



## Wymondham Medical Partnership

[www.wymmed.co.uk](http://www.wymmed.co.uk)

Emergencies, Visits & Enquiries	01953 602118
Appointments 24hr (Book, review and cancel)	01953 602220
Nurse Appointments	01953 713402
Prescription Requests	01953 605560
NHS Direct	0845 4647
E-Mail Address	<a href="mailto:info@wymmed.co.uk">info@wymmed.co.uk</a>

This leaflet has been designed to tell you about the practice and the services that we offer. You may find it helpful to keep this close to your telephone.

### SURGERY HOURS

The practice is open at the following times;  
Monday to Friday 8am to 6pm  
Surgeries run at varying times between 8.20am and 6pm

Extended Hours Saturday 8am-11am and Monday 6.30pm-8pm  
(These are for pre-booked appointments only)

Wymondham Medical Partnership  
Postmill Close  
Wymondham  
NR18 0RF

### Out Of Hours And Emergency Calls

If an urgent medical problem occurs out of surgery hours, telephone the practice as usual on 01953 602118. Your call will go straight to the out of hours service.

### 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.

## THE DOCTORS

Dr Christopher A L Thorman (Partner) B Med Sci BM BS MRCP DCH DRCOG (2638298)

Dr Steven R Brown (Partner) MB BS DRCOG MF Hom (2838720)

Dr Stephen C Thurston (Partner) BSc MB ChB DRCOG (3056664)

Dr Julie Glenn (Partner) MB BS MRCP DRCOG DCCH (2848150)

Dr Kate M Grantham (Partner) MB BS MRCP (3676147)

Dr Simon Findlay (Partner) MB ChB MRCP (6026897)

Dr Anita Munagapati (Partner) MB BS MRCP MRCP (4681188)

Dr Helen Vanston (Partner) B Med Sci MB ChB DRCOG (4722795)

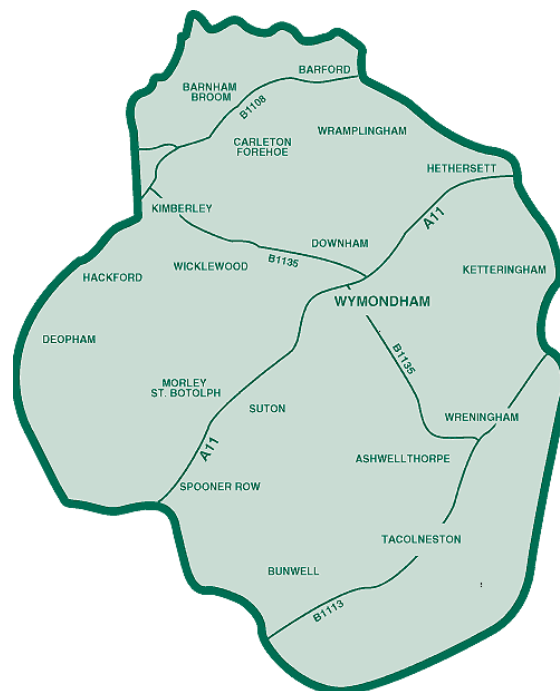
Dr Michael Ward (Partner) MA MB B Chir MRCP (476630)

Dr Sarah Smith (Partner) MBChB DRCOG DFFP MRCP (3515948)

Dr Rob L Slocombe (Salaried GP) MB BChir DFRS (3118001)

Dr Nina Pereira (Salaried GP) MA MBBS DCH MRCP (3241187)

## PRACTICE AREA



### NHS Walk-in-Centre

NHS walk-in centres offer healthcare advice and treatment, without having to make an appointment. Your local centre is;

Timberhill Health Centre  
Level 4, The Mall Norwich  
NR1 3DD  
Phone: 0300 0300 333  
Email: [info@timberhillhealthcentre.com](mailto:info@timberhillhealthcentre.com)

Open 7am–9pm,  
365 days a year.

### NHS Direct

NHS Direct is a 24-hour confidential telephone service.  
You can ring for nurse advice if you are unwell or for any healthcare information.

Call 0845 4647  
Or visit  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### For Registration and Record Queries

Norfolk Primary Care Trust  
Elliot House, 130 Ber Street  
Norwich NR1 3TZ (01603) 697300

### Duty Doctor

Our duty doctor will attend emergency visits or see patients that need attention in the surgery on that day. This does not substitute for a routine appointment with your own doctor.

### Home Visits

If you are too ill to attend the surgery please telephone before 10.00am giving details of your problem so that your doctor may determine the urgency of a visit.  
Please remember, home visits are very time consuming and if at all possible, please come into the surgery. Children are best seen in the medical centre.

### Appointments

All consultations are by appointment and you may arrange to see your doctor by telephoning our appointments line on (01953) 602220 24 hours/day or on-line by going to [www.wymmed.co.uk](http://www.wymmed.co.uk) and following the links on the home page.

Please make a separate appointment if anyone else in the family wishes to be seen. You may make an appointment with the doctor of your preference and we will do everything possible to ensure that you are seen as quickly as possible.

### Cancellations

If you know you will be unable to attend, please telephone the surgery to cancel your appointment. Our appointments are always busy. Missed appointments cause inconvenience to both clinicians and other patients. You may call 24 hours per day on (01953) 602220 and use our automatic booking service or go on-line at [www.wymmed.co.uk](http://www.wymmed.co.uk) and follow the links on the home page.

### Telephone Advice

If you need advice directly from your doctor, please telephone before 10.30am and have available a telephone number where you can be contacted between 11.00am and 12.30pm. The doctor will contact YOU on this number.

### Test Results

Results are given on request only to the person to whom they relate. Telephone (01953) 602118 after 2pm Mon-Fri. Reception staff will be able to confirm availability of results and arrange a telephone call or appointment with your Doctor.

## The Practice Team

### NURSING STAFF

Nurse Practitioners	Julie Hatton	Sarah Phinn	
Practice Nurses	Jenny Booth	Wendy Fullerton	Suzanne Oakley
	Sam Williams	Lucy Forman	
Healthcare Assistants	Shirley Nicol	Simon Ison	Linda Bracey

### Nurse Practitioners

We have two Nurse Practitioners who run clinics alongside the Duty Doctor. This means you can see them on the day for minor illness/injury problems. It is not appropriate to see Nurse Practitioners for ongoing problems that are already being treated by your Doctor.

Nurse Practitioners are qualified to diagnose and prescribe medicines.

### Diabetes

This clinic is managed by our specialist diabetic nurses Jenny Booth and Sam Williams. Their work includes diagnosing and monitoring insulin and non-insulin dependant Diabetics. Patients are invited annually for screening.

### Respiratory Clinic

This clinic is managed by our specialist respiratory nurse Wendy Fullerton. She assesses patients with Asthma and Chronic Obstructive Pulmonary Disease (COPD). The aim of this clinic is to diagnose, monitor and give advice on self management strategies and treatment.

### Coronary Heart Disease (CHD), Stroke and Transient Ischaemic Attacks (TIA)

Nurse Suzanne Oakley our Specialist Coronary Vascular Disease Nurse performs annual screening of patients with CHD, Stroke and TIA.

### Family Planning and Sexual Health Advice

Advice and information on contraception is provided by our Specialist Family Planning Nurse Sarah Phinn. She is also able to provide free condoms. If you are thinking about making your first visit to this clinic please book a double appointment.

### Teenage Health Clinic

This is a drop-in clinic run by Sarah on Mondays (3.30 - 4.30pm) and Thursday (4.00 - 4:30pm). No appointment is necessary, just turn up on the day. You can discuss any health issues with Sarah. Please be aware, however, there is limited availability for these sessions.

### Baby and Child Immunisations Clinic

You will receive a reminder card for your child's vaccination schedule. Please ring the appointment line to make an appointment and bring your child's red Health Record book when you attend the appointment.

## Travel Immunisations

We recommend that any patients travelling abroad should seek advice at least six weeks in advance of their trip. We offer a full range of travel vaccines and are a Yellow Fever vaccination centre. There will be a charge for some travel vaccinations. You can download our Travellers questionnaire form [here](#) and fill it in prior to your appointment.

## Smoking Cessation

These clinics are run by our Nursing Assistants. They can advise patients how to give up smoking using a variety of different preparations. Please ring the appointment line and your name will be added to the waiting list. An information pack will be sent to you.

## Flu Campaign

Flu vaccinations are available from the start of October. Please check local newspapers and look for

## Blood Tests

Blood tests are taken for analysis every weekday from 8.00 to 12:00am by appointment.

## INR

These clinics are run our Nursing Assistants. These are daily from 9:00 - 10:30am for those patients who are taking warfarin and phenindione.

## Antenatal

All doctors hold antenatal and postnatal clinics once a week; call the appointment line to arrange an appointment.

## Minor Surgery

Minor surgical procedures may be carried out by your doctor, please discuss this with your doctor. Suitable appointments can be arranged.

## Research

Anyone registered with the practice could help shape the future of health care by considering and helping with research projects.

You may be approached by the practice and invited to participate in research projects.

The information may be sent to you by post or given to you by a member of staff. Please consider the invitation carefully

Participation is voluntary and declining to take part will not affect your medical care in any way.

Apart from the doctors and nursing staff, we have 29 support staff who help to run the surgery and aim to offer you the best possible service.

Practice Manager	Kevan Baker
Senior Office Manager	Jane Bull
Office Managers	Denise Crowe Christine Lond-Caulk Carolyn Flatt Linda Matthews
Prescription Manager	Ian Websdale (RegPharmTech)
IT Manager	David Adam

### Reception Staff

We are here to help you arrange an appointment at a time convenient both to you and the doctor, nurse or other healthcare professional. Messages can be taken and passed on to your doctor. It may be necessary to ask you some questions on the doctor's behalf, so that the doctor can assess the urgency of your request. Remember, any information you give to the reception staff will always be treated in strict confidence, as they are bound by the same codes of conduct as the doctors and nurses. Please advise reception staff on arrival if for medical reasons you would prefer to await your appointment away from other patients.

### Registration

Please speak to our reception staff if you wish to register with the Practice.

### Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. You have a right to know what information we hold about you. If you would like to see your records, please talk to reception to arrange this. There will be a fee, please see page 13.

### Complaints / Comments

If you wish to make a complaint or any other comment regarding the Practice, please write to The Practice Manager, contact us via e-mail, or pick up a complaints pack at reception. You can generally expect a response within 10 working days.

### Medical students

The Practice is involved in the teaching of Medical and Nursing students and from time to time you may be asked if a student can observe your consultation.

### Use of Personal Health Information

We use patient identifiable data to conduct internal searches for identifying potential patients for research projects. No information is sent to researchers without patient's consent.

### Patient Participation Group

This is a group of 12 patients and has been set up by the medical partnership as a means of improving the service provided and communicating with all patients in the partnership. We would like to develop this to include a less formal way of communicating e.g. email.

Patient participation groups in other practices have also been involved in -

- health education,
- setting up support groups and
- organising transport to and from the surgery.

These are all possibilities and we would very much like your ideas on what you would like the Wymondham Medical Partnership group to do.

The group can be contacted by email to [wymondhamppg@wymmed.co.uk](mailto:wymondhamppg@wymmed.co.uk), letter to the surgery address or the suggestion box in reception.

### Specialist and Hospital Care

If a clinician assesses that a patient would benefit from hospital treatment or specialist care elsewhere, the patient will be given a choice of locations and times. The appointment can then be booked electronically or by telephone.

As of 27<sup>th</sup> July 2010, if you are referred for treatment outside the Practice, your referral will be shared with a special team we have developed in partnership with Practices across South Norfolk. The team consists of clinicians who will have access to your referral information and will support our clinicians to get the best for you from the local NHS. The Surgery's aim is to provide our patients with the most appropriate treatment in the shortest possible time. All patient identifiable information will continue to be handled in accordance with the Data Protection Act and NHS confidentiality regulations.

If you have any questions, please raise them with Kevan Baker, the Practice Manager.

### Patients with particular needs

Our surgery is accessible without need to climb steps, and to patients using a wheelchair, who also have access to a separate toilet facility. We also have four parking spaces directly outside the main doors to our practice, which are reserved for patients displaying a disabled badge.

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

### Transport for Hospital Appointments.

When going to the hospital and unable to get transport through any means i.e. public or private please ring the hospital transport office on (01603) 289814 Monday to Friday 9.00am-4.30pm. Please remember this is for a last resort as they are extremely busy.

### Opening times for walk in blood tests Norfolk and Norwich University Hospital

If for any reason we are unable to offer you a blood test appointment at the surgery in the time frame you would like you are quite welcome to pick up your blood test form and go to the Hospital and they can offer you a walk in blood test

East Side- 8-30am - 5.00pm Monday to Friday for appointments and walk ins

West Side- 9.00am -1.00pm plus 2.00pm-5.00pm Monday to Friday for walk-ins only

### Hospital Address:

Norfolk and Norwich University Hospital  
Colney Lane  
Norwich

Telephone: (01603) 286286

### Walk in Chest X-Ray Service Norfolk and Norwich University Hospital

When the Doctor has requested you to have a chest x-ray at the hospital he/she will give you an information sheet. The department is open Monday to Friday 9.00am to 4.00pm No appointment is necessary.

You will need to go to the entrance marked 'Out-patients East' then follow the signs to Level 3 Radiology Walk- In Chest Patients.

### District Nurses (house bound patients only)

Please be aware the District nursing team is based at the Health Centre located on Bridewell Street.

If the Doctor has requested a District nurse to visit you for any reason he will refer you. If you have any queries about this visit please ring (01953) 606201 and ask for the District Nursing team.

## Automated Appointment and Prescription Services

You can now book selected appointments with Doctors only, and review and cancel all your appointments, online or by telephone, **24 hours a day, 7 days a week**. Please note Nurse's appointments are not bookable by these methods at present.

You can also order your repeat medication on-line.

We have published our annual patient satisfaction questionnaire that you will be able to complete using this service.

To use the on-line services, you must contact a member of staff at the surgery and request that you be registered. You will be provided with a username and password in writing, to give you access to the on-line facilities. You will need to wait about an hour after registration before using the system to allow your details to be loaded. Then simply click on the link on our web site or enter <https://systmonline.tpp-uk.com> into your browser or save it in your favourites. You can use the telephone service immediately.

## Important Note

Our new automated telephone booking system relies on us having your telephone numbers and date of birth stored correctly. If you have any problems using the system, please contact us and confirm that all your telephone numbers (home, mobile and work) are up to date and correct.

## Automated Telephone Booking

To use the automated telephone system you must have a touch tone telephone.

Dial 01953 602220 and choose option 1. You will be asked to enter your date of birth as a 6 digit number. For example, 5<sup>th</sup> May 1980, key in 050580. You will then be asked to key in your telephone number followed by the \* key. After your details have been verified, follow the prompts to make a new appointment or to check or cancel existing appointments.

Please note if you are booking an appointment you must wait for the confirmation and thank you message BEFORE you hang up otherwise the appointment may not be saved.

## Accessing the On-Line Services

When you have registered for on-line services and have received your Username and Password, follow the link from our website, [www.wymmed.co.uk](http://www.wymmed.co.uk) or go to <https://systmonline.tpp-uk.com> and you will be presented with the login screen. We recommend you change your password the first time you log in to the system.

### **PLEASE NOTE: PASSWORDS ARE CASE SENSITIVE AND MUST:**

- **HAVE AT LEAST ONE LETTER (a-z)**
- **HAVE AT LEAST ONE NUMBER (0-9)**
- **HAVE AT LEAST ONE OTHER CHARACTER ( ! £ % & etc).**

### **YOUR PASSWORD MUST ALSO BE AT LEAST 8 CHARACTERS LONG.**

Enter your username and password and click the *Login* button.

You will be taken to your home screen

**Login**

If you already have a username and password, enter them here  
If you do not have a username and password, contact your practice to register for SystemOnline.

User Name   
Password

[Help](#)  
For any further questions or assistance, contact your practice.



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**Usage Policy**

Please use this service responsibly. In the case of any abuse of the service, your GP practice can revoke your login details, stopping you accessing the service. Examples of responsible use of the system may include, but are not limited to:

- i. registering at a GP practice when you have no intention of using it as your usual GP practice
- ii. registering at a GP practice outside your catchment area
- iii. booking appointments you have no intention of attending
- iv. repeatedly booking and then cancelling appointments
- v. repeatedly requesting prescriptions that you do not need

<a href="#">Home</a>	<a href="#">Past Appointments</a>	<a href="#">Future Appointments</a>	<a href="#">Book Appointment</a>	<a href="#">Current Prescriptions</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
			Wymondham Medical Partnership Wymondham Medical Centre Postmill Close Wymondham Norfolk NR18 8RF	Prescriptions: 01953 605560 General: 01953 602118			

**SystemOnline**

- [View Past Appointments](#)
- [View Future Appointments](#)
- [Book Appointment](#)
- [Current Prescriptions](#)
- [Change Password](#)
- [Change Contact Details](#)
- [Questionnaires](#)
- [Help](#)
- [Logout](#)



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**Booking An Appointment**

<a href="#">Home</a>	<a href="#">Past Appointments</a>	<a href="#">Future Appointments</a>	<a href="#">Book Appointment</a>	<a href="#">Current Prescriptions</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
			Wymondham Medical Partnership Wymondham Medical Centre Postmill Close Wymondham Norfolk NR18 8RF	Prescriptions: 01953 605560 General: 01953 602118			

**Book Appointment**

**Available Sessions**

This is a list of sessions that have available appointments.  
Find a session that you would like to book into and click View Available Appts.

Show sessions for period

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View
Thursday 01 Oct 2009	09:00	15:35	Wymondham Medical Partnership	Dr Steven Brown	Session	<input type="button" value="View Available Appts"/>
Thursday 01 Oct 2009	09:10	14:50	Wymondham Medical Partnership	Dr Robert Slocombe	Session	<input type="button" value="View Available Appts"/>
Friday 02 Oct 2009	09:00	14:20	Wymondham Medical Partnership	Simon Findlay	Session	<input type="button" value="View Available Appts"/>
Friday 02 Oct 2009	15:00	15:20	Wymondham Medical Partnership	Kate Grantham	Session	<input type="button" value="View Available Appts"/>
Friday 02 Oct 2009	09:00	15:45	Wymondham Medical Partnership	Dr Christopher Thorman	Session	<input type="button" value="View Available Appts"/>
Friday 02 Oct 2009	09:10	09:10	Wymondham Medical Partnership	Dr Robert Slocombe	Session	<input type="button" value="View Available Appts"/>
Friday 02 Oct 2009	09:10	09:10	Wymondham Medical Partnership	Dr Steven Brown	Session	<input type="button" value="View Available Appts"/>

Click on the link to see a list of available appointments by day, by Doctor for the next 4 weeks (shown in 2 two week blocks).

Pick the day and Doctor you would like to see to view a list of available appointments

<a href="#">Home</a>	<a href="#">Past Appointments</a>	<a href="#">Future Appointments</a>	<a href="#">Book Appointment</a>	<a href="#">Current Prescriptions</a>	<a href="#">Questionnaires</a>	<a href="#">Help</a>	<a href="#">Logout</a>
			Wymondham Medical Partnership Wymondham Medical Centre Postmill Close Wymondham Norfolk NR18 8RF	Prescriptions: 01953 605560 General: 01953 602118			

**Book Appointment**

**Available Appointments**

This is a list of available appointment times.  
Choose a time for your appointment and click Book.

Session for Dr Steven Brown at Wymondham Medical Partnership on Thursday 01 Oct 2009

Slot Type	Start Time	End Time	Duration (minutes)	Book Appointment
1 Day 24/48/72 hour own GP	09:00	09:10	10	<input type="button" value="Book"/>
1 Day 24/48/72 hour own GP	15:15	15:25	10	<input type="button" value="Book"/>
1 Day 24/48/72 hour own GP	15:25	15:35	10	<input type="button" value="Book"/>
1 Day 24/48/72 hour own GP	15:35	15:45	10	<input type="button" value="Book"/>

[Help](#)

Simply click the appointment you would like and print a confirmation if required.

Please Note: Routine GP appointments are released at different stages. Please check on-line regularly for newly released appointments to ensure you are seen as quickly as possible.

From the home page you can view and cancel any future appointments you may have by clicking on the Future Appointments link.

## Ordering Repeat Medication

This replaces our existing on-line and email ordering service. Click on the Current Prescriptions link to see a list of your current repeat medication.

**systmonline**  
BOOK REQUEST REGISTER

Home | Boots | Future Appointments | Book Appointment | **Current Prescriptions** | Questionnaires | Help | Logout

Mr David Paul Adam  
NHS Number: 4462870948

Wymondham Medical Partnership  
Wymondham Medical Centre  
Piedmill Close  
Wymondham  
Norfolk  
NR18 0RF

Prescriptions: 01953 605560  
General: 01953 602118

### Current Prescriptions

To order prescriptions from the practice, tick which items you would like to order and press the 'Request Medication' button. If the item you require is not listed or you need to include further information with your request then enter this information into the 'Medication request notes' field.

Once your request has been submitted, a member of staff at the practice will process your request and issue the prescriptions ready for collection.

Drug	Dosage	Quantity	Last Issued	Status
Candesartan 4mg tablets	1 daily	56	26 Sep 2009	Cannot order medication until 7 day(s) before it's due
Lansoprazole 15mg gastro-resistant capsules	One Or Two To Be Taken Each Morning	56 capsule	15 Sep 2009	Cannot order medication until 7 day(s) before it's due

### Medication request notes

You can use this field to include notes with your request. If you require a reply from your practice please include contact details.

Notes entered into this field may be visible to all staff at your practice

Request Medication

Click on the box to the left of each item you require. If you wish you can make a comment in the box below your medication list. Then click the Request Medication button to send your request. Your order will be processed the next working day. Please then allow 48 hours for your prescription to be available for collection from the chemist.

## REPEAT PRESCRIPTIONS

A repeat prescription is an item of medication that your GP allows you to re-order each month without a consultation being necessary. This item appears on your 'repeat list'. Please ask at the prescriptions desk if you would like a copy of your list or are unsure what this is.

You can order your repeat medication in person at the prescription desk in the surgery, by telephone, post or fax, or you can now access repeat prescription requests on line on our website [www.wymmed.co.uk](http://www.wymmed.co.uk) There is a 'letterbox' at the prescription desk where repeat requests can be dropped in and prepared for collection later.

Any item that is not on your repeat list can be requested from the GP, however, they may request that you either telephone or attend an appointment to discuss this further.

Prescription Ordering Line (01953 605560)  
Fax ordering line – (01953 605313)  
Monday – Friday 8.00am – 6.00pm

We will deal with all requests in 48 hours or less for ordering medication. Please do not expect your request to be dealt with immediately as we have over 5000 prescription requests every week to process.

You can collect your order from the Boots next to the Surgery or Co-op in the town centre. If you wish for your prescription to be sent to either of these chemists, please indicate every time by marking your slip with a "B" for Boots, "C" for Co-op or "D" for the prescriptions desk. You are welcome to collect the Prescription from the Prescription desk and take it to another pharmacy of your choice. If you find it difficult to attend the surgery, your prescription can be posted to you when we are provided with a STAMPED ADDRESSED ENVELOPE to do so.

Please note that once we have passed your Repeat onto the relevant pharmacies, if you have requested next day collection, they will not be ready prior to this time. You will appreciate there is a very high volume of requests to process and, in fact, Boots now send next day requests off site to a dispensing Centre in Norwich to assist in the processing due to such high demand. Therefore the Prescription desk cannot be held responsible for any collections deemed unavailable before this 24hr period has elapsed.

The surgery takes the usual holidays at Christmas, Easter and Bank Holiday Mondays. Please do not panic over these periods. If you know that your medication is coming to an end, please remember to order slightly earlier to allow for this.

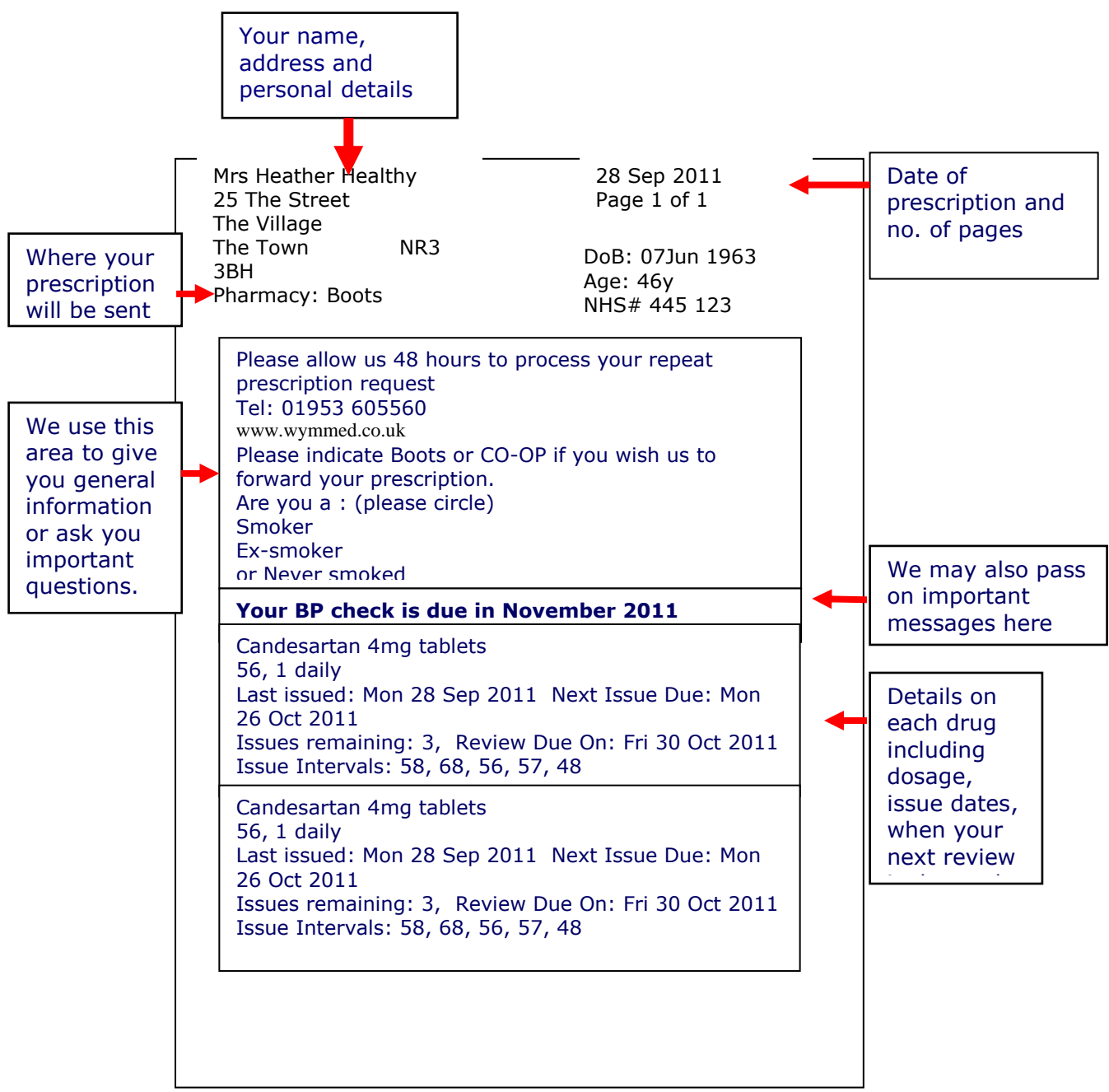
Ordering 1 months supply (28 days) of medication at a time is a requirement set out by the Primary Care Trust (PCT) and NHS.

Certain medication requires you to have regular blood pressure checks, blood tests or to attend specialist clinics. You will see on your repeat list how many repeats you have left by the number down the right hand column, (please see diagram over leaf); when this figure reaches 0 you need to make an appointment before your next order.

All medications require at least an annual review, so please be aware we will be reviewing your medication requirements.

Prescription administration staff are unable to change or review your medication, they are also unable to issue medication not signed/authorised by a GP.

### Your Repeat Slip Explained



## Rights and Responsibilities – the Patient Charter

### **What we will do for you**

- Treat you with courtesy and respect at all times.
- Treat you as a partner and discuss with you the care and treatment we can provide.
- Give you full information on the services we offer.
- Give you the most appropriate care by suitably qualified staff.
- Provide you with emergency care when you need it.
- Try to ensure surgeries start on time.
- See patients within 20 minutes of their appointment time and offer an explanation in the event of a delay.
- Inform patients if a Doctor is called away on an emergency and offer an alternative appointment or, if preferred, another Doctor.
- Refer you to a hospital (from those available) of your choice when your GP thinks it is necessary.
- Refer you for a second opinion when you and your GP agree it is needed.
- Give you access to your health records, subject to any limitations in the law.
- Keep the contents of your health records confidential.
- Give you a full and prompt reply to any complaints you make about our services.
- Go to [www.wymmed.co.uk](http://www.wymmed.co.uk) for complaints procedure and form.

### **What you can do for us**

- Tell us if you are unsure about the treatment we are offering you.
- Use the Duty Doctor service only for urgent problems.
- Ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity. Try to request home visits before 11am except in emergencies.
- Keep your appointments and let us know as early as possible if you are unable to attend. Go to [www.wymmed.co.uk](http://www.wymmed.co.uk) to see ways of contacting us.
- Try to give us at least 24 hours notice for repeat prescriptions (48 hours if your prescription is sent to the chemist). These are signed between 11am and 12pm every day.
- Please be patient if your appointment is delayed. Delays are often caused by patients needing emergency attention.
- Let us know when you change name, address or telephone number.
- Your privacy is respected at all times. However, reception staff may need further details about your problem to help Doctors assess the degree of urgency.
- Staff at the medical centre are here to help you. It is a difficult job so please be co-operative and patient.
- Tell us about any complaints or misunderstandings as soon as possible to allow us to deal with them.
- Let us know when we have done well.
- We welcome suggestions as to how our service can be improved.

## Zero Tolerance Policy

This practice supports the Government's NHS zero tolerance campaign.

Violence and abuse is a growing concern. GPs and their staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff respectfully, without violence or abuse.

Violent patients will be reported to the police and struck-off the GP's list.

## FEES PAYABLE FOR NON NHS SERVICES

(prices subject to change without prior notice)

### LETTERS AND FORMS

Requiring only GP signature £ 15.00

### CERTIFICATES

i.e. Driving Licence, Passport Application, Shotgun Licence £ 25.00  
(Appointment required)  
Fitness for Sports Activities, Fitness to Travel, Infection (freedom from),  
Private Insurance Certificate

### EXAMINATIONS

i.e. Elderly Fitness to Drive, Racing Driver/Pilot/Sports (Full Medical) £ 85.00  
HGV/PSV, Pre-employment  
Taxi £ 60.00

### REPORTS

Holiday Cancellation/ Ofsted Health Declaration/Childminder £ 40.00  
Lasting power of Attorney £ 50 .00 to 100.00  
Insurance Medicals & Dictated insurance /employment type reports £ 97.00

### ACCESS TO RECORDS

Records held entirely on computer £ 10.00  
Records held on computer and manually £ 50.00  
Records held manually up to £ 50.00  
Patients viewing their records (where no copy is required) the maximum costs are £ 10.00  
Where a copy is required £ 00.50p per copy

### PRIVATE PATIENT

Consultation £ 50.00  
Home visit £100.00  
Prescription £ 15.00