



# Drayton Medical Practice

Drayton, Horsford and St Faiths Surgeries

## Patient Information Leaflet

### **Contact us**

Visit our website [www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk)

Email - [drayton.surgery@nhs.net](mailto:drayton.surgery@nhs.net)

Call us on 01603 867532

### **Opening Hours**

## About us

Drayton Medical Practice is a dispensing, urban/rural medical practice situated to the north of the city of Norwich. The practice area includes the residential suburbs of Norwich and extends into the outlying villages. To cover this area, there are three surgeries: Drayton, Horsford and Horsham St Faith.

In 2014 Drayton & St Faiths Medical Practice and Horsford Medical Centre merged, the Practice is now called "Drayton Medical Practice". Drayton Surgery is the largest of the three surgeries and is the administrative hub for the Practice. There is a separately owned pharmacy located next to both Drayton and Horsford surgeries. Horsham St Faith has its own dispensary.

The doctors and the nurses at the Practice work at multiple sites during the week, and whilst we try to provide appointments at your preferred site, you may be required to travel to any of our surgeries if you wish to see your regular doctor.

Drayton Medical Practice has been involved in the training of General Practitioners since the inception of the GP training scheme in the 1970s. The practice is a research active practice, meaning from time to time we may contact you to see if you would be willing to take part in research activities. The practice is part of the Primary Care Research Network in the East of England.

Our Practice Mission Statement is as follows:

*The Practice is committed to providing the highest quality health care to our patients, their families and other service users. We achieve this by delivering safe and compassionate care.*

Our values are based on the things that matter most to our patients - continuity, good access, and systematic care. We adhere to the principals of the NHS Constitution (<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>).

Drayton Medical Practice actively promotes and supports the ethos and the requirements of the Equality Act 2010.

## Practice Partners & Staff

### Our GP Partners

Dr Alan Lee	MBChB	University of Sheffield 1993
Dr Michael Macbeth	MBChB DRCOG MRCGP	University of Liverpool 2002
Dr Rebecca Ely	MBChB	University of Aberdeen 2006
Dr Mark Everard	MBBS MRCGP	University College London 2009
Dr Jocelyn Bindley	MBChB DRCOG MRCGP	University of East Anglia 2007
Dr Rowan Needham	MBBS MRCGP	University of Newcastle 2009
Dr Thomas Pearson	MBBS DRCOG MRCGP	University of East Anglia 2007

### Doctors

Dr Thomas Bennett	MBBS MRCGP	University College London 2009
Dr Joshua Musson	MBBS	University of East Anglia 2016

We are fortunate in being a training practice which means we also have GP registrars who are completing specialist training to become a GP. We benefit greatly from these doctors' recent hospital experience, so please accept them as one of us.

### Management Team

The management team is responsible for the day-to-day administration of the practice, and if you have any non-medical problems, useful suggestions, or concerns, they will be happy to talk to you on the phone or to see you.

Wayne Bolt BSc (Hons)	Practice Manager
Lynda Sowter	Dispensary Manager
Donna Bracey	Clinical Manager

### Nursing Team

A [nurse practitioner](#) is an advanced practice registered nurse who has completed additional training beyond that of a registered nurse. [Paramedics](#) have completed specific Paramedic training.

Donna Bracey	Clinical Manager and Nurse Practitioner
Julie Keene	Nurse Practitioner
Paul Bloomfield	Nurse Practitioner
Thomas Crawshaw	Advanced Nurse Practitioner
David Shepherd	Paramedic
Pelle Stone	Paramedic

Our [Practice Nurses](#) and [Nurse Associates](#) provide routine services for patients including wound dressings, vaccinations, and cervical smear tests. Many of our nurses

see patients with minor problems and have specialist interests in areas such as Diabetes and Asthma.

Danielle Taft	Practice Nurse
Sonia Ingram	Practice Nurse
Claire Chittock	Practice Nurse
Rachel Brooks	Practice Nurse
Kirsty Wade	Practice Nurse
Racheal Wright	Nurse Associate

Our [Healthcare Assistants](#) and [Phlebotomists](#) perform routine blood tests. Our Healthcare Assistants also undertake routine investigations, complete NHS health checks and record information for new patients.

Claire Turner	Healthcare Assistant
Michelle Pauling	Healthcare Assistant
Michelle Green	Healthcare Assistant
Katy Miles	Healthcare Assistant
Paula Metcalf	Phlebotomist
Sophie Crawshaw	Phlebotomist

### **Medicine Management Team**

This team are responsible for ensuring you safely receive your medication, and it is regularly reviewed.

Nicola Kaciubskyj	Clinical Pharmacist
Sarah Gould	Clinical Pharmacist
Jordan Edwards	Pharmacy Technician
Jaslyn Butcher	Prescriptions Administrator and Dispenser
Carla Hipperson	Prescriptions Administrator
Rianna Martin	Prescriptions Administrator
Andreea Iacat	Dispenser and Pharmacy Technician
Carol Solomon	Senior Dispenser
Tracey Wright	Dispenser
Jenny Needham	Dispenser
Emma Daniels	Dispenser
Alexa Pardon	Dispenser
Holly Thomson	Dispenser
Alex Durrant	Dispenser
Alice Daynes	Dispenser

## **Patient Services Team**

Our receptionists are available at every surgery to help you in any way they can. This team are responsible for answering telephone calls, dealing with queries at the reception desk and answering online questions.

Sharon Chapman	Patient Services and Engagement Team Leader
Kelly Smith	Patient Services Administrator
Kate Bailey	Patient Services Administrator
Sam Brewer	Patient Services Administrator
Bobbie Pye	Patient Services Administrator
Amy Watts	Patient Services Administrator
Carol Acheson	Patient Services Administrator
Hannah Wright	Patient Services Administrator
Chantel Bexfield	Patient Services Administrator
Kayleigh Oliver	Patient Services Administrator
Kerri Townshend	Patient Services Administrator
Michelle Taylor	Patient Services Administrator
Lisa Dack	Patient Services Administrator
Liz Savage	Patient Services Administrator
Victoria Carey	Patient Services Administrator
Gail Beasley	Patient Services Administrator
Donna Broomfield	Patient Services Administrator

## **Administrative and I.T. Staff**

We have a team of administrative and I.T. staff that are seldom seen by our patients. They are a very important part of our staff team and help to keep the surgery running smoothly. You may have contact with one of this team if you have a query about a referral to a hospital consultant or have a condition such as diabetes or asthma.

Rebecca Moore	Compliance and Complaints Lead
Carole Burton	Referrals Administrator
Lara Gooch	Referrals Administrator
Sarah Buchanan	Referrals and Safeguarding Administrator
Sarah Steeples	Patient Data Administrator
Kay Armstrong	Patient Data Administrator
Jenny Davis	Document Processor
Ava Au	PCN GP Assistant
Gabby Sexton	Patient Care Coordinator
Lindsay Rose	Management Administrator
Georgia Shaw	Administration Assistant
Vicky Pye	PCN Care Coordinator
Catherine Blofeld	PCN Care Coordinator
Danielle Walker	PCN GP Assistant and Private Work Coordinator

In addition to the staff listed above there are several staff from the Primary Health Care Team attached to the Practice who you may need to see from time to time, these include Physiotherapists, Health Visitors, Midwives, Social Prescribers and Mental Health Link workers.

## **Appointments**

We have three types of appointments available:

1. You can pre-book a routine appointment with a doctor, nurse, healthcare assistant or phlebotomist. This type of appointment is most suitable for people with ongoing medical problems who need to see the same GP or nurse.
2. We have an *On the Day* system where we can provide a minor illness appointment with a GP or nurse practitioner. This is for acute conditions where you need to be seen urgently. We cannot guarantee who you will be seen by at these appointments.
3. We can also offer appointments for telephone consultations. If you have a query which you feel can be dealt with over the phone, then please ask for a telephone appointment. In these cases, patients need to be available to receive a call from a GP between a 2-hour window. You will be notified of this time window when the appointment is made.

## **Online Appointment Booking**

You can book appointments online via Patient Access or NHS app.

## **Cancelling Appointments**

If you are unable to attend or no longer require an appointment, please let us know so we can offer the appointment to someone else. You can cancel your appointment via our website [www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk), or you can call us on 01603 867532 and select option 2 to leave a voicemail message.

## **Home visits**

If your illness prevents you from attending the surgery, you may be visited at home. If you think you need a visit, please telephone before 10.30am and be prepared to give a brief account of your problem to the Receptionist. Although you have requested a visit, the doctor may phone you to see if telephone advice is appropriate.

## **Out of Hours Emergencies**

When the surgery is closed you will be directed to call NHS 111 or 999 in an emergency. They will deal with your problem, giving you advice, asking you to go to an Out of Hours Primary Care Centre or visiting you at home.

## **Extended Opening Hours**

Improved Access surgeries are intended for patients who are not able to attend during the practice's normal 8:30 am to 5:30 pm Monday to Friday surgeries. They are solely and exclusively for pre-booked appointments. Please ask Reception for details.

## **Your information—what you need to know.**

Personal information and health records are kept about our patients on our electronic record system—EmisWeb. It is important to remember that:

- We ask you for information so that you can receive proper care and treatment.
- We keep this information together with details of your care because it may be needed if we see you again.
- We may use some of this information to help us protect the health of the public
- generally, to see that the NHS runs efficiently; plans; trains its staff; pays its bills and accounts for its actions.
- Information may also be needed to help educate clinical staff and to carry out
- medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example to notify a birth or death. The NHS Central Register of England and Wales contains basic personal details of all patients registered with a General Practitioner. The Register does not contain clinical information. You have a right of access to your medical records.

Drayton Medical Practice uploads records to the Summary Care Record to enable other clinicians, who are providing care for you, access to your current and recent medication and details of any allergies. You can opt out at any time of the Summary Care record.

Drayton Medical Practice is required by law to release your data to the Health & Social Care Information Centre (HSCIC).

## **EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we remove details which identify you. Anyone who receives information from us is also under a legal duty to keep it confidential. If you agree, your relative, friend and carers will be kept up to date with the progress of treatment if appropriate.

If at any time you would like to know more about how we use your information, please go to our website [www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk).

## Feedback

Please tell us when we do something right so that we can share this with the team. Alternatively, if there are areas in which we can improve, please also let us know so that we can continue to improve and learn.

It is easy to share your feedback with us. You can either:

- Visit our website and submit the feedback form.
- Send an email to [nwicb.draytonreception@nhs.net](mailto:nwicb.draytonreception@nhs.net)
- Write to us at 8 Manor Farm Close, Drayton, Norwich, NR8 6EE

If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A Third-Party Consent Form is available on our website or by request.

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer, we will explain the reason for the delay and tell you when we expect to finish. When we investigate your complaint, we will investigate the circumstances and make sure you receive an apology. We will take appropriate steps to make sure the problem does not arise again.

If you remain dissatisfied with the outcome you may refer the matter to NHS England: Customer Contact Centre (CCC)

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
Telephone: 0300 311 22 33  
email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you remain dissatisfied after contacting NHS England, you can address your concerns to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel 0345 0154033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## Useful Contact Information

Our surgery addresses are:

Drayton Surgery	Horsford Surgery	St Faiths Surgery
8 Manor Farm Close	205 Holt Road	20 Norwich Road
Drayton	Horsford	Horsham St Faith
Norwich	Norwich	Norwich
NR8 6EE	NR10 3DX	NR10 3LB
01603 867532	01603 867532	01603 867532

Drayton Medical Practice is a member of NHS North Norfolk Integrated Care Board (ICB). For more information about the ICB visit the website [www.improvinglivesnw.org.uk](http://www.improvinglivesnw.org.uk).

The Practice is registered with the Care Quality Commission (CQC) to provide primary medical services, more information about the CQC can be found at their website [www.cqc.org.uk](http://www.cqc.org.uk). Our CQC rating is Good.

## Dispensing Medicine at St Faiths Surgery

Dispensary Opening Hours - Monday to Friday 8.00am—6.00pm

We are only able to dispense medicines to patients who DO NOT live within one mile of a dispensing chemist. All other patients are required to visit a pharmacy to receive their medication. We can advise you if you are in any doubt as to your rights. These are government regulations and unfortunately, we have no discretion in the matter.

Prescription charges are set at the current rate by government and should be paid as your drugs are collected. We are obliged to ask for proof of exemption to charges and you will be asked to sign the back of the prescription indicating your entitlement to free medicines.

## Repeat prescriptions

Patients on regular medication are allowed a certain number of repeat prescriptions, without seeing the doctor or nurse. The number of repeat prescriptions permitted is decided by the doctor, who will want to review your progress. It is our Practice policy to issue medication one month at a time. Repeat prescription requests will be dealt with within two working days of receipt.

You can order your repeat medication in various ways:

- via our website [www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk)
- use your online access or NHS app.

- post your repeat request slip into one of our secure post boxes located at each surgery.
- Call us on 01603 867532 and select the option for prescriptions.

For urgent medication advice when the surgery is closed, contact NHS 111 (call 111 from any phone)

## Test Results

Test results arrive electronically and are checked by a clinician. You can view your test results online via online services / NHS app, alternatively you can contact our reception team on 01603 867532.

Once a clinician has viewed your test results, they will mark them as:

**Normal / Satisfactory** - This means the clinician has looked at the results and deemed them to be within the normal range for the test or very close to the normal range for the test. Some patients have consistently abnormal results that are 'normal' for them. No further action is required.

**GP / Nurse Practitioner is happy to wait until medication review** - This means the clinician has looked at the results and would like to discuss them with you at your next medication review. This is not urgent and can wait until you would normally see the GP, Nurse Practitioner, or specialist nurse.

**Abnormal - Urgent appointment required for a GP or Nurse Practitioner.** This means the GP or Nurse has seen the results and they would like to see you again for an appointment. The clinician will ask our reception team to contact you to arrange a follow up appointment.

**Abnormal - Routine appointment required with GP or Nurse Practitioner.** This means the GP or Nurse Practitioner has seen the results and they would like to see you again for a routine appointment. The clinician will ask our reception team to contact you to arrange a follow up appointment or a routine appointment can be booked via our website.

It is important that patients also take responsibility to find out their test results and make a follow up appointment with the relevant clinician if required.

If the clinician has asked our reception team to contact you, to arrange a follow up appointment, please note that the receptionists can only give you the clinician's message and do not have clinical knowledge to discuss test results.

The practice has a strict policy regarding confidentiality and data protection, and we will only release test results to the person whom they relate unless that person has given prior permission for the release of this data.

We normally allow 7 working days for blood test results to come back, however it can take longer depending on the test results that are being carried out.

X-Ray and Ultrasound results generally take 7-10 working days for results to come back, however it can take longer.

### **Patient Engagement Group**

We are fortunate to have a small group of volunteers who form a Patient Engagement Group for the practice.

This group supports the work of the Practice in various ways, for example advising on service provision, providing feedback on patients' needs, concerns and interest and helping to give patients a voice in the organisation of their care. The Group also help in more practical ways such as providing support at flu clinics.

### **Registering at the Practice**

If you wish to register with our practice and you reside within our practice area, you can:

- register online via our website [www.draytonmedical.nhs.uk](http://www.draytonmedical.nhs.uk) and register as a new patient.
- visit one of our surgeries and ask to register. You will be asked to fill in a registration form.

You will be required to send us photo identification (driving license or passport), or if this is not available, a birth and or marriage certificate and proof of address (utility bill, bank letter or similar) to enable us to register you and obtain your medical records from your previous practice.

You are registered with Drayton Medical Practice, and we do not have any strict rules about only seeing one doctor. However, where possible we would ask you to keep to the same doctor for an "on-going" problem.

### **Website**

Please go to our website to keep up to date with news from the Practice, as well as access to our health information library. Via our website you can:

- Get help for any health problem,
- Ask reception a question,
- Request online access,
- Request a fit note,
- Request repeat medication

### **Online access / Patient Access**

If you register for online Patient Access, you will have the ability to:

- Book and cancel appointments,
- Order your repeat medication,
- View laboratory results - including blood results,

- View immunisation and vaccination details,
- Change your personal details,
- Access your Summary Care Record

## **Research**

Drayton Medical Practice are committed to learning and supporting the NHS to grow.

We may ask you to participate in a research project. We are often approached to take part in studies where a research team requires a selection of patients to facilitate a study. You are not obliged to take part in any research.