

Emergencies outside normal opening hours

If you require urgent medical assistance which cannot wait until the surgery re-opens, please call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency please dial 999.

Walk-in Centre

NHS walk-in centres offer access to a range of treatments, dealing with minor illnesses and injuries. Including cough, colds and flu-like symptoms, minor cuts and wounds, muscle and joint injuries and skin complaints. Prescriptions are given for appropriate medication for these problems. Patients do not need an appointment.

Norwich Practices Health Centre

Open 7.00am-9.00pm, 7 days a week
Tel: 01603 677500

Address: Rouen House, Rouen Road,
Norwich, NR1 1RB
www.norwichwalkincentre.co.uk

Disabled Access

Our Practices have access for disabled patients including toilet facilities. We also have a hearing loop systems for patients who are hard of hearing. Sign language interpreters can also be arranged.

Home Visits

If you are unable to attend the Surgery, please telephone between 8.30am and 11.00am. For urgent visits at other times please telephone your normal surgery number.

Privacy in Reception

Should you wish to discuss a matter with the Receptionist in confidence, we have private rooms to accommodate this.

Chaperones

All patients are entitled to a chaperone present for any consultation. If you wish to have a chaperone, please speak to your GP.

Complaints or Comments

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. If you wish to make a complaint or have a suggestion or comment about our services, please contact Reception.

Zero Tolerance

Our staff are committed to providing quality healthcare services for the benefit of all patients and service users. The Partners are determined to ensure staff are able to work without fear of violence, and will not tolerate aggressive, threatening or violent behaviour towards them. Individuals behaving violently towards staff will face appropriate sanctions.

North Norfolk Clinical Commissioning Group (NNCCG)

The practice is a member of the NNCCG. An organisation led by family doctors that is responsible for planning and paying for healthcare services and delivering integrated pathways of health and social care for our patients. Contact details: Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St Andrew, Norwich, NR7 0WG
Phone: 01603 257000
Email: nnccg.contactus@nhs.net

Patient Access

Patient Access lets you use the online services of your local practice. These include arranging appointments, repeat medication, medical records and updating your details. To register, you will need 1 form of photographic ID, just ask at Reception.

LUDHAM AND STALHAM GREEN SURGERIES

Ludham & Stalham Green Opening Times

	Ludham	Stalham Green
Monday	8.30am - 6pm	8.30am - 6pm

The surgery operates extended hours each Monday from **6.30pm - 8pm** at alternate sites each week

Tuesday	8.30am - 6pm	8.30am - 6pm
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Wednesday	8.30am - 1pm	8.30am - 6pm
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Thursday	8.30am - 6pm	8.30am - 1pm
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Friday	8.30am - 6pm	8.30am - 6pm
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The Surgery
Staithe Road
Ludham
Norfolk
NR29 5AB

Tel: 01692 678611
Fax: 01692 678295

Stalham Green Surgery
Yarmouth Road
Stalham
Norfolk
NR12 9PS

Tel: 01692 580880
Fax: 01692 581397

Repeat prescription line: 01692 678102 **Repeat prescription line:** 01692 584919

Practice email:
ludham.surgery@nhs.net

Practice website:
www.ludhamsurgery.nhs.uk

Welcome

We would like to welcome you to Ludham and Stalham Green Surgeries. We aim to provide the best possible service to all our patients. We are always interested to receive any comments or suggestions for improvements from you.

Our Practice

The Partners

Dr Colin Sale
MA, MB,BS MRCP, DFFP, DRCOG
Dr Simon Morris
MB, ChB, MRCP
Dr Elizabeth Christie,
MB ChB DCH DRCOG MRCP
Dr Nicholas McCardel
MB/BS, MRCP, DRCOG, DGM

The Clinical Team

Emma Lambon - Lead Practice Nurse
Eileen Haslam - Practice Nurse
Sue Buzzle - Practice Nurse
Karen Robinson - Practice Nurse
Elise Mitchell - Health Care Assistant
Clare Wood - Health Care Assistant
Anne Driscoll - Health Care Assistant

The Management Team

Laura Holder - Practice Manager
Lorna Horne - Clinical Data Manager
Angie Taverner - Office Manager

Teaching Practice

We are a Teaching Practice and from time to time have the benefit of a GP Registrar working in the Practice. They work under the supervision of the Partners. On occasions doctors may use a video for recording consultations. This will only be done with full patient consent.

How to Register as a Patient

If you are a new patient wishing to register you will need to collect a registration form from the receptionists (or complete one on our website). An appointment will be booked with our Health Care Assistant for some basic health checks and if you need to see a doctor/require repeat medication an appointment will be arranged.

Our practice area includes the parishes of: Ludham, Stalham, Potter Heigham, Hickling, Catfield, Sutton, Ingham, Sea Palling, Waxham and Brumstead.

Changes to Personal Details

Please let us know immediately if you change your name, address or telephone number. This information is important for us, particularly if we need to contact you in the case of an emergency.

Your Personal Health Records and Data Protection

All information held about patients is confidential. We may share your personal information with other NHS organisations where necessary for your care. The Practice is registered as a controller under the Data Protection Act 2018. Patients have the right to request access to their medical records, this information will be provided for free unless the request is excessive or manifestly unfounded. Please ask at reception. Alternatively, our privacy policy is available on our website: www.ludhamsurgery.nhs.uk/gdpr

Patient Rights and Responsibilities

To find out more about your rights and responsibilities as a patient please contact the Practice Manager.

Named GP

All patients are allocated with a named GP who will have overall responsibility for the care that our surgery provides for them. This does not prevent patients from seeing any other GP in the practice. Please note that the GP responsible for your care may be subject to change and reallocation in the future. Please contact the practice if you would like to know who your named GP is. If you have a preference about your named GP, please contact us and we will do our best to accommodate this.

Clinics / Services Provided

The practice provides the following services. Please contact reception if you wish to know more about how to access them:

- Maternity Medical Services
- Minor Surgery
- Family Planning – including Emergency Contraception
- Chronic Disease Management
- Cervical Smears
- Dressings
- Ear Care
- Immunisations
- Travel advice & immunisations
- Private Medicals

Appointments

All surgeries are by appointment, and can be made in person, by telephone or via Patient Access. Our normal surgery times are:

	Morning	Afternoon
Partners	9-12noon	3–5pm
	MONDAY ONLY	6.30-7.30pm
Practice Nurse	8.40-12.30pm	2.30–5pm
Healthcare Assistants	8.40-12.30pm	2.30-5pm