

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 Centres

NHS walk-in centres offer access to a range of treatments, dealing with minor illnesses and injuries. Patients do not need an appointment. Most centres are open 365 days a year and outside office hours.

Greyfriars Health Centre

Tel: 01493 335340

Address: Phoenix House, Howard Street South, Great Yarmouth, NR30 2PT

Norwich Practices Health Centre

Tel: 01603 677500

Address: Rouen House, Rouen Road, Norwich, NR1 1RB

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: 1, Mill Close, Aylsham, Norfolk, NR11 6LZ Phone: 01263 738100 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 MRCGP, DFFP, DRCOG
Dr Simon Morris
MB, ChB, MRCGP, DFFP
Dr Elizabeth Christie,
MB ChB DCH DRCOG MRCGP
Dr Nicholas McCardel
MB/BS, MRCGP, DRCOG, DGM

The Clinical Team

Eileen Haslam - Practice Nurse
Dawn Edlin - Practice Nurse
Emma Lambon - Practice Nurse
Elise Mitchell - Health Care Assistant
Kerrie Mitchell - Health Care Assistant
Susan Wright - Health Care Assistant

The Management Team

Laura Halls - Practice Manager
Jennifer Liu - 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 Nursing Assistant for some basic health checks and if you need to see a doctor this will also 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 appropriate for your care. We may approach you for consent to release information to third parties. Information will not normally be released to other family members without your written consent. The Practice is registered under the Data Protection Act 1984. Patients have the right to request access to their medical records, please ask at Reception.

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	6.30-7.20pm
Practice Nurse	9-12.30am	2.30–5pm
Healthcare Assistants	8.40-12.30pm	2.30-5pm