

# The Campingland Surgery

Dr. Mark Holmes

Dr. Nicky Holmes

Dr. Richard Musson

Dr. Vicki Lawrence

Dr. Ilga Chakrabarti

Dr. Stephen Clayson

**Address:** The Campingland Surgery  
Swaffham  
Norfolk  
PE37 7RD

**Emergencies:** 01760 721211

**Appointments:** 01760 721473

***NEW - On-line Services***

Use the website: [www.campinglandsurgery.co.uk](http://www.campinglandsurgery.co.uk)  
for appointments and repeat prescriptions on-line.

Before doing so for the first time , you will need to  
visit the surgery in person to activate your e-mail  
account and get your USER ID, PIN and instructions.

**Dispensary:** 01760 720385

**General Enquiries:** 01760 721211

**Fax:** 01760 726009

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

**District Nurses** 01760 724115

**Out-of-Hours** 111

**VAT Registration Number:** 878 6496 45

## **General Information**

The Practice is close to the centre of Swaffham and there is a car park directly opposite.

The Practice covers a wide area around Swaffham, and those villages to which it provides a health care service are shown on the sketch map on the back cover of this leaflet. Persons living outside this area will not be accepted for registration with us as patients, and existing patients who move outside the area will be asked to re-register with another practice.

The Practice has disabled facilities including: a reserved parking bay, wheelchair access to all parts of the building, appropriate washing and toilet facilities, an induction loop and a repeat prescription box at wheelchair height.

The Practice is a dispensing practice to patients living more than 1.6km distant from a chemist, with an option of delivery for the housebound.

The Practice is a training and teaching practice for GP Registrars, Foundation Year 2 Doctors, medical students and practice nurses.

The Doctors operate as independent contractors, contracted to the Primary Care Trust, in a partnership as equal partners.

## **Out of Hours**

When The Campingland Surgery is closed patients still have access to healthcare for urgent medical problems.

The Primary Care Trust is responsible for out of surgery hours medical care. Please telephone **111**, for the East of England Ambulance Service Trust Out of Hours Service (EEAST OOH). A trained operator will take the details of your urgent medical problem and put you in contact with the appropriate healthcare professional.

## Opening Times

**Reception** Monday to Friday: 8.20am to 6.30pm  
(last appointment 5.40pm)

**Dispensary** Monday to Friday: 8.30am to 12.30pm  
2.00pm to 6.00pm

On Fridays when UEA medical students are in attendance the surgery will be closed between 12.45-2.00pm.

On the 1st Monday of the month the surgery will be closed between 1.00-3.00pm for clinical governance training.

## The Clinical Team

### *Doctors*

Dr M J G Holmes BSc MB BS (London 1988) MRCP

Dr N K Holmes MB BS (London 1989) MRCP DCH

Dr R I Musson MB BS (London 1991) MRCP

Dr V L Lawrence BSc MB BS (London 2001) MRCP DRCOG DFFP

Dr I U Chakrabarti MB BS (London 1988) MRCP DRCOG DFF

Dr S R Clayson BSc MB BS (London 2006) MRCP

*The Practice also has GP Registrars and Foundation Year 2 (F2) doctors under training from time to time, and their details can be found on the website.*

### *Nurses and Phlebotomist*

Kate Musson SRN (Royal Free Hospital London 1983) – Nursing Staff Manager

Sarah Ruffles RGN (West Suffolk Hospital 1989) DipHE 2006

Leanne Bealey (UEA School of Nursing) DipHE 2004

Elaine Ridge RGN (Barnsley School of Nursing) DipHE 1990

Sarah Gathercole – Phlebotomist

## *District Nurses*

The District Nurses attached to the Practice are:

Sister Marjory Sparks SRN (Aberdeen) 1973, BSc (Ipswich) 1998, PGCE 2004, DN 1998  
Staff Nurse Esther Webb RGN (Norwich) 2001, BSc (Hons) (Norwich) 2001

## *Administrative Management*

Liz Wing	Practice Manager
Paula Taylor	Assistant Practice Manager
Jocelyn Cross	Dispensary Manager
Sally Howsam	Reception Manager

Details of all other staff members are shown on the website staff page.

## **The Protection and Use of Patient Information**

To provide the best possible standards of health care, we need to keep information about you. Doctors need to make notes about diagnosis, test results, treatments, including drug prescriptions, and any other information you provide so that you can receive proper care and treatment. Appropriate elements of this information may need to be shared with others involved in your care e.g. a hospital consultant, community nurse or Social Services.

## **Research**

We aim to offer the best possible treatment, and often take part in research studies and trials which offer increased intervention capabilities and improved outcomes. Your participation may be useful for such projects, and in this case you will be approached to see if you would like to take part.

## Confidentiality

*Everyone working in the NHS has a legal duty to keep information about you confidential.*

We promise to keep your medical records confidential. Those practice staff, with the necessary access, fully understand their duty of confidentiality and their responsibilities to patients, and they have received proper training on handling medical records.

The Data Protection Act 1998 is the law that sets out the rules for processing personal information and applies to paper records as well as those held on computers. The law gives every individual a number of rights. In brief you have the right to:

- Access information held about you (*please note that in accordance with the Act a fee may be charged for this service*)
- Prevent processing of information likely to cause distress
- Prevent use of information about you for direct marketing
- Correct an incorrect record
- Seek compensation if you suffer damage
- Have an assessment made if you think the Data Protection Act has been contravened

The main reasons for which your information may be needed are:

- Your health care and treatment
- Looking after the health of the general public
- Managing and planning the NHS (eg. preparing statistics and auditing)
- Helping staff to review the care they provide to make sure it is of the highest standard eg. through clinical audit
- Training and educating staff
- Research

If you want to find out more, or if you have any concerns please ask to speak to the person in charge of your health care, or Practice Manager, or the Patient Advice and Liaison Service (PALS) on **0800 587 4132**.

## Registering as a Patient

If you live within our practice area you may register as a patient. Please ask reception for a registration pack, complete the registration and medical information forms contained therein and return them to us. We will confirm your details and register you with the Practice.

If, when we process your registration, we find that we are unable to register you, we promise to write to you and set out the reasons why we are unable to do so.

If you are visiting the area temporarily and require medical treatment we are able to register you on a temporary basis to ensure that your medical needs are met.

Prior to April 2004 patients registered with an individual doctor, but now patients just register with the Practice. Although you may express a preference to see a particular doctor, and we will endeavour to comply with your preference, it will of course depend on the doctor's availability and appropriateness. For instance you may have to wait longer to see your preferred doctor, and if the medical service you need is nurse-led rather than doctor-led we will require you to see the specialist nurse.

## Appointments and Consultations

All consultations are by appointment. On weekdays there are surgeries at various times throughout the day between 8.30am and 5.40pm. You can make an appointment at the reception desk, or by telephoning **01760 721473**. The receptionist will offer you the next available appointment with your preferred doctor, but if you feel you need to see a doctor the same day there are "Urgent" appointments every weekday. In this case, it may be necessary to explain to the receptionist in outline why your problem is urgent. *It is not, however, always possible to say which doctor you will see, and consultations may have to be shorter than usual.*

Appointments for HGV, PSV and elderly driver examinations, or employment medicals are only made at specific times, for which a fee will be charged. Some tests and consultations take longer than our normal 10 minute booking, so please tell the receptionist what it is you require when you are making the appointment and she will help you to obtain the correct length consultation with the correct clinician.

***Important: If you cannot keep an appointment please let the receptionist know as soon as possible.  
Appointments made on-line can be altered or cancelled on-line.***

## Consultations

In addition to the routine and urgent appointments described above the following appointments are available through reception by telephoning **01760 721473**.

***Newly Registered Patients*** A new patient appointment with the nurse, for routine blood pressure and urine tests, and checking your medical history, so that we can provide you with the most appropriate clinical service.

***Patients not seen for 3 years*** A check up as you have not seen the doctor for some time

***Patients aged 75 years and over*** A check up if you have not been seen within the preceding 12 months. If you cannot come to the surgery the doctor will do the check up at your home.

## Telephoning Your Doctor

The doctors will normally accept a limited number of routine telephone calls each day and will be pleased to speak to you. However, being interrupted during a consultation is difficult for the doctor and disconcerting for the patient. The doctors will try to return patients' telephone calls

after morning surgery if the request is made before 11.00am. Messages received after this time will be put through to the Duty Doctor to meet urgent medical needs, and you will be asked by the receptionist if you think a home visit may be necessary so that the doctor can organize his workload. Please note the duty doctor may be away from the surgery and must be bleeped to pass on your message so it is essential we know how urgent it is.

## **Home Visits**

If you want the doctor to make a home visit because someone is too ill to come to the surgery, please telephone **01760 721211**. Ask for a home visit before 11.00am, and tell us if you feel the problem is urgent.

## **Services Available**

We provide core medical services to all patients as well as the following medical services:

Anticoagulation Monitoring	24-hr Blood Pressure Monitoring
Childhood Immunisation	Chlamydia Screening
Counselling	Cryogenic Operations
Diabetes Clinics	ECG
Emergency Contraception	Hormone Implants
IUCD Fitting	Joint Injections
Minor Injury Services	Minor Surgery
Near-patient Testing	Nursing Home Services
Osteoporosis Clinics	Phlebotomy
Spirometry	Travel Vaccinations
Support to Swaffham Community Hospital	
Influenza immunisation for those in the 65 and over and other at risk groups	

## Clinics

Ante-natal Clinic	Weekly	Wednesday	12.30pm – 4.00pm
Diabetes Clinic	Weekly	Tuesday	2.00pm – 5.20pm
	Weekly	Friday	2.00pm – 5.50pm
Dietitian	Monthly	Tuesday	2.00pm – 5.00pm
Leg Ulcer Clinic	(Run by District Nurses)		
Osteoporosis Clinic	Monthly	Tues or Fri	8.40am – 11.50am
Respiratory Clinic	Weekly	Wednesday	2.00pm – 5.20pm
	Weekly	Thursday	2.00pm – 5.20pm
Well-Woman Clinic	Weekly	Monday	3.00pm – 4.20pm

## Other Services

***Teenage Health Assessment*** Patients reaching their sixteenth birthday are sent an invitation to attend for a health assessment, and they are encouraged to attend and discuss any medical questions they have with a nurse.

***Primary Care Mental Health Support*** We have a primary care support worker in attendance at the surgery one day a week. Access to this service is through the doctor.

## Services for Women

***Cervical Smear Tests*** Female patients are advised to have a cervical smear test at regular intervals, usually every 3 years. The practice nurse will do this, or your doctor. A letter will be sent to remind you when your next test is due. We will also inform you of the result by post.

***Family Planning*** We advise on all means of contraception and also prescribe whatever may be suitable. The practice nurses all have expert knowledge, and if at any time you would rather speak to one of them rather than a doctor please say so. We are pleased to be able to provide both IUCD and Implanon fitting services, and are taking bookings for these services now. Please speak to your doctor.

***Emergency Contraception*** We run a "blue card" scheme whereby anyone seeking emergency contraception may pass the blue card to the receptionist and be seen the same day without having to explain why they need an appointment.

***Well-Woman Clinic*** We recognize the special concerns of women and provide a specific clinic for their help and advice. It is run by our practice nurses, and you will be offered a health assessment including a blood pressure test and a cervical smear test.

***Maternity Services*** All the doctors provide maternity care, in co-operation with the ICENI midwifery team sharing the responsibility. The midwife holds ante-natal clinics in the surgery on Wednesday afternoons. Appointments can be made by ringing reception on **01760 721473**. If you need to speak to a midwife direct please ring **01760 725249** or out of hours the Queen Elizabeth Hospital King's Lynn on **01553 613613**.

## **Test Results**

If you have undergone a test or had x-rays ordered by the Practice, we will contact you if the result requires immediate clinical intervention. Otherwise we will inform you of the results at your next appointment. Alternatively after a week you may telephone reception in the afternoon. Sometimes reception may have to speak to the doctor concerned and will ring you back.

## **Dispensing Arrangements**

Patients living outside Swaffham and more than 1.6 km from a chemist may have their prescriptions dispensed at the surgery. A delivery service is available for the housebound – please ask at the Dispensary for details. Swaffham patients must get their prescriptions dispensed by a local chemist.

## **Repeat Prescriptions**

Patients with repeat prescription slip request forms are asked to give the dispensers 2 working days' notice when reordering their prescription. Repeat prescription slips show the date you will be asked to see your doctor for a medication review. Please note that in line with Government policy we prescribe both current and repeat medication for periods of 28 days (excepting the contraceptive pill and hormone replacement therapy [HRT]).

We also offer a repeatable prescribing service whereby the GP can authorize repeat prescriptions for a period of time, say 6 months, and every 28 days the dispensary arranges without any prompting from you for your medication to be ready for collection.

## **Teaching and Training**

We are a training practice. Qualified doctors, either GP registrars or F2 doctors, work with us as part of their postgraduate experience for periods between 4-12 months. For their training they need to video a proportion of their consultations. The receptionist will let you know if the GP registrar is videoing consultations when you arrive for an appointment and will seek your written consent; and the GP registrar will explain about the video consultation when you go into the surgery.

We are also a teaching practice for the University of East Anglia Medical School. Students spend twenty four Fridays a year at the surgery. During this time they receive instruction from the GPs and we ask patients who have a medical condition suitable for the students' training to come in and be seen by them. The attendance is voluntary. Patients receive a full briefing-pack and must give their written consent.

The medical students also sit in with our own doctors for some of their consultations. The receptionist will tell you if a student is present and there will be a notice to this effect at the reception desk. Please say if you

prefer to see the doctor alone. Patients who have participated have found it a rewarding experience, and it is important that sufficient doctors are trained for the next generation.

## **Practice Nurses**

The practice nurses are present throughout the day to attend to minor wounds and injuries. They also carry out cervical smear tests, immunisations, change dressings, remove stitches and take blood. They also run the diabetic, respiratory, well-woman and healthy heart clinics. Except in cases of medical emergency you need an appointment to see a practice nurse.

## **Immunisations**

It is most important that all children are fully immunised against tetanus, polio, diphtheria, whooping cough, measles, mumps, rubella and haemophilus meningitis. Only very rarely one or more of these immunisations may not be appropriate. If you have any concerns or doubts please discuss them with your doctor.

All young women should be protected against rubella, and all adults should keep their tetanus immunisation up to date.

## **Flu & Pneumovax Vaccinations**

An influenza vaccination is recommended for all patients over 65 years of age, and all patients with chronic respiratory disease (including asthma), heart disease, chronic renal disease, diabetes or who are themselves carers. If you are in one of the above groups please contact the surgery in September each year to make a flu clinic appointment for October or November. A pneumovax vaccination is also recommended for the same patient groups for protection against pneumococcol infection which can cause disease such as pneumonia and septicaemia. It can be given at any time of the year.

## Travel

The practice nurses have up-to-date information about foreign travel requirements, and they can arrange any necessary immunisations. As this service is not an NHS treatment there will be a fee for the immunisation. Please speak to the practice nurse or reception if you wish to know the cost in advance of having the immunisations done.

## Minor Surgery

Some minor operations can be done by your doctor in the surgery treatment room, and you will be advised by your doctor if your medical problem can be dealt with in this way.

## Hospital Appointments

Patients, who have queries about their hospital outpatient appointments or any tests that were initiated by a hospital consultant, should contact the hospital consultant's secretary direct with their query.

## Other Services

*District Nurses* The district nurses provide nursing care for patients in their own home. They also advise and support relatives and carers. Their help is available between 9.00am-4.30pm and 5.30-10.30pm every day. If you would like their help please ask your doctor. Messages can be left on the district nurses' answerphone – **01760 724115** (Monday to Friday) and **01760 723128** at weekends and bank holidays.

*Midwives* The midwife shares the responsibility for the maternity care of a patient with the doctors. The midwife holds an ante-natal clinic in the surgery on Wednesday afternoons. Appointments can be made through our receptionist. However, if you wish to speak to the midwives direct please ring **01760 725249** or out-of-hours **01553 613613**.

***Health Visitor*** The health visitor is an experienced nurse with midwifery experience and additional special training. She is based at the Swaffham Community hospital, and her main concern is child care and development, but she is there to help everyone: families, single people and older people. She will discuss health and family problems and/or help you to find the services you need. Telephone **01760 725305** between 9.00-10.00am.

***WellFamily Service*** Swaffham is very fortunate to have the WellFamily Service, a national charity, located here. It works very closely with the Practice, providing practical, emotional and financial support to individuals and families. Patients can be referred, or self-refer themselves, to the WellFamily Service. Telephone **01760 720302**.

## **Your Rights and Responsibilities**

You have a right to be seen by a GP within 48 hours and a practice nurse within 24 hours.

When you initially register as a patient with the Practice you will be asked if you have a preference to see a particular doctor and we will endeavour to meet your request if it is appropriate and possible. In meeting the timings set out above we will be unable to guarantee that you will see the doctor of your choice, or that you will be seen at a time of your choice. To ensure that you do see your doctor of preference for routine matters you may have to wait longer than 48 hours to see that doctor, and booking ahead is always advisable.

If you have rights of access to a GP or other health professional within a specific time limit, you also have a responsibility to keep any appointments you make, or let us know in sufficient time to be able to let another patient take advantage of your appointment slot. Each month we have a number of "Do Not Attend" patients who between them account for about 2 surgeries' worth of wasted appointments. Help us to help you by reducing wasted time.

***Keep your appointment – or cancel it.***

***Appointments made on-line can be altered or cancelled on-line.***

## **Services Out of Normal Working Hours**

The Primary Care Trust is responsible for providing medical services to the Practice's patients between 6.30pm to 8.00am each weekday, all weekends and bank holidays.

If you require medical attention during this time please telephone **111** and EEASt OOH will deal with your urgent medical concerns. If you do not remember the telephone number, ring the Practice.

## **Complaints**

We always try to give the highest standard of service, but when problems do occur we deal with them swiftly in accordance with the NHS complaints procedure for primary care.

If you have a concern about our services – or a comment or a suggestion to make – please tell one of the doctors or the Practice Manager personally, or put it in writing.

The Complaints Officer is the Practice Manager, and he will normally deal with your complaint. If it is a detailed or complex matter he will ask you to put the complaint in writing. Complaints are treated very seriously, and often we learn to improve our services from your observations and comments.

## **Non-NHS Services**

The Practice offers a range of non-NHS services for which a fee is payable. These non-NHS services include HGV medicals, insurance reports, travel fitness or cancellation, passport countersignatures, and private certificates. Signing even the simplest form may require the Doctor to go through your entire medical record. Therefore, as a general rule, please allow two working weeks for us to complete your paperwork. The list of current charges is on the “Practice Information” notice board to the right of reception, and on the website.

Please note that the Practice is VAT registered and some of the fees attract VAT.

## **Campingland Patient Group**

The Campingland Patient Group was formed in 2002 by a group of patients:

- to provide active support to the Practice
- to help link patients and staff into a closer partnership
- to provide objective feedback on patient services
- to help develop the best possible health care for patients.

All patients are members. There is no joining fee or subscription. The Group meets at least 4 times a year when speakers are invited to address patients on a variety of topics of interest. Everyone is welcome. Please see the notice boards for details of meetings and events.

If you need any more information please speak to reception or the Practice Manager who will put you in touch with the Group's committee members.

## **Violent or Abusive Behaviour**

The NHS definition of violence is: "Any incident where a GP or a member of the practice staff is abused, threatened or assaulted in circumstances related to their work, involving an explicit, or implicit, challenge to their safety, well-being or health." Telephone calls may be recorded.

The Practice operates a "Zero Tolerance" policy in the workplace, and such behaviour will not be tolerated. We work in close liaison with the Norfolk Primary Care Trust, the police and other agencies. Any of our patients using or implying violence *or verbal abuse* towards any doctor or member of staff will be removed from the practice list.

## Useful Addresses and Telephone Numbers

West Norfolk Clinical Commissioning Group  
King's Court  
Chapel Street  
King's Lynn  
PE30 1EX

01553 666900

EEAST (Out-of-Hours Service)

111

NHS Direct On-Line

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS Choice

[www.nhs.uk/Pages/homepage](http://www.nhs.uk/Pages/homepage)

Patient's Advice & Liaison Service (PALS)

0800 587 4132

### *Hospitals*

Addenbrooke's Hospital

01223 245151

Norfolk & Norwich University Hospital

01603 286286

Queen Elizabeth Hospital

01553 613613

Swaffham Community Hospital

01760 721363

### *Pharmacies*

Boots Pharmacy (Swaffham)

01760 721208

Co-operative Pharmacy (Swaffham)

01760 721216

### *Other Numbers*

Community Alcohol & Drugs Service (CADS)

01553 666170

01760 722554

District Nurses (Weekdays)

01760 724115

(Weekends)

01760 723128

Health Visitor

01760 725305

Midwife

01760 725249

or 01553 613613

Red Cross Equipment (Open 10.00am to 3.00pm) \*

01760 336525

Social Services

01553 669300

Swaffham & Litcham Home Hospice

01760 722937

WellFamily Service

01760 720302

\* Not Weds



# THE PRACTICE AREA

