

# Cromer Group Practice



**Enquiries / Visits / Emergencies: 01263 513148**

**Appointments Only: 01263 514864**

**48 Overstrand Road, Cromer NR27 0AJ**

**Tel: 01263 513148 Fax: 01263 515264**

**[www.cromergrouppractice.co.uk](http://www.cromergrouppractice.co.uk)**

## **Welcome**

We would like to welcome you to Cromer Group Practice. We are always looking to provide the best possible service to all and we like to offer traditional values combined with best medical and administrative practice. We are always interested to receive any comments or suggestions for improvements from you.

## **Practice Area**

The practice boundary to the east includes Trimingham, to the west up to and including Beeston Regis and south to Hanworth. See Practice Area Map on back cover. Please ask if you are not sure whether you lie within this boundary.



## The Practice Doctors

Alasdair M Lennox **MBBS**  
Qualified in 1987 at The Royal London Hospital

---

Pamela D Ripley **LRCP. MRCS**  
Qualified in 1981 at Sheffield University Medical School

---

Simon R May **MBBS. DCH**  
Qualified in 1991 at Charing Cross & Westminster Medical School

---

Ian R Mitchell **MBBS. DA. DROCOG. MRCP**  
Qualified in 1984 at The Royal London Hospital

---

Raife M Oliver **MBChB. DCH. DRCOG. MRCP. DFFP**  
Qualified in 1991 at Leicester University Medical School

---

## General Practitioner Training

We are involved in training qualified doctors to become General Practitioners. They spend 6 months or a year with the Practice. They are involved in producing reports and patients may be contacted for this.

## Nurse Practitioners

Are highly qualified and trained nurses who are able to see and treat people with a variety of illnesses and conditions.

Lynne Phillippo  
Hayden Marriott  
Liz Ross

## The Practice Nurses

Julie Gurney	-	Lead Practice Nurse
Anna Anderson	-	Practice Nurse
Sue Mildenhall	-	Respiratory Nurse Specialist
Judy Rogers	-	Nursing Assistant
Tracey Mathews	-	Health Care Assistant
Kate Plummer	-	Health Care Assistant





## Emergencies

Doctors are available between 8am and 6.30pm, Monday to Friday for emergencies.

If appropriate, contact 999 in an emergency

or

Telephone NHS Direct on 0845 4647

or

Telephone the surgery on 01263 513148.

If you telephone the surgery you will need to give the receptionist an idea of the problem so they can arrange priorities. Consultations will be taken by whichever doctor has finished their booked surgeries and the doctor will only be expecting to see patients with an urgent medical need.

If you are ringing the surgery outside the hours listed above, you will be directed to a medical answering service who will contact a health care professional on your behalf. You may call the answering service (Medicom) directly on 01603 488488.

Please be prepared to attend the hospital at North Walsham for your consultation if the doctor feels it is necessary.



## How to request a Home Visit

If you are too ill to travel to the surgery, you can ask for a home visit. If possible please contact the surgery before 10.30am to arrange this. It would help us to plan our visits if you gave the receptionist details about your condition and the urgency of the problem.

**Children who are ill can usually be brought to the surgery where they will be seen as soon as possible.**



## Dispensary

If you are registered with the practice and live outside the parish boundaries and more than one mile from the nearest pharmacy, you may be able to obtain any prescribed medication from the dispensary situated at the surgery.

To obtain this service you will need to be registered with the dispensary. Please ask at reception or the dispensary for more information.

The dispensary is open:

Monday, Wednesday, Thursday and Friday 8.30am - 1pm  
2pm - 6pm

Tuesday 8.30am - 12noon  
2pm - 6pm

If you urgently need medication outside opening times, Boots or Lloyds in Cromer open 12 to 1pm on Sundays/Bank Holidays. Otherwise phone NHS Direct 0845 4647 for information on open dispensaries.



## Repeat prescriptions

Repeat prescriptions may be authorised when a patient is on regular medication. If your doctor tells you that you may order repeat prescriptions, you can do this by:

- completing the tear off request form attached to your prescription
- in writing, provided you include your name, address and exact details about the medication you require.
- or access the practice website [www.cromergrouppractice.co.uk](http://www.cromergrouppractice.co.uk) where there is a facility for you to order prescriptions on-line.

We cannot accept telephone requests for repeat prescriptions as this would increase the risk of error and tends to block the telephone lines. We offer a prescription delivery service to West Runton, East Runton and Overstrand for dispensing patients who are over 60 and not required to pay for their prescriptions.

If you are not eligible for this, some local chemists will offer a delivery service for your repeat prescriptions, please ask the receptionists. Repeat prescriptions are normally available for collection two working days after the request has been made, this means within 48 hours.

## How to obtain test results



Please telephone for your test results after 11am. Results can take up to 10 days to come through. In many cases where the result gives no cause for concern, your doctor may still wish to discuss the result with you. Remember results are confidential and are only given to the patient concerned.

## Sick Certificates



If you are ill and away from work the following guidelines apply:

- For absences of less than seven days – You will need to complete a 'Self - Certification Form' which can be obtained from your employer.
- For absences of seven days or longer – You will need to obtain a signed sick certificate from your doctor.

**Please note: Certificates required for the first seven days of sickness may be subject to a fee.**



## **Services/Clinics provided:**

Practice Nurses – Our practice nurses offer a wide range of services. As well as carrying out tests and treatments recommended by the doctor, the nurses play an important part in health promotion, disease prevention and chronic disease management.

Areas of particular interest include:

- Asthma and Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Coronary Heart Disease
- Hypertension
- Family Planning
- Teenage Health Checks
- Immunisations
- Travel Advice.

This does not cover everything provided and the nurses are happy to discuss other healthcare issues with patients.

## **Health Visitor**

The health visitor will advise on issues such as parenting, child behaviour, diet and accident prevention. Patients may leave a message for the health visitor on the 24hr answering service by telephoning 01263 724602.

## **Midwife**

The midwife provides ante-natal and post-natal care. She may be contacted through the surgery reception.

## District Nurse

She will, where appropriate, carry out all nursing care for patients in their home. She can be contacted through surgery reception.



## Changes to Personal Details

Please let us know immediately if you change your:

- name
- address
- telephone number.

This information is very important for the surgery to have, particularly if we need to contact you in the case of an emergency.



## Confidentiality

Computerisation of all medical records can produce many benefits for preventative medicine and prescribing. Information held on computer may be used by authorised clinical 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.

If you would like further information or do not wish for your records to be used for research please contact the surgery reception.

## Practice Policy – We need your help too

- **Mutual Responsibility**

Routine access to a doctor of your choice and the availability of specialist health care in Cromer Group Practice is good. Yet we cannot hope to give all patients the appointment of their choice all the time. If you require an urgent appointment, we cannot always arrange for you to see a doctor of your choice. All doctors have to respond to emergencies from time to time; so occasionally, your consultation may be delayed. In such cases, all patients will get the best from our service if they are understanding and thoughtful of the needs of other patients.

- **Your Responsibilities**

We would like you to treat doctors and practice staff with the same level of respect that you expect from them. The doctors require the receptionists to gather information for reasons detailed earlier in this leaflet, please answer them as fully and clearly as possible. If you cannot keep an appointment or if you change your address and telephone number don't forget to let us know.

We look forward to enjoying a good working relationship with all of our patients and we would like you to feel the same.



## Complaints and Suggestions

All staff and partners are committed to treating everyone in a caring manner, fairly and with respect. We welcome the views of our patients as opportunities to improve levels of service. The Business Manager, Sara Ponder, is always pleased to discuss suggestions with patients. Whilst complaints are a relatively rare occurrence at the practice, we do operate a formal complaints procedure. A copy of the procedure is displayed in the waiting area. If you are unhappy with the service you have received, it can often help to first have an informal talk with a member of staff.



## Help with Transport

If you need help with transport to the hospital, please contact reception for more information.



## What to do if someone dies

During normal surgery hours contact the surgery who will be able to give you further advice.

At all other times contact your local funeral director who will be able to give you further help and advice. You can find contact numbers for these in your local telephone directory.

## **PCT information**

This practice is part of NHS Norfolk. They are always keen to hear the views of patients.

Their address is:

Lakeside 400, Old Chapel Way,  
Broadland Business Park,  
Thorpe St. Andrew  
Norwich,  
NR7 0WG

Telephone: 01603 257000

You have an opportunity to become more involved in giving your views on local healthcare services through participating in the Norfolk Patient and Public Involvement Forum (PPI).

For more information on how to get involved contact:  
NHS Norfolk Patient Advice and Liaison Service (PALS)  
see below for contact details:

## **Patient Advice Liaison Service (PALS)**

If you have concerns, suggestions or queries relating to your care or need information about local health services, you can contact:

Norfolk PALS (see above address)

Telephone: 0800 587 4132 (freephone)

Email: [pals@norfolk-pct.nhs.uk](mailto:pals@norfolk-pct.nhs.uk)

PALS is a confidential service, which can be contacted between 9am - 5pm, Monday to Friday.



## Useful contacts & telephone numbers

NHS Direct 0845 4647

Social Services Customer Service Centre	0844 800 8014
Emergency Dental Services only available weekends: 5pm Friday – 9am Monday and Bank Holidays	01603 419800
Samaritans	01603 611311
Norfolk & Norwich Hospital	01603 286286
Queen Elizabeth Hospital	01553 613613
James Paget Hospital	01493 452452
Wells Hospital and Hospice Trust	01328 711996
PCT Community Hospitals:	
• Kelling	01263 713333
• St Michaels	01263 732341
• Benjamin Court	01263 511856
• Cranmer House	01328 862734
• North Walsham	01692 500560
Patient Advice and Liaison Service (PALS)	0800 587 4132
Norfolk Carers Helpline	0808 808 9876
Registrar of Births Deaths & Marriages	01603 222949
• Erpingham/Cromer	01263 513078

The School Nursing Service provides screening for growth, vision and hearing, health interviews, immunisation programmes, support for families with special needs and behavioural problems and advice for children with bedwetting or soiling. They also support schools with health promotion/ education programmes.

They can be contacted at St Michael's Hospital, Aylsham on telephone number 01263 732341 ext 352.

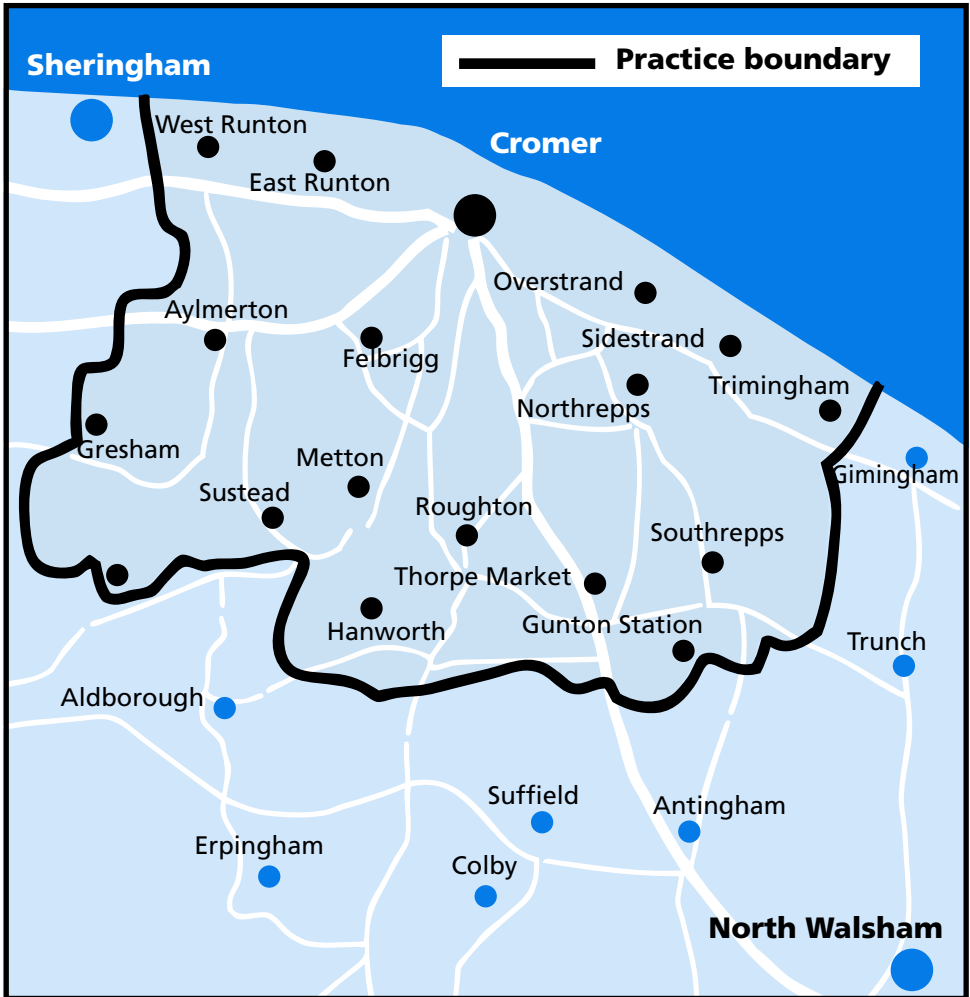


## Useful Websites

- HERON – [www.heron.nhs.uk](http://www.heron.nhs.uk)  
Health Information for Norfolk  
Website containing information on local health services, self-help groups and statutory and voluntary agencies. Also includes patient information about a wide range of diseases and conditions in various languages and formats.
- NHS Direct – [www.nhsdirect.uk](http://www.nhsdirect.uk)  
Provides high quality health advice and information.
- NHS UK – [www.nhs.uk](http://www.nhs.uk)  
Provides information about the NHS and connects you to local GPs, Dentists, Pharmacist & Opticians.
- Norfolk PCT – [www.norfolk-pct.nhs.uk](http://www.norfolk-pct.nhs.uk)  
Provides information about Norfolk Primary Care Trust.

# Notes

# Practice area map



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact Sara Ponder on 01263 513148 and she will do her best to help.

