

# The Woottons Surgery

Spring Cottage, Priory Lane, North Wootton, King's Lynn, Norfolk, PE30 3PT

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

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## *How to Contact Us*

Telephone	(01553) 631469
Fax	(01553) 631011
Out of hours doctor access (Anglia Medical Care)	(01603) 488488
Health Visitor	(01553) 763451

## *Surgery Opening Times*

Reception is open during these hours for both telephone and direct access should you need to visit the surgery. We also have an automated booking system that allows you to telephone the surgery to book, amend or cancel an appointment 24 hours a day.

Monday 08:00 to 13:00  
14:00 to 18:00

Early evening GP appointments are available on Mondays from 18:30 to 20:00.  
This service is for routine (non emergency) appointments only and  
**MUST be booked at least 2 days in advance**

Tuesday to Friday 08:00 to 18:00

Doctor Call Back Service  
Weekdays 08.30 to 09.30

Doctors Surgeries  
Weekdays 10:00 to 11:30 and 15:00 to 17:30

## *Surgery Accessibility*

The surgery is accessible to patients using a wheelchair via the power-assisted doors at the front entrance.

For patients with hearing problems we operate a hearing aid loop system available from reception.

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.

## *Out of hours*

For urgent access to a doctor out of surgery opening hours please use the out of hours service that is provided by Anglian Medical Care (Tel: 01603 488488)

## *How to Register With Us*

If you live in our practice area and would like to register with us, please complete a registration form, and a new patient questionnaire. These are available from reception.

### ***Repeat Prescriptions***

To prevent errors we ***do not*** accept telephone requests for repeat prescriptions.

To request a repeat prescription tick the box on the right hand side of your prescription and return to reception. Forms are available on reception if the right hand side of your prescription request is not available.

Request can be faxed 01553 631011.

Please allow **48 hours (2 working days)** before collection of all requests.

Arrangements can be made for your nominated chemist to collect your prescription or enclose a stamped addressed envelope to have a prescription posted to you.

### ***Home visit requests***

If you are unable to come to the surgery because you are too ill, please request a home visit ***before 11:00 if possible*** to allow the doctors to plan visits.

If transport is a problem, please speak to reception

### ***NHS Direct***

NHS Direct offers free expert health information and advice 24-hours a day on 0845 4647 or at their website, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which also offers an enquiry service.

NHS Direct operates a textphone service for deaf people and those hard of hearing, 0845 606 4647.

A confidential translation service is available from NHS Direct if English is not your preferred language.

### ***Additional Services Available***

The Practice also provides the following services based at the surgery:

Mental Health Worker	Autogenic Therapist	Dietitian
Community Physiotherapist	Midwife	Podiatrist

### ***Norfolk Primary Care Trust & PALS***

Details of primary medical services in the area can be obtained from Norfolk Primary Care Trust at:

Services To Primary Care, Elliot House, 130 Ber Street Norwich, NR21 3TZ  
Tel: 01603 697300

PALS will:

Help answer any questions or concerns about your healthcare

Offer advice and support when things go wrong

Listen to your suggestions for improving local services

Provide balanced and impartial information and advice

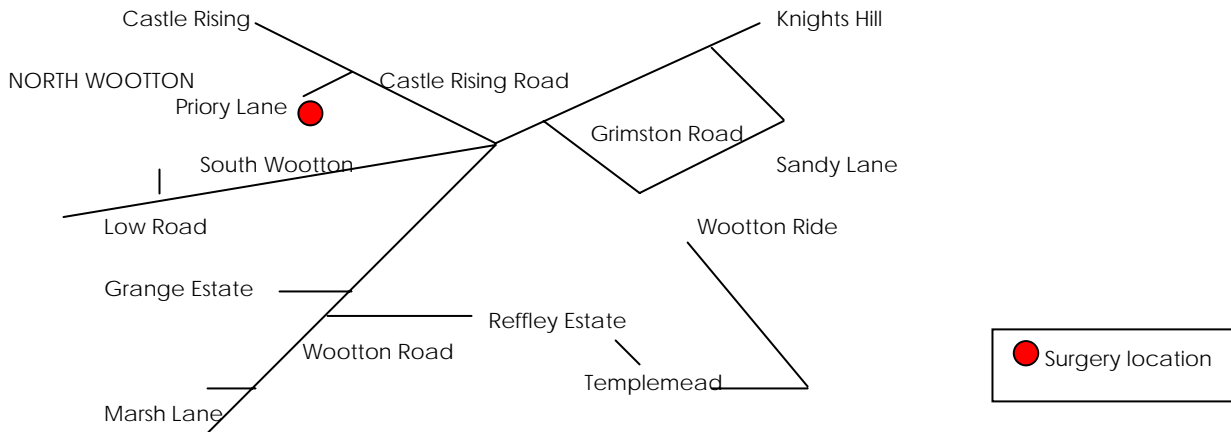
Tel: 0800 587 4132 (this is a freephone number)

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

### ***Patient Group***

All patients are welcome to attend the patient group which meets at the surgery four times a year. It is an opportunity for patients to discuss the provision of healthcare and suggest any improvements we can make and to discuss any current developments within the surgery. The current chair of our patient group is Mr Alan Ashcroft who can be contacted on 01553 674977. We also post patient group news on our website at [www.woottonsurgery.co.uk](http://www.woottonsurgery.co.uk)

### ***Practice Area and Location***



#### *Satellite Navigation Information:*

Postcode: PE30 3PT

Coordinates: N 52° 47.380' E 00° 26.205'

### ***Patient Confidentiality***

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care

### ***Complaints/Comments***

We have an NHS approved, in-house complaints procedure. If you have any concerns about any aspect of our service please put your complaints and comments in writing. In the first instance complaints are dealt with by the Practice Manager.

### ***How You Can Help Us***

Please:

**Be on time for your appointments.**

**Tell us if you need to cancel so we can offer the slot to other patients.**

**Call for a home visit before 11:00am.**

## ***Freedom of Information***

The Freedom of Information Act was passed in November 2000 and came into force in January 2005.

The Act gives a general right of access to information held on record by public authorities. Health Authorities and NHS Trusts, including GP surgeries are included in this group but due to the Data Protection Act of 1998 personal and patient information is exempt.

From October 2003 all NHS bodies have to have a publication scheme in place. This is a guide to the information, which is available to the public. Details of any charges are also included.

### **Publication Scheme**

The Surgery has a publication scheme, which is available on the internet via:  
**[www.foi.nhs.uk](http://www.foi.nhs.uk)**

### **Requests**

Request for information must be made in writing (this includes fax and e-mail) giving the requestors name and address and a description of the information requested. Requestors do not have to be resident in the UK.

Requests should be responded to within 20 working days. If a fee to cover preparation and postage is due this must be paid before the information is sent.

The type of information that can be requested must be the type that authorities believe will not cause significant harm, for example, to national security or the ability to enforce the law. In such cases, the information will be withheld under an appropriate exemption of the code of practice.

## ***Data Protection***

We need to hold personal information about you on our computer system and in paper records to help us look after your health needs. This information is held securely. Your doctor is responsible for their accuracy and safekeeping. Please help us to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff have access to your medical records to enable them to do their jobs. From time to time it may be necessary to share some information with others involved in your care. Anyone who has access to your record is trained in confidentiality and is governed by both legal and contractual duties to keep details private.

You may be required to give written consent before information is released such as for medical reports, insurance or solicitors. In some circumstances we may be required by law to release information to statutory or other official bodies for example in the case of a court order.

You have a right to see your records if you wish. Please ask at reception if you would like further details. An appointment will be required and a fee is payable.