



**BECCLES MEDICAL CENTRE**

*We are Research Active*

St Mary's Road  
Beccles  
Suffolk  
NR34 9NX

tel: (01502) 712662 fax: (01502) 712906 [www.becclesmedical.co.uk](http://www.becclesmedical.co.uk)

# WELCOME TO BECCLES MEDICAL CENTRE

Beccles Medical Centre serves more than 20,000 patients from the town of Beccles and the surrounding villages. The practice is housed in three adjacent buildings in the grounds of the local community hospital. This is a friendly, stable partnership. We have been involved in teaching medical students from the University of East Anglia since October 2005 and have also obtained Training Practice Status.

## The Partners

<b>Dr Glenn W Collins</b>	(Male)	MB BS DCH DRCOG London 1982
<b>Dr Tim J Morton</b>	(Male)	MB BS DCH DRCOG DFFP MRCGP London 1983
<b>Dr Julia McLean</b>	(Female)	MB ChB DRCOG MRCGP (dist) Birmingham 1995
<b>Dr Nancy Loader</b>	(Female)	MB ChBBirmingham 1991 DRCOG MRCGP FRNZCGP

The Partners practise together as a non-limited partnership.

## Salaried GPs

<b>Dr Rowena E Barrie</b>	(Female)	MB BS London 1983
<b>Dr James Connors</b>	(Male)	MB ChB MRCGP Sheffield 2009
<b>Dr Kathryn Slapp</b>	(Female)	MB BS MRCGP Norwich 2011

## Practice Staff

<b>Business &amp; Strategic Manager:</b>	Mrs Leverne Rose
<b>Practice Manager:</b>	Mrs Caroline Bentley
<b>Practice Administrator:</b>	Mrs Alison Arnold
<b>Reception Manager:</b>	Mrs Elaine Wicks

We have over 30 full and part-time reception and clerical staff. Please ask should you need any help and our staff will be happy to assist.

## Nursing Staff

### Nurse Practitioners

<b>Mrs Julia Johnson</b>	RN (Adult) NP BSc (Hons) Independent Prescriber
<b>Mrs Julia Deo</b>	RN (Adult) NP BSc (Hons) Independent Prescriber
<b>Mrs Clare Purdy-Moore</b>	RN (Adult) NP BSc (Hons) Independent Prescriber

Our Nurse Practitioners deal with minor illness, chronic disease and in certain cases home-visiting for housebound patients.

### Practice Nurses

<b>Mrs Kathy Archer</b>	RGN
<b>Ms Monica Kettlewell</b>	RGN
<b>Mrs Grace Hardy</b>	RGN
<b>Mrs Vasi Munteanu</b>	RGN
<b>Mrs Angie Lucas</b>	RGN Independent Prescriber
<b>Mrs Gail Quinn</b>	RGN

All of our Practice Nurses are trained to undertake a variety of nursing services such as baby immunisations, cervical smears, ear syringing, family planning advice, injections and travel advice. They also deal with long term conditions such as asthma, diabetes and coronary heart disease.

### Health Care Assistants

**Mrs Debbie Tipple**  
**Mrs Julie Goldsmith**  
**Mrs Anne Holt**

The Health Care Assistants are trained to undertake blood pressure checks, new patient and NHS health checks, weight checks, dressings and ECGs. Your Doctor or Nurse will refer you to the Health Care Assistant as appropriate.

### CSIP Practitioners

<b>Stuart Supple</b>	State Registered Paramedic
<b>Mrs Kelly Greig</b>	Dip HE RGN

### Community Staff

We work very closely with the community health team including District Nurses, Health Visitors, Midwives, Physiotherapists, Occupational Therapists, Podiatrist and Health Trainers. You will be referred to the community team when appropriate. The community staff can be contacted on 01502 719801.

## Practice Charter

Beccles Medical Centre aims to create a friendly positive team, which delivers high quality appropriate health care to its patients and encourages a positive self-reliant attitude to health.

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin, religious or cultural beliefs. Every effort will be made to ensure that patients receive information which directly affects their health and the care being offered.



To help you decide whether you wish to take that important step and make St George's Care Home your home, we will offer you an initial four weeks' trial period at the appropriate cost.

- Committed to making a difference in people's lives
- Skilled care staff available 24 hours a day
- Offering residential and dementia care

The Management team at St George's is always ready to give advice, guidance and counselling to anyone who would like to assess the suitability of long or short-term



residential, respite or holiday care for a relative or dependant, including advice on financial and funding (private and government).

Or for further information, please visit our website at [www.stgeorgescarehome.org](http://www.stgeorgescarehome.org)  
St George's Care Home, Beccles, Suffolk  
Tel: 01502 716700

## Caring Is The Heart Of St George's

ST GEORGE'S Care Home, opened in January 1982, is a 28-bed residential home located in Beccles which also offers dementia care and, when available, respite care.

"We were originally just a residential home, but we will offer respite care if we have a bed available," explained Julie Whiting, who has been the manager since 2001. "We have also been registered since 2006 to take people suffering from dementia."

All the residents are treated with dignity and respect, with the aim of keeping them as independent as possible. "We personalise all the care we give our residents, and we make sure each has a care plan tailored to their individual needs," said Julie.

All the care is carried out by the friendly, qualified staff. "Our staff are very experienced. I've been here since 1988, for example," Julie said. All staff undergo regularly updated training.

Meals are cooked on the premises by the resident chef. Visitors are encouraged and welcome at any time.

"It's very much a friendly, homely place to live," said Julie.

Call St. George's Care Home on (01502) 716700.

Advertising Feature

## Surgery Times

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.00am to 6.30pm	Closed	Closed				

**Telephone lines:** The phone lines close at 6.30pm when the Out of Hours Service, Integrated Care 24, take over responsibility for our patients. If you need urgent medical care outside routine surgery opening hours [after 6.30pm, before 8.00am and at weekends] just dial '111'.

**Surgery Closure:** Three or four times per year the surgery will be closed from 12 noon to 4.30pm for staff training. We will display posters in advance of this and the out-of-hours service will provide emergency cover.

## Extended Opening Hours

**Extended Opening Hours:** Due to a severe decrease in the number of GP hours that we currently have we are no longer able to offer extended opening hours on Mondays, Tuesdays and Wednesdays and are only able to be open for our 'core contracted hours' as detailed above. Our GP Partners feel that it is of utmost importance to concentrate the limited GP hours that we have on providing safe clinical care within core hours.

## Usual working days for Beccles Medical Centre GPs

You may find it saves time to speak to your usual doctor and as we offer same day access knowing the days they work will be helpful to you. Please find in the table below the days and times that the doctors work here at Beccles Medical Centre. If you need medical advice from your 'usual' named doctor please ring us on one of their usual working days

	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Collins			✓	✓	✓	✓	✓	✓	✓	✓
Dr Morton	✓	✓	✓		✓	✓	✓	✓		
Dr McLean	✓	✓	✓	✓						
Dr Loader	✓	✓	✓	✓					✓	✓
Dr Connors	✓	✓			✓	✓	✓	✓		
Dr Hill	✓		✓		✓	✓	✓	✓	✓	✓
Dr Slapp	✓	✓			✓	✓	✓	✓	✓	✓
Dr Barrie *	✓	✓	✓		✓		✓		✓	

\*Dr Barrie does not have a patient list so patients are not able to register her.

## Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards

simply phone  
Veronica Smith  
now on  
0800 612 1516



## Disabled Access

All of our surgery premises have suitable access for disabled patients and there are reserved parking spaces marked opposite the main door to the Health Centre. Toilet facilities for disabled patients are available in both the Health Centre and Caxton Villa just inside the entrances. We have a lift at the Health Centre.

## Registering with the Practice

Any patient living within our practice area (see back cover) may ask to register at Beccles Medical Centre. Please come along to reception and ask for a New Patient Registration form (one is required per person). We require one form of photo ID for each new patient wishing to register at the practice aged 16 years or over.

All new patients who register with Beccles Medical Centre are allocated to one of our GP's. This doctor will be your named accountable GP and referred to as your 'usual' doctor. Your 'usual' doctor will take responsibility for your overall care at the practice.

When registering with our practice, it is possible that your medical record will be electronically forwarded to us from your previous practice. This process is known as GP2GP transfer.

Please let us know if you change your name, address or telephone number so that we can update our records as quickly as possible.

## Practice Area

The practice will accept patients living in Beccles and the following villages:

Aldeby, Barnby, Barsham, Brampton, Burgh St Peter, Ellingham, Ellough, Geldeston, Gillingham, Haddiscoe, Henstead, Hulver, Ilketshall St Andrew, Ilketshall St John, Ilketshall St Lawrence, Kirby Cane, Maypole Green, Mettingham, Mutford, North Cove, Norton Subcourse, Raveningham, Redisham, Ringsfield, Rushmere, Shadingfield, Shipmeadow, Sotterley, Stockton, Thurlton, Toft Monks, Waterloo, Westhall, Weston, Wheatacre, Willingham and Worlingham.

## Zero Tolerance

The practice operates a zero tolerance policy. Please treat Doctors, nursing and reception staff with courtesy and respect. If a patient is violent or abusive, we reserve the right to ask them to leave the premises and to remove their name from our practice list.

## Internet Access

We encourage patients over the age of 16 to register for internet access which will enable them to do the following:

- book a "telephone consultation"
- book a "face to face" appointment with their 'usual' GP
- request repeat prescriptions
- change contact details
- view parts of their electronic medical record [medication allergies, immunisations, coded items and test results]
- view consultations (available from April 2017)

## Registering for Online Access [EMIS Access]:

Online access must be requested in person at reception. A patient agreement (recommended by the RCGP) needs to be completed and a form of current photo identification provided. ID verification is required to prevent access being granted to the wrong person and supports the practice in adhering to information security guidelines. Patients will then be informed of the outcome of their request in due course, either in writing or by telephone. The practice will not approve online access requests if it is deemed that it may cause physical and/or mental harm to the patient. Requests cannot be made on somebodies behalf and the practice does not currently offer online access to patients under 16 years of age.

## Patient Access to Primary Care Services

Our patients telephone our Care Navigators on **01502 712662**:

Between **8.00am and 11.00am** if they need a same day appointment with a Doctor or Nurse Practitioner

Between **11.00am and 2.00pm** if they need to book a routine appointment with a Practice Nurse or Health Care Assistant

Between **2.00pm and 4.30pm** if they want to discuss their results, request 'fit notes' or if the clinician has asked them to do so at a previous visit.

Each day we have a small number of people who become unwell and need urgent advice or an appointment later in the day and each day we have an Urgent Care Clinician on duty to assist you if necessary. The Care Navigator will ask the Urgent Care Clinician to call you back in these situations. Please ensure you are by your phone or your mobile is switched on.

Our Care Navigators are there to take your calls throughout the day and advise you on :

- Self Care
- Using our Minor Injury Service
- Pharmacy services
- Physio services
- Well-Being and mental health services
- Social services and voluntary services
- Community services including district nursing, midwives and health visitors.

You can contact all these services for advice and assistance without having to talk to your doctor. The Care Navigator taking your call will point you in the right direction and provide you with phone numbers and website addresses to assist you where needed. Our Care Navigators have been trained by our doctors and continue to receive ongoing training.

We encourage patients to register for on-line access which allows you to request repeat prescriptions, book routine appointments with your usual doctor, see parts of your medical record and view your test results - please bring some form of photo ID to reception to complete your on-line registration.

When you call us on the main surgery telephone number **01502 712662**:

The receptionist will ask you for your details. If you need to speak to the Doctor urgently because it's a genuine medical emergency, please tell the receptionist immediately. The receptionist will ask you what your health problem is to help navigate you to the most appropriate person.



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FBS

Attract more business by placing your advert here. Simply call 0800 0234 196.

If you want to talk to a specific Doctor eg not your 'usual' Doctor, tell the receptionist. Wherever possible they will try to arrange this.

If your Doctor thinks you need to be seen, he/she will make an appointment for you which may be with a Nurse Practitioner or other appropriate Clinician.

If you want us to call you back between certain time, please inform us and we will try to accommodate this but cannot always guarantee it.

At times when the practice is experiencing a high volume of requests, it will be necessary to restrict requests to urgent calls only. You will be asked to call back on another day if your call is regarding a non-urgent or routine matter. Alternatively, NHS Choices is the official NHS website offering a comprehensive range of health care information.

Routine bookable appointments are available with our Nursing and Health Care Assistant Team. The receptionist will be able to guide you to the most appropriate clinician.

## Help Us To Help You

If you need advice about a health problem, call us as soon as you can on the day you need to speak to a Doctor.

Please be prepared to give the Receptionist a brief idea of what your health problem is as this will help to navigate you to the most appropriate person.

If you do have an appointment, please let us know if you no longer need or cannot keep it so that it can be offered to someone else.

Please be patient if you attend for an appointment and the clinician is running late. One day it may be you who needs extra time.

## Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding, telephone 999 and ask for an ambulance.

## Home Visits

Doctors do not carry out home visits routinely. If you are too ill to come to the surgery and need to see a Doctor, please contact the surgery on 01502 712662 before 10.00am if possible as this enables the doctor to plan their work. Please give full details to the receptionist, including details of the illness, the address at which the patient is staying, and a contact name and telephone number. This information is vitally important. A Doctor will contact you and will determine if a visit is necessary.

Please be aware that we will always contact you first before we send a nurse round for a home visit, whether this is for a long term condition review or a flu vaccination.

## Out Of Hours

For medical assistance arising outside normal surgery hours, please see details below.

**Out of Hours:** Out of Hours service cover is provided by Integrated Care 24 from 6.30pm to 8.00am Monday to Friday, at weekends and Bank Holidays. They can be contacted by dialling 111.

**NHS 111:** NHS 111 is a countrywide service designed to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

**NHS Walk-In Centre:** There is a walk-in centre at Rouen House, Rouen Road, Norwich who can be contacted for health advice, information or treatment from 8.30am to 7.30pm seven days a week.

**999:** If you are confronted by a serious problem such as severe chest pain or severe bleeding, telephone 999 and ask for an ambulance.

## Repeat Prescriptions

Repeat prescriptions will normally be available for collection from the surgery two working days after the request is received. Please note that collection of your medication from a pharmacy is not within this timeframe so please re-order your medication in good time so that you do not run out.

**Medication on repeat prescription can be requested in the following ways:**

**Online:** please see section on Internet Access on how to register. Once you have registered and been given your passcode, please log onto our website [becclesmedical.co.uk](http://becclesmedical.co.uk) and follow the instructions.

**By fax:** please write your medication request clearly and remember to include your name, address and DOB. Fax this to us on 01502 712906.

**By post:** please tick the relevant boxes on your repeat slip attached to your previous prescription. Alternatively write your medication request clearly and remember to include your name, address and DOB. Please include a stamped addressed envelope if you require your prescription to be posted to you.

**In person:** please tick the relevant boxes on your repeat slip attached to your previous prescription. Alternatively write your request on one of our request forms and put in the box at reception.

**Pharmacies:** you may leave your request at Boots in Beccles, Worlingham Pharmacy, Tesco Pharmacy or in the Health Centre Pharmacy if this is more convenient for you and your prescription will be returned to the pharmacy we received it from. **However, please check with the individual Pharmacy their timescale for your medication to be ready for collection.**

## Electronic Prescription Service [EPS]

Beccles Medical Centre now operate EPS which is an NHS Service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. EPS is reliable, secure and confidential. Your repeat prescription can be sent electronically to the Pharmacy of your choice, saving the need for your GP to issue a paper prescription. To use this service you need to 'nominate' a pharmacy. Please contact the pharmacy where you would like us to send your prescriptions and ask to be signed up to the EPS service. You may be asked to complete a form to confirm your nomination, but you can change your nomination or cancel it to get a paper prescription or change to another pharmacy if you change your mind. Once you have 'nominated' a pharmacy, you can continue to order your prescription in one of the usual ways as listed above.

## Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

## NHS charges

**From 1 April 2017, the charges are:**

Prescription (per item): £8.40

If you will have to pay for four or more prescription items in three months, or more than 14 items in 12 months, you may find it cheaper to buy a PPC. A 3-month PPC costs £29.10 and a 12-month PPC costs £104.00

Telephone advice and order line 0845 850 003

General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website.

## Test Results

Please contact the practice between 2.00pm and 6.00pm Monday to Friday to obtain the results following investigations. You should wait at least a week after your test has been carried out to allow the result to be returned and for your doctor to view it. The Doctor may ask a receptionist to pass on information about your results or sometimes they may want to discuss your results with you. If you are registered for online access you are able to view your test results online.

## Specimens

If you are requested to provide a specimen this may be left at reception in the 'specimen drop hatch' any weekday before 3.00pm. Please ensure that the specimen containers are properly labelled with your full name, date of birth and the date sample is taken, as the laboratory will not carry out investigations on unlabelled or incorrectly labelled specimens. The exception is semen samples, which must be taken directly to James Paget Hospital on a Monday, Tuesday or Wednesday.

## Services

### *Antenatal Clinic*

Patients are seen by the Midwife at clinics by appointment.

### *Baby Immunisation Clinic*

Our Practice Nurses run an Immunisation Baby Clinic on Wednesday mornings, by appointment only.

The Health Visiting Team hold two clinics each week at Butterflies Beccles Children's Centre, Castle Hill, Beccles.

Tuesdays 9.30am to 11.30am 'Weight, Stay & Play'

Wednesdays 9.00am to 12 noon '5 Star Clinics' - Midwives, Health Visitor, Breastfeeding Support Working, Children's Centre Family Support Worker and Stop Smoking Service all working together for expectant and postnatal mothers.

### *Family Planning*

The practice provides a full range of family planning services. Most of our Nurses are trained in giving contraceptive advice.

### *Long Term Condition Clinics*

If you have a long term condition such as diabetes, asthma and chronic heart disease, you will receive an annual invitation to attend a review with a member of our nursing department. The letter will give details of how to book an appointment.

### *Minor Surgery*

We offer minor surgery for certain procedures. If necessary your Doctor will refer you into this service, although the procedure may be carried out by another doctor and not your usual GP.

### *NHS Health Checks*

The practice offers health checks under the national NHS scheme to help prevent the onset of specific health problems. Everyone between the ages of 40 - 74 who have not been diagnosed with heart disease, diabetes and kidney disease will be invited for a check once every five years.

### *Non-NHS Examinations*

Some of the doctors carry out medicals, e.g. insurance and driving licence, by appointment. Please telephone for an appointment and for details of charges.

### *Smoking Cessation*

Appointments for smoking cessation are offered at the Practice with a trained Health Care Professional.

### *Counselling*

There is a Counsellor from the Wellbeing Service working from the practice. Appointments are available only after referral by your Doctor.

### *Flu/Pneumococcal Vaccinations*

These vaccinations are recommended for anyone over the age of 65 and also anyone with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and carers. Please ask at reception for further details.

We run flu clinics from September to November and details will be displayed in the surgery. If you are housebound or clinically unable to attend the surgery, please let us know and a home visit can be arranged by one of our nursing staff.

### *Travel Advice*

Travel advice and/or vaccinations can be provided at Beccles Medical Centre by a member of our Practice Nursing Team if sufficient time is given before the date of travel. If you are due to travel abroad each traveller will need to complete a travel questionnaire [available on our website or at reception]. These should be completed as fully as possible and returned to the surgery. You will then be made an appointment with a Practice Nurse to discuss your travel needs and offer any necessary vaccinations. Please note that some vaccinations will incur a charge. It is important that forms are completed and returned in good time before your travel date as some vaccinations take time to become effective. If you travel is complex, or there is not sufficient time before your travel you may be advised to attend a private travel clinic.

### *Medical Students*

The practice is involved in teaching medical students from the University of East Anglia. You will be informed if a medical student is present at a clinic and if you do not wish the student to be present during your consultation please inform the reception staff prior to seeing the Doctor/Nurse or simply inform the clinician at the start of the consultation. A leaflet giving further information is available from reception.

### *Registrars*

The practice does not currently have any GP Registrars.

## Research

Beccles Medical Centre is Research Active. From time to time the practice takes part in medical research studies. You may be invited to participate if you fit the relevant criteria.

## Beccles Surgery Patient Groups

We have a Patient Participation Group which was formed in 2002 by a group of patients. The group meets six times a year and their role is to provide information to patients registered at the surgery about services offered by the Practice.

If you are interested in joining our PPG please contact our Practice Administrator, Alison Arnold who will pass on your details.

We also have a Patient Reference Group formed in 2011 to help seek the views of a wider population of our patients. This is a 'virtual' group who communicate with the Practice primarily via email. The PRG plays an active part in giving feedback about the range and quality of services that we offer. To join this group please go to [www.becclesmedical.co.uk](http://www.becclesmedical.co.uk) or pick up a leaflet from reception.

## Comments and Suggestions

We are always happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestions box.

## Friend and Family Test

The NHS Friends and Family Test is a way of gathering feedback from our patients so that we can continually review our service. It is based on one simple question: 'How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?' Patients can take part in giving feedback via our website, on the automated arrivals screen at the surgery or by completing a card at reception.

## Complaints Procedure

We always try to provide the best service possible, but there may be times when you feel this has not happened. We operate an in-house complaints procedure and a leaflet giving full details is available from reception. All complaints are dealt with by the Practice Administrator, Alison Arnold who you can contact either by telephone or letter. We hope that you will allow us to look at and if necessary correct any problems that you have identified or mistakes that have been made. If you prefer not to use our in-house complaints procedure you can direct your complaint to NHS England. Using either procedure does not affect your right to complain to the Health Service Ombudsman.

Problems or complaints about the Beccles Health campus site (such as car parking) should be directed to the Landlords of the site. Please visit their website [www.property.nhs.uk](http://www.property.nhs.uk) for contact details.

## The Health Service Ombudsman

The Health Service Ombudsman has published a booklet that describes the 'six principles for remedy' in relation to complaints handling and involves:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvements

If you remain unhappy after everything has been done to try to resolve your concern or complaint you have the right to approach the Ombudsman.

Tel: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Write: Millbank Tower, Millbank, London SW1P 4QP.

## Patient Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is held on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. All staff are required to sign a confidentiality agreement.

We ask patients to appreciate that their healthcare is provided by a multidisciplinary team and, in order for patients to benefit from the best possible healthcare, it is sometimes necessary to share patient information with other team members.

We will only divulge patient information direct to patients or, in the case of a child under 16 years of age, to a parent if this is appropriate. If any patient is happy for their medical information, eg results, to be given to another person please ask in reception for a form of authority, which should be completed and signed by the patient and returned to the surgery.

## Medical Records

All patients have a right to see their health records, subject to limitations in the law and patients will need to complete an application form for approval by their GP. Please ask at reception for details.

## Clinical Commissioning Group

The practice is contracted to provide Personal Medical Services to patients by NHS England.

We are under the umbrella of the NHS Great Yarmouth and Waveney Clinical Commissioning Group, known as HealthEast who commission [organise and buy] healthcare for our patients.

1 Common Lane North, Beccles, Suffolk NR34 9BN

Phone: 01502 719500

Website: [www.greatyarmouthandwaveneyccg.nhs.uk](http://www.greatyarmouthandwaveneyccg.nhs.uk)

## Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges that every public authority has a publication scheme. Beccles Medical Centre use the Model Publication Scheme created by the Information Commissioner's Office. This Publication Scheme consists of seven commitments and seven classes of information. Enquiries should be directed to the Practice Administrator, Mrs Alison Arnold.

## USEFUL PHONE NUMBERS

Beccles War Memorial Hospital: ..... 01502 719800  
James Paget University Hospital:..... 01493 452452  
Norfolk & Norwich University Hospital:..... 01603 286286  
Registrars Office – Lowestoft: ..... 0345 607 2070  
Police Headquarters: ..... 01473 613500  
Citizens Advice Bureau: ..... 01502 717715  
Community Staff - District Nurses, Midwives, Health Visitors etc: . 01502 719801

### Pharmacies

Beccles Health Centre Pharmacy: ..... 01502 717278  
Boots Pharmacy: ..... 01502 713110  
Worlingham Pharmacy: ..... 01502 712571  
Tesco Pharmacy: ..... 0345 677 9870

## PRACTICE AREA

