



Patient Booklet

Our Philosophy

“Vida Healthcare aims to provide top quality health care to our patients in a cheerful, relaxed, low stress environment by an efficient, amenable and accessible practice team who are well motivated, with a commitment to personal

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Your Rights and Responsibilities

Your rights and responsibilities are outlined in the practice charter, which is available on the practice notice boards. In particular we will always treat you with respect and offer you the highest possible clinical care we can. We expect you to treat our team with courtesy and respect. We expect you to keep appointments or cancel them.

We follow the NHS Zero Tolerance Policy on violence and aggression towards our team. You will receive a warning or be removed from our list if this occurs .

Out of Hours Contacts

When the surgeries are closed you can access urgent medical services by telephoning NHS Direct on **111**. This is a free phone number from mobiles and landlines, but in a life threatening emergency please dial **999**.

Another useful emergency number is the Emergency Dental Service Out of Hours on **0845 600 3246**

Further Information

NHS Choices Website

Visit NHS Choices for information on;

- Various Medical Conditions
- Healthy Living Information and Advice
- Care and Support Information and Resources
- Services near you, including dental and pharmacies

Go to www.nhs.uk to access the above information

Surgery Information



Carole Brown Health Centre

St Nicholas Court, Church Lane, Dersingham, PE31 6GZ
Weekdays: 8.15—18.30

Tel: 01485 500 139
Fax: 01485 545 378
Extended hours service is offered at this location.



The Hollies Surgery

Paradise Road, Downham Market, Norfolk, PE38 9JE
Weekdays: 8.30—18.00

Tel: 01366 310 301
Fax: 01366 384 855
Extended hours service is offered at this location.



Gayton Road Health Centre

Gayton Road, King's Lynn, Norfolk, PE30 4DY
Weekdays: 8.15—18.30

Tele 01553 600 075
Fax: 01553 600 985
Extended hours service is offered at this location.



Hunstanton Medical Practice

Valentine Road, Hunstanton, Norfolk, PE36 5DN
Weekdays: 8.00—18.30

Tel: 01485 532 859
Fax: 01485 534 608
(The surgery is closed 13.00—14.00 on Tuesdays and Thursdays)

Extended hours service is offered at this location.



St. Augustine's Surgery

Columbia Way, King's Lynn, PE30 2LB
Weekdays: 8.00—17.30

Tel: 01553 769 614
Fax: 01553 769 694
(The surgery is closed 13.00—14.00 everyday)

Extended hours service is offered at this location.



Fairstead Surgery

Fairstead Estate, King's Lynn, Norfolk, PE30 4SR
Weekdays: 8.00—17.30

Tel: 01553 772 063
Fax: 01553 771 463
Extended hours service is offered at this location.

Visit www.vidahealthcare.nhs.uk for more information.

The Practice Team

The team consists of doctors, nurses, specialist nurses, health care assistants, as well as administrative and management staff working across our sites. Our patient solutions team are available to assist with; appointment booking, telephone queries, registrations as well as providing a warm greeting at the desk.

Full details of all of our services and staff is available on the website.

Appointments

Appointments with doctors are available on the day if necessary, or pre-booked in advance. A GP will contact you by telephone if advice is sought but an appointment may not be required, please leave a message via reception. You may be offered a triage appointment with the Doctor or a Nurse. For extended hours appointment details, please speak to the patients solution team. If it is not possible to keep an appointment please contact the surgery to cancel it so that it may be offered to another patient.

The practice nurses run clinics and have general nursing appointments available for booking.

Comments and Complaints

Our staff are always happy to receive comments about the service that we offer. If you wish to speak to someone, or make a complaint please contact the Practice Coordinator and ask for a complaints information pack. Any complaints will be dealt with complete confidence. The surgery also has the right to remove patients from the list for violent or abusive behaviour, or failure to accept their own responsibility.

Requests For Home Visits

These are genuine household emergencies only. Please ring the receptionist before 11:00am if possible. Our receptionists will ask for brief details of the medical problem, a contact number and the address to visit. The visiting doctor may telephone you prior to the visit to assess the situation. Visits take place after morning surgery, usually after 11:30am.

Non-English Speakers

For Patients who are non-English speakers we are able to access the service of interpreters. This service can be provided by telephone, or by the attendance of an interpreter for appointments if arranged in advance. Fact sheets are available on our website in a variety of languages and explains; the National Health Service (NHS), the role of GP's, how to register at the surgery, the function of the gatekeepers o the NHS and how to access the emergency services.

Test Results

Test results may only be given to the person who has had the test, unless specific consent is given. The results line is open between 11am to 5pm. Please allow 72 hours for results to be received.

Personal Information

Information about you is held both on computer and paper, and is maintained with the utmost confidentiality. Access to your medical record is restricted to the surgery team, which may included attached staff and other clinical professionals providing care for you.

Any identifiable information about you will NOT be shared with anyone without your written consent. The exception may be where over-riding law demands it, these circumstances are rare. The surgery has Data Protection registration. Please refer to our patient information leaflet on patient data and confidentiality for more information.

Study and Research

Research and clinical trials are an everyday and important part of the NHS. The surgery takes part in research and patients may be invited to take an active part. Please Note: Participation **IS** voluntary. If you would like to take part in a research study at the surgery then please go to our website for further information or ask at the practice.

Access to Medical Records

Access to health records under the 'Data Protection Act 1998' entitles you to view and have copies of your record. Please apply in writing if you wish to view the information that we hold of you. Please see our patient leaflet on Access to Medical Records.

Patient Participation Group

The group regularly meets with the practice, which allows the discussion of patient's views and opinions relating to the practice and its services. Please contact reception at the practice or check out the notice board in the reception waiting area.

Virtual Patient Group

Members of the VPRG will be sent via email, any newsletters and surveys the surgery sends out to read or take part in allowing you to have a say on how the surgery is run.

GP2GP

GP2GP enables patients' electronic health records to be transferred directly and securely between GP practices when patients register with a new GP. It improves patient care as GPs will usually have full and detailed medical records available to them for a new patient's first consultation. Vida Healthcare uses GP2GP record transfer.

Further information on GP2GP can be found on the following weblink: <http://systems.hscic.gov.uk/gp2gp>

Online Services

The Vida Healthcare website (www.vidahealthcare.nhs.uk) offers you the chance to access a variety of online services which can assist the surgery and make your life easier. These services can be seen below;

- ⇒ Order your Repeat Prescription
- ⇒ Cancel your Appointment
- ⇒ Book an Appointment with a Doctor
- ⇒ Access to your Summary Care Record
- ⇒ Complete questionnaires

By specific request, on completion of a form, access to some of your medical information is now possible via online services.

Please refer to our online services patient leaflet.

Repeat Prescriptions and Dispensing

We will issue repeat prescriptions within 48 hours of receiving the requests unless the doctor responsible advises that you need to be seen first. For patients who pay prescription charges we will give advice of the medication which can be obtained more cost effectively from a pharmacy, or with a private prescription.

You should take medication prescribed for you particularly when a course of treatment is advised.

You must ask for repeat prescriptions at least 48 hours before your medication runs out and allow 72 hours from first putting in your repeat slip to collecting your medication from your designated Pharmacy.

Your repeat prescription has a request slip attached to it. Please use it for your next request as this reduces the chance of errors. Put a tick beside the medication and add anything else you require by hand.

There are three ways to make a request:

1. Bring your request to the surgery and place it in the letterbox outside, or in the red box in the waiting room.
2. Send your request by repeat prescription with a stamped addressed envelope and we will return it to you.
3. Or through our web site: <http://www.vidahealthcare.nhs.uk>

If you wish your prescription to go to a chemist of your choice, please fill in the appropriate form, which you will find at the reception desk (at Gayton Road Surgery) or dispensary desk (at the Carole Brown Health Centre) and this will be arranged.

We require two full working days for prescription requests to be processed if collected from the reception desk (at Gayton Road Health Centre) or from the dispensary desk (at the Carole Brown Health Centre).

If you collect from a chemist, please allow 3 full working days.

As the surgery is no longer open on Saturdays except for pre booked appointments please make sure you have adequate supplies of medication to cover the weekend.

Dispensing

We can dispense your prescriptions if you live a mile from a retail Pharmacy as the crow flies. Please see the posters at your prescription desk.

Please contact the dispensary at Carole Brown or the Gayton Road prescribing desk to sign up or call the Dispensary on 0844 499 6830. We offer a 28 day managed repeat and full delivery service.

The Dispensary opening times are:

8.30 - 13.00 and 14.00 – 18.00 Monday to Friday.

In case of emergency medication please contact the out of hour's service. Open local Pharmacy times are available in the front window. Bank Holiday and Public Holiday opening will also be displayed.



*Vida Healthcare Partners provide NHS medical care from Carole Brown Health Centre (Dersingham), Fairstead Surgery (King's Lynn), Gayton Road Health Centre (King's Lynn), Hunstanton Medical Practice (Hunstanton), St Augustine's Surgery (King's Lynn) and The Hollies Surgery (Downham Market).
The Practice is Research Active*