

## **USEFUL TELEPHONE NUMBERS**

### **Orchard Surgery**

Appointments, Home Visits

Emergencies and Out of Hours 01362 692916

### **Orchard Surgery**

Enquiries and test results 01362 693029

### **Chemists**

Lloyds (Dereham) 01362 692080

Lloyds (Toftwood) 01362 699919

Boots 01362 690136

Theatre Royal Pharmacy 01362 654326

Tesco Pharmacy 07834 931933

### **Hospitals**

Norfolk & Norwich University Hospital 01603 286286

Norwich Community Hospital 01603 776776

Queen Elizabeth Hospital Kings Lynn 01553 613613

Dereham Hospital 01362 692391

### **Misc.**

Community Car Service 07827 972163

Social Services 0344 8008020

Samaritans 01603 611311

Sexual Health Clinic/Family Planning 0300 300 3030

NHS 111 (free calls from landlines and mobiles) 1-1-1

Norfolk Recovery Partnership 0300 790 0227

MAP (Counselling for 13-19 year olds) 01603 766994

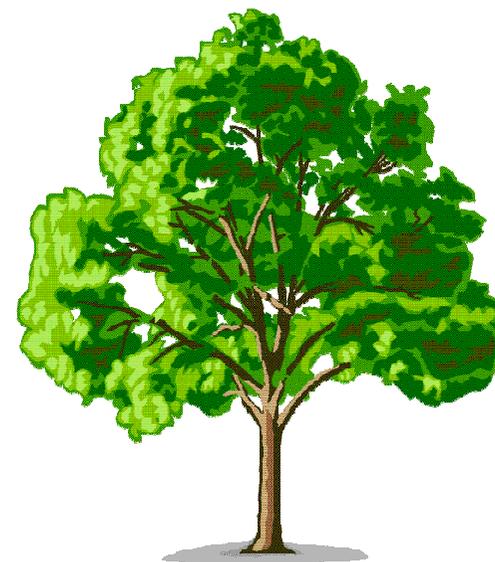
Norwich NHS Walk-In Centre 01603 677500

(Reviewed and updated November 2020)

## **ORCHARD SURGERY**

**COMMERCIAL ROAD  
DEREHAM NR19 1AE**

**A GUIDE TO OUR SERVICES**



**TEL: 01362 692916**

**FOR ALL OTHER ENQUIRIES AND TEST RESULTS**

**TEL: 01362 693029**

**FAX: 01362 656938**

**WEBSITE**

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

## Welcome to Orchard Surgery

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This booklet tells you about the people working at Orchard Surgery. It tells you about the services provided and how you and your family can use them. Please read it carefully, and keep it for future reference

### The Practice

Orchard Surgery is located on the corner of Norwich Street and Commercial Road, Dereham.

We serve the whole of Dereham as well as surrounding villages including Beetley, Yaxham, Whinburgh, Wendling, Gressenhall, Dereham and parts of North Tuddenham and Swanton Morley.

A detailed map of our Practice area is available at the surgery.

People residing in our catchment area may register by personal application to reception—there are a couple of forms to fill in and you may be requested to attend for a short medical check.

Please note you will be registering with the Practice rather than an individual GP.

If you move outside our catchment area, you will need to register with a Practice that covers your new home.

There are many members of staff who assist the doctors in the Surgery these include the Nursing team, Reception & Admin team, Secretarial team and also the Management team.

At Orchard Surgery, we aim to treat all our patients promptly, courteously and with complete confidentiality

## Patients with particular needs

The surgery has been built to allow access for the disabled through the front entrance. All consulting rooms and the waiting area are built on the one level and can accommodate a wheelchair. We also have parking spaces outside our Practice which are reserved for patients displaying the disabled sticker.

### Medical Research

Orchard Surgery have been a member of the Eastern Primary Care Research Network (PCRN) since 2014. We are approved for research by the Royal College of General Practitioners.

As part of our research you may be approached to take part in a study. Participation is voluntary, your consent will always be requested before any patient data is shared with the research team. You may refuse to take part without it affecting your usual medical care.

### Medical Students

In conjunction with the UEA School of Medicine, the Surgery takes part in the training of medical students as they gain valuable experience working within General Practice. You may be asked if you would be happy for your Doctor or Nurse to be accompanied by a student or if you wouldn't mind speaking to them.

You can of course decline.

We also have GP Trainees at the Surgery on six month placements

These are fully qualified doctors who have been working in hospital but come to work at the Surgery to learn more about how general practice works.

## **Online access for ordering prescriptions, booking and cancelling appointments and access to medical records**

Our Practice is able to offer patients the facility to order prescriptions, book and cancel appointments and view their record online. As well as viewing this information there is the facility to download and print. If you require online access please contact the surgery to register. You will be required to provide photo ID for verification purposes.

## **Sharing your medical information**

We share your medical records with other services treating you. For full details, please see our patient leaflet on our website - [www.orchardsurgerydereham.co.uk](http://www.orchardsurgerydereham.co.uk)

If you do not have access to the internet, please request a leaflet from reception.

## **Summary Care Record**

When you register at the Surgery you will automatically have a summary care record, unless you have chosen not to have one (an opt-out form is included within our registration pack). Your Summary Care record includes a list of your medications and any allergies. This information can be viewed by other NHS services such as A&E if needed.

You are also able to have an enhanced summary care record which will enable these services to see details of your long term health conditions, relevant medical history, immunisations and your healthcare needs and personal preferences. If you would like an enhanced summary care record please complete the form enclosed in your registration pack or speak to a member of reception staff.

## **Consulting Hours**

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You may consult any of the Doctors, but they prefer to look after their own patients whenever possible. There are surgeries which run from:-

### **Morning Surgery**

8.30 a.m.—12.30

### **Evening Surgery**

3.00 p.m.—6.00 p.m.

### **Extended Hours**

We offer early morning face to face appointments (starting at 7.30 a.m.) on a Tuesday, Wednesday and Thursday mornings and evening telephone (last appt 7.20 p.m.) appointments over 3 days each week.

### **Home Visits**

- In a genuine medical emergency, please ring 999
- **Home visits are intended only for patients who are unable, because of their medical condition, to attend the Practice.**
- Where possible a home visit should be requested before 10.00 am
- We prefer patients to come to the surgery for assessment where we have better facilities and diagnostic equipment.
- Lack of transport to the surgery is not an appropriate reason for requesting a home visit.
- Patients are asked to bear in mind that the Doctor can see and treat several patients in the Practice, in the same time that it takes to carry out one home visit. Speed of treatment is improved by keeping home visits for patients who really need it.

### **Reception Opening Hours**

The Reception Office is open from 8.00a.m.-6.00 p.m. Monday and Friday and 7.30am-6.00pm on Tuesday, Wednesday and Thursday

## Appointments

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Appointments may be made over the telephone (01362 692916), in person at the desk or by registering with our Online service (please ask to register at Reception. Photographic ID will be required).

- Urgent appointments are released at 8.00am.
- Urgent cases are seen on the day.
- Pre-bookable GP appointments can be booked in advance or online.
- Please make one appointment for each person.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.

### Telephone consultations

Telephone consultations are phone appointments that may be used to discuss results and medication reviews.

At the time of booking a phone appointment you will be asked to give the telephone number you wish to be contacted on. The GP will ring you at the allotted time.

**These will be phone appointments ONLY;** the GP will not see you during these times.

### How you can help us:

- Be on time for your appointment.
- Tell us if you need to cancel.
- Call for a home visit or urgent appointment before 10 a.m.

## Complaints and Enquiries

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We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Simply contact our management team who will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception. We are continually striving to improve our service. Any helpful suggestions would be much appreciated.

### Zero Tolerance

**We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent (verbal or physical) behaviour against any of our staff or patients and fully support the NHS policy on zero tolerance. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we will exercise the right to take action to have them removed, immediately if necessary, from our list of patients. In extreme cases we may summon the police to remove offenders from the Practice premises.**

## What to do when the surgery is closed

To contact a Doctor out of Surgery opening hours please contact **NHS 111** by calling 1-1-1 (calls to this number are free from both landlines and mobiles)

The Norwich Walk-In Centre is situated at Rouen House, Rouen Road, Norwich, NR1 1RB. They are open from 8.30 a.m. to 7.30 p.m. 7 days a week and are open to everyone. Their telephone number is 01603 677500

### Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time—you don't need an appointment.

### Accident & Emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest

Accident and Emergency department or call 999. Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

### Your local CCG

The area served by Orchard Surgery is in the district served by South Norfolk Clinical Commissioning Group.

They are responsible for ensuring you get all the services you need. For details of all primary care services in the area please visit the NHS Choices website— [www.nhs.uk](http://www.nhs.uk)

## The Doctors

Dr M Senthil Kumar	Male	MB BS FRCS (Glas) MRCGP
Dr Janet E August	Female	BSc (HONS) MB BS MRCGP
Dr Andrew Cheesbrough	Male	MBChB MRCGP DTM&H
Dr Sabeena Foster	Female	MB BS DFRSH DRCOG FRCGP LoC IUT PGCertMClinEd
Dr Vanaja Santosh	Female	MBBS DFRSH Loc SDI Loc IUT
Dr Mary Dun	Female	MB ChB
Dr Melanie Hill	Female	MBChB MRCGP
Dr Eleanor Curry	Female	MBChB MRCGP DRCOG DFSRH

### Specialist and Hospital Care

If a GP or another member of our healthcare team believes you need hospital treatment or specialist care elsewhere, a referral will be made through the NHS e-Referral service and information including booking details will be sent to you through the post within 7 days of your attendance at the Surgery.

### Chaperones

If you feel you would like a chaperone present at your consultation please advise reception when booking and/or inform your Doctor or Nurse who will arrange this for you.

## The Nursing Team

Maxine Williamson	Nurse Practitioner
Stephen Russell	Nurse Practitioner
Fiona Lambert	Lead Nurse
Amie Thrower	Practice Nurse
Gaby Salter	Practice Nurse
Debbie Laws	Lead Healthcare Assistant
Tracy Parker	Healthcare Assistant
Nicola Taylor-Woodhouse	Healthcare Assistant

## Maternity Medical Services

We provide full maternity medical services (excluding intra partum care) in collaboration with the community midwife and hospital. Antenatal clinics are held here on a Tuesday. Please speak to reception to make an appointment.

## Sexual Health

The Practice is a C-Card registration and issuing point. If you are aged between 13 and 24 you are entitled to free condoms through the C-Card scheme. Visit the website below for more information -

<http://c-card.areyougettingit.com/home.aspx>

## Additional Services

Our Practice has approval to provide the following additional services:- Cervical screening, travel advice, immunisations, phlebotomy, anti-coagulation monitoring, High risk drug monitoring, chronic disease reviews, Minor Surgery, NHS Health checks, Contraceptive services including Coil and Nexplanon fitting.

## Practice Management

Claire Warman	Practice Manager
Dawn Boyce	Clinical Systems & Data Manager
Sue Marsh	Finance Manager

## Reception staff

The Practice has eighteen reception and administration staff. They answer the phone, deal with enquiries, type referrals and generate repeat prescriptions. Their job is very demanding so please be patient. The team is lead by our Lead Receptionist Clio Hickling-Barrett

## Repeat prescription Requests

If your Doctor agrees, these can be requested in the following ways:

**Online** –You can order your repeat prescription via SystmOnline. Please come into reception with photographic ID to register

**In Person**—Fill in your prescription request form for the items needed on the tear-off side of your prescription and drop into the box in the Lobby. Please do not hand requests to reception.

**Pharmacy**— You may arrange for a pharmacy of your choice to collect your prescription on your behalf

Please allow 3 working days for repeat prescription requests to be dealt with.

**PLEASE SEE OUR PRESCRIPTION CHARTER LEAFLET FOR MORE DETAILS**

## Test Results

The Practice will only contact you regarding a test result if there is an action from the GP. No news is good news