

Trinity & Bowthorpe Medical Practice

'We endeavour to provide the highest quality patient care in the most efficient and sustainable way'



You can contact us via...

...the Practice **Website** www.TrinityandBowthorpe.co.uk

...the **Telephone** line 01603 748 043

...the **Front Desk**, at 1 Trinity Street, Norwich, NR2 2BQ

Please note our website, phone line and front desk are open and staffed from 8.30am to 6.00pm Monday to Friday

If you would like this leaflet or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know.

TRINITY & BOWTHORPE MEDICAL PRACTICE

www.trinityandbowthorpe.com

Introduction

Over the years the practice has expanded and continues to do so. We operate from two sites. The Surgery at 1 Trinity Street has been a doctors' surgery for almost a century whilst the Health Centre was built in the early 1980s to look after the new housing estate of Bowthorpe.

The practice is involved in the training of general practitioners and is a research active practice meaning from time to time we may contact our patients to see if they would be willing to take part in research activities. The practice is part of the Primary Care Research Network in the East of England.

The practice is a member of the NHS Norfolk & Waveney Clinical Commissioning Group. For more information about the CCG visit the website www.norfolkandwaveneyccg.nhs.uk

The practice is registered with the Care Quality Commission to provide primary medical services. For more information about the CQC visit the website www.cqc.org.uk

Practice Mission Statement

'The practice is committed providing the highest quality patient care in the most efficient and sustainable way'

- We adhere to the principles of the NHS Constitution (<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>).
- The practice actively promotes and supports the ethos and the requirements of the Equality Act 2010.

Practice Area

Trinity Street Surgery covers a wedge between Newmarket Road and Dereham Road. If you move out of the practice area you will normally have to re-register at a practice nearer to your new home. You can find out where local GP Surgeries by visiting www.nhs.uk

Disabled Access / Facilities

Trinity Street Surgery has disabled access, but limited toilet facilities that may require support. To assist hearing impaired patients, we have an induction loop system on reception.

Surgery Opening Times

Monday	08.30 – 18.00 hrs
Tuesday	08.30 – 18.00 hrs
Wednesday	08.30 – 18.00 hrs
Thursday	08.30 – 18.00 hrs
Friday	08.30 – 18.00 hrs

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Practice Partners & Staff

The GP Partners

Dr Nick Morton	MBBS FRCGP DFFP MFSEM (2837327)
Dr Abraham George	MBBS DGO DFFP MRCGP (4174093)
Dr Helene Simper	MSE MRCGP (4231734)
Dr Zoe Barber	MB ChB MRCGP (4120551)
Dr Edward Turnham	

Doctors

Dr Anika Reynolds	BM BS (7049221)
Dr James Sudbury	MBBS (7453570)
Dr Labake Abodunrin	
Dr Roshini Roberts	
Dr S Lang	

All patients including children at Trinity & Bowthorpe Medical Practice have a named, accountable GP who is responsible for your overall care at the practice. Our practice list has been divided between the available doctors.

Patients will still be free to choose to see any GP or nurse in the practice in line with the current arrangements. If you wish to know who your named GP is, please contact the practice.

Management Team

Practice Manager	Fiona Wilson
Assistant Practice Manager	Anita Glanfield
Surgery Manager	Karen Bell
Reception Manager	Imogen White

The management team is responsible for the day to day administration of the practice, and if you have any non-medical problems, useful suggestions or concerns.

Practice Nurses & Healthcare Assistants

Practice Nurses	Dianne Stolworthy Donna Leeder Belinda Bye
Health Care Assistant	Francesca Hawkshaw Karen Stone
Phlebotomist	Susan Parker

GP Trainees & Medical Students

Trinity & Bowthorpe Medical Practice is a well-established training practice. There are a number of medical students attached to us each year. These students from University of East Anglia Medical School and University of Cambridge are studying to become doctors.

The identity of students present during the consultation is clearly explained to the patient beforehand, and the patient is given sufficient, un-pressurised opportunity to decline. All students and observers are aware of their duty

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of confidentiality. Video-recording of consultations for training purposes likewise requires the patient's informed consent, and full explanation about video-recording is given in writing to the patient before any consent is obtained.

The practice recognises the importance of confidentiality in all areas of work. Every effort is made to provide a secure, private environment where patients are reassured that their individual privacy is respected by all members of the primary health care team.

Trinity & Bowthorpe Medical Practice also has a number of GP trainees (or registrars) attached to us. Unlike Medical Students, GP trainees are fully qualified doctors. They will run their own surgeries under supervision.

Both are regularly supervised. We hope you will be willing to engage with them to help develop the next generation of doctors.

Research

Our practice is research active. All NHS organisations are expected to participate and support health and care research. Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

If you are asked about taking part in research, usually someone in the care team looking after you will contact you. People in your care team may look at your health records to check whether you are suitable to take part in a research study, before asking you whether you are interested or sending you a letter on behalf of the researcher.

For more information about how your information may be used in research and your rights please visit:

<https://www.hra.nhs.uk/information-about-patients/>

Consultations

For an appointment or to speak with a GP you will need to complete a consultation form. This can be done by visiting our 'Consulting Room' on our website www.trinityandbowthorpe.co.uk. All forms will be triaged by the Practice team and an appropriate consultation will be booked based on clinical need. Based on clinical need the consultation will take place either via face to face consultation or remote consultation (email or telephone).

Alternatively, patients who do not have access to the practice website can contact the practice via the front desk or the telephone and the Reception Team can complete this form on your behalf.

If you cannot attend an appointment for any reason, please inform us via www.trinityandbowthorpe.co.uk as soon as possible. You may also inform us by ringing reception. This will allow us to offer the appointment to someone else. You can also text 'CANCEL' in reply to your appointment reminder text message.

Improved Access Service

Our patients can benefit from the Improved Access to healthcare professionals Service. We will be offering a range of appointments on weekdays between 6.30pm and 8pm and during selected times at weekends.

Emergencies outside normal working hours

If you have a life-threatening emergency always call 999. Out of hours medical care is provided by Integrated Care 24 Limited (IC24). This is an **EMERGENCIES ONLY** service – most conditions will wait until the next 'in hours' surgery.

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In the case of a **MEDICAL EMERGENCY** outside normal working hours you should ring **111** which will put you in touch with the doctor's answering service run by IC24. They will ask your name, address, telephone number, surgery/GP and a series of questions including the nature of the emergency. This will be passed to the duty GP who will return your call. The GP may be able to offer advice over the telephone or ask you to attend the Primary Care Centre, which is situated at the Norwich Community hospital, Bowthorpe Road, Norwich, a home visit may be arranged if it is deemed medically necessary.

Walk-In Centre - Norwich Practices Health Centre

Norwich Practices Health Centre is situated in the city centre at Rouen House, Rouen Road, Norwich, NR1 1RB and is available for health care advice and treatment. No appointment is necessary, and they are open from 07.00hrs – 21.00 hrs Monday to Sunday.

Home Visits

These are only for patients who are unable to attend the surgery (for example, they are housebound by their medical condition). If you need a home visit, **you must ring the surgery between 8.30am and 10.30am where possible.**

You must provide the **reason** why you want a home visit and a **contact number** as it is likely the doctor will ring you back first. Please remember it is the doctor who will determine whether a home visit is medically required. Please use the home visit service responsibly. It is for people who are housebound because of disability or for people who are very ill and cannot come to surgery. Do not ask for a home visit just because you do not have transport – use public transport or get a family member, friend or neighbour to bring you in their car. There will be someone who will be more than willing to help.

Nurse Clinics

Our Nurse team treat patients for a variety of conditions. Please pre-book an appointment with the Nurse if you need any of the following (please ring after 10:00am to book your appointment).

Dressings	Immunisations	Blood Pressure Checks
Cervical Smears	Spirometry	Hearing Tests (over 16's)
Health Checks	Asthma Checks	Ear Washouts
Travel Vaccinations	Weight Problems / Dietary Advice	Contraception Advice & Pill Re-issue
Diabetic Checks	Childhood Immunisations	

Health Care Assistant & Phlebotomists (specialists who take blood)

The health care assistant can see you for the following:

Blood Tests	Blood Pressure Checks	Simple Dressings
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ECGs	Diabetic Foot Check	Urine Dipstick Testing
Weight Checks		

Repeat Prescriptions

A repeat prescription is an item of medication that your GP allows you to re-order each month without a consultation being necessary. This item appears on your 'repeats list'.

You can order repeat medication in the following ways:

- Via the prescriptions room button on the home screen of our website, www.trinityandbowthorpe.co.uk
- Via Online Services, please pop into the surgery with photo ID to request a username and password
- Via the letterbox, you can use the green slip provided by the Pharmacy.
- **Telephone requests are not permissible.** Please do not try to order prescriptions by phone.
- Your prescription will be available within **3 working days**.

Medical Tests

If you have had a test (e.g. blood test, urine test, swabs, x-ray), please contact us via the website for results, www.trinityandbowthorpe.co.uk, usually most tests come back within 3 - 10 days. The receptionist will tell you if the test result is normal, if you need to collect a prescription or if you need to see your usual GP. They cannot explain the results to you.

Self-Certification Sick/Fit Note for less than 7 days

If you have been ill for 7 days or less, you don't need to see a Doctor. You can complete a Self-Certification form yourself.

Certificates to cover illness

If you are self employed, disabled or unemployed, you need form SC1. (Incapacity Benefit Form). These are available at the surgery or can be collected from Post Offices and DSS offices.

After the first week, you will need to contact the doctor for a further certificate. If you are requesting a continuation of your fit note please complete a form via our website, www.trinityandbowthorpe.co.uk

Medicals

For driving, work or other special purposes, medicals can be arranged. They are not covered by the NHS and require special appointments of approximately 30 minutes. The fees for these examinations are those recommended by the British Medical Association.

GP Online Services

GP Online Services allow you to access a range of services via your computer, mobile or tablet. Once you have signed up, you will be able to view or cancel appointments online, renew or order repeat prescriptions online, view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results.

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More information please visit www.nhs.uk/gponlineservices or contact the reception team via the Reception button on our website www.trinityandbowthorpe.co.uk

Change of personal details

Please let us know as soon as possible if you change your address, telephone number or name. It is important that we have up to date contact details in case we need to contact you. If you are moving outside our practice boundary we are obliged to remove you from our practice list please register with a GP closer to your new address, further information can be found at www.nhs.uk/service-search/find-a-gp

If your name has changed due to Marriage or by Deed Poll, can you please provide us a copy of the appropriate document (requirement of Department of Health).

If you are away from home (temporary resident elsewhere) or have a visitor who falls ill (temporary resident with you)

You can see another GP anywhere in the country. It helps to know your NHS number but it is not essential. If you have a list of medicines such as your repeat slip, it will help the doctor. Your visitor can be seen by us as a temporary resident. We will need the name and address of your visitor's usual doctor and their NHS number if known.

Patient's rights and responsibilities

We aim to:

- Provide a friendly, polite service.
- Treat patient information with utmost confidence.
- Make every effort to keep to appointment times but sometimes delays are unavoidable if the GP gets called out to an emergency or a serious problem arises. We will keep you informed if this happens.
- Answer patient contacts promptly, inevitably there are times of high demand when it is difficult to get through, please be patient.

We ask our patients to:

- Be punctual for appointments.
- Cancel appointments if unable to attend.
- Remember that an appointment is for one patient only.
- Request a repeat prescription at least 3 working days before it is needed.
- Request a home visit only if too ill to attend surgery or you are housebound.
- Inform us of any change of name, address or telephone number.
- Treat doctors and practice staff with courtesy.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

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Fair Processing Notice

Your Information, Your rights

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing Notice is available via our website at www.trinityandbowthorpe.co.uk

Practice Confidentiality Statement

This practice recognises the right of every patient to have information about them kept secure and private.

Any information given to any member of staff will remain confidential.

In exceptional circumstances, permission from the patient will be sought before any information is disclosed.

The practice has a confidentiality policy which is adhered to by every member of staff. Patients have a right to the standards of confidentiality maintained by those providing their care and these standards should be made known at their first point of contact.

Staff

Each member of staff has a confidentiality clause in their contract, which they have signed. All members of staff are responsible for ensuring that confidential information is effectively protected when stored, transmitted, received or disposed of. Patients must be informed whenever information is likely to be disclosed to others involved in their care, and that apart from exceptional circumstances, where health and safety of others would otherwise be at serious risk, they can withhold permission.

Providing information to patients about themselves

The Reception Team have guidelines for processing patient requests, under the Access to Medical Records Act 1990, to their own records or those of their children for whom they have responsibility. Answer phone messages will only be left when essential (unless we have the patient's permission to do so). Messages should provide the minimum detail to provide point of contact.

Release of information to others

Systems are in place to ensure that requests for reports are not processed unless and until the patient's consent has been confirmed. Patients can indicate if they wish to see the report before it is forwarded and do have the right of access to it afterwards. The security of all information is recognised, and when information is requested from patients by administrative staff the reason for the request is explained. We can only release results and other

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confidential information to the patient alone and not to family or relatives unless we have the patient's explicit consent on record or in writing.

Medical information can be divulged to parents or guardians of children **under 16 years**, but this must not override the young person's right to privacy. The patient's best interests come first.

How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet 'How information about you helps us to provide better care'. More information can be found here www.nhs.uk/caredata

Sharing your medical information

For a number of years, work has been ongoing to improve the way that medical records are made available to treating clinicians. Our main computer system is called SystemOne which has the advantage of enabling information to be shared between certain health professionals.

Enhanced Data Sharing Model (EDSM) enables us, with your consent, to share your medical records with those in the NHS who are involved in your care. NHS staff can only access shared information if they are involved in your care and being an electronic service an audit log is maintained showing when and who has accessed medical records.

EDSM should not be confused with care.data. EDSM only allows those treating the patient to access medical records. It does not enable patient records to be used for research or other purposes.

We already share records of children for child protection reasons and patients who are under the care of the District Nursing Team.

Summary Care Record (SCR)

Trinity & Bowthorpe Medical Practice is already live with Summary Care Records.

There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Having this information stored in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. If you do not want your records to be made available in this way, please complete the Opt Out form below so we can update your records.

For further information visit the NHS Care Records website www.nhscarerecords.nhs.uk/faqs

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GP2GP Record Transfers:

Trinity & Bowthorpe Medical Practice confirms that the GP2GP transfer of medical records is active and we send and receive patient records via this system, wherever possible.

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

Patient Participation Group

We are fortunate to have a group of volunteers who have helped us form a Patient Participation Group for the practice. The group meets a minimum of twice yearly with practice staff to support the work of the practice in various ways, for example 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. If you would like to know more about this, please contact the surgery.

Suggestions, Comments and Complaints

If you feel that you would like to make a comment or complaint about the service we offer, please get in contact with us. Firstly, if something is not going right whilst you are with us, tell us straight away. We want to put it right if we can.

We welcome constructive criticism. We want to hear about it if something goes wrong and if something goes well. The practice operates a practice complaints procedure as part of the NHS system for dealing with complaints.

Please ask reception for a complaints pack or write to our Practice Manager at Bowthorpe Health Centre, Wendene, Norwich, NR5 9HA.

Interpretation & Translation Services

Communication is one of the most important things between a doctor and the patient. Otherwise, the wrong information can result in the wrong diagnosis and even treatment. Therefore, if you or a patient you are presenting needs an interpreter, this can be provided as long as you give us some notice.

Interpreting and translation services can be arranged via DA Languages Ltd for most languages. Ring reception and say you need an interpreter and a double appointment.

Carers

If you are a carer or have a carer that looks after you, please make this information known to the surgery. You will be asked to complete a carer's form. Because of confidentiality issues we need the permission of both the carer and the person being cared for, to include their personal details in the medical record. You will be sent a 'Carers pack' which can put you in touch with sources of voluntary and statutory support.

Chaperones at Examinations

A chaperone is a person who accompanies and looks after the patient whilst at the same time, supervises the doctor. They are important in situations where an intimate examination is required – for example, when the doctor must examine the genitals, bottom or breast. The chaperone will make sure that you are comfortable and that you are

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okay during the examination. They will also make sure that the procedure is being performed as intended. They protect both you and the doctor.

If you would like a chaperone present at any examination, then please make this known at the time; the doctor or nurse will understand your request. The chaperone will either be one of our practice nurses or one of our reception staff who have all undertaken chaperone training.

Useful Contact Numbers

NHS 111 'Out of Hours' service	111
NHS Norfolk	01603 257000
Walk-In Centre, Norwich Practices Health Centre	01603 677500
NHS Dental Access Centre	01603 272350
Emergency Dental Service	08456 003246
Health Authority	01603 697300
Citizens Advice Bureau	03444 111444
City Hall	03449 803333
Registry of Births & Deaths	03448 008020

Hospitals

Norfolk & Norwich University	01603 286286
Cromer Minor Injuries Unit	01603 646200
Norwich Community Hospital	01603 776776
Hellesdon Hospital (Mental Health Facility)	01603 421421

Specific Health Services

Alcohol and Drugs Behaviour Change Service	01603 514096
Children & Young Person's Health Services	0300 3000123
Contraception & Sexual Health Services (iCaSH)	0300 3003030
Counselling (Off the Record)	01603 626650
Counselling (Samaritans)	116 123 (free from any phone)
Elderly (Age Concern)	01603 496333
Rape Crisis Helpline	0808 802 9999
Relationship Problems (RELATE)	01603 652333
Social Services – General Enquiries	0344 9803333
Travel Clinic (Globe Travel Health Centre)	01603 667323

Local Pharmacies

Boots (Bowthorpe Main Centre)	01603 748465
Costessey Pharmacy	01603 746400
Sainsbury (Long water retail park)	01603 741655
Lloyds (West End Street)	01603 620121
Hurns (143 Unthank Road)	01603 623769
Vauxhall Street Pharmacy	01603 626178

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