



Lawson Road Norwich NR3 4LF
Main Tel: 01603 475555
Appointments: 01603 477701
Fax: 01603 477747
www.magdalenmedical.nhs.uk



INTRODUCTION

Magdalen Medical Practice's history goes back to just after the First World War and the partnership has held on to the best traditions of family medicine while embracing important modern developments.

We are a teaching practice, involved with the training of GPs and medical students from the University of East Anglia.

The surgery is spacious, comfortable and modern. It lies in the north of the City, a quarter of a mile beyond Magdalen Gates. It is a single-storey building with a car-park, easy access via automatic main entrance doors, hearing loop and facilities for the disabled. Our catchment area includes Catton, Sprowston, Spixworth and Heartsease, as shown on the map on the back cover.

We provide an extensive range of primary care services. This booklet tells you about them and how to use them. Please keep it for reference.

DOCTORS

Anne Richards MB ChB DRCOG DCH DFFP 1983

Sunil Pinto MB BS MEd DRCOG DCH MRCGP 1989

Katie McIntyre MB BS DRCOG MRCGP 1991

Bob Minns MB BS DRCOG DCH MRCGP 1989

Kate Milne MB BS MRCP DRCOG MRCGP DFSRH 1998

Helen Sharp BA MBChB DFFP MRCGP 1993

Indu Vetrivel MB BS DRCOG DFSRH MRCGP 2004

Martin Falkingham MB BS 2009

PRACTICE MANAGER

Garry Mahn MSc

DEPUTY PRACTICE MANAGER

Tracey Crisp

NURSE PRACTITIONER

Suzie Kaszubowski BSc RGN DipHE

PRACTICE NURSES

Shelley Annis RGN

Vicky Finch RGN

Sally Ollerton RGN

HEALTH CARE ASSISTANTS

Chris Spencer

Lucy Hill

Molly Jones

NEW PATIENTS

If you wish to join the practice, then you will need to complete a registration form and a new patient questionnaire, available at the reception desk. The details will be put on our computer which automatically registers you as a patient. Your past medical records will then be forwarded to us from your previous GP. Please indicate whether or not you consent to your medical and other personal details being fed into the NHS national computer base, known as the summary care record. Whilst we register patients to our GPs on a rota basis you may, if you wish, express a preference of practitioner. When you first attend the surgery to register your medical card will help the process of registration.

SURGERY HOURS

8am to 1pm and 2pm to 6pm, Monday to Friday.

We are closed at week-ends and on bank holidays, but at such times, medical care is provided by the local ambulance trust and advice is available from the NHS 111 service.

APPOINTMENTS 01603 477 701 (8am – 12pm, 2pm - 6pm)

We believe that one of the most treasured features of British general practice is having one's own doctor and we encourage this personal relationship. There does have to be flexibility, however, especially to cater for the more pressing or urgent problems. Therefore, our morning appointments, **bookable up to eight weeks in advance**, are for patients to see their own doctor. The afternoon 'on the day' appointments are for those people who need to be seen that day for **urgent** matters but with no guarantee of seeing their own doctor. These appointments can be booked up to 3.30pm the same day (availability permitting).

MAKING AN APPOINTMENT

If you wish to see your own doctor, please try to give as much notice as possible. If you feel you need to be seen the same day, we will do our best to accommodate you but you may not be able to see your own doctor.

KEEPING APPOINTMENTS

Much valuable consulting time is lost by missed appointments. Please try to arrive in good time and, if you are unable to attend, please let us know as soon as possible so that your appointment slot can be offered to somebody else.

HOME VISITS 01603 475 555

We will visit those patients at home who are housebound because of illness or infirmity. Please note that three or four patients can be seen at the surgery in the time it takes to do one home visit. Therefore, please do not expect us to visit those who might reasonably attend the surgery.

Lack of transport is not an acceptable reason for requesting a visit.

If possible, please request home visits before 10 am so that the doctors can plan their rounds accordingly after morning surgery. There is always a doctor on duty who deals with requests for urgent visits.

Our receptionists will ask for essential details of any problem so that the doctor can judge the degree of need or urgency.

TELEPHONE ADVICE 01603 475 555

Many problems or questions can be dealt with over the phone. If you wish to speak to your doctor, please call before 10am. If the doctor is unable to speak to you straight away, you will be asked to leave your number and you will be called back. If you phone before 10.30am the return call will usually be that day. After 10.30am, the call may be the next day.

Our nurse practitioner and practice nurses are also available to advise you over the phone.

EMERGENCIES AT NIGHT, WEEK-ENDS AND BANK HOLIDAYS **111**

Emergency cover at such times is the responsibility of the NHS England, which has contracted the East of England Ambulance Trust to provide the service. Their team includes doctors, nurses and paramedics. They will give advice over the phone, arrange to see the patient at their clinic at the Community Hospital (the old West Norwich Hospital) on Bowthorpe Road or make a home visit, as appropriate. **The 111 service is free from landlines AND mobiles.** They can give advice, signpost patients to the most appropriate service and, where necessary, arrange for an ambulance.

REPEAT PRESCRIPTIONS

With your doctor's approval, repeat prescriptions may be ordered using the tear-off computer print-out, if you have one, or by writing a list. You may also order online from our website (www.magdalenmedical.nhs.uk).

Please allow two working days for the order to be processed and make the request before your supplies run out. Send or hand in your request.

Please include a stamped, addressed envelope if you want the prescription to be sent to you. (Allow extra time for this).

If you want to make use of a local pharmacy collection service they may require an additional day to process your prescription.

For elderly and housebound patients, we have a dedicated telephone request line **to be used only by such patients.**

The line, 01603 779900, is open between 2 and 4pm, Monday to Friday.

ONLINE SERVICES

You can now sign up for our online services. With a username and password you can access appointments, prescriptions and brief summary of your health record.

You can book, re-arrange and cancel your appointments using our SystmOnline service.

You can view and re-order repeat medications and view those medications recently prescribed to you.

You can view the information about you that we hold on computer. Currently just a summary but by March 2016 there will be access to a more comprehensive history.

NHS SERVICES PROVIDED AT MAGDALEN MEDICAL PRACTICE

General medical services	Emergency contraception
Asthma management	Pre-conception advice
Child health surveillance	Maternity care
Immunisations	Cervical smears
Diabetes management	Minor surgery
Minor injury	Sexual health
Family planning (including coils and implants)	Management of respiratory diseases

OUR NURSING TEAM

 **01603 475 555**

We have a highly experienced nursing team providing a wide range of services.

NURSE PRACTITIONER

Suzie Kaszubowski is a Nurse Practitioner and manages our nursing team. She is able to prescribe and can offer help with minor illnesses.

PRACTICE NURSES

It may be that your need falls within the scope of the following services offered by our practice nurses.

Dressings	Minor injury
First aid	Cervical smears
Dietary advice	Well person checks
Diabetes clinics	Respiratory Clinics
Ear syringing	Immunisation
Breast awareness	Contraception reviews
Travel clinic (including yellow fever immunisation)	Health checks for the elderly

HEALTH CARE ASSISTANTS (HCA)

Our HCAs have received special training and offer the following services.

Blood pressure checks	Follow-up dressings
Weight checks	Urine testing
Audiograms	ECG recordings (at the request of a doctor)

NON-NHS SERVICES PROVIDED AT THE SURGERY

Note: We now accept Visa, Mastercard and AMEX for non NHS services that require a payment.

TRAVEL CLINIC. We offer a full range of vaccinations for foreign travel and we are a registered yellow fever vaccination centre. Please remember to book at least four weeks prior to travelling in order that immunisation can be completed

MEDICAL EXAMINATIONS. Medicals for insurance, PSV and HGV licences, pre-employment, school, scuba diving, motor racing etc. are performed in specially arranged appointments. Please make it clear when booking the exact nature of the medical.

PRIVATE MEDICAL REPORTS. These services incur a fee. Please ask the receptionist for further details.

ASSOCIATED LOCAL NHS SERVICES

COMMUNITY NURSES. The District Nursing team and other carers are available for the medical needs of housebound patients. Arrangements can be made through the surgery. The team has regular contact with the doctors so that relevant information can be shared.

COMMUNITY MIDWIFES. The Midwives run regular clinics at the surgery. They share maternity care with the doctors and are involved with our patients until three weeks post-natally. Appointments can be made at reception.

HEALTH VISITORS. ☎ **01603 416015.** The Health Visitors are based at Lawson Road Health Centre which is just across the road, some 100 yards away. They will advise on all aspects of healthcare, especially for expectant mothers and small children.

CHIROPODY. ☎ **01603 776634.** The chiropody service is available for patients who need treating for corns, calluses and ingrowing toenails. Patients may self refer to the service but need a referral form, available from the service or reception.

BLOOD SAMPLING (PHLEBOTOMY). If we ask you to have a blood test you should attend **Timber Hill Health Centre** or the Norwich Community Hospital on Bowthorpe Road. Please note that children under the age of 16 will need to attend the Norfolk and Norwich University Hospital for their blood tests.

TimberHill Health Centre
Castle Mall Shopping Centre

Opening Hours: 8.00 – 12.30 Mon to Friday

PATIENT RIGHTS AND RESPONSIBILITIES

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too.

We will:

- ensure our patients have access to medical help;
- aim for you to have access to a qualified medical professional within 48 hours of your initial contact during surgery hours or, in an urgent case, the same day;
- work with you to achieve the best medical care possible;
- involve you and listen to your opinions and views in all aspects of your medical care;
- advise and inform you of the steps you can take to promote good health and a healthy lifestyle.

We ask you to:

- let us know if you cannot keep an appointment or are running late;
- treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service;
- inform the practice staff of any alterations in your circumstances, such as change of surname, address or telephone number. Please ensure that we have your correct telephone number, even if it is ex-directory;

You are responsible for your own health and that of any dependents. To keep healthy please follow the advice given by the Practice.

ZERO TOLERANCE POLICY

The practice considers bad behaviour to be any personal, abusive or aggressive comments, cursing or swearing, physical contact or aggressive gestures.

Bad behaviour from patients may result in their removal from the Practice list.

All instances of physical abuse on any doctor or member of staff by a patient or their relatives will be reported to the police as an assault.

INFORMATION SHARING

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances.

- To provide further medical treatment for you, e.g. from district nurses and hospital services
- To help you get other services such as from the social work department. This requires your consent
- When we have a duty to others, such as in child protection cases

Anonymised patient information will also be used at local and national level to help NHS Norfolk and Government plan services, such as for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

MEDICAL RESEARCH

Magdalen Medical Practice is an active member of the local research community. We are engaged in many research studies which are always bound by strict ethical and governance rules. No patient identifiable information is ever disclosed without your informed explicit consent. We also contribute to The Health Improvement Network to which we supply anonymised information.

NAMED GP

All our patients are allotted to one of our GPs They will deal with your long term conditions. Your GP may be referred to as your “Named GP”.

FRIENDS AND FAMILY TEST

Magdalen Medical Practice participates in the NHS England Friends and Family Test. You can complete this simple form at the surgery or you can visit our website and submit an electronic version.

Garry Mahn

OTHER NHS SERVICES

Where to go for treatment

To help you choose the best place to get help with injuries and illnesses you should use the following guide.

Ask yourself the following questions and then decide where to turn to for your treatment.

1. Can I treat myself at home?
2. Could my local pharmacist help?
3. Can a call to NHS 111 service help?
4. Have I considered going to my local NHS walk-in centre?
5. Have I considered going to my local doctors' surgery?
6. Do I need to call 999 because I have a serious injury or illness?

NHS 111 Service. 111 (open 24 hours)

NHS 111 provides people at home with advice and information about health, illness and the NHS so that they are better able to care for themselves and their families. In addition to this, NHS 111 is designed to point people in the right direction for the most appropriate form of treatment. This encourages the best use of NHS services.

NHS CHOICES. www.nhs.uk

The NHS Choices website has been developed to help you make choices about your health, from lifestyle decisions about things like smoking, drinking and exercise, through to the practical aspects of finding and using NHS services when you need them. The site provides a single public "front door" to all NHS online information and services.

It draws together the knowledge and expertise of:

the National Library for Health,
NHS Direct,
the Information Centre for Health and Social Care,
the Healthcare Commission and many other organisations.

NHS Direct www.nhsdirect.nhs.uk

This is the NHS website for health advice and reassurance

TIMBERHILL WALK IN CENTRE. 01603 611786

The Walk In Centre is a GP led service, with a doctor, nurse practitioners, senior nurses and receptionists in attendance. No appointment is needed. It is open between 7am and 9pm seven days a week.

Because a GP is on site between 8am and 8pm every day the centre provides a greater range of services is a sensible alternative to Accident and Emergency for minor ailments and injuries.

Address:

The Centre is located on level 4 of the Castle Mall shopping centre. Access is via the Mall or from the entrance on Timber Hill. Patients attending TimberHill Walk In Centre can get one hours free parking in the Mall car parks. Please note that the Centre will be relocating this summer to a new site in Rouen House.

Opening Hours:

7am to 9pm, 365 days a year (temporary later start and earlier closing times for walk in patients. Please phone to confirm opening hours.)

ADVICE ON THE TREATMENT OF MINOR ILLNESSES AND ACCIDENTS

Remember that you can treat many minor ailments, such as colds, coughs and indigestion, by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (Example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember

- Keep the medicine chest in a secure, locked place, out of reach of small children
- Always read the instructions and use the suggested dose
- Check expiry dates. Do not keep or use medicines past their expiry date
- Take all unwanted and out of date medicines back to the pharmacy

COLDS

There is no cure for the common cold. Rest and take plenty of hot drinks. If you have a headache or are feverish take paracetamol. Antibiotics have no effect on colds so please do not request these.

SORE THROATS

Sore throats are usually associated with a viral infection such as a cold. Treatment with paracetamol is all that is usually required. Gargling with a soluble aspirin (adults only) before swallowing has the advantage of providing local pain relief by being absorbed through the lining of the throat. If discomfort persists more than a few days you should consult your doctor.

FEVER

A high temperature will accompany an infection. Paracetamol will reduce temperature in adults and children. In children less than 5 years of age, remove the clothes and sponge with tepid water if they are feverish. This will make them more comfortable and may prevent fits. Drinking plenty of fluids will also help.

HEADACHE, BACKACHE, MUSCLE AND JOINT PAINS

Paracetamol and ibuprofen are good painkillers to take. Back pain is particularly common, often caused by lifting incorrectly. Keep mobile but avoid anything too strenuous. If the pain has not resolved in a few days, consult your doctor.

DIARRHOEA AND VOMITING

This is usually caused by a virus infection. Most cases settle quickly, but some can last into a second week. One danger is dehydration, which can occur when fluid loss is severe. Avoid solid food but take plenty of clear fluids. These should be small in quantity but taken frequently. Medicines to ease diarrhoea can be bought from a pharmacist. Consult your doctor if symptoms are very severe or persist. Diarrhoea in young children and babies needs careful attention. Sudden attacks of diarrhoea in babies should be treated by taking the baby off solids and milk and feeding with cool boiled water or ready prepared salt and sugar sachets. These are available from pharmacists. If symptoms persist for longer than 24 hours or you are worried about your baby you should consult the doctor.

CONSTIPATION

It is not necessary to open your bowels every day but your motions should not be hard and difficult to pass. A high fibre diet, rich in fruit and vegetables and plenty of fluids, may be all you need. Otherwise choose a mild laxative (obtained from the pharmacist) which should not be used for prolonged periods.

BURNS

Run large quantities of cold water over the affected area as soon as possible and maintain this until the pain subsides. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is large (4 inches diameter) or the skin is broken, consult the doctor. Large burns will need hospital treatment.

NOSE BLEEDS

Sit forward, with the mouth open, and pinch the nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Very occasionally, nose bleeding can be prolonged and hospital treatment may be necessary.

SUNBURN

Treat as for other burns, with cold water to remove heat. Calamine lotion will relieve the irritation and paracetamol will help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the pharmacist without prescription and will usually relieve most symptoms. Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

CHILDREN'S ILLNESSES

CHICKEN POX

The rash appears as small red patches about 3-4mm across. Within a few hours small blisters will appear in the centre of these patches. Over the next 3 or 4 days further patches will appear and the initial ones will turn crusty and fall off.

Applying calamine lotion will soothe the itching. Cool baths will also help. The infectious period is from 2 or 3 days before the rash appears until six days afterwards. Children may then return to school.

GERMAN MEASLES (RUBELLA)

The rash usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are present apart from occasional aching joints. It is infectious from 2 days before the rash appears until the rash disappears about 4-5 days later. The only danger is to unborn babies and, therefore, it is important for all contacts to be informed consult their doctor, if necessary. **Immunisation can prevent this disease.**

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. The patient may become very unwell. It is at its most infectious from 2-3 days before the rash appears until 8-10 days later. **It is a serious disease and immunisation can prevent it.**

MUMPS

Glands in front of the ear swell often followed a few days later by swelling in front of the other ear. It is infectious from 2-3 days before swelling appears until 8-10 days later.

Immunisation can prevent this disease.

HEADLICE

Head lice prefer clean hair and are not a sign of poor hygiene. Medicated head lotion can be obtained from the chemists without prescription.

THREADWORMS

Treatment for these can be obtained from the chemist without prescription and all family members should be treated at the same time. Treatment may be ineffective unless strict attention to personal hygiene is paid. In particular, hands should be washed and nails scrubbed before meals.

USEFUL TELEPHONE NUMBERS

NHS Anglia Clinical Support Unit 01603 257000
NHS Norfolk Patient Advice Line 0800 587 4132

TimberHill Walk In Centre 01603 611786
Siskin Emergency Dental Service 01603 776855

CHEMISTS

Boots at Magdalen Medical Practice 01603 416302
Dyes Pharmacy North Walsham Road 01603 484048
Boots Riverside (extended opening) 01603 662894
Boots Castle Mall (extended opening) 01603 767970
Tesco Pharmacy Blue Boar Lane 08456 779503
Hamblins, Noble Close, Heartsease 01603 434890
Hunts, Plumstead Road 01603 433654
Woodsides, Woodside Road 01603 300800
Woodgroves, Catton Grove Road 01603 419966
Co-op, Magdalen Street 01603 618864

HOSPITALS

Norfolk and Norwich University 01603 286286
James Paget Great Yarmouth 01493 452452
Queen Elizabeth Kings Lynn 01553 613613
Spire Norwich (Private) 01603 255 614

Police (non emergency) 101
Citizens Advice 01603 765783

USEFUL INTERNET ADDRESSES

Magdalen Medical Practice – www.magdalenmedical.nhs.uk
NHS Norfolk – www.norfolk-pct.nhs.uk
Patient UK – www.patient.co.uk
NHS Choices – www.nhs.uk
Norfolk and Norwich Hospital – www.nnuh.nhs.uk

Teenage Issues.....Websites and Agencies

Drugs

- ❖ Website – www.talktofrank.com – for drug advice
- ❖ Matthew Project – Alcohol and drug services for 12 – 25 year olds. Freephone: 0800 764 754
- ❖ Needle exchange – 01603 221 804 (Paul)

Sexual Health

- ❖ Website – www.nhs.uk/livewell - for the over 12s
- ❖ Website – www.likeitis.org – for 11 – 15 year olds
- ❖ Brook for Young People – Tel: 0808 802 1234 – Confidential sexual health advice
- ❖ Terence Higgins Trust – Tel: 0845 12 21 200 – advice about HIV
- ❖ Family Planning Clinic, Grove Road – Tel: 01603 287345
- ❖ Grove Clinic, NNUH – Tel: 01603 186307 – Sexually transmitted infections

Child Protection

- ❖ Website – www.childline.org or tel: 0800 11 11
- ❖ Domestic Violence Helpline - Women tel: 0808 200 0247, Men tel: 0808 801 0327
- ❖ SOS Bus, 20 Bank Plain – Safe Haven – 9pm to 3am Friday and Saturday nights – 07833 505505

General

- ❖ Website – www.teenagehealthfreak.org – medical and sexual advice
- ❖ Connexions Direct – Helpline 0800 100 900

Publication Date: March 2015

Our Practice Area



Magdalen Medical Practice

Member Practice of Norwich Clinical Commissioning Group
Working in Partnership with NHS England

