

FELTWELL SURGERY



Clinical Partners
Dr Giselle A Sagar
Dr Nana Widmaier
Practice Manager Partner
Sharon Wilson

We would like to welcome you to our practice and hope that you will find this leaflet informative.

The practice was established in 1818. Dr Sagar has been here since 1997 and was joined by Mrs Wilson in 2005. Dr Widmaier joined the practice in 2014 followed by Dr Singh in 2023 and more recently, Dr Nalubega in 2025. We are a research practice and training practice.

The modern, purpose-built surgery combines a relaxed and welcoming waiting area with all the latest facilities for patient care. Wheelchair access is available throughout the building and there is a patients' lavatory off the main entrance lobby.

Registering With the Practice

When you first join the practice, we will invite you to attend for a new patient health check with one of our clinicians.

Carers

If you are a carer, (for an elderly, infirm or otherwise disabled person) please let us know so that we can add you to our register of carers and offer you appropriate support.

Seeing Your Doctor

All surgeries are by appointment. We provide a limited number of appointments for urgent on the day booking. If you need to see a clinician on the same day, please request an appointment via our website (www.feltwellsurgery.co.uk), giving as much

detail as possible so that your request can be triaged appropriately. You may be offered an appointment the same day, referred onto a different healthcare provider, or offered the next routine appointment if necessary. These appointments are limited, so please put in your request before 10.00am. If you are unable to use the website, you can give us a call after 10.00am and we will try to accommodate you as early as possible.

The Practice opening hours are as follows:

MONDAY	8.00am – 6.30pm
TUESDAY	7.30am – 6.30pm
WEDNESDAY	8.00am – 6.30pm
THURSDAY	8.00am – 6.30pm
FRIDAY	8.00am – 6.30pm

We also offer telephone consultation appointments with the clinicians, where no examination is necessary (i.e. a query, medication review or to pass on information etc). Please contact the surgery as early as possible to request one of these appointments. If you have a preference of practitioner, please request an appointment with that person.

It is the patient's responsibility to inform the surgery if they are unable to keep an appointment. Patients who fail to attend 2 consecutive appointments (or 3 in a year) without informing us will be sent a letter informing them of our DNA policy. If you fail to attend a further appointment, you may be removed from the practice list and must find an alternative GP practice.

The practice offers a text appointment reminder service. Please ensure we have your up-to-date mobile telephone number.

This practice operates a zero-tolerance policy with respect to violence or abuse of any kind.

WEEKDAYS FROM 6.30pm until 8.00am and SATURDAYS & SUNDAYS: We are closed during these times. Patients who require emergency treatment evenings and weekends must call 111, who will direct the call appropriately.

There is no local walk-in centre; however, there is a walk-in centre in Norwich (Rouen House, Rouen Road, Norwich, NR1 1RB).

HOME VISITS: Home visits are strictly for patients who are bed-bound and unable to leave their home. Contact the surgery via the website or telephone before 10.30am, giving the full name and address of the patient. You will be asked for details of their condition, and a clinician will assess the priority of the visit. Visits usually commence after morning surgery and, depending on priority, there may be a delay before being seen. **If you feel that the patient is too ill to wait, please tell us.** We regret that we are unable to offer home visits simply because of transport difficulties.

The Practice Staff

Headed by our Practice Manager, Mrs Sharon Wilson, our staff consists of a mixture of full and part-time clinical pharmacists, paramedics, care co-ordinators, receptionists, dispensers, nurses, medical administrators, first contact physiotherapists and cleaning staff.

Our aim is to provide an excellent service to our patients. To be responsive to their needs and ensure we offer the very best in general medical care with the resources made available to us. You can expect to be always dealt with courteously and efficiently. We will strive to serve you as well as we can and to cater for all your medical needs appropriate to an NHS service. If you are in any way unhappy with our service, please feel free to talk to Mrs Wilson. She will deal with the matter quickly and with complete confidentiality. If you have any suggestions as to how our service could be improved, please feel free to contact us with your feedback via our website.

Medical Records

Only staff members on a 'need to know' basis are allowed to see patients' medical records. We take this very seriously and all staff are bound by strict confidentiality agreements. A breach of confidentiality could result in dismissal. This warning is reinforced regularly at staff meetings and audited.

We share your medical records with other services treating you. For full details, please see information on our website. If you do not have access to the internet, please request a leaflet from reception.

On-Line Services

You can order your repeat medication, view your medical record, book/cancel an appointment, view test results and see other healthcare provider information (ie hospital letters) via the NHS App.

Childhood Immunisations

The doctors advocate full immunisations for all children except where certain illnesses are in the family. You will be notified when your child is due to be immunised. Immunisations are carried out by our nursing team who will answer any queries.

Nursing Team

Our nursing team is readily available for help and advice as well as holding the following clinics:

Minor Illness Clinics – These are held every day. If you have a minor illness, such as a chest infection or ear-ache, and need to be seen the same day, please request an appointment via our website (www.feltwellsurgery.co.uk) or call the surgery after 10.00am.

Chronic Disease Management Clinics – These are held daily and are by invitation only. You will receive a SMS when you are due to be recalled.

Anti-Coagulation Clinics – These are held daily.

Cervical Screening Clinics – These are held daily. Once you have received an invitation from the national screening team, please contact us via our website (www.feltwellsurgery.co.uk) to request an appointment or call the surgery after 10.00am.

Influenza Vaccinations - we run annual influenza vaccination campaign for those patients who are at risk (over 65's and those with a specific chronic disease). You will receive a SMS invite if you are at risk.

Dispensing

We are a fully dispensing practice, and you can obtain all your medicines from the dispensary next door to the surgery after you have been seen.

REPEAT PRESCRIPTIONS: patients can order their repeat medication via the NHS App. Alternatively, you can re-order your medication by ticking the items required on your side slip and leaving the slip in the post box by the main entrance to reception. **PLEASE ORDER YOUR REPEAT MEDICATIONS AT LEAST 5 WORKING DAYS (not including Saturday & Sundays) BEFORE YOU NEED TO COLLECT THEM.**

We offer a free delivery service to patients who are unable to collect their medication due to certain health conditions. Please contact the dispensary for further details.

Wastage/Unused Medicines

Please only order what you need. Any medicines not used should be returned to us for safe disposal. **Please note: THEY CANNOT BE RE-USED!!!**

Family Planning

Our clinical team have undergone specialist training and are able to advise on all aspects of family planning and infertility. If you require emergency contraception (known as “the morning-after pill”) please request an appointment as soon as possible and certainly within 72 hours. Alternatively, you can visit a community pharmacy within this timeframe. We also offer contraceptive coil and implant fittings.

Maternity Care

The clinical team provide excellent maternity care along with the community midwives in our area. When you discover you are pregnant, please call the midwifery team on: 01945 469259.

Clinics

In addition to all the usual features of general practice, your clinician may refer you to in-house specialist nurses dealing with:

- ALLERGIES
- ASTHMA/COPD
- ANTI-COAGULATION
- CARDIOVASCULAR
- CERVICAL SMEAR/WELL WOMAN
- CHILDHOOD IMMUNISATIONS
- DIABETES
- GASTROINTESTINAL PROBLEMS
- HYPERTENSION
- INCONTINENCE
- MENOPAUSE
- MINOR SURGERY
- OBESITY
- SMOKING CESSATION

Change of Name or Address

It is vital we have an up-to-date name, address and mobile number for you as we may need to contact you regarding your results or in case of an emergency. Please inform reception of any change, so that any changes can be updated.

Results of Investigations

Please check your results via the NHS App in the first instance. Alternatively, you can contact the practice via our website (www.feltwellsurgery.co.uk) or telephone after 2.00pm.

Patient Participation Group

We have a virtual patient participation group in place – if you would like to be added to this group, please let us know so that we can add your email address to the list. We routinely send out information to the group to keep them informed of any changes or to ask for feedback.

How to Make a Complaint

The care and treatment delivered by our surgery is done so with due diligence and in accordance with current guidelines. However, we do acknowledge that sometimes things can go wrong.

We have an effective complaints process in place to ensure the surgery can investigate and resolve complaints in a timely manner, achieving the desired outcome for our patients whilst also identifying lessons learned and ultimately improving service delivery.

Most complaints can be resolved at a local level. Please speak to our Head of Patient Services, Georgia Collinson in the first instance if you have a complaint. Alternatively, you can email nwicb.feltwell.surgery@nhs.net or contact the Practice Manager via our website: www.feltwellsurgery.co.uk

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Norfolk and Waveney ICB investigates your complaint. They will contact us on your behalf:

NHS Norfolk and Waveney ICB
County Hall, Martineau Lane
Norwich
NR1 2DH
01603 595857
nwicb.complaintsservice@nhs.net

Further Action

If you are dissatisfied with the outcome of your complaint from either NHS Norfolk and Waveney ICB or Feltwell Surgery, then you can escalate your complaint to the Parliamentary Health Service Ombudsman:

Citygate
Mosley Street
MANCHESTER
M2 3HQ
www.ombudsman.org.uk