

# East Norfolk Medical Practice

## A Guide to Services



East Norfolk Medical Practice is a GP Partnership

We are part of Great Yarmouth and Northern Villages Primary Care Network

TEL: 01493 745050

Website: [www.enmp.co.uk](http://www.enmp.co.uk)

Facebook: [www.facebook.com/EastNorfolkMedicalPractice](https://www.facebook.com/EastNorfolkMedicalPractice)

Managing Partner—Jonathan Knights

GP Partners— Dr Abu, Dr Baker, Dr Flindall, Dr Gan, Dr Harrison, Dr Hayes, Dr Jones, Dr Kalia, Dr Love, Dr McConnell, Dr Mitchell, Dr Parker, Dr Patel, Dr Santori, Dr Sheldon, Dr Talboys, Dr Pannell

East Norfolk Medical Practice serves Great Yarmouth, Caister on Sea and parts of Gorleston. We operate from the following sites:

Caister Health Centre

West Road

Caister-on-Sea

Great Yarmouth

Norfolk

NR30 5AQ

The Lighthouse Medical Centre

Howard Street South

Great Yarmouth

Norfolk

NR30 2PT

The Nelson Medical Centre

Pasteur Road

Great Yarmouth

NR31 0DW

Newtown Surgery

147 Lawn Avenue

Great Yarmouth

Norfolk

NR30 1QP



## Welcome to East Norfolk Medical Practice

Our Healthcare team currently includes 18 GP's, 4 GP registrars, 3 Physician Associates, 5 Paramedics, 3 Advanced Nurse Practitioners, 4 Practice Nurses, 5 Health Care Assistants, 6 Phlebotomists, 1 Respiratory Nurse and midwives.

We offer full General Practice services and run various specialist clinics.

We aim to treat all patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our Practice staff wear a name badge and identify themselves on the telephone.

The Practice is a 'training practice'. This means fully qualified doctors, GP Registrars, wishing to enter General Practice spend blocks of six months with us in order to gain the experience they need to become family doctors. As a training practice, your medical records may be used for educational purposes. Because of this, we will ask for your verbal consent before asking you to take part in educational learning.

GPs at the Practice also train medical students which requires assistance from volunteer patients. You may receive a call from us asking you to take part in educational training.

The Practice also hosts clinical research activities and educational training. This means that you may be asked to participate in research studies. You do not have to take part and if you decline your normal medical care will not be affected.

If you live in our Practice area and would like to register with us, please complete one of our registration forms that are available at reception or on our website: [www.enmp.co.uk](http://www.enmp.co.uk)

We only accept patients who reside within our boundary area – please see our website [www.enmp.co.uk](http://www.enmp.co.uk) to check the boundary map where a postcode checker will identify if you are able to register.

Patients who are currently registered and move outside our boundary area must register at a new GP surgery closer to their home.



East Norfolk Medical Practice 01493 745050

# Opening Hours

Newtown Surgery

<b>Monday</b>	<b>08:00-18:30</b>
<b>Tuesday</b>	<b>08:00-18:30</b>
<b>Wednesday</b>	<b>08:00-18:30</b>
<b>Thursday</b>	<b>08:00-18:30</b>
<b>Friday</b>	<b>08:00-18:30</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

The Nelson Medical Centre

<b>Monday</b>	<b>08:00-18:30</b>
<b>Tuesday</b>	<b>08:00-18:30</b>
<b>Wednesday</b>	<b>08:00-18:30</b>
<b>Thursday</b>	<b>08:00-18:30</b>
<b>Friday</b>	<b>08:00-18:30</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

Caister Health Centre

<b>Monday</b>	<b>08:30-18:00</b>
<b>Tuesday</b>	<b>08:30-18:00</b>
<b>Wednesday</b>	<b>08:30-18:00</b>
<b>Thursday</b>	<b>08:30-18:00</b>
<b>Friday</b>	<b>08:30-18:00</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

The Lighthouse Medical Centre

<b>Monday</b>	<b>08:00-18:30</b>
<b>Tuesday</b>	<b>08:00-18:30</b>
<b>Wednesday</b>	<b>08:00-18:30</b>
<b>Thursday</b>	<b>08:00-18:30</b>
<b>Friday</b>	<b>08:00-18:30</b>
<b>Saturday</b>	<b>09:00-17:00</b>
<b>Sunday</b>	<b>Closed</b>

# Our Clinical Team

## General Practitioners

Dr Andrew Baker (MBBS)	Dr Karen Mitchell (MBBS)
Dr Theresa Feludu (MBBS)	Dr Payal Patel (MBBS)
Dr Sarah Flindall (MBBS)	Dr Louise Santori (MBChB)
Dr Yue Jen Gan (MBChB)	Dr Abu Sathyanarayanan (MBBS)
Dr Anna Harrison (MBBS)	Dr Thomas Parker (MBBS)
Dr Douglas Jones (MBBS)	Dr Rupert Talboys (MBBS)
Dr Jaya Kalia (MBBS)	Dr James Pannell (MBBS)
Dr Inga Love (Medical Diploma)	Dr Rebecca Hayes (MBBS)
Dr Dave McConnell (MBBS)	Dr Ailsa Sheldon (MBChB)

## Nurse Practitioners

Sister Stephanie Davies (BSc Hon's, RGN)

Sister Carrie Phillips (BSc)

## Practice Nurses

Sister Lisa Codling (RGN)  
Sister Victoria Balls (RGN)  
Beth Lazell (RGN)  
Clare Allen (ANP)  
Catherine Reck

## Health Care Assistants

Elisia Jacobs  
Theresa Cooper  
Kelly Sykes

## GP Registrars

Dr Kazeem Bakare  
Dr Ashok Joshi  
Dr Nazir Rampersaud

## Respiratory Nurse

Abigail Howard  
Angela Black (Health advisor)

## Nurse Associates

Lauren Nickerson  
Jennifer Storey

## Phlebotomists

Rachel Wade  
Nicole Chapman  
Amy Reeves  
Jodie Borthwick  
Gemma Burrows

## Urgent Care Team

Holly Wilson—Physician Associate (BSc)  
Rachael Heskins—Physician Associate (BSc)  
Chris Calver—Paramedic (BSc)  
Luke Jones—Paramedic (DipHe)  
Katie Clarke—Paramedic (DipHe)  
Carrie Phillips—Advanced Nurse Practitioner  
Michelle Wright—Paramedic (BSc)  
Lee Thompson—Paramedic (BSc)  
Clare Allen—Advanced Nurse Practitioner  
Stuart Ellis—Physician Associate  
Tiffany Bould—Paramedic

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Great Yarmouth

Norfolk

NR30 1QP



## Chaperone

You may request a suitably trained chaperone for any procedure, test or examination.

Friends and family are not permitted to act as chaperones.

For more information, please speak to reception.

## Our Purpose

- To work in partnership with our patients to provide the best possible sustainable health care.
- To make a positive contribution to the wider medical community, including a commitment to high quality medical education.

## Our Values

- Caring
- Collaborative
- Innovative
- Hard working
- Open

## How you can help us:

- Be on time for your appointment
- Cancel unwanted appointments in advance
- Call for a home visit, if required before 10:00am
- Ring for test results after 1:00pm



## Clinics

We run a range of clinics. For further details, please visit our website: [www.enmp.co.uk](http://www.enmp.co.uk)

### Minor Surgery

Some minor operations can be performed in our treatment rooms following assessment by a doctor.

### Cervical Smears

It is recommended that women between the ages of 25 and 65 have regular smears. You will be sent an invitation when your smear is due. When booking your appointment please inform the receptionist it is for a smear. You will receive the result of your test in writing.

### Vaccinations

Regular clinics take place for child, flu and travel vaccinations. For child vaccinations you will receive an appointment through the post. If this time is inconvenient please contact us to arrange another appointment. Most travel vaccinations are available (with the exception of Yellow Fever) and are recommended two weeks prior to travel.

### Diabetes

Led by our Nursing Team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

### Asthma/ Coronary Heart Disease / COPD and Stroke (CVA)

Sufferers of any of the above can attend specialist clinics for advice, support and care from our nurses.

### Smoking Cessation

We have clinics to provide support and care for those patients who would like to stop smoking.

### Contraception

In addition to confidential advice on this subject, the practice offers a range of services including coil fitting, implants and emergency contraception.

### Targeted Lung Health Checks (TLHC) programme

Past and current smokers in Great Yarmouth are being invited to a NHS lung health check in a drive to improve earlier diagnosis of lung cancer and save more lives.

Currently the programme is scheduled to run for four years, with the primary care element expected to last for two years.

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Your local pharmacist will be able to advise you on a range of minor ailments such as conjunctivitis, minor cystitis, etc. and may be the quickest way to get advice. Your local chemist or supermarket will stock the following:

- Paracetamol and other painkillers
- Mild laxatives
- Hay fever and allergy tablets
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy
- Travel sickness tablets
- Sunscreen
- Sunburn treatment
- Plasters, non-absorbent cotton wool, elastic bandages and dressings

## Appointments

Appointments can be made by either ringing us on 01493 745050 and speaking to a receptionist, or by completing a 'Get help for any health problem' form on our website.

Appointments with a GP are for 10 minutes and for 1 problem, so please inform the receptionist should you need a longer appointment, or have more than 1 problem that you wish to discuss with your GP.

Our aim is to provide you with an appointment with your own GP with the ability to book at least four weeks in advance.

For matters of an urgent nature we aim to provide you with an appointment with your own doctor, however if we are unable to meet this requirement you will be offered an appointment with our Urgent Care Team, based at **Phoenix House, Howard Street South, Great Yarmouth, NR30 2PT.**

**We offer evening and weekend appointments. We hope that these appointments will be used by those patients who find it more difficult to attend the surgery during the day.**

## Home Visits

If you require a home visit, please try to telephone before 10:30 so that the GP's can plan their visits. The GP will telephone you to ascertain the urgency/necessity of the visit.

Patients do not automatically have the right to a home visit. A patient would need to meet the criteria for treatment away from the Practice.

Our clinicians will only visit patients at home if the patient requires care and the patient's medical condition makes it inappropriate to visit the practice.

Please remember that several patients can be seen in the Practice in the time it takes to make one home visit and there are also better facilities in the Practice for examining and treating patients.



## Remember

- Always read the instructions and use the suggested dose.
- Watch expiry dates - do not keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy.

## Prescriptions

Our Caister, Nelson and Newtown sites have on-site pharmacies. The Lighthouse Medical Centre has a pharmacy next door.

### Repeat Prescriptions

Repeat prescriptions can be requested by calling the POD (please see below), emailing your request (see email addresses below) or by using our online service. To register for our online services, which include appointment booking/cancellation and viewing your medical record, visit our website and complete the online services form. You will be required to provide two forms of current ID, one of which will need to contain a photo, i.e. passport, driving licence and the other will need to include your current home address.

Email: [nwicb.enmpprescriptions@nhs.net](mailto:nwicb.enmpprescriptions@nhs.net)

### Electronic Prescription Service

The Electronic Prescription Service (EPS) is an NHS service that allows us to send your prescription(s) directly to your chosen pharmacy. This paper-free prescription service means that you do not have to come into the surgery to collect your prescription.

You can register for this service by completing the EPS form on our website. We encourage all patients to register for this free service.

### POD (Prescription Ordering Direct)

The NHS prescription ordering direct (POD) service is an easy way for you to order your repeat prescriptions by telephone. The NHS POD is operated by Norfolk & Waveney Clinical Commissioning Group and has the dedicated call handlers, trained to take requests for repeat prescriptions.

Tel 01502 718615

Telephone lines are open between 8.00am and 4:30pm Monday to Friday (excluding weekends and bank holidays)



## Our Social Prescribing team

- Jackie Southam
- Alison Begley
- Ann Cottingham
- Kelly Rayson
- Nichola Grainge
- Sarah Elbaz
- Lorraine Tebbutt
- Diane Toovey
- Gemma Steward
- Tania Robinson
- Paige Nicholles

## Social Prescribing

(Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

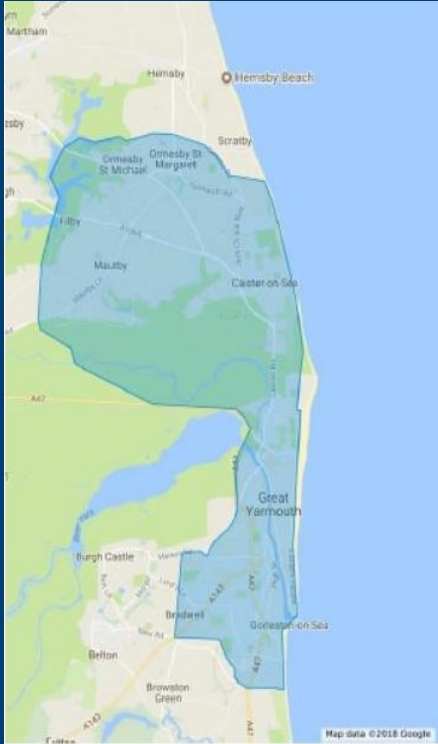
Social prescribing works for a wide range of people, including people:

- With one or more long term conditions
- Who need support with their mental health
- Who are lonely or isolated
- Who have complex social needs which affect their wellbeing





The Lighthouse Medical Centre,  
Caister Health Centre and  
Newtown Surgery boundary map



The Nelson Medical Centre  
boundary map



## Homeless Contract

The Practice holds the contract with NHS Norfolk and Waveney Integrated Care Board (ICB) to deliver general medical services for those people who are homeless, residing in the Great Yarmouth and Waveney area. The Practice works with Great Yarmouth Borough Council, local hostels and other statutory and voluntary organisations to support the homeless, including the provision of outreach clinics

We help:

- Homeless people
- People at risk of homelessness
- People staying in hostels, refuge or temporary accommodation
- People with no “recourse to public funds”

## The right to an accountable GP

The Practice is required under its contract with N&WICB to assign all registered patients with an accountable GP. The accountable GP takes lead responsibility for ensuring that any services which the Practice is required to provide, and are considered necessary to meet a patient’s needs are coordinated and delivered to them. The Practice operates a personal GP list and the GP you are registered with is your accountable GP. You have the right to express a preference for using a particular doctor within our Practice and we will always try to meet that request. Sometimes we are unable to do so, for example, if a particular doctor’s patient list is closed.

## Practice Boundary

You can register with us if you live within the Great Yarmouth and surrounding areas. To view our Practice boundary, please visit our website : [www.enmp.co.uk](http://www.enmp.co.uk)

East Norfolk Medical Practice holds 2 contracts to provide general medical services; East Norfolk Medical Practice and Nelson Medical Centre. Under the East Norfolk Medical Practice contract there are 3 surgeries: Newtown Surgery, Caister Health Centre, The Lighthouse Medical Centre.. Nelson Medical Centre sits under a separate contract. The different contracts have different boundaries, so depending on where you live will depend under which contract you will be able to register

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## Your Local CCG

### (Clinical Commissioning Group)

The area serviced by East Norfolk Medical Practice is covered by NHS Norfolk and Waveney Integrated Care Board. The CCG is responsible for meeting your healthcare requirements. For more details of all primary care services in the area visit: -

[nwicb.informationgovernance@nhs.net](mailto:nwicb.informationgovernance@nhs.net)

NHS Norfolk & Waveney

1 Common Lane North

Beccles, Suffolk NR34 9BN

Tel: (01502) 719500

[www.norfolkandwaveneyccg.nhs.net](http://www.norfolkandwaveneyccg.nhs.net)

## Management Team

Jonathan Knights- Managing Partner

Lindsey Smith - Operations Manager

Jayne Baxter - Employee Support & Development Manager

Elaine Bond - Service Development & Governance Manager

Louise Cooper - Deputy Service Development & Governance Manager

Stephanie Davies - Nursing Manager

Rachel Hacon- Finance Manager

## Other Information

### Suggestions, Comments, and Complaints

The Practice works to continually improve the service we offer and would like to hear from patients who wish to make a suggestion, comment or complaint. You may wish to apply to join our Patient Participation Group if you wish to help improve our service. For more information on joining our Patient Participation Group please email:

[Lindsey.smith@nhs.net](mailto:Lindsey.smith@nhs.net)

### Making a complaint

We hope that you will not have cause to make a complaint but should you do so, you may complain in writing or verbally. Complaints should be addressed to:-

Zoe Dearlove, Complaints and Investigation Officer

East Norfolk Medical Practice

147 Lawn Avenue,

Great Yarmouth,

Norfolk NR30 1QP

Email: [nwicb.enmpreception@nhs.net](mailto:nwicb.enmpreception@nhs.net)

Telephone: 01493 805738

Alternatively

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 2233



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### Accident and 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.

### NHS 111

NHS 111 offers free expert health information and advice 24 hours a day which means you can call this number when our practice is closed. The 111 service is available when you need medical help fast, but it is not a 999 emergency.

For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647.

If English is not your preferred language, you can choose to use a confidential translation service.

NHS Norfolk and Waveney are responsible for commissioning out of hours services.



## Patients with Particular Needs

All our sites are accessible to patients using a wheelchair.

Reception areas have a portable loop system for patients with hearing problems.

We can arrange interpretation and translation services for patients who do not speak English. Please let us know if you need this service when booking an appointment.

## Patient Confidentiality

We respect your privacy and keep all your health information confidential and secure. We have rooms available if you wish to speak confidentially to a member of staff.

It is important that the NHS keeps accurate and up-to-date records about your health so that those involved with your care can give you the best possible advice. This information is only available to those involved in your care and will not be disclosed to any persons without your consent.

As a patient you have a right to information contained in your medical records. To register for our online services, please refer to our section Online Services on page 11.

In order to protect confidentiality, the Practice addresses all mail directly to patients, regardless of age.

## Keeping your health information safe

A health record is created and held by a health professional, normally your GP, and contains important information about your physical or mental welfare. Under the General Data Protection Regulation act 2018 and the Human Rights Act 1998, all Information received about you is held in confidence, including after your death. Only NHS healthcare staff involved in supporting or providing your care can access your record.

In the majority of situations, third parties such as the police, insurance companies or solicitors cannot be given access to your health records unless you give written consent to do so or it is required by law and directed by a judge or magistrate. However, situations can arise where Information may be disclosed to the police without patient consent. This may be when police are investigating or prosecuting a serious crime or where the disclosure of this information could prevent serious injury to the patient or others.



## Zero tolerance policy

East Norfolk Medical Practice operates a zero-tolerance policy to any abuse or bad behaviour towards its staff, doctors, or other patients. This could be physical, verbal, or online abuse – if such behaviours are shown, patients will receive a written warning. Types of behaviour we see that are unacceptable:

- Using bad language, shouting, or raising of voices at Practice staff
- Any physical violence towards any member of our team or other patients
- Verbal abuse towards staff or patients in any form including shouting
- Racist, sexist, homophobic or other intolerant language, discrimination or sexual harassment will never be tolerated
- Anything said against a protected characteristic in accordance with the Equality Act. LGBTQ+ rights are protected by law. We do not accept any antisocial behaviour in any form
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible, and explanations given when they cannot be met
- Being perceived to bully or manipulate a staff member to obtain something
- Causing damage to, stealing, or not returning Practice equipment from the practice's premises, staff, or patients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat your GPs and their staff courteously at all times.

## Patients' Rights and Responsibilities

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired (subject to that GP's list being open)
- Be offered a health check on joining the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

## Your Information

ENMP takes privacy seriously and we want to provide you with information about your rights, who we share your information with and how we keep it secure.

You can find more information about the practice and data protection on our website: [www.enmp.co.uk](http://www.enmp.co.uk):

- Our Data Protection Videos
- Your information
- Children and young people
- What else do we use your information for?
- Sharing when required by law
- Information rights
- Case findings and profiling
- Norfolk Sharing partners
- Information strategy
- Information technology
- Keeping your information safe
- How long do we keep your information for?
- Our use of CCTV
- Our use of telephone recordings
- Norfolk and Waveney Primary Care Networks
- Provider processors



# Your Personal Information



Your practice takes your privacy very seriously



You can ask questions or complain about how we use your information



We make sure staff are trained to protect your information



We collect, store and use information about you and your health so that we can give you the best possible care



We share your information with other health and social care providers involved in your care, unless you ask us not to



We use other companies to help us deliver services – but we always make sure they protect your information



We use technology to protect your information



We use your information to check our services are safe and good quality



We do not keep your information for longer than necessary



Sometimes we are required to share your information by law



If you move away or register with another practice, we will send your records to the new practice



You have rights when it comes to your information

For more information Visit [www.enmp.co.uk](http://www.enmp.co.uk) and search 'GDPR/Privacy Notices'.

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## NHS App

To use the NHS App you must be aged 13 or over and registered with a GP Surgery in England

How does it work?

- Get advice about Corona-virus
- Order repeat prescriptions
- Book appointments
- View your medical record



## Other Local NHS Services

As well as our Practice, there are many other local NHS services you can contact for health advice, information or treatment.

You can receive advice on many minor ailments from your Pharmacy.

You may also consider 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 (e.g. antacids);
- antihistamines;
- travel sickness tablets;
- sunscreen - SPF 15 or higher;
- sunburn treatment (e.g. calamine);
- a thermometer;
- a selection of plaster, non absorbent cotton wool, elastic bandages and dressings;

## Friends & Family Test

The NHS wants to ensure that you have the best possible experience of care. The Friends and Family Test is a way of gathering your feedback about your experience so we can make improvements to our services. It is based on one simple question:

“How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

Your feedback will help us learn more about what you think about our service – what you like and what you think we could improve. Ultimately you're helping us to make changes that will improve our service.

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## Text Reminder Service

We have introduced a messaging service that will deliver forthcoming appointment reminders as well as offering many other useful functions. Please ensure that we have your up-to-date contact details. Please speak to one of our receptionists if you wish to opt out.

## Online Services

Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. Once registered for our GP online services you can choose to book and cancel appointments, order repeat prescriptions and look at certain parts of your record.

To register for our online services, which include appointment booking/cancellation and viewing certain parts of your medical record, visit our website and complete the online services form. You will be required to provide two forms of current ID, one of which will need to contain a photo, i.e. passport, driving licence and the other will need to include your current home address.



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