

## Repeat Prescriptions & Dispensing

Requests for repeat prescriptions will be dealt with within 3 working days (72 hours). To re-order, please use the tear-off slip on the right-hand side of your prescription. There is a box in the surgery entrance foyer for the re-order slips or you can order in person or via our web site. We do not accept orders for repeat prescriptions by telephone. We use the NHS Electronic Prescribing system.

The Pharmacy in the surgery (run by a tenant company) currently carries out dispensing on behalf of the practice and also offers a range of services including free daily deliveries. It is open to any member of the public as well as to any dispensing patients. Opening hours are:-

Monday to Saturday 7.00 am to 10.00 pm  
Sunday 8.00 am to 6.00 pm

## Emergencies Out of Hours

If you need to speak to a doctor when the surgery is closed, telephone:- **01362 852800**. Our answer phone message will give you the number of the duty Doctor. Our out of hours cover is by IC24.

- Weekday cover from 6.30 pm to 8.00 am
- Friday 6.30 pm. to 8.00 am Monday
- All Bank, Statutory and Local Holidays

## Referrals

The majority of referrals made by the practice are done using the Choose and Book service. This allows you to decide which hospital you would like to attend for your appointment from the list of available providers. It also allows you to book your appointment on a date and time that will be most convenient.

## Hospital Transport

Eligibility for hospital transport is based purely on clinical need - this need usually being assessed by the hospital department to whom you are being referred. Our Reception Team are happy to provide you with a detailed NHS leaflet on this subject.

## Donations

We are very grateful for donations made to the practice. Funds received are used to purchase equipment for the benefit of all our patients.

## Disabled Access

Automatic front door and extension door access. There are two disabled toilets in the building and a hearing loop in the waiting rooms.

## Useful Contacts

Norfolk & Norwich Hospital – 01603 286286  
QE Hospital, King's Lynn – 01553 613613  
Dereham Hospital – 01362 692391  
South Norfolk CCG - 01603 257000

## Non NHS Services Offered

Medical Examinations  
Medical Reports and Certificates  
Pre Employment Medicals & Reports  
DNA Testing  
Bone Marrow Compatibility Testing  
HGV & PSV Medical Examinations

## Patient Services & Facilities

Online services (see below).  
Baby changing facilities.  
Disabled access and toilet facilities  
Loop induction system for the hard of hearing.  
On site Pharmacy open 100 hours each week  
Use of Intran translation and signing service.  
Our free to loan patient "Negus Library".  
Free loan of equipment eg nebulisers.

## Surgery Web Site

For detailed information about the practice, please visit our website at [www.theatresurgery.com](http://www.theatresurgery.com) You can access our online services (see below).

## Online Services

We offer online services available 24 hours per day, 365 days per year so that you can, directly through our clinical system:-

- Book & cancel appointments (not for all clinics).
- Review your appointment history.
- Order repeat medication.
- Take part in surveys.
- View parts of your clinical information.

Please note that we do not accept email requests for repeat prescriptions.

You will need to get a login and password, in person, from reception, before you use the service for the first time.

Last update: 12.01.2018  
N:\Kirsty\Designs\leaflets and compliment slips\trs\_practice\_leaflet

# Welcome to



# Theatre Royal Surgery

**27 Theatre Street  
Dereham  
NR19 2EN**

**Tel: 01362 852800  
Fax: 01362 852819**

## Reception Opening Times

**8am to 6.30 pm  
Monday to Friday**

**[www.theatresurgery.com](http://www.theatresurgery.com)**

VAT Registration: 879 069 073

## Our Practice

### The Doctors

- Dr Marinus Rosbergen, Artsexamen (Rotterdam 1993) – GP Partner
- Dr Klaus Koch, MRCGP, DRCOG, DCH. Staatsexamen (Heidelberg) 1994 – GP Partner
- Dr Krupa Patel – Salaried GP

### The Management Team

- Dr Klaus Koch – Managing Partner
- Trudy Dye - Operations Manager
- Tracey Mann - Finance Manager

### The Clinical Team

- Catherine Crosland - Clinical Lead Nurse
- Jenny Randall - Nurse Practitioner
- John Bakewell – Emergency Care Practitioner
- Sarah Walters - Locality Nurse Practitioner
- Lynnette Wood - Practice Nurse
- Linda Whiteley - Practice Nurse
- Sarah Leeds - Health Care Assistant
- Emma Crowe - Health Care Assistant
- Tracy Parker – Phlebotomist

### Training

We are a GP Training Practice and regularly have medical students from the UEA Medical School being taught here. We value your co-operation with this, but we understand if you do not wish to be involved.

### Complaints

If you have any complaints, observations or suggestions about the way in which our practice works, please address them in the first instance to our Operations Manager.

### Data Protection

All information held about patients is completely confidential. We are registered under the Data Protection Act 1984. This Act protects data held on the computer system.

### Zero Tolerance

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

### Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time or speak to your GP, Nurse or Healthcare Assistant.

## Consulting Times

### Seeing a GP

We offer GP **routine** appointments throughout the day between 8.30am and 5.30pm Monday to Friday. Please remember that some of our GP's work part-time so will not be here every day.

### Seeing a Nurse or Health Care Assistant

We offer Nurse and Health Care Assistant appointments throughout the day and also hold regular specialist clinics for management of asthma and other chronic diseases.

### Emergency Care Practitioner

Our ECP is an experienced paramedic used to deal with urgent care. He is not able to see patients who require wound dressings, medication reviews or contraceptive reviews.

### Phlebotomy (blood testing)

We offer a phlebotomy service within the practice. Patients requiring **urgent blood tests** on the instruction of their GP and those who need blood tests because they are on **Warfarin or specialised blood therapy monitoring** will have an appropriate appointment arranged.

Patients needing **non-urgent blood tests requested by hospital clinics** will need to go to the hospital to get these done unless they are undergoing pre-chemotherapy screening.

### Doctor Appointments

All routine Doctor appointments will be bookable on a next working day only basis. There will be appointment slots for the Doctors to book in patients that they need to see for follow-up. You can book routine appointments by phone, in person or online.

### Book Appointments Online

Some types of appointment can be booked online. Please ask at reception for details or visit our website for further information. You will need to come in (in person) to get a login and password from reception before you can use the online service for the first time.

### Other Types of Appointment

On a regular basis (usually once per month) a Diabetes Specialist Nurse holds a surgery here. Annually we invite certain patients to meet with a clinician or pharmacist for a medication review.

## Clinics, Visits & How We Work

### Midwife

A Community Midwife is attached to our practice and holds **Antenatal Clinics** at Dereham Hospital on Monday and Wednesday afternoons. Your appointments for this can be booked via reception at the Surgery.

### Baby & Child Immunisations

Baby and child vaccinations can be booked in a ten minute consultation with one of our practice nurses. The Health Visitor can be contacted on 0300 300 0123.

### Community (District) Nurse

Patients wishing to contact our attached Community Nurse can do so by calling the surgery and leaving a message with our Reception Team or by contacting Single Point on 01953 609409.

### Home Visits

Requests for home visits should be made **before 10.30am** if possible. Unless it is an emergency, the Doctor is unlikely to interrupt a consultation to speak with you immediately - they will ask Reception to tell you that they will return your call at the end of the surgery. The visit may be carried out by a doctor or other clinician.

Wherever possible, we prefer patients to come to the surgery for assessment where we have better facilities and equipment to treat you. We do not consider lack of transport to the surgery a valid reason for requesting home visit. If you feel too unwell to sit in the waiting room we can make alternative arrangements for you when you arrive.

### Urgent Appointments

We offer urgent consultations for acute illnesses where patients feel that they are clinically unable to wait until the following day to be seen in a routine appointment slot.

The urgent consultations will be shorter than a normal routine appointment and you may have to wait to be seen. We cannot guarantee which clinician you will see.

**Remember** - for serious and very urgent emergencies such as chest pain or severe accident

**DIAL 999**