



**University of East Anglia
Norwich, Norfolk
NR4 7TJ**

Information for patients

Appointments: 01603 251600

Secretaries: 01603 251601

website: www.umsuea.co.uk

email: umsuea@nhs.net

fax: 01603 506579

**Partners: Drs Sargen, Green, McShane,
Shephard, Singh & Harris**

DOCTORS

Dr Fran Sargen (f)

MB ChB (Sheffield 1994) MRCP, FRACGP, DRCOG, DCH, DFFP

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Dr Rachel McShane (f)

BSc MB ChB (Bristol 1989) DCH, JCPTGP, DFFP

Dr Clare Shephard (f)

MB ChB (Sheffield 1996) MRCP, DRCOG

Dr Roohi Singh (m)

MB BS (Cambridge 2003) MA Anthropology, MRCP, DRCOG, DFFP, PGCertClinEd

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MB ChB (Leicester 1987) MRCP, DipFSRH, PGCertMedEd, JCPTGP

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MB BS (London 1984) MRCP, DRCOG, DCH

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BM BCh (Oxford 1988) MSc, FRCGP, SFHEA, MMed

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MB BS (London, 1993) MRCP, DRCOG, DFFP

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MB BS (London 1982) DRCOG, DCH

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MBBS (London 2009) BSc MSc MRCP

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MB ChB (Sheffield 2005) MRCP DRCOG DCH

Dr Roger Timms (m)

MBBS (London 1980)

NURSES

Sara Read

Michaela Dearlove

Lynda Greenwood

Vanja Briggs

Helen Atkinson

Stephanie Abdelrahman

Paula Winter (HCA)

Zoe Barr (Phlebotomist)

MANAGEMENT

Business Manager: Christina Fielding BA(Hons) Cert.Acc.

Tel: 01603 251625

Email: christina.fielding@nhs.net

Operations Manager: Karen Holland

Tel: 01603 251628

Email: karen.holland@nhs.net

WHAT INFORMATION CAN YOU FIND IN THIS LEAFLET?

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- Opening times
- Website information and how to book appointments online
- How to make an appointment
- Change of address/contact details
- Cancellations (doctor/nurse appointments)
- Test results
- Appointment reminder service (text messages)
- Ordering repeat prescriptions
- Temporary residents
- UEA Staff and visitors
- International visitors and relatives
- Language translation service

DOCTOR SERVICES

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- Telephone appointments
- Urgent doctor (same day clinic)
- Chaperones
- Doctors' Secretaries
- Emergencies and home visits
- Out of hours service

NURSE SERVICES/GENERAL NHS SERVICE

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fold)

- Book on day nurse
- Nurse appointments
- Cervical screening (smear tests)
- Travel clinics
- Sexual health services
- Feeling unwell & not sure where to go?
- Midwife
- Health visitor
- Childhood/baby immunisations
- Adult immunisations (flu, pneumococcal, meningitis ACWY, MMR)
- Alcohol and drug support
- Stress, where to get advice/support

MISCELLANEOUS

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- Medical examinations (non-nhs services)
- Medical certificates (absence from class 7+ days)
- Illness during exams - how to get a certificate
- Dental services
- Opticians
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- Practice information
- Freedom of information
- Zero Tolerance
- How to make a complaint/suggestion

GENERAL INFORMATION

The Medical Centre is a two storey purpose built accommodation and provides easy access for wheelchair users. Toilet facilities and disabled toilet facilities are located on both the ground and upper level of the building which can be accessed by a lift. The University Dental Service is located on the upper level of the building.

• Opening Times

Monday	8.30am-6.30pm	Friday	8.30am-6.30pm
Tuesday	8.30am-8.00pm	Saturday	8.30am-12.00pm (<i>appointments only</i>)
Wednesday	8.30am-6.30pm	Sunday	Closed
Thursday	8.30am-6.30pm		

• Appointments

For appointments and general enquiries telephone: (01603) 251600 or book online via our website www.umsuea.co.uk

• Website & Online Appointment Booking System

Appointments for doctors can be made via our website www.umsuea.co.uk or via an app which you can download on your smartphone. You can also order repeat prescriptions and update your address details - ask reception for a username and password to enable you to activate and logon to this service. You can also view our practice leaflet online, access a variety of leaflets, internet links, general health information and more. Nurse appointments are not available to book online.

• Telephone Appointments

You can book a telephone appointment with a doctor or a nurse. When you call to make an appointment, please ask the receptionist for further details.

• Change of Address or other details

To keep your records up to date and to ensure that you receive prompt medical attention should you require it, it is essential that you inform us of any change of address, telephone number, e-mail address, name or status. This can be done by telephone, through the practice website or at reception.

• Cancellations

If you cannot attend your appointment with either the doctor or the nurse, please let us know as soon as possible. Even on the day of the appointment, it can usually be offered to someone else. You can do this via emailing umsuea@nhs.net, phone 01603 251600, online via Patient Access (if already signed up to this) or replying the text message appointment reminder (if you get one)

• Test Results

We will send you an email if there is an abnormal result or action to be taken. Therefore please MAKE SURE WE HAVE YOUR CORRECT EMAIL ADDRESS and check your email regularly, even during holidays. We use UEA addresses for staff and students. **Normal results are not usually emailed with the exception of sexual health or radiological results.**

GENERAL INFORMATION continued...

• **Appointment Reminder Service**

We operate a system of appointment reminders via mobile text message. If you wish to be excluded from this service, please let reception know otherwise you will automatically be included in this service if you have given us your mobile number.

• **Repeat Prescriptions & Electronic Prescribing (EPS)**

Patients are required to see a doctor the first time a prescription for long-term medication is requested. Thereafter, if it is appropriate for you to receive repeat prescriptions, the following points should be noted:

- you should request a repeat prescription at least one week before you run out of the medication (in case an appointment is required)
- it takes a maximum of 2 working days for the repeat prescription to be processed
- you will be required to see a doctor from time to time to review your condition
- please order repeat prescriptions in good time prior to university vacations
- prescriptions can be ordered via our website **www.umsuea.co.uk** over the counter, by phoning 01603 251600 or via Patient Access online.

We are signed up to 'Electronic Prescribing'. This means you can ask for your regular prescriptions to be sent electronically to a pharmacy of your choice anywhere in the country. Just ask at reception for more details of how to do this.

• **Temporary Residents**

Students or visitors to the UEA who intend to stay for less than 3 months cannot register fully at the Medical Centre but may be eligible to register as temporary residents if urgent medical attention is needed.

• **UEA Staff & Visitors**

UEA staff who are not registered at the Medical Centre and people visiting or working at the UEA on a daily basis, can be offered emergency treatment only at the Medical Centre.

• **International visitors & their relatives**

International students with accompanying family, who are here for more than 6 months are entitled to free medical treatment under the NHS, although charges will be made for prescriptions, spectacles etc. There is a basic fee for dental treatment plus other charges depending on the treatment received. Hospitals may charge for treating non-urgent and longstanding medical problems. If you are residing in the UK for less than 6 months you may not be eligible for NHS care. We would be able to see you as a private patient - charges will apply.

• **Language Translation Service**

We are able to offer a language translation service for patients who speak little English. The translation is done over the phone in a 3-way conversation between you, the person you have booked your appointment with and the translator. **ALL INFORMATION IS CONFIDENTIAL.** If you feel you would need this service at your appointment, please let the receptionist know which language you require and ask for a double (20 minute) appointment. If you would like to bring a relative or friend with you for support, please do so.

DOCTOR SERVICES

• **Doctor Appointments**

Routine appointments are booked at 10 minute intervals. In special circumstances 20 minute appointments are available. Please tell the receptionist if you think you need a 20 minute appointment. *Please note: unfortunately we can not guarantee that you will always be able to see your doctor of choice as most of our doctors work part-time.*

• **Doctor Telephone Appointments**

Routine telephone appointments are also available - please ask the receptionist for details.

• **Urgent Doctor**

This service is for URGENT medical problems - problems that cannot wait for the next available routine doctor appointment. Only the urgent problem will be dealt with during the consultation and any other issues will need a separate routine appointment. This service works on a 'sit and wait' basis and sometimes patients with very urgent problems may need to be seen before you. Occasionally the doctor may also be called out in an emergency increasing the waiting time to be seen.

• **Chaperones**

All patients are entitled to have a chaperone present for any consultation. If you would like a chaperone, please let the receptionist know when you book your appointment or speak to the doctor/nurse during your consultation.

• **Doctors' Secretaries**

Telephone: 01603 251601 Fax: 01603 506579 E-mail: umsuea@nhs.net

• **Medical Emergencies**

Emergency services (fire, ambulance, police) telephone: **999**

In an URGENT situation between 8.00am - 6.30pm, help can be summoned by ringing 01603 251600.

• **Home Visits**

Please try and attend the Medical Centre where possible. Urgent daytime home visits are made by one of our doctors for patients who are physically unable to attend the Medical Centre.

• **Out of Hours**

Telephone: **111**

This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. When the practice is closed, please ring this number for advice. You can find out more about 111 by visiting www.nhs.uk/111.

A&E at the hospital is for Accidents and Emergencies only.

NURSE CLINICS

• **Book On Day Nurse Clinic**

Clinics run every morning and every afternoon. Appointments can only be booked on the day. *The nurse will see you in this clinic for;*

- Emergency contraception
- Sore throats, headaches, colds and flu
- Burns and scalds
- Bone injuries and sprains
- Hay fever, bites or stings
- Rashes
- Diarrhoea and vomiting
- Cuts and grazes
- Cystitis, thrush etc
- Worsening asthma
- For support and advice

• **Nurse Appointments A**

Available daily at various times. For certain conditions, patients are encouraged to book an appointment in advance (this reduces possible waiting times).

Booked appointments are appropriate for:

- Wound dressings
- Clip removal
- Health checks*
- Routine immunisation
- Emergency contraception
- Suture removal
- Contraceptive pill repeats
- Ear syringing
- Blood pressure and weight checks
- Hayfever

**All our patients are eligible to have a free NHS health check (height, weight, blood pressure, discuss family history etc... If you would like one, please tell the receptionist*

• **Nurse Appointments B (Sexual Health Clinic)**

This service is available most weekdays, by booked appointment. We offer support, advice and STI (sexually transmitted infection) screening for men and women. All our services are confidential, non-judgemental and open to all.

- Contraceptive advice (all types)
- Emergency contraception
- Cervical smears
- Free condoms and education on their use
- Hepatitis B vaccine for at risk groups
- Testing and treatment for STIs
- Advice/treatment for warts/herpes
- Any other issues related to sexual health
- Contraception
- Safer sex advice
- Chlamydia / Gonorrhoea testing
- HIV testing and advice
- Referral for sterilisation

• **Cervical Smear Clinics**

Available each week during term time. All sexually active women between the ages of 25 – 50 years are encouraged to have cervical smears every 3 years and 5 yearly between ages of 50 - 64. Cervical smears are not routinely offered to women under 25.

NURSING SERVICES continued...

• Travel Clinics

Patients are seen by appointment only. These clinics are held throughout the week and provide information and advice covering all aspects of travel abroad. The practice is a Registered Yellow Fever Centre and can provide all your travel vaccinations and other travel requirements. You do not have to be registered at the practice to use this service.

You should book an appointment 6 - 8 weeks before travelling (or as soon as you know you will be travelling). Your first appointment will be for 30 minutes and subsequent appointments are usually 15 minutes. Some vaccine costs are not covered by the NHS.

• Contraception & Emergency contraception

See separate section on sexual health services for full information.

Emergency contraception only reduces the risk of pregnancy, it does not eliminate it. We strongly advise making an appointment to organise a more reliable method. *If you think you may be pregnant, please seek advice as soon as possible.*

• Sexually Transmitted Infections (STIs)

STIs are very common and increasing in incidence. Use of condoms greatly reduces the risk of infection however, most infections are easily treated. Our doctors and nurses can provide assessment and advice in complete confidence or you can self refer to: iCash (contraception & sexual health clinic - Norfolk)
1a Oak Street, Norwich, NR3 3AE. Tel: 0300 300 30 30

FEELING UNWELL? NOT SURE WHERE TO GO?

Pharmacy? GP surgery? Out of Hours? A&E? We have devised a list of services to help you decide. *Please see coloured centre pages for guidance.* Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time.

MOTHER & CHILD SERVICES

• Midwife

Our midwife provides a full maternity service including ante-natal and post-natal care and in selected cases, home deliveries. Please leave a message by ringing: 01603 272737

• Health Visitors

Health visitors are registered nurses with further training in family relationships and human development, whose aim is to promote good health. Health visitors can give you information about caring for your children and particularly, your baby's diet and nutrition, accident prevention and safety in the home. The Health Visitor can be contacted by ringing telephone: 01603 504978 (Earlham area)

MOTHER & CHILD SERVICES continued...

• Childhood Immunisations

It is recommended that all children receive immunisation against certain diseases (unless there are specific reasons against doing so). A list of these immunisations is recorded in the 'Child's Personal Health Record' (the red book given to all new parents by the health visitor).

Parents: When you first register your children it would be very helpful if you could bring a list of the vaccines your children have already received. The doctor or the health visitor would be pleased to discuss immunisations.

ADULT IMMUNISATIONS

• Flu Immunisation

From October each year we offer 'flu' injections to patients at higher risk, eg; elderly patients, some asthmatics, cystic fibrosis sufferers, diabetics and patients who have a heart complaint or whose immune systems are suppressed. If you require a 'flu' injection please ask to see one of the nurses.

• Pneumococcal Immunisation

We offer pneumococcal vaccinations to patients at high risk - eg; patients with diabetes, HIV or an absent spleen. If you would like a pneumococcal vaccination please ask to see a nurse.

• Meningitis ACW&Y Immunisation

Students at university are at increased risk of meningitis. If you have not already received this vaccination and are living on campus, you can book an appointment or may be offered it when attending the medical centre.

ALCOHOL & DRUG ABUSE

Some students find they have developed problems with alcohol or drugs and are uncertain where to go for help. Our doctors and nurses offer non-judgemental support and information.

STRESS

Life at the university has many new challenges and while this can be exciting and enjoyable it can also be stressful. Many students find that they have times when it is difficult to cope. Support is available but only if you tell someone you are struggling. The University Wellbeing Service (SSS) provides counselling and mental health advice to students without referral from the Medical Centre.

To arrange an appointment please telephone: UCS (01603) 592651. Our doctors and nurses are experienced in helping students through difficult periods. If you have a problem concerning yourself or a friend, please ask to see one of the nurses or make a doctors appointment.

All contact with us is confidential.

NON-NHS EXAMINATIONS (MEDICALS)

Certificated medical forms (eg; if you are planning to spend a year abroad, or you are going to work in Camp America, undertake a particular sport or need 'fitness for work' confirmation etc...) are not covered under NHS funding, therefore a fee will be charged to cover the appointment and administration of the requested documentation. The fee is refundable if you give us at least 48 hours notice of cancellation.

For further information on non-NHS examinations/medicals/reports, please visit our website www.umsuea.co.uk.

• **Medical Certificates**

We produce medical certificates to provide evidence in support of students requiring extensions or who have extenuating circumstances (EC). An EC is a factor outside the student's control which affects an assessment such as; coursework, written assignments, dissertation, project or presentation. Visit our website for further information. Certificates are not guaranteed, can only be done if there is sufficient evidence likely to have affected studies and will not be done during an appointment. See our website for further details.

We only accept medical certificate request forms electronically. You can download the form from our website and then email it to umsuea@nhs.net. Your request will be reviewed and actioned accordingly - you will receive an email advising the outcome of your request.

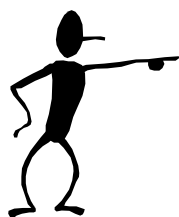
• **Illness during exams**

During exam times a different system applies. If you miss an exam or course test, you should seek prompt advice from the Medical Centre on the day of your exam.

DENTAL SERVICES

An NHS Dental Practice is located upstairs in the Medical Centre.
Telephone: 01603 592173 / Internal ext: 2173
Email: dentalenquiries@uea.ac.uk / Website: www.uea.ac.uk/dentist

PATIENT PARTICIPATION GROUP (PPG) - We need you!



Do you want to help shape and improve health services in your local community? Do you have any ideas how we can improve? The practice is always looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

No time for meetings? Don't worry! Our PPG is virtual. We will occasionally send you emails asking for your opinion on a range of topics. If you are interested, email your details to umsuea@nhs.net or visit our website for information .

CONFIDENTIALITY, DATA PROTECTION & FREEDOM OF INFORMATION

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR) 2018.

Our Fair Processing/Privacy Notice explains why we collect information about you and how that information may be used to deliver care and manage the local health and social care system.

The notice reflects;

- What information we collect about you
- How and why we use that information
- How we retain your information and keep it secure
- Who we are your information with and why

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and who to seek advise and support if you feel that your information has not been used appropriately. This practice is compliant with the Freedom Of Information Act. For further details on confidentially, data protection and freedom of information, please visit our website www.umsuea.co.uk

ZERO TOLERANCE

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

PMS PRACTICE

This is a PMS practice which stands for 'Personalised Medical Services'. This means we are able to flex the services we provide to suit the needs of the people on our list.























SUGGESTIONS & COMPLAINTS

We are committed to providing the best possible service to our patients. Your comments or suggestions on the quality of the services that we provide are most welcome and from time to time we undertake surveys and satisfaction studies reviewing standards of services. If you would like to be take part in our Patient Participation Group to help develop and improve our services, please phone reception. If you have any constructive criticism of the service, please speak to Christina Fielding - Business Manager, who will be only too happy to see you so that the matter can be resolved.

Thank you for registering with this practice.

UEA Medical Centre

USEFUL TELEPHONE/CONTACT DETAILS

UNIVERSITY		
UEA Medical Centre		01603 251600
UEA Dental Department		592173 (internal ext 2173)
UEA Midwife (Medicom)		272737
UEA Student Support Services		592761 (internal ext 2761)
UEA Nightline		503504
UEA Student Union Welfare Office		593461 (internal ext 3461)
HOSPITALS		
Norfolk & Norwich (N&N)		286286
Norwich Community Hospital (NCH)		776776
Norfolk Mental Health Care Trust		421421
SPIRE (Private)		456181
OTHER		
Contraception & Sexual Health Clinic (iCASH)		0300 300 3030
Norwich Samaritans		611311 (or 116 123 is free to call)
		jo@samaritans.org
Norwich Police - Non Emergency		101
Norwich Police - Emergency		999
Mancroft Advice Project (MAP)		766994
Sue Lambert Trust (sexual assault/abuse)		01603 622406
Relate Norfolk (Counselling Services)		625333
FRANK (Drug helpline)		0300 123 6600
		frank@talktofrank.com
		www.talktofrank.com
Norfolk Recovery Partnership (Drugs/Alcohol)		0300 7900 227
Norfolk Eating Disorders Association		767062

CHEMISTS

BOOTS

UEA Campus (next to the Medical Centre)
(t) 505629
Mon-Fri 0830-1730, Sat 0830-1200

BOOTS

90/92 Colman Road
(t) 452718
Mon-Fri 0830-1830, Sat 0830-1800

BOOTS

(Waitrose) Church Lane, Eaton
(t) 458711
Mon-Thu 0800-2000, Fri 0800-2100
Sat 0800-1900, Sun 1000-1600

LLOYDS PHARMACY

42 West Earlham Shopping Centre
(t) 451318
Mon-Fri 0900-1800, Sat 0900-1730

LLOYDS PHARMACY

143/143A Colman Road
(t) 452887
Mon-Fri 0900-1800, Sat 0900-1700

HURN CHEMIST

143 Unthank Road
(t) 623769
Mon-Fri 0900-1830, Sat 0900-1730