



St James Medical Practice

Patient Handbook

Welcome to St James Medical Practice

We are a well-established purpose built medical facility, offering a wide range of services to our patients in a modern welcoming and accessible environment.

Wide corridors and accessible toilets allow access for our patients who may struggle with mobility. We also have baby changing rooms on both the ground and first floors.

There are free on site car parking facilities, including disabled and parent and child spaces, as well as a large bicycle and mobility scooter shelter and an area specifically for motorbikes.

Our Team

Dr Frank Tigchelaar - Senior Partner

Dr Muhammad Asif - Partner

Dr Prabir Mitra – Partner

Dr Nelicia Wijeyawardene – Partner

Dr George Wells – Partner

Dr Shakeel Gulfraz – Partner

Dr Adrian Munn

Dr Agra Rajapakse

Dr Tristan Courtis

Dr Sherbin Chowdhury

Dr Geraldine Obiechina

Dr Wilson Onyeke

Management

Kathy Laurence – Practice Manager

Simon F Temple-Pollington – Operations Manager

Nataile Johnson – Deputy Operations Manager

Available Services

- **Anti-coagulation**
- **Blood tests**
- **Diabetes care**
- **Disability & Benefits Advisor**
- **Dressings**
- **First contact physio**
- **GP**
- **Immunisations**
- **Mental health support**
- **Minor surgery**
- **NHS health checks**
- **NHS travel vaccinations**
- **Respiratory**
- **Social prescriber**
- **Vaccinations**
- **Women's health**
- **Wound care**

Zero Tolerance Policy

Fortunately, most of our patients are lovely people for which we have a mutual respect; however, we do from time to time have some patients who are extremely abusive.

The practice therefore supports the Government's "Zero Tolerance" campaign for Health Care Staff, which states that GPs and their staff have a right to care for others without fear of being abused. Therefore, if a patient does behave in an aggressive manner both verbally and physically, we have the right to remove them from our patient list.

Appointments

To ensure you receive the correct and relevant care our Care Coordinators have been trained and empowered by our GPs to ask questions regarding your symptoms and concerns. Having this information allows them to signpost you to the most relevant clinician to deal with your problem as it's not always necessary to see a GP.

The following are clinicians trained in specific areas:

- **First contact physio**
- **Social prescriber**
- **Clinical Pharmacist**
- **Mental health practitioner**
- **Women's health nurse**
- **Diabetes specialist nurse**
- **Respiratory specialist nurse**
- **Disability & Benefits advisor**

Online Services

Our online services are available via our website where you can request or cancel an appointment. Order repeat prescriptions and submit general enquiries. If you would like access, please submit an online request form via our website where you will be contacted by a care coordinator who will issue your username and password or pop into reception and pick up a form.

stjamesmp.co.uk

Your contact details

Please make sure the contact details we hold for you are correct and up to date, including email address.

Not attending for your appointment

We operate an appointment reminder service, if you wish to use this service, please provide your mobile number by submitting an “Update my contact details” form via our website or pop into reception.

However, we understand that sometimes for various reasons you won’t be able to attend for your booked appointment.

If that is the case, please let us know as soon as possible via phone or our website so someone else can be seen in your place.

The Practice operates a Did Not Attend (DNA) policy. If you DNA your appointment and have not cancelled in advance the practice will contact you regarding this.

Multiple DNAs can result in being removed from the practice list.

NHS APP

You can do so much more with the NHS APP, you can request repeat prescriptions quickly and easily. You can view your GP health record, get test results, messages from your GP and appointment reminders. If you need help downloading, please ask at reception, our staff will be happy to assist you.



Home Visits

The below reasons do not meet the practice guidance for a home visit.

- Lack of transport
- Childcare
- Poor mobility
- An unwell child

Home visits are strictly for patients who fall into the 3 following categories.

- Terminally ill
- Housebound
- Severely ill in bed



Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one to be required. The chaperone can be a family member or friend, or you may prefer a formal chaperone, all our staff have received chaperone training.

It's helpful if you ask for a chaperone when booking your appointment so arrangements can be made in advance. Sometime the clinician you are seeing may also ask for a chaperone to be present for certain consultations.



Contact us

Address:

St James Medical Practice
Edward Benefer Way
South Wootton
Kings Lynn
Norfolk
PE30 2FQ

Tel: 01553 774221- please listen to all options
before selecting.

Email:

nwicb.stjames.mp@nhs.net

general enquiries

nwicb.receptionsjmp@nhs.net

appointment enquiries

nwicb.prescriptionsjmp@nhs.net

prescription enquiries

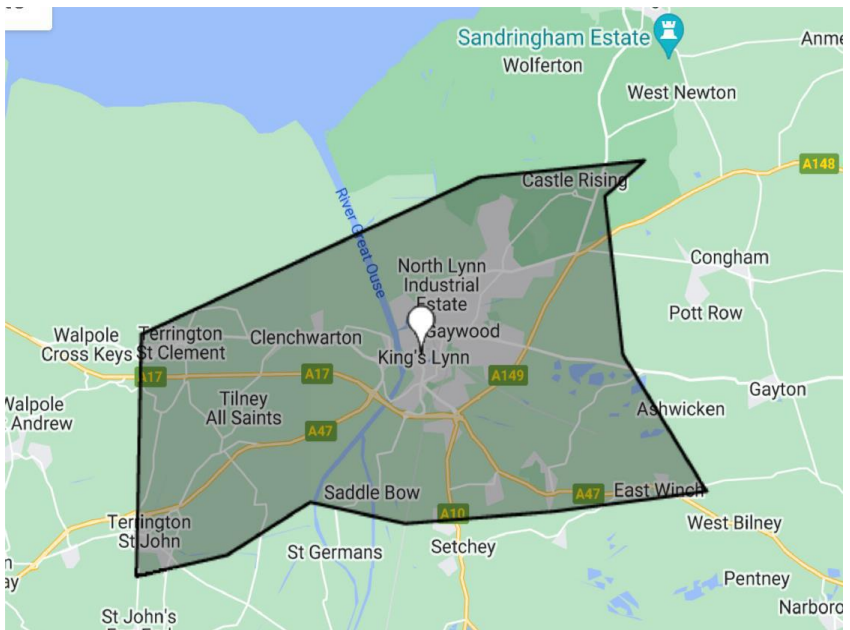
Opening times:

Monday to Friday 8am – 6.30pm

Please note we do not open on bank holidays

Practice Catchment Area

Our practice covers Kings Lynn, North and South Wootton, Clenchwarton, West Winch, North Runcton, Middleton and Leziate.



FAQ's

Q. Why does the Care Coordinator ask why I need an appointment?

A. Our care coordinator team are there to signpost you to the most appropriate service. As well as GPs we have other clinicians who are trained to deal with specific problems.

Q. How do I chase a referral made by my GP?

A. We cannot track or speed up your referral. Please contact the specific hospital you have been referred to and ask for the relevant specialist department.

Q. Can I choose my registered GP?

A. A registered GP is for administrative purposes only; you are free to see the GP of your choice.

Q. Can someone else speak on my behalf?

A. We will only discuss your medical record with a representative of your choice if signed consent is in place.

Q. Why have I not been seen on time?

A. There may be occasions where there is a medical emergency within the Practice, or the patient before you may have needed hospital admission.

When the practice is closed

If you need medical attention when the practice is closed. You can either call NHS 111 or access NHS 111 online.

For life threatening emergencies such as:

- **shortness of breath,**
- **chest pain,**
- **patient not breathing**
- **signs of a stroke**
- **unconscious**

dial 999

