18.30.

If a printed copy of results is required, the request has to be approved by a GP. The Surgery will let you have the results you require as soon as it is possible to do so.

PRIVATE WORK

Private Work is any work undertaken by the Doctor/Surgery that is not included in the General Medical Services (GMS) contract or reimbursed by NHS England. Although we are not obliged to do private work, we will try to be as helpful as possible.

Private work typically includes (but is not limited to) private sick notes, doctors letters, power of attorney consultations, various medical examinations, holiday cancellation forms, life assurance reports, pre-university or pre-employment forms and accident claim reports.

An individual fee quotation and timescale for completion can be provided and once we have a patient's agreement we will undertake the work.

Unfortunately, our NHS contractual obligation has to take priority and private work can sometimes take up to 40 days for certain work

All reports and letters can be paid for on collection. All reports or forms which require a medical examination or GP consultation must be paid for in advance.

ACCESSIBLE INFORMATION STANDARD

All NHS organisations (including this Surgery) must provide disabled people with access to information that they can understand, and any communication support they might need.

If you are a patient with particular needs, please let us know and we will record it for you and endeavour to use your preferred method of communication to help you. Your preference will be highlighted and with your permission we will share that information with other NHS providers.

ARE YOU A CARER?

Many people do not see themselves as carers, as they are 'just doing their duty'.

However, a carer can be a person of any age (even children) who provides support to a partner, relative, friend or neighbour.

Carers can be unpaid and do not need to receive statutory payments such as carer's allowance.

As well as this, parents of children who are disabled or have a serious health condition are considered to be carers too.

What we can do for you?

As a surgery we recognise that it can be difficult to find the time and energy to take care of yourself whilst you are taking care of someone else. The responsibility of a carer means they are more likely to suffer from ill health through stress, poor self-care and/or physical injuries.

If you tell us that you are a carer, we will record this on your medical record. When you need to book appointments at the surgery, we will be aware that you may struggle with finding the time to attend and we will try to offer more flexibility in the appointment times available to you.

We will try to offer you an annual flu vaccination, as not only are you at risk of

becoming unwell and not being able to look after the person you care for; they are at risk of becoming unwell too.

When we receive relevant information, we feel may be helpful to you, we will try to share this with you.

Information Sources

Listed below are links to support agencies and groups who can provide advice and information about what is available to you and the person you care for.

Leaflets:

“Looking after someone – information and support for carers” – by Carers UK:
<https://www.carersuk.org/help-and-advice/get-resources/looking-after-someone>

“Norfolk – Your guide to support and care for adults”: by Norfolk County Council and NHS in Norfolk:
<https://www.carechoices.co.uk/publication/norfolk-care-and-support-guide/>

Websites:

Care for carers: <http://www.careforcarers.org.uk/>

Carers UK: <https://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/20-national-directory/2537-age-uk>

Carers Org: <https://carers.org/>

STAFF TRAINING

The surgery holds regular staff meetings. Should any meetings cause disruption to surgery access, the dates will usually be displayed on our website and within the surgery with as much time as possible given.

SUPPORT TO THE SURGERY

The surgery wishes to acknowledge the support given by members of the local community and, in particular, the many people who have contributed to the Equipment Fund. Donations to the fund have provided and maintained medical equipment which would not otherwise have been available.

PATIENT PARTICIPATION GROUP

This is a group of patients who meet bi-monthly to discuss the work of the surgery. Information is available on the surgery website. Please give your ideas and comments via the Suggestion Box in the Waiting Room or on the surgery website.

You have an opportunity to become more involved in giving your views on local healthcare services through the local Patient Participation Group.

If you are interested in becoming a member, please contact the group on the email address above or speak to a member of reception.

System Online services

SURGERY WEBSITE

Our website address is www.pastonsurgery.nhs.uk and there are sections of information for all patients to help you deal with any concerns or issues you may have which can be accessed 24 hours a day. This includes general enquiries, appointment requests, helpful advice, changes of details, prescription queries and much more.

You can now use our website to send us a message regarding any queries you may have, however please note that messages sent to us this way are not answered immediately, it can be up to 5 days for you to receive the reply so not advisable to use if your query / medical condition is more urgent.

ONLINE SERVICES

In association with our clinical software provider (SystemOnline) we have the facility for patients to manage their appointments, medication and view their record online, 24 hours a day, 365 days per year.

The SystemOnline service has been fully developed, tested and accredited by the NHS government body. All personal information used by SystemOnline is secure and protected.

SystemOnline is now available as an app to Apple and Android users.

APPOINTMENTS

Patients can use this facility to:

- book appointments
- check the time of an appointment
- cancel an appointment
- view dates of up to five previous appointments

PRESCRIPTIONS

Use this facility to:

- view a list of your current medication
- order your repeat prescription

PATIENT RECORDS ONLINE

Our Surgery offers patients the facility to view some of their medical records online. As well as viewing this information, there is a facility to download and print it.

GETTING STARTED

Before you can use the on-line service, you must visit the Surgery in person to obtain a login from our receptionist. Please bring with you some photo identification (driving licence or passport)

Our receptionist will give you a username and a temporary password. You can change the password whenever you login.

For more details about Online Services and getting started, please contact the surgery

NHS APP

The NHS APP is now available to download, you can do this by going to the following: www.nhsapp.service.nhs.uk, you can then follow the instructions.

Services

The following services are provided, please ask any of our staff for more details:

CHRONIC DISEASE MANAGEMENT

For those with Heart/Stroke, Diabetes and Asthma conditions, we encourage patients to be actively involved in their own care and to regularly attend the clinics held at the Surgery.

BABY/CHILD IMMUNISATIONS

You will be notified by the Health Surveillance Team when your baby or child is due for their vaccinations. Child immunisation clinics are held regularly.

TRAVEL VACCINATIONS

Patients who are planning to travel overseas, whether on business or pleasure should contact the Surgery **AT LEAST 8 WEEKS BEFORE TRAVELING**.

There is a charge for some travel vaccinations and prescriptions that are not covered by the NHS. We are unable to give the Yellow Fever vaccination, sorry.

We do not give immunisations for occupational health reasons.

FAMILY PLANNING

The doctors and nurses will discuss and recommend a choice of contraception. For routine "pill checks", please make an appointment with one of our Surgery Nurses. (You do not need a doctor's appointment unless you are a new patient).

ANTENATAL CLINIC

A midwife-run clinic is currently held at Hoveton & Wroxham Surgery, please contact

the following number to book an appointment: 01603 777928.

CHILDREN

It is recommended that children up to five years of age should be registered for Child Health surveillance. This is a programme run by the Doctor, Health Visitor and Practice Nurse and includes a baby check and immunisations.

SMEAR TESTS

It is recommended that all women from the age of 25 to 64 should have a regular smear taken. You will be contacted for this – please make an appointment with the Surgery Nurse when prompted to do so.

NHS HEALTH CHECKS

Free NHS Health Checks are available to those patients aged between 40 and 74 years who have not been diagnosed with a chronic disease and have not had a NHS Health Check in the last 5 years. Please book appointments with Reception.

VISITING CLINICIANS

- Diabetic eye screening
- Diabetic Specialist Nurse
- Mental Health Nurse

Prescriptions

ORDERING REPEAT PRESCRIPTIONS

- We are unable to accept requests for repeat prescriptions by telephone - they must be made in writing, sent via our online system or website form.
- You can use Systm1 Online service, if you have access to the surgery website.
- Paper requests (form or letter) can be posted in the box provided at the front entrance to the surgery.
- Patients using a pharmacist may be able to request the repeat electronically.

OVER THE COUNTER MEDICINES

Last year over £1 million was spent on medicines that were readily available over the counter from pharmacists and even supermarkets.

They were for coughs and colds, allergies, gastrointestinal problems, haemorrhoids, skin conditions, vaginal thrush, cold sores, teething and mouth ulcers, head lice and threadworms. Also included were basic painkillers like Paracetamol and Ibuprofen.

As a consequence, our Clinical Commissioning Group has decided that in future GPs should not routinely prescribe these medicines. Any patients with a long term (chronic) illness may ask for special consideration which may rarely be given.

TIME NEEDED

- We recommend that you place an order when you have one week's supply of medication left.
- Please allow at least 2 working days' before collecting your prescription and 4 days if you order from a pharmacy.
- During exceptionally busy periods (close to a Bank Holiday) you may need to allow 3 working days.
- Phones are open between 08.30 – 12.00 and 14.00 – 18.30, select option 2

COLLECTION

We can only dispense medicines to patients who live more than a mile from the surgery.

The majority of prescriptions are now sent electronically from the GP surgery to pharmacies. This means you no longer have to collect a paper repeat prescription from your GP practice, instead you can go straight to the nominated pharmacy or dispensing appliance contractor of your choice to pick up your medicines or medical appliances. A clinician may still give you a prescription for items such as antibiotics that start the day you are seen.

Arrangements can be made with the surgery or with local pharmacies for repeat prescriptions to be automatically generated each month. Please ask either the dispensary or your chosen pharmacy (as appropriate) for more information.

If you need medication outside normal working hours contact the 111 service by calling 111 (available 24 hours).

Due to the huge number of prescriptions, we process, very occasionally a mistake may be made. Before leaving the surgery please carefully check your personal details and that the prescription is for the expected medication/dosage, if known. Unfortunately, once a prescription has been paid for and issued, neither this Surgery nor a pharmacist is able to provide a refund.

PRESCRIPTION CHARGES

If you are exempt from charges, please show your current exemption certificate on collection of medication.

The Application forms for 'certificates of exemption from charges' can be obtained from the Dispensary.

For those who pay and have a number of medications, it may be more cost effective to apply for a pre-payment certificate. If you require information on this or any other aspect, please ask at the Dispensary. All repeat prescriptions are subject to a review.

Referrals

What is a referral?

Paston Surgery is a general practice, and our doctors or Nurse Practitioners will ask for help to ensure they give you the correct diagnosis and best treatment. They have decided to refer you for either further investigations or to see another medical specialist.

Why am I being referred?

The specialist helps or investigation is most likely to be one of the following: -

- You may have been referred for a specialist opinion on your condition from a consultant or their team. This is to help diagnose your condition or to help decide on the best management of your health problems.
- You may have been referred for an investigation (e.g. an x-ray or CT scan) or for a test which cannot be done at our Practice (e.g. gastroscopy).
- You may have been urgently referred to hospital to rule out the possibility of cancer. The referral is to see a hospital doctor or to have a test. Early diagnosis means treatment can start sooner with more chance of success.
- You may also be referred to the many community-based services. Some have clinics held at the Practice (e.g. mental health Wellbeing or the midwife) while others are at other clinical centres.

What should I discuss with the doctor about my referral?

Your doctor or Nurse Practitioner will have discussed with you (or your carer) about why the referral is necessary.

If you have the benefit of private medical insurance (e.g. BUPA) or wish to self-fund the referral, please let your GP or Nurse Practitioner know as soon as possible. The appropriate referral route can then be made.

Whenever possible, the NHS aims to provide you with a choice of where you are referred so that you can go to the hospital of your choosing. It is very important that the contact details we have for you are up-to-date and correct – you may check with our Reception team.

If you are a military veteran and your treatment relates to an injury during your service, please let us know.

I have to be referred, what happens next?

Some referrals are made through the “e-Referral” system, some by other electronic means and some still using a traditional referral letter.

It can typically take 3 or 4 working days for a referral to be prepared and sent to the appropriate hospital/clinical department for processing. Where a referral is extremely urgent, it is usually done the same day.

What type of Referral is being made for me?

There are different types of referrals that can be made for you:

Routine Referrals to Outpatient Departments – these referrals will normally be sent electronically through the E-Referral system, you will receive a letter from us requesting you contact the appointment booking team to book an appointment with the relevant department. Please keep the letter safe as it contains a password needed to book your appointment

Two Week Wait Referrals - some urgent referrals are known as a “two-week wait” (2ww) referral, and you should normally be seen within two weeks from the time of consultation. You will be contacted directly from the hospital via the relevant department. With some serious conditions, early diagnosis and treatment can considerably improve patient outcome. It is important the if you do not hear from the hospital within 7 days, please contact our secretary who will be able to chase this up for you.

Other referral types – will either be sent electronically or will go direct to the hospital/clinical department and their team will contact you direct to make an appointment. Examples of these are x-rays, physical examinations i.e., colonoscopy.

Community Referrals – these are referrals to physio, occupational therapy etc. These referrals go straight to the relevant department, and they will normally contact you direct.

Please Note:

The method of referral is not always straightforward so if you have any queries, please contact our Practice Secretary for assistance on 01692 403015, select option 3.

What information about me is shared with the hospital?

The referral letter will include a summary of your illness to date, why the referral has been made. Typically included is your name, address, date of birth, NHS number, telephone number, past medical history, current medications, allergies or sensitivities and details of investigations or tests that have been taken and the results.

By agreeing to the referral, it will be assumed that you are also in agreement with us sharing sufficient and relevant personal information about you to the appropriate hospital/clinic. Without this consent it would not be possible to make the referral.

In an emergency situation the Doctor or Nurse Practitioner may directly contact the hospital to arrange your assessment. We would then provide a handwritten letter to go with you or a printout of the current record; this is to ensure the receiving Clinician has all the relevant information to provide your continuing care at hospital. Doctors treating you at the hospital or community service can, with your consent, view your full medical record.

When should I hear about my referral?

In most cases you will hear something within a couple of weeks.

If you are urgently referred to the Norfolk and Norwich University Hospital, they will ring you within three working days to arrange an appointment.

If you have not heard within this timeframe, please call 01603 286537 or 01603 287272. Please accept the first appointment you are offered, and we advise you not to cancel or amend it.

For all other referrals, if you have not heard anything at all after two weeks, please contact our secretary or Patient Liaison Team on 01692 403015 who will be able to help investigate the matter and provide further advice.

What is the current waiting time to be seen?

Unfortunately, all clinical departments are under considerable pressure at the moment and there is a very wide variation in the waiting time to be seen.

I feel very unwell, and I am unable to wait – what can be done?

If your condition has worsened considerably since being referred, please contact us. Your doctor or Nurse Practitioner may wish to re-assess you.

However, every hospital/clinical department has their own assessment method to determine the urgency of a patient being seen. As a GP Practice we have no ability to influence this process. In the past, expediting letters might have had some impact but this is no longer the case.

If you contact the hospital, you have been referred to, they may provide you with an update or further advice. The Norfolk and Norwich University Hospital can be contacted on 01603 286286.

Tests and Investigations

The specialist is responsible for acting upon the results of any test him / her requests and for informing you of the results.

If you haven't heard from the specialist about a test result, please ring the specialist's Secretary at the hospital. Unfortunately, we may not know the result and will not know what the specialist intended to do with the information.

Prescriptions

If the specialist prescribes a new medication or changes one that you are on please ask them to provide you with the first prescription. This may be on a white prescription that can be used in the hospital pharmacy, on a green one that you can take to your normal pharmacy or electronically to your nominated pharmacy.

If you are uncertain what changes the specialist is making please ask them to explain it to you at the appointment. It saves you having to see your GP to discuss something he or she may only know of from a short letter of explanation.

Sick or Fit Note

If you need to be certified as unfit for work as a result of the treatment provided by your specialist (or therapist) he or she should issue a sick note when you are discharged from hospital or seen in the clinic. Please ask for one if you need it.

In summary, the specialists are responsible for:

- Looking after all your tests
- Providing prescriptions when needed
- Issuing a sick note if required
- Providing you with follow up appointments if necessary.

Any problems or queries?

If at any stage you have any queries or problems, please ask to speak to our Secretary who will be very pleased to help you and can be reached on our main number, 01692 403015 (Option 3 for Secretary).



ABOUT CQC

CQC stands for Care Quality Commission and is the regulator of health and adult social care services in England. The CQC is independent, looking after service users.

The CQC checks that patients get good, safe health and social care and ensures that Government rules are met at Doctors and other health organisations. Their aim is to drive continuous improvement, putting people first and championing their rights. They aim to act swiftly to remedy bad surgery.

Care Quality Commission
Paston Surgery
Last rated 3 December 2018

Paston Surgery

Overall rating: Inadequate, Requires improvement, **Good**, Outstanding

Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-548335195. We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder

Care Quality Commission
Paston Surgery
Last rated 3 December 2018

Paston Surgery

Overall rating: Inadequate, Requires improvement, **Good**, Outstanding

Patient groups	Inadequate	Requires improvement	Good	Outstanding
People with long term conditions			Good	
Families, children and young people			Good	
Older people			Good	
Working age people (including those recently retired and students)			Good	
People experiencing poor mental health (including people with dementia)			Good	
People whose circumstances may make them vulnerable			Good	

The full CQC report about the surgery can be found on our website and available to download - [Paston Surgery - Care Quality Commission \(cqc.org.uk\)](http://www.cqc.org.uk)

CQC continuously monitor GP practices without completing a full inspection. The latest review date is available on the CQC website, cqc.org.uk/location/1-54833S195. On the latest statement, they had not found evidence of need to reassess our Good Rating.

Compliments and Complaints

FEEDBACK

We endeavour to give you the best possible service at all times. There may be occasions when you feel you wish to express appreciation or dissatisfaction.

We have a procedure for dealing with comments, suggestions or complaints about the service we provide with quick feedback forms available at Reception and in the Waiting Room.

For patient related problems and complaints, please contact Lindsay Smith our Care-Coordinator. She will be able to quickly solve most problems for you.

If you are unhappy with how your complaint is handled or with the outcome of an investigation, you can write to David Morter, our Practice Manager.

NORFOLK AND WAVENEY INTEGRATED CARE BOARD, POhWER and HEALTHWATCH

Alternatively, if you feel uncomfortable about complaining direct to the surgery complaints can be addressed to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH or email nwicb.complaintsservice@nhs.net or telephone 01603 595857 (please note: this is an answer machine service, please leave a message requesting a call back).

The NHS Complaints Advocacy Service gives independent advice and support during a complaint investigation, and they can be contacted at POhWER, PO Box 17943, Birmingham, B6 9PB or 0300 456 2370 or pohwer@powher.net.

Norfolk Healthwatch helps patients get assistance and direction to local services. They can be contacted on 0808 168 9669 or enquiries@healthwatchnorfolk.co.uk.

PALS (Patient Advice and Liaison Service) can assist patients/service users by liaising with other services on their behalf. If you need assistance with a complaint you can call on Tel: 020 3447 3042 or visit the NHS website.

HEALTH SERVICE OMBUDSMAN

As a last resort there is the Parliamentary and Health Service Ombudsman who investigate complaints that individuals have been treated unfairly or have received poor service from the NHS in England. Their phone number is 0345 015 4033.

COMPLAINING FOR SOMEONE ELSE

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their

permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

Patient Charter

RESPONSIBILITIES TO PATIENTS

- Patients should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.
- Before Patients are given any examination, care, treatment or support, they should be asked if they agree to it.
- Patients should get safe and appropriate care that meets their needs and supports their rights.
- Patients should get safe and coordinated care when they move between different services.
- Patients should be protected from abuse and staff should respect their human rights.
- Patients should be cared for in a clean environment and protected from the risk of infection.
- Patients should be given the medicines they need when they need them, and in a safe way.
- Patients should be cared for in safe and accessible surroundings that support their health and welfare
- Patients should be safe from harm from unsafe or unsuitable equipment.
- Patients should be cared for by staff who are properly qualified and able to do their job.
- There should be enough members of staff to keep people safe and meet their health and welfare needs.
- Staff should be properly trained and supervised, and have the chance to develop and improve their skills.
- The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care.
- People should have their complaints listened to and acted on properly.
- People's personal records, including medical records, should be accurate and kept safe and confidential.

PATIENT RESPONSIBILITIES

- Patients are expected to treat all surgery staff, fellow patients, carers and visitors politely and with respect. **Violence or verbal harassment will not be tolerated or accepted. We operate a Zero Tolerance policy which may lead to a possible removal from our patient list.**
- If you are between 16-74 years old and have not seen a GP in the last three years please book a health check with the surgery.
- If you are over 75 years old and have not been seen by a GP for the last 12 months you may have a health check with the surgery.
- Patients are expected to act in a responsible and courteous manner whilst on the Surgery premises for the safety and comfort of others.

Records and information

SUMMARY CARE RECORD

A Summary Care Record is an electronic record that's stored at a central location. As the name suggests, the record will not contain detailed information about your medical history, but will only contain important health information, such as:

- whether you're taking any prescription medication
- whether you have any allergies
- whether you've previously had a bad reaction to any medication

Access to your Summary Care Record will be strictly controlled. The only people who can see the information will be healthcare staff directly involved in your care who have a special smartcard and access number (like a chip-and-pin credit card).

Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, e.g. because you're unconscious, healthcare staff may look at your record without asking you. If they have to do this, they will make a note on your record.

If you have any questions regarding this, please feel free to speak to your healthcare professional or contact NHS Digital on 0300 303 5678 or visit <https://digital.nhs.uk/about-nhs-digital/contact-us>

There is also the Enhanced Summary Care Record, where you can opt to provide further sharing of information which can be viewed when required by health care professionals when you need increased care.

ENHANCED DATA SHARING MODEL

Enhanced Data Sharing Model (EDSM) enables us, with your consent, to share your medical records with those in the NHS who are involved in your care. By implied consent we share your medical records with other services treating you. This is known as 'sharing out'. Your express consent will be asked for and obtained where possible. NHS staff can only access shared information if they are involved in your care and being an electronic service, an audit log is maintained showing when and who has accessed medical records.

EDSM only allows those treating the patient to access medical records. It does not enable patient records to be used for research or other purposes.

PATIENT INFORMATION

We collect information about you to help in the provision of your health care and treatment. The information is stored on computerised systems and also on paper records, to ensure that appropriate care is given and that continuity of care is maintained when you return for treatment, or see a different health professional.

Your information is also used:

- To try to improve the health of the general public
- To help in the management of the NHS and in planning for future services
- To ensure that staff receive suitable training and education
- To prepare statistics on NHS performance and activity
- To investigate complaints or legal claims
- To support clinical audit
- In research approved by the local Research Ethics Committee

If anything, to do with the research would involve you personally, you will be asked if you wish to take part and any identifiable results will not be published without your agreement. This type of information will, in most instances, have identifiable details removed.

Information about you is collected from what you or carers tell us; examinations, observations and tests carried out by staff; other health care providers and agencies involved in your care.

Everyone working for the NHS has a legal duty to keep information about you confidential. The Surgery is a data controller under the Data Protection Act 2018. We hold information for the purposes specified in our notification made to the Data Protection Commissioner, who ensures that information is kept legally and fairly.

Where other people as well as NHS staff are involved in your care, information about you may need to be shared with them. In some instances the law requires us to pass on information. All persons receiving information from us will also have a legal responsibility to keep your information confidential.

Any information passed on will be strictly limited to what needs to be disclosed to protect the patient's best interests.

RISK STRATIFICATION

Risk Stratification is a process that helps us / you manage your health. By using selected information from your health records, including from NHS Trusts and our GP surgery, a secure NHS computer system looks at recent treatments you have had in hospital or in the surgery and any existing health conditions that you have. This will help your doctor judge if you are likely to need more support and care from time to time. The team at the surgery will use this information to help you get early care and treatment where it is needed.

Risk stratification is used in the NHS to

- help decide if a patient is at greater risk of suffering a particular condition
- prevent an emergency admission to hospital
- identify if a patient needs medical help to prevent a health condition from getting worse.

The information will only be seen by qualified health workers involved in your care. NHS security systems will protect your health information and maintain confidentiality at all times. We will only use data which does not identify individuals. Where it is not

possible to use completely anonymous data, non-identifiable information such as your NHS Number will be used instead.

Our Clinical Commissioning Group carries out this work via a contract with an NHS Commissioning Support Unit which has a legal basis for processing data in this way and which operates under strict controls to prevent your information from being re-identified.

Should you have any concerns about how your information is managed at the surgery or if you wish to opt out please contact the Surgery Manager to discuss how the disclosure of your personal information can be limited.

Common Conditions – Helpful Advice

General advice may be obtained from the NHS Direct website (<https://www.nhs.uk/>) or from your local Pharmacist.

COLDS AND FLU

These usually start with a runny nose, temperature, aches and pains. Antibiotics will not help as these illnesses are caused by viruses. Keep warm, rest and take plenty of fluids. Paracetamol taken every six hours will relieve the worst of the symptoms.

SORE THROATS

Again, these are mainly caused by viruses. Unless the patient is really unwell or has spots at the back of the throat, antibiotics are unlikely to help. Keep drinking fluids and take Aspirin (if over 16 years only) or Paracetamol every six hours.

DIARRHOEA AND VOMITING

These illnesses are usually self-limiting. Do not take anything by mouth until the vomiting stops. Avoid food for at least 24 hours or until the symptoms ease. Drink plenty of water or electrolyte solutions (e.g. Dioralyte or Electrolade, available from your chemist). It may be advisable to avoid milk and dairy produce for 2-3 days. For small children and babies, you may need to telephone for advice if the symptoms persist.

FEVER IN CHILDREN

These are mostly caused by viruses, especially in toddlers. Keep the child cool; give regular Paracetamol syrup, (e.g. Calpol) according to the dosage instructions on the bottle. Calpol can be purchased from a chemist. Children often lose their appetite so do not worry about meals if they are not interested. Consult the Doctor if the child is not improving in 48 hours.

BACK PAIN

The best answer is prevention – learn to sit, bend and lift correctly and keep generally fit. If you do have pain, regular analgesics, e.g. Paracetamol/Ibuprofen will help. Consult us if the pain is severe, fails to ease or causes numbness in the legs or bowel and bladder disturbances.

NOSE BLEEDS

Sit in a chair, bend forward and squeeze the nose firmly below the bone for 10 minutes. Avoid the temptation to blow the nose or sneeze for 24 hours. If the symptoms recur, consult the Doctor.

HEADLICE AND WORMS

Both of these problems are easily dealt with by treatment available from the chemist.

INSECT BITES AND STINGS

Wasps- Apply vinegar to neutralise the sting as soon as possible. Bees - Scrape away the sting and apply a little bicarbonate of soda. Use an antihistamine cream or tablets when necessary and particularly when travelling abroad to soothe the irritation and soreness

BURNS

Immediately apply cold water to the affected area and apply a clean dressing. For severe or widespread burns, consult the Doctor or Surgery Nurse as soon as possible.

Always Keep all Tablets and Medicine well out of the reach of children

USE THIS SPACE FOR PERSONAL NOTES.

