

What have we done to prepare for this change?

Our reception team have all been involved in the North Norfolk Signposting Project and receiving extra training in this area.

Senior Nurse Practitioners Iain and Carol have continued to increase their skills via formal courses and with tutorials on specific issues with our GPs.

We have successfully applied and received funding to recruit a mental health nurse to join our team. This is a 6 month project, which may continue if successful.

Practice Nurse Miranda has increased her skills and knowledge so that she can take on the management of long term conditions.

Registered Nurse Ellen Walker joined our team in July and will be carrying out all the practice nurse duties.

Our Health Care Assistants (HCA) Jess and Lucy have both been studying for the Foundation Degree in Health Studies.

Our dispensary team have increased their skill sets by training to carry out some of the duties previously performed by our HCAs.

We have worked with your Patient Reference Group (contact Reception if you would like details of how to join) to keep them informed of proposed changes and responded to their feedback.

What do the changes mean to your care?

Our trained reception team, supported by advice and guidance from the GPs and clinical team will continue to direct you to the right person (which may not be at the practice) for your care needs.

Our highly skilled and experienced Senior Nurse Practitioners Carol and Iain will be assessing all patients and treating those patients with conditions that do not need the skills of a GP. They will refer patients that need more specific skills to secondary care such as a hospital department or physiotherapy, a GP at the practice or to another nursing colleague as appropriate.

We hope that eventually this will free up enough time with our doctors to help you if you have more complex health needs.



Appointment Changes

October 2018



Why are we making these changes?

Nationally there is a shortage of GPs and whilst we love Norfolk, many new doctors either do not want to be GPs or do not wish to work in Norfolk/Mundesley.

When Dr Freeman and Dr Ashworth announced they were leaving to pursue new interests, we advertised for a GP to join the practice. Despite being ranked as a highly performing practice (in the majority of NHS assessment tables) we received no suitable applications.

Therefore we had to consider new ways of working to ensure that you continue to get the care you need from the right person, at the right place, at the right time.

New Appointment System

October 2018

