

Who to see at Theatre Royal Surgery

At Theatre Royal Surgery we have a large clinic team with different specialties and skills who are here to help. Ensuring that you see the correct clinician will not only enable you to access the most appropriate clinical care but get it as soon as possible.

General Practitioners

The GP acts as a coordinator for a patient's care and is very often the first point of contact for diagnosis. GP's retain overall responsibility for individual patient care within the surgery. They work very closely with the rest of the clinical team to ensure that patients' are receiving the appropriate care and treatment, and review complex cases with them as needed. GP's will often call up for a range of tests to be undertaken by other team members or from external specialists e.g hospital consultants. Care plans are agreed by a patient's GP again working with other clinicians both inside the practice as well as with community teams.

GP Registrars

Are fully qualified doctors who are undertaking Royal College of General Practitioner training to become GP's. They undertake the same caseload as a GP but are supervised by an accredited trainer – usually one of the Practice Partners.

Minor Illness Nurses

Minor Illness Nurses are experienced practice nurses. They have undertaken additional training that allows them to diagnose, treat and refer for a range of medical conditions. Some Nurse Practitioners have also undertaken prescribing qualifications and work seamlessly alongside the GPs meaning they are able to quickly liaise with them when necessary.

Emergency Care Practitioners

These are experienced paramedics who have worked in out of hours and urgent care. They can diagnose treat and refer for a range of minor injuries and illnesses and as with Minor Illness Nurses work seamlessly with GPs and are able to liaise quickly with them when necessary.

Physicians Associates

Physicians Associates can also see people to assess and manage new and ongoing medical problems and will refer to one of the GP's if necessary.

**We're
here to
help**

Theatre Royal Surgery

27 Theatre Street
Dereham
Norfolk
NR19 2EN

Phone: 01362 852800

Who is the best person to see?

This leaflet is to help you to determine which clinical member of staff will be best suited to help you. If you are still not sure please feel free to ask reception who will be happy to point you in the right direction.

Practice Nurses

Practice Nurses are experienced nurses who care for a huge variety of patients. Their work includes chronic disease management clinics for conditions such as diabetes, asthma and COPD. They may also be able to start women on contraception.

In addition they do dressings, immunisations (child and adult), cervical screening, travel clinics and family planning.

Health Care Assistants

Health Care Assistants have a number of skills and are trained to undertake a range of duties previously undertaken by nurses. These include: taking ECG recordings, ear syringing, NHS health checks, blood pressure recording, urine testing, removal of sutures and clips, minor dressings and flu, pneumonia and B12 injections.

Phlebotomists

When patients need to have a blood sample taken, our phlebotomists will take them and arrange for them to be sent to the pathology lab for analysis. The results are then reported back to the GP for review. Results can be given by calling the surgery after 3pm.

They can also be viewed on the SystmOnline patient access, if you are not registered with our online services please ask a member of reception who will be glad to help you get this set up.

Pharmacists

As well as helping with common illnesses such as sore throats, coughs, colds, insect bites and aches and pains. Pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception.

**Ask if you
are unsure!**

Theatre Royal Surgery

27 Theatre Street
Dereham
Norfolk
NR19 2EN

Phone: 01362 852800

Quick Reference Guide

Use this chart to quickly see who does what at Theatre Royal Surgery

	Phlebotomist	Healthcare Assistant	Practice Nurse	Minor Illness Nurse	Physicians Associate	Pharmacist	GP Registrar	GP
Taking Blood Samples	✓	✓	X	X	X	X	X	X
Taking Blood Pressure	X	✓	✓	✓	✓	X	X	X
ECG	X	✓	✓	✓	✓	X	X	X
Wound Dressings	X	✓	✓	X	X	X	X	X
Ear Irrigation	X	✓	X	X	X	X	X	X
NHS Checks	X	✓	X	X	X	X	X	X
Travel Vaccination and Advice	X	X	✓	X	X	X	X	X
Flu Vaccination	✓	✓	✓	✓	X	✓	X	X
Childhood Immunisations	X	X	✓	X	X	X	X	X
Issue Acute Prescriptions	X	X	X	✓	✓	X	✓	✓
Issue and Sign Repeat Prescriptions	X	X	X	X	X	X	✓	✓
Care Plan Reviews	X	X	✓	X	X	X	✓	✓
Medication Queries	X	X	X	X	X	✓	✓	✓
Medication Reviews	X	X	X	X	X	✓	✓	✓
Chronic Disease Clinics (asthma, diabetes, COPD)	X	X	✓	X	X	✓	X	X
Hospital Referrals	X	X	X	✓	✓	X	✓	✓
Imaging Referrals (x-ray, ultrasound)	X	X	X	X	✓	X	✓	✓
Family Planning	X	X	✓	X	X	X	X	X
Emergency Contraception	X	X	✓	✓	X	X	✓	✓
Neck and Shoulder Pains	X	X	X	✓	✓	X	✓	✓
Severe or Unresolved Coughs and Colds	X	X	X	✓	✓	X	X	X

Continued...

Also remember that Health checks are available for some patients aged between 40 and 74 years of age, we shall send eligible patients an invitation letter to book in with one of our Healthcare Assistants for this.

	Phlebotomist	Healthcare Assistant	Practice Nurse	Minor Illness Nurse	Physicians Associate	Pharmacist	GP Registrar	GP
Contraceptive Implant	X	X	X	X	X	X	X	✓
Ear Aches	X	X	X	✓	✓	X	X	X
Chicken Pox	X	X	X	✓	✓	X	X	X
Measles	X	X	X	X	✓	X	✓	X
Vaginal Infections	X	X	X	X	✓	X	✓	✓
Urinary Tract Infections	X	X	X	✓	✓	X	✓	✓
Testicular Lumps	X	X	X	X	X	X	✓	✓
Ring Pessaries	X	X	✓	X	X	X	X	X
Sick Notes (after 7 days self-certification)	X	X	X	X	X	X	✓	✓
Skin Problems	X	X	X	✓ (exc. moles)	✓	X	✓	✓
Sudden Weight Loss	X	X	X	X	X	X	✓	✓
Convulsions or Fits	X	X	X	X	X	X	✓	✓
Central Chest Pain	X	X	X	X	X	X	✓	✓
Prostate	X	X	X	X	X	X	✓	✓
Prostap/Lutrate Hormone Injections	X	X	✓	X	X	X	X	X
Chronic Kidney Disease	X	X	X	X	X	X	✓	✓
Orthopaedic Conditions	X	X	X	X	✓	X	✓	✓
Patient Case Management	X	X	X	X	X	X	✓	✓
Mental Health Reviews	X	X	✓	X	X	X	✓	✓
Smears	X	X	✓	X	X	X	X	X