

**Aldborough Surgery**  
**Aldborough**  
**Norwich, Norfolk**  
**NR11 7NP**



The Surgery is located in purpose built premises which were opened in 1994 and are situated just off Aldborough Green, near the community centre.

Enquiries / Visits / Emergencies:	01263 768602
Results: Daily 11:30am to 12:00am:	01263 768602
Appointments: Daily 8:30am to 5:30pm:	01263 768602
Prescriptions / Enquiries: Daily 2:00pm to 4:00pm:	01263 768819
Fax:	01263 761340
Emergency – Out of Hours:	01603 488488
6.30pm to 8.00am daily, also Saturdays, Sundays and Bank Holidays	

E-mail: [aldborough.surgery@nhs.net](mailto:aldborough.surgery@nhs.net) for prescription requests and general information

## **Welcome to Aldborough Surgery**

Our team consists of four doctors, nursing, administrative, dispensing and managerial staff. We aim to provide efficient, effective and sympathetic healthcare to approximately 3,000 registered patients. We like to offer traditional values combined with the best medical and administrative practice.

## **Practice Area**

The Practice serves Aldborough and surrounding villages. Historically, there has been some overlap with the neighbouring practices of Cromer, Sheringham, Aylsham and Holt.

## **The Practice Doctors**

**Dr Philip W Wood MA, MB, B Chir -Partner**

**Dr Mark Fleming MB,BS,MRCS Ed, MRCP - Partner**

**Dr Sarah Dawson MB, BS – Assistant**

**Dr Gillian Masters – MB, BS - Assistant**

## **Practice Opening Times**

Monday to Friday

8.30am to 6.00pm

## **Surgery Times – GP’s**

Monday to Friday 8.30am to 10.00am – Open Surgery  
(No appointment required)

All patients arriving at the surgery before 10:00am will be seen in turn.  
Please be prepared to wait.

Monday, Tuesday, Friday	8.30am to 11.30am - Appointments
Monday, Tuesday, Wednesday	4.00pm to 5.30pm - Appointments
Thursday, Friday	2.00pm to 5.30pm - Appointments
Thursday	6:30pm to 8:00pm – Extended Hours

## **Surgery Times - Nurses**

Monday to Friday	8.30am to 12.30pm - Appointments
Monday, Thursday	2.00pm to 5.30pm - Appointments
Tuesday	2.00pm to 4.30pm - Appointments

## **Services/Clinics provided by nurses**

The Nurses provide general nursing care such as dressings, ear syringing, removal of sutures, child and adult immunisations, travel information, routine reviews of medication, cervical smears, minor surgery, pre-pregnancy advice and contraception advice.

They also provide a Health Promotion programme which includes:

- Coronary heart disease prevention
- Diabetic clinic
- Asthma Clinic
- Smoking Cessation Advice
- General health care advice
- Hypertension
- Epilepsy
- Well man/woman clinics

## **Registration of New Patients**

If you are a new patient wishing to register, you will need to collect a registration form, including a brief questionnaire. You will also be asked to bring a specimen of urine (bottle provided). An appointment will be made for a 'new patient health check'. If you need to see the doctor this will be arranged.

**Registration with the practice is conditional upon completion of the forms and attendance for a new patient health check.**

## **Telephone Advice / Queries**

Doctors are happy to discuss certain matters over the telephone. The receptionist will take your name, telephone number and a brief account of the problem or advice needed and the doctor will return your call when available. The best time for you to telephone is before 10.00am daily.

## **Telephone Advice / Results**

Nurses are happy to discuss results, queries and certain matters over the telephone. They are available from 11.30am to 12.00am daily. Results will normally be given only to the patient concerned. Please allow at least three days for your results to be processed.

## **Emergencies**

In an emergency, telephone 999 or NHS Direct on 0845 4647 (advice only) or the Out of Hours Service on 01603 488488.

## **Home Visits**

If you need the doctor to visit you at home, please contact the surgery before 10.00am. It will help us to plan visits if you are able to give the receptionist some details about your condition and the urgency of the

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

## **Repeat Prescriptions and Dispensary**

**To order repeat prescriptions** please telephone dispensary between 2.00pm and 4.00pm daily. As we do not carry all items in stock we do need 48 hours notice. Alternatively you can return the computerised slip, indicating which drugs you require by using the post box outside the dispensary door. You may also order repeat medications by e-mail on [aldborough.surgery@nhs.net](mailto:aldborough.surgery@nhs.net) or by fax on 01263 761340.

**To collect repeat prescriptions** come to the dispensary between 8.30am and 6.00pm daily.

**Prescription Charges** – if you are exempt from charges, please show your current exception certificate to the dispenser on collection of medication.

Application forms for ‘certificates of exception from charges’ can be obtained from the dispensary. For those who pay and have a number of medications, it may be more cost effective to apply for a pre-payment certificate. If you would like to know about this, or require more information, please ask at the Dispensary.

All repeat prescriptions are subject to a six monthly review, which may involve you seeing either the Doctor or Practice Nurse.

## **Hospital Transport**

Transport for hospital appointments can be requested by contacting the surgery during opening hours. Please allow at least 48 hours notice. Requests are faxed through to hospital transport who will decide if a patient qualifies for car or ambulance transport. Regrettably, this decision no longer rests with the Doctor.

## **Sick Certificates**

A Doctor's certificate is only required for periods of continuous absence from work of seven days or longer. For absences of three to six days, a self certificate should be obtained from your employer. No certificate is required for three days or less. Please note: certificates required from the Doctor for the first seven days of sickness will be subject to a fee.

## **Services / Clinics provided by the Practice:**

### **Family Planning**

Contraceptive advice can be offered by both the Doctors and Practice Nurses. In addition, Dr Dawson is qualified to fit coils and this can be arranged with her, by appointment only.

### **Antenatal Clinic**

This is a midwife-run clinic which runs on alternate Wednesday afternoons, by appointment only. Dr Wood is qualified to offer a full range of obstetric services.

### **Baby Clinic**

The Health Visitor runs an informal 'drop in' clinic from 2.00pm to 3.00pm every Wednesday. This is for baby weighing and general advice. Arrangements to be seen may also be made directly with the Health Visitor who can be contacted through the surgery.

For your baby to be registered and included in the child health surveillance programme, registration forms need to be given to reception.

## **Children**

It is recommended that children up to five years of age should be registered for Child Health Surveillance. This is a programme run by the Doctor, Health Visitor and Practice Nurse and includes a baby check, immunisations and pre-school immunisations.

## **Minor Surgery**

All Doctors are qualified to perform minor surgical procedures and the treatment room is equipped for this purpose.

## **Travel Advice and Immunisations**

Please ask the receptionist for the appropriate form. There is a charge for some travel immunisations.

## **Counselling**

The practice is able to offer a counselling service provided by Mrs Amrei Harrison who is a trained and qualified counsellor. In addition, Mr Howard Brown our psychiatric link worker and community psychiatric nurse holds regular clinics. Referrals are normally made through the Doctor.

## **Community Based Health Staff**

The District Nurses, Midwife and Health Visitor can be contacted via the surgery.

## **Fees for Private Medical Services**

The NHS does not cover the cost of providing certain forms, letters and vaccinations. Fees are set in line with BMA recommendations. Details are displayed on the notice board and available, on request, from a receptionist.

## **Confidentiality**

Computerisation of medical records assists in health promotion and disease prevention, in monitoring repeat prescriptions and in dispensing medicines. Increasingly, information from local hospitals and the Primary Care Trust is sent to the practice via computer. Anonymous information held on computer may be used by authorised personnel for research. All records are entirely confidential and we aim to keep them fully up to date. All computer records are protected under the terms of the Data Protection Act.

## **Complaints Procedure**

In accordance with GP Terms and Conditions of Service, the practice operates an 'in house' complaints procedure, details of which are displayed on the notice board or available from the Practice Manager, on request. If you are unhappy with the service you have received, it may be helpful to have an informal talk with the Practice Manager or Doctor in the first instance.

## **Comments and Suggestions**

If you have any comments or suggestions, or if you are unhappy with any aspect of the running of the practice, please either speak or write to Dr Wood or Mrs Julie Grey, the Practice Manager.

## **Patient Participation Group**

You have an opportunity to become more involved in giving your views on local healthcare services through the local Patient Participation Group. Please ask the Practice Manager for details.

## **What to do if someone dies**

During normal surgery hours, contact the surgery who will be able to give you further advice. At all other times, contact your local funeral director who will be able to give both help and advice.

## **Village Care**

Village Care co-ordinates a team of voluntary drivers who may be able to help with transport locally for blood tests, x-rays, physiotherapy etc. This can be arranged through the surgery. Increasingly, they are also being called upon to provide transport for hospital appointments both in Cromer and Norwich.

There is a box for donations towards the work of Village Care, a registered charity, on the front desk. More importantly, voluntary drivers are always required, as well as helpers for the Tuesday luncheon club which is also run and subsidised by Village Care. If you would like to offer help as a driver or helper, please speak to a receptionist.

## **Support to the Practice**

The Practice wishes to acknowledge the support given by members of the local community and, in particular, the many people who have contributed to the Equipment Fund. Donations to the fund have provided and maintained medical equipment which would not otherwise have been available.

## **Primary Care Trust Information**

This practice is pleased to be working in close co-operation with other local practices under the auspices of NHS Norfolk. It is hoped that this will contribute towards shaping future health care in North Norfolk and benefit the patients of all the practices concerned, whilst allowing individual practices to maintain their characters and independence.

For more information on how to get involved, or if you have concerns, suggestions or queries relating to your care, or need information about local health services please contact:

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

Telephone: 0800 5874132 (freephone number)

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

PALS is a confidential service, which can be contacted between 9.00am and 5.00pm, Monday to Friday.

## **Useful Contacts**

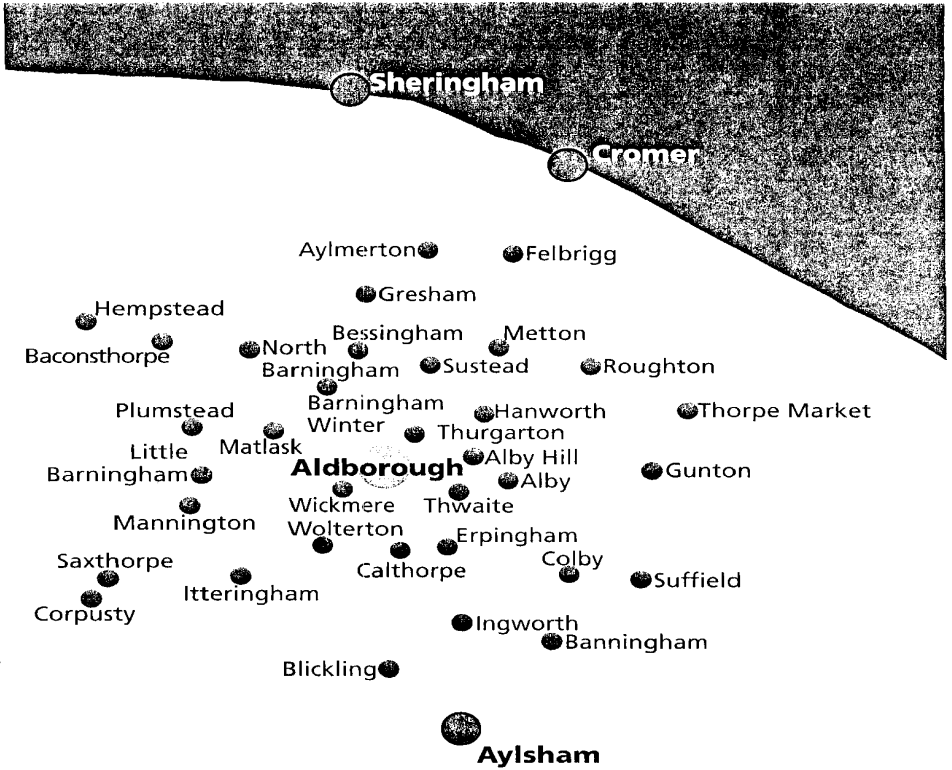
NHS Direct	0845 4647
Social Services Out of Hours Emergency Line	01603 614022
Emergency Dental Services	01603 419800

## **Practice Website**

You can also view our details on the internet. [www.nhs.net](http://www.nhs.net) This takes you to the main NHS site. You can use the GP search function for Dr Wood or just type the following link:

<http://www.nhs.uk/ServiceDirectories/Pages/GP.aspx?Pid=10537C0D-DC40-4625-B809-9850CEE4A034&TopicId=2>

# Practice area map



## Notes