



The Surgery
High Street
Lowestoft
Suffolk
NR32 1JE

Tel: 01502 589151

Website: www.highstreetsurgerylowestoft.co.uk
Email: nwicb.highstreetdoctor@nhs.net

We aim to provide a high standard of medical care in a friendly and professional manner. You can help us achieve our aim by reading this guide and following the suggestions made to ensure appropriate services can be provided when you most need them.

We are always looking to improve the way in which we work with our patients, such as introducing the text messaging service. Please help us make the most of this by always keeping your personal details up to date.

Contact numbers and team

Our reception opening hours are 8.00am until 6.30pm Monday to Friday (our front door is locked at 5.30pm however there is a receptionist available, ring the doorbell and you will be welcomed in to the surgery). The surgery is open to take telephone calls from 8am to 6.30pm Monday to Friday.

How to contact us

Tel: 01502 589151

Website: www.highstreetsurgerylowestoft.co.uk
Email: nwicb.highstreetdoctor@nhs.net

Out of hours 111

General Practitioners

Dr Gavin Lockyer (Male) MB BS DRCOG 1989 London

Dr Alain Tanoe (Male) MB ChB BAO equivalent

Dr Sekinat Oyawa (Female) MBBS MRCP

We regularly use Locum GPs and Nurse Practitioners

Practice Manager
Mrs Tracy Neave

Advanced Nurse Practitioner
Jill Watts, Denise Gell, Tania Peek, Claire Price
ECP (Emergency care practitioner) - Chad Fielder

Practice Nurses
Andrea Waters RGN
Nicola Heathcote RGN
Emily Harris RGN
Health Care Assistants
Martina Marshall
Frances Yorke
Trainee Nursing associate
Grace Colby

How our appointment system works

Routine appointments are available to book up to eight weeks in advance. If you want to make a routine appointment, please try to telephone after 10am to avoid the busy morning times.

If you require an 'on the day' appointment we will try to give you an appointment with a locum GP or nurse practitioner. An 'on the day' appointment is for the sudden onset of illness and pain.

All GP and Nurse Practitioner appointments are for 10 minutes duration. We ask that the appointment is for one person only and for one condition or problem. **If you require a longer appointment please mention this to the receptionist at time of booking.**

Please be patient if you experience delays. We do try to keep to time with appointments; however problems do occur such as emergencies or doctors dealing with complex medical situations.

Nurse appointments are for 10 minutes. Health Care Assistant appointments are of variable time depending on what the appointment is for.

Appointments are offered through the Improved Access Scheme on Saturday and Sunday mornings. These are booked through our receptionists on Saturday and Sunday mornings for appointments at Bridge Road.

Seeing the appropriate person: all the team at the surgery work together to care for our patients. We expect our reception team to ask patients questions to help them to get you to the right person. As pressure builds on the NHS it is not always appropriate for you to see a doctor, you could see a nurse practitioner, a nurse or a health care assistant, maybe our pharmacist could help you.

We would encourage our patients to book appointments with our Nurse Practitioners who are available every weekday. The Nurse Practitioner cares for patients with common illnesses, they are able to assess and examine a patient, make a diagnosis and provide advice and treatment, including a prescription if required.

Nurse Practitioners can also manage many long term conditions such as asthma, eczema, high blood pressure, coronary heart disease, diabetes and respiratory diseases. There are many other problems that Nurse Practitioners are able to help you with. The Nurse Practitioner will refer and discuss with the doctor any conditions they may have concerns about. Some patients, those with often complex and long-standing medical problems may need an appointment with the doctor.

Our practice nurses and health care assistant provide excellent nursing care to our patients, and our Phlebotomist supports all our clinicians and patients taking blood tests on a daily basis.

We have our own Clinical Pharmacist who can undertake medication reviews and can help with medication queries.

Please think about who you need to see: please do not book an appointment to request a repeat medication or repeat sick note. We need to use our clinical time for the right reason. If people book appointments appropriately then we can make sure clinical time is used for the best purpose.

Cancelling an appointment

If you are unable to keep your appointment please let us know. Demand for appointments is high and if you cancel your appointment we can offer it to someone else

To cancel an appointment:

- Telephone 01502 589151
- Contact via our Website
<https://www.highstreetsurgerylowestoft.nhs.uk/cancel-an-appointment/>
- Register for online services and use this system
- Via our text messaging service

Emergency/out of hours visits

Emergencies between 6.30pm and 8.00am during the week and all night at weekends and bank holidays will be handled by the Out of Hours provider IC24. This service is commissioned by the Great Yarmouth and Waveney CCG. The number to ring is 111.

Home visits are for when you are too ill to attend the surgery. If you are well enough to go out then please do not request a visit. Lack of transport is not a reason to request a home visit. All requests for home visits must be before 11am.

Home visits realistically are for the truly housebound patient by virtue of their acute illness or ongoing medical condition(s).

Children who are ill with such as fevers, colds, coughs, earache, headache and minor symptoms may attend surgery.

Text messaging service

We use a text messaging service to text message patients reminders for their appointments. If you receive a text you can confirm your appointment or cancel. This will help us keep our appointment system up to date. We also use the service for sending out details for health campaigns and updating medical information. If you do not wish to take advantage of this service you are given the opportunity to opt out.

Surgery information

Repeat Prescriptions

It is the patient's responsibility to order their medication in time and ask for at least three working days' notice. You can order by:

- Using our web page
www.highstreetsurgerylowestoft.nhs.net
- By email nwccg.highstreetsurgery@nhs.net
- By post (please provide a stamped addressed envelope if you wish the prescription to be posted back to you)
- Through the Prescription Ordering Direct service: the NHS POD is operated by Great Yarmouth and Waveney CCG, with

dedicated handlers trained to take repeat prescription request. Telephone 01502 718615 and join the POD.

Services within the surgery

Test/X-ray results

Please telephone on 01502 589151 between 11am and 1pm and 3pm to 5pm. All results are firstly assessed by a doctor and the receptionist will advise you to see a doctor or simply confirm a result.

Blood tests

We do offer a phlebotomy service here at the surgery. Appointments are available 8.30am to 12noon daily. Appointments are pre-bookable.

Family Planning

The initial request and consultation should be arranged with a doctor in normal surgery time. Follow up appointments, prescription requests, and checks are undertaken by our nursing team.

Surgery information

Referrals

If you are referred to another health care professional please note that the referral will routinely contain a history of the current complaint, a summary of important past medical history and details of your medication.

Sick certificates

If you have previously been issued a sick certificate by one of the surgery doctors if you require a further certificate you may either request one in writing or by telephone. We do not issue certificates for school children/students.

Non-NHS services

We charge a fee for some work such as insurance claim forms, elderly driver medicals, HGV/PSV medicals. Please ask the receptionist for details of the fees charged.

Community Services: Services provided from the community

District Nurses: District nurses look after patients who are confined to their own home and need nursing care. They may provide care to you when you are discharged from hospital. Messages can be left for the district nursing team by contacting the surgery.

Health Visitors: Health visitors help with the wellbeing and healthy development of children. They can be contacted on 01502 532052. Messages can be left on their answer machine.

Maternity Services: Maternity care is shared between the doctors and community midwives. Once pregnancy is confirmed please make a first ante-natal appointment with the Midwife. You will be seen at the surgery, at home and at the James Paget Hospital. You & the baby will be under the care of the midwives until baby is 6 weeks old. You & the baby will have a six week post natal check at the surgery. You will be referred to the health visitor.

Practice Boundaries

Our boundaries are the river running through Lowestoft to the south and the sea to the east. It continues along the coast so far as Hopton, straight over to the Decoy Grounds and out to St. Olaves, then following the railway line down to the parish of Somerleyton. Continuing along the railway line down to Oulton Marshes and then through Oulton Broad staying north of the river back through to Lowestoft town.

Parking at the surgery

The building has a large car park and easy access for all patients, including those in wheelchairs. Car park access is from Park Road. There is a parking space, wheelchair and ramp access for

the disabled. We ask that you do not park in the Trinity Methodist car park.

New patients

If you wish to register with the practice please call in to Reception and collect a New Patient Pack. You can telephone for a pack if you wish. You will be asked to provide two forms of identification and the reception staff will be able to inform you of what the acceptable forms are.

You will be assigned a named GP who is responsible for your overall care.

Disabled patients

We have allocated disabled parking in the car park. We have disabled and wheelchair access via the front door and there is a wheel chair ramp. All services are on the ground floor.

Non-smoking policy

We have a non-smoking policy throughout the surgery.

Practice Charter –expectations and responsibilities

We aim to provide primary healthcare to the best of our ability working in a partnership with you the patient. Our responsibility to you is:

- You will be greeted courteously
- You have a right to confidentiality. If we are required to pass confidential information on to another service provider we will ask your permission first
- You are entitled to a copy of the Practice Leaflet
- You have a right to be seen by a doctor. You will be seen by your own doctor wherever possible however we are unable to guarantee this
- You have a right for a home visit. We will provide home visits if we consider they are genuinely necessary. We may ask you to attend the surgery rather than a doctor undertake a visit
- You should expect your repeat prescription to be ready in three days. Please ensure that you order your medication in plenty of time

Our partnership with you is a mutual agreement and we should treat each other with mutual respect. We aim to make our premises as safe as possible however there are hazardous substances and instruments on the premises. We ask that parents/guardians supervise their children at all times.

We have a zero tolerance policy in line with the rest of the NHS, whereby aggressive or violent behavior towards our staff will not be tolerated under any circumstance. Anyone giving verbal abuse to members of staff or patients will be sent a letter from the Practice Manager saying that this behavior will not be tolerated. Any further violation may result in removal from the Practice patient list.

Our team is a friendly and caring team, who do their best to work together to help and care for our patients.

Additional Information

We try our best to get it right for all those under our care but there are times when sadly we can get it wrong. Our Practice Manager, Tracy Neave, is happy to hear your views and suggestions about the practice. If you do have need to complain then we do have a complaints leaflet which is available on our website and from reception. We follow the NHS complaints procedure when dealing with any complaint.

Likewise we are delighted to hear when things go right so if there is anything we do really well, or you have received excellent service please let us know.

Practice Equipment Fund

Sometimes patients make donations to the practice. Any donation is used for practice equipment. We are very grateful for any donation.

Chaperone Policy

We offer a chaperone service. If you need an examination and prefer to have a chaperone available please ask at reception or during your appointment. All our chaperones have DBS checks. If unfortunately none are available at the time, you will be asked to rebook your appointment

Patient Participation Group

We are delighted to have a Patient Participation Group. This is a group of people who are patients of High Street Surgery and who meet together with members of the practice team to develop and review services, offer support and help us deliver care to our patients. The group meets regularly on a six weekly basis in the Church Room at the Trinity Church opposite the surgery. If you would like to join the group please contact tracyneave@nhs.net or telephone 01502502888.

Patient Self Care

Why is self care good for people?

Empowering people with the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term. In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as those with complex medical conditions, the very young and elderly, managing long-term conditions and providing new services.

More cost-effective use of stretched NHS resources allows money to be spent where it's most needed and improve health outcomes. Furthermore, increased personal responsibility around healthcare helps improve people's health and wellbeing and better manage long-term conditions when they do develop. This will ultimately ensure the long-term sustainability of the NHS

We ask that you try to look after yourself at home first before seeking medical help for common healthcare conditions such as

- Colds, coughs and flu
- Sprains, aches and pains
- Allergies
- Hay Fever
- Pain relief
- Stomach upsets
- Temperatures
- Head lice treatment
- Rashes
- Cuts and bruises
- Colic and teething
- Headaches and migraines

Your local pharmacy should be the first port of call to seek help for the treatment of common conditions.

For further information visit

[http://www/selfcareforum.org/factsheets/](http://www.selfcareforum.org/factsheets/)

Your medical records

Any information about patients is treated in the strictest confidence. All our staff undertake confidentiality training and are bound by the same rules as doctors. We use a fully computerised medical system and the information is held on a secure server.

If you wish to see or obtain a copy please ask at reception. You will need to complete a Subject to Access Request form.

Sharing information from your medical record

We use a computer system called SystemOne which has the ability to allow information to be shared between certain health care professionals.

Enhanced Data Sharing Model (EDSM) enables us, with your consent, to share your medical records with those in the NHS involved in your care. NHS staff can only access shared information if they are involved in your care and being an electronic service an audit log is maintained shown when and who has accessed your medical records.

We already share records for children for child protection reasons and patient who are under the care of the District Nursing team. This helps clinicians to make decisions based upon a wider knowledge of you and also helps to reduce the number of times that you or your family are asked the same question. It helps us all to provide a more joined up care.

EDSM will allow clinicians treating you, who have access to SytmOne to view and in some cases update your medical records. Locally this includes A&E, many other departments at the hospital and community services such as district nurse team. Clinicians outside of the surgery who wish to access your medical records will ask for your permission to do so and will need to have been issued an NHS Smartcard.

Under EDSM there are two levels of consent. The first is to agree to sharing your medical records OUT of the practice. This is your agreement that records maintained by your GP can be seen, subject to your authority at the time, by clinicians working outside of the surgery. The second is agreeing to your records IN. This means that your GP can see the records made by other health professionals who have access to EDSM.

However as the treating clinician needs to ask your permission to see the records at the beginning of each period of care, you are in control of who can see your medical information. You can ask for any consultation to be marked as private, this means that viewing is restricted to the surgery, but allows the rest of the record to be viewed by whoever else is treating you. It is our responsibility to ask for a consultation to be marked as private.

EDSM may seem very similar to patients as the Summary Care Record which went live many years ago. The Summary Care Record contains only a very small part of your record

that is available to be seen by clinicians who might be treating you in A&E departments, walk in centres, or if you register temporarily somewhere else within the UK.

The Summary Care Records allows other NHS Services to see your current medications and the drugs that you are allergic or sensitive to. Your Summary Care Record can be enriched by your GP to include information that is important to pass on in case of emergency.

Facebook

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This is a site for information only

Contacts

Contact details for NHS England:

NHS England is party to the contract held by the Practice. Further details of primary care services may be obtained from them at the following address:

NHS England
P O Box 16738
Redditch
B979PT

Telephone 0300 311 22 33 email
england.contactus@nhs.net

Useful Telephone Numbers:

Citizens Advice Bureau	01502 518510
Dental Emergency Out of Hours	111
IC24 Out of Hours	111
James Paget Hospital	01493 452452
Great Yarmouth and Waveney Clinical Commission Group	01502 719500
Norfolk and Norwich University Hospital	01603 286286
Registrar of Births and Deaths	01502 405096
Police (Lowestoft)	01986 835300
Samaritans	01502 500800
Social Services Customer First	0808 800 4005