

# Drayton and St Faiths Medical Practice

## Practice Information

Drayton Surgery  
Manor Farm Close  
School Road  
Drayton Norwich  
NR8 6EE  
01603 867532

St Faiths Surgery  
20 Norwich Road  
Horsham St Faith  
Norwich  
NR10 3LB  
01603 898235

**Appointments 01603 264600**  
Visit our website [www.drayton-stfaiths.co.uk](http://www.drayton-stfaiths.co.uk)

## **Opening Hours**

The telephone lines are open 0800-1830 Monday to Friday.

The surgery doors are open 0830-1800 Monday to Friday at the Drayton Surgery and 0830-1300 & 1400-1800 at the St Faiths Surgery.

**The surgery is closed on Sundays and Bank Holidays**

## **Extended Opening Hours**

We currently offer some extra appointments during the following hours:

**Monday morning from 7.30am**

**Monday evening**

**Saturday morning from 08.00am**



The “Extended Opening Hours” surgeries are intended for patients who are not in a position to attend during the practice’s normal 8:30 am to 5:30 pm Monday to Friday surgeries

***They are solely and exclusively for pre-booked appointments***

“Extended Opening Hours” surgeries provide a limited number of clinicians on a rota basis, meaning that there may be only one doctor and one Nurse seeing patients each week.

This means that your own doctor might only be in a position to offer “Extended Opening Hours” appointments once every few weeks.

**Normal weekend or night-time Out of Hours arrangements apply for acute or same day problems**

The surgery is not open to deal with acute or “same day” problems such as sudden illnesses, exacerbations of existing problems or accidents during its “Extended Opening Hours”.

The Telephones ***are not*** available to book appointments or make enquiries.

Prescriptions, Medication and Sick Notes cannot be picked up during these extended opening times.

***Patients will still have to contact the Out of Hours service for immediately necessary medical advice and treatment***



# Drayton & St Faiths Medical Practice



## Introduction

Drayton and St Faiths Medical Practice is a dispensing, urban/rural medical practice situated to the north of the city of Norwich. The practice area includes the residential suburbs of Norwich and extends into the outlying villages. To cover this area, there are two surgeries, one in Drayton, and the other in Horsham St Faiths. Seven doctors and a full complement of the primary care team provide care for approximately 13,000 patients registered with the practice.

Drayton Surgery has seven consulting rooms, two nurses rooms, a treatment room, a minor surgery unit and the training and research area. The administrative centre of the practice is at Drayton. Although St Faiths is now our smaller surgery it remains a very important part of the practice and its regular patients are valued as much as those at Drayton. The Doctors and the Nurses at the Practice work at both sites throughout the week and while we try to provide appointments at both sites, you may be required to travel to either surgery if you wish to see your regular Doctor.

The services provided by the Drayton and St Faiths Medical Practice are many and varied. This practice has a contract with the Broadland Primary Care Trust to provide Personal Medical Services (PMS). This comprises the core medical care provided to the patients registered with the practice. In addition, the Practice provides an NHS vasectomy and endoscopy service.

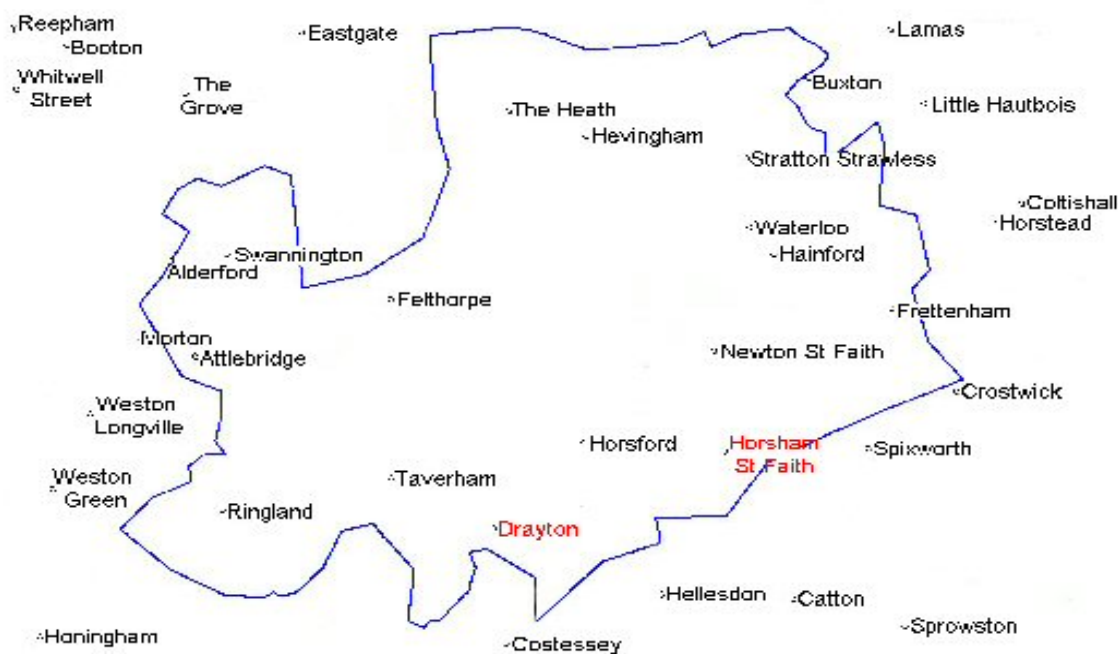
The Drayton and St Faiths Medical Practice has been involved in the training of general practitioners since the inception of the GP training scheme in the 1970s. Recently, the practice has become involved in medical research as an MRC designated research practice as well as hosting externally funded research into epilepsy, gastroenterology and asthma.

## Registering at the Practice

If you wish to register with our practice and you reside within our practice area, you will need to visit the surgery in person and ask to register. You will be asked to fill in a registration form which will enable us to register you and obtain your medical records from your previous practice. You will be invited to a New Patient appointment which we would ask you to make sure you attend. This enables us to record any important medical history and enables you to continue on any medication you have been prescribed by your previous Doctor.

You are registered with the whole practice and we do not have any strict rules about only seeing one Doctor. However where possible we would ask you to keep to the same Doctor for an “on-going” problem.

## A map of our Practice Area



## What we expect from our patients

Drayton and St Faiths Medical Practice is committed to providing efficient, effective health care to a high standard.

We can expect that our patients:

- Keep appointments
- Provide us with up to date personal information regarding name address and telephone changes
- Behave in a courteous manner

We operate the NHS Zero Tolerance policy to physical and verbal abuse. Verbal abuse and threatening behaviour is said to include shouting, swearing and derogatory or discriminatory comments and will not be tolerated. A copy of our policy for the removal of patients involved in physical or verbal abuse of our staff, doctors, premises or other patients is available on our website or from the Practice Manager on request.

## **Making Appointments**

**The telephone number for appointments is 01603 264600**

All consultations are by appointment.

We have three types of appointment available:

1. You can pre-book with a doctor up to two weeks in advance. This type of appointment is most suitable for people with ongoing medical problems who need to see the same GP.
2. We have a duty Doctor each day who sees patients who request an appointment for that day for emergencies and problems which cannot wait for the next day.
3. We can also offer appointments for telephone consultations. If you have a query which you feel can be dealt with over the phone, then please ask for a telephone appointment. In these cases, the time you will be given will be approximate.

**If you have booked an appointment and find you no longer need it OR have to change that appointment, please inform us so that it can be given to someone else.**

### **Home visits**

If your illness prevents you from attending the surgery, you may be visited at home. If you think you need a visit please telephone before 1030 and be prepared to give a brief account of your problem to the Receptionist. Although you have requested a visit the Doctor may phone you to see if telephone advice is appropriate.

### **Out of Hours Emergencies**

When the surgery is closed your telephone call will be answered directly by our Out of Hours provider, called Anglian Medical Care. They will deal with your problem, giving you advice, asking you to go to an Out of Hours Primary Care Centre or visiting you at home.

### **Online Appointment Booking**

If you have internet access, you will be able to book appointments online. Please ask one of our reception team for more information.

### **Cancelling Appointments**

If you are unable to attend or no longer require an appointment, please let us know **so we can offer the appointment to someone else.**

There are five ways of cancelling:

By phone	: 01603 264600
By fax	: 01603 261497
By email	: <a href="mailto:appointments@drayton-stfaiths.co.uk">appointments@drayton-stfaiths.co.uk</a>
By TEXT	: 07781 482740
Website	: <a href="http://www.drayton-stfaiths.co.uk">www.drayton-stfaiths.co.uk</a>

Please include your name, the date and the time of the appointment in any message you send us.

We are now offering the facility to book appointments online and appointment SMS reminders.

Please ask one of our reception team for more information.

If you require further health related information or advice you can contact:  
Timber Hill Health Centre

The Mall  
NORWICH  
NRI 3DD

Telephone: 0300 0300 333

OR

NHS Direct on 0845 4647 or online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

OR

Heron—The gateway to local health information [www.heron.nhs.uk](http://www.heron.nhs.uk). If you do not have a personal computer you can visit your local library for free access to this service.

## **Dispensing Medicines**

### **Dispensary Opening Hours**

Drayton: Monday to Friday 8.30am—6.00pm

St Faiths: Monday to Friday 08.30am—1.00pm, 2.00pm-6.00pm

Patients who live within one mile of a Dispensing Chemist are obliged to have their prescriptions dispensed by the Pharmacist. Other patients may have their medicines dispensed at the surgery. We can advise you if you are in any doubt as to your rights. These are Government regulations and unfortunately we have no discretion in the matter.

Prescriptions charges are set at the current rate by the Government and should be paid as your drugs are collected. We are obliged to ask for proof of exemption to charges and you will be asked to sign the back of the prescription indicating your entitlement to free medicines.

### **Repeat prescriptions**

Those patients on regular medication are allowed a certain number of repeats of this medication without seeing the Doctor or Nurse. The number of repeats is decided on by the Doctor or Nurse, who will want to review your progress from time to time.

One month's supply of drugs will normally be supplied on each occasion. Repeat prescription requests will be dealt with within two working days of receipt either by calling at the surgery, sending it through by post or by using our Appointments Online service. For non-dispensing patients, please enclose a stamped addressed envelope if you would like your prescription mailed to you. If you wish to collect your prescription from the local Chemist please indicate this to the dispenser who will record this on your computer record.

We have now introduced two telephone numbers that will allow you to order your repeat prescriptions by leaving us a message.

**Drayton** patients should call **01603 264639**

**St Faiths** Patients should call **01603 710812**

*Please remember to leave your full name, date of birth and the details of the medication you require.*

Please visit our website <http://www.drayton-stfaiths.co.uk> to find out how to order your repeat requests via the internet.

**For medication advice when the surgery is closed contact NHSDirect on 0845 4647**

## Practice Partners & Staff

### The Doctors

Dr James Rivett	MBBS BSc MRCGP DRCOG AFOM	Guys 1977
Dr James Dalrymple	MBBS DRCOG MSc MD	Charing Cross 1980
Dr Stephen Daykin	MBBS DRCOG MRCGP	Guys 1983
Dr Sarah Martin	MB ChB DRCOG MRCGP	Leicester 1980
Dr Alan Lee	MB ChB	Sheffield 1993
Dr Michael Macbeth	MB ChB DRCOG MRGCP	Liverpool 2002

Currently there are seven regular Doctors in the practice. Apart from the regular Doctors we are fortunate in being selected as a Training Practice which means we may also have an assistant Doctor with us who is planning to go into General Practice. These appointments are usually for six months but can sometimes be up to a year. We benefit greatly from these Doctors' recent hospital experience, so please accept them as one of us.

### Managing Partner

Rachel Arkieson RGN, BSc

Rachel is responsible for the day to day administration of the Practice, and if you have any non medical problems, useful suggestions or concerns, she will be happy to talk to you on the phone or to see you. Her office is at Drayton Surgery.

### Clinical Nurse Manager

Maxine Levin Nurse Practitioner

### Practice Nurses

The Nurses provide routine services for patients including dressings, vaccinations, cervical smear tests and ear syringing. Many of our nurses see patients with minor problems and have specialist interests.

Our Healthcare Assistant and Phlebotomist perform routine blood tests. Our Healthcare Assistant also undertakes routine investigations and records information for new patients.

The receptionists will help you decide which nurse it is best to see.

Sonia Ingram	Practice Nurse
Julie Keene	Practice Nurse
Donna Thain	Practice Nurse
Hazel Howes	Practice Nurse
Karen Greeves	Practice Nurse
Alison Watkins	Practice Nurse
Sue Jarrald	Healthcare Assistant
Pauline Duffield	Phlebotomist

## **Dispensary and Patient Services Manager**

Lynda Sowter

### **Dispensers**

The dispensers issue drugs to our dispensing patients, some are able to review the use of medication with patients.

Our Dispensary Team are:

Carol Solomon	Dispenser
Tracey Wright	Dispenser
Gill Nursey	Dispenser
Judy Bedder	Dispensary Assistant
Kate Howlett	Dispensary Assistant
Elizabeth Savage	Dispensary Assistant

### **Receptionists**

The receptionists' job is primarily to arrange the consultations of the patients with the Doctors and Nurses in as efficient a manner as possible. The receptionists will answer the telephone and also handle any personal enquiries at the reception.

Bobbie Pye (Senior Receptionist)	Tracey Lusher-Chamberlain
Diane Robson	Carol Acheson
Michelle Pauling	Alex Wymer
Carol Chestney	Alexa Pardon
Rachael Wright	Teresa Salts
Sarah Buchanan	Hazel Geary

### **Administrative and IT Staff**

We have a team of administrative and IT staff that are seldom seen by our patients. They are a very important part of our staff team and help to keep the surgery running smoothly. You may have contact with one of this team if you have a query about a referral to a hospital consultant or you have a condition such as Diabetes or Asthma.

### **I.T. & Office Manager**

Wayne Bolt

Our administrative and IT staff are:

Gill Annable	Secretarial Team Leader
Joyce Savage	Secretary
Kay Armstrong	Computer Data Clerk
Sarah Steeples	Patient Data Administrator
Gill Moore	Vasectomy Admin
Anne Wales	Secretary

There are a number of staff from the Primary Health Care Team attached to the Practice who you may need to see from time to time, these include Physiotherapists, Health Visitors, Midwives and Mental Health Link Workers.

## Patient information

Personal information and health records are kept about our patients on our Electronic Record system. It is important to remember that:

- We ask you for information so that you can receive proper care and treatment
- We keep this information together with details of your care because it may be needed if we see you again
- We may use some of this information to help us protect the health of the public generally, to see that the NHS runs efficiently; plans for the future; trains its staff; pays its bills and accounts for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone
- Sometimes the law requires us to pass on information, for example to notify a birth
- The NHS Central Register of England and Wales contains basic personal details of all patients registered with a General Practitioner. The Register does not contain clinical information
- You have a right of access to your medical records
- **EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL**
- You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you
- Anyone who receives information from us is also under a legal duty to keep it confidential
- If you agree, your relative, friend and carers will be kept up to date with the progress of treatment if appropriate

If at any time you would like to know more about how we use your information you can speak to the Practice Manager or your own GP.

More information about how we use your information can be found in our "Your Information: What you need to know" leaflet. This is available at both of our surgeries and also on our website <http://www.drayton-stfaiths.co.uk/downloads>

## **Patient Complaints**

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a practice complaint procedure as part of an NHS complaints system, which meets national criteria.

## **How to Complain**

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so **AS SOON AS POSSIBLE** - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint in writing to the Managing Partner (a form is available should you wish to use one). She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

## **Complaining on behalf of someone else**

If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is available on request.

## **What we will do**

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

## **Taking it Further**

If you remain dissatisfied with the outcome you may refer the matter to:

Complaints Office  
NHS Norfolk  
NHS Norfolk  
Lakeside 400  
Old Chapel Way  
Norwich  
NR7 0WG

email: [complaints@norfolk-pct.nhs.uk](mailto:complaints@norfolk-pct.nhs.uk)

## **PALS**

You can also contact PALS. This is a confidential service and can be contacted if the staff you deal with are unable to help with your questions or concerns, or you simply feel more comfortable speaking to someone else. PALS will provide balanced and impartial information/advice and will:

- Help to answer your questions about your care or about the practice
- Advise and support you if things go wrong
- Respond to your concerns and problems
- Listen to your suggestions for improving services

Contact:

Norfolk PALS  
0800 587 4132 (Freephone number)  
01603 307113

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

## **The Parliamentary and Health Service Ombudsman**

If you remain dissatisfied after contacting NHS Norfolk you can address your concerns to:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel 0345 0154033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**More information about our complaints procedure can be found on our website at [www.drayton-stfaiths.co.uk/complaints.php](http://www.drayton-stfaiths.co.uk/complaints.php)**

## **Patient Participation Group**

We are fortunate to have a small group of volunteers who have helped us form a Patient Participation Group (PPG) for the practice.

The group meets regularly with practice staff and has plans to support the work of the practice in various ways, for example by advising on service provision, providing feedback on patients' needs, concerns and interest and helping to give patients a voice in the organisation of their care.

The PPG also helps in more practical ways - by supporting at 'flu clinics or by supporting health education activities within the Practice.

If you'd like to know more about us, you can visit this website or see the notice boards in both surgeries.

You can contact the Patient Group at: [patientgroup@drayton-stfaiths.co.uk](mailto:patientgroup@drayton-stfaiths.co.uk)

**or**

by leaving a note in the Patient Group suggestion boxes located at both Surgeries.

## Useful Telephone Numbers and Contact Details

### Telephone Numbers

Appointments	01603 264600
Drayton Enquiries	01603 867532
St Faiths Enquiries	01603 898235
Fax	01603 261497

### Email Addresses

mail@drayton-stfaiths.co.uk

(for general email enquires to the practice)

appointments@drayton-stfaiths.co.uk

(for cancelling appointments only)

prescriptions@drayton-stfaiths.co.uk

(for ordering repeat prescriptions)

### **Practice Website**

Our Practice Website is available at <http://www.drayton-stfaiths.co.uk>

The website contains

- Up-to-date news from the Practice
- Downloadable copies of our Practice Newsletter and other publications
- Important Information about some of our services
- Online Appointment booking (you will need to sign up to this service before being able to use it)
- Appointments Cancellation
- Repeat Prescription Requests
- Useful Contact Information

For more health related information please visit:

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

Or telephone

**0845 46 47**