The Hollies Surgery

Committed to Patient Care. Focused on Your Health

Practice Leaflet - April 2026

Downham Market Health Centre, Paradise Road, Downham Market, Norfolk, PE38 9JE
T: 01366 310301

Opening Hours

8.00 am – 6.30 pm Monday – Friday

Downham Market Health Centre, Paradise Road,
Downham Market, Norfolk, PE38 9JE

Telephone 01366 310301

OUT OF HOURS & EMERGENCIES

NHS 111 – For urgent medical help when the surgery is closed

999 – For life-threatening emergencies

Website www.holliessurgery.co.uk

Please read & keep this leaflet.

It contains surgery times and other useful information.

About Us

The Hollies Surgery is a well-established General Medical Services (GMS) practice providing high-quality primary care to our local community.

Our clinicians assess, diagnose, treat, and manage a wide range of medical conditions, with a strong focus on prevention, health promotion, and supporting patients to maintain their overall wellbeing.

We work closely with other healthcare professionals and services to ensure patients receive the most appropriate care, including specialist referrals, coordination with community services, and ongoing management of long-term conditions.

Our Vision

To provide safe, effective, and person-centred healthcare that improves the health and wellbeing of our community, while maintaining the highest standards of clinical quality and care.

Working Together for Better Care

We believe that good healthcare is built on clear communication, mutual respect, and continuity of care. Our team is here to support you and guide you to the most appropriate service when needed.

Our Aims

We aim to:

- Provide safe, effective, person-centred GP services that meet national standards
- Deliver timely, accessible appointments for patients with a wide range of health needs
- Offer high-quality clinical care delivered by experienced GMC-registered doctors
- Promote health, wellbeing, prevention, and early intervention
- Provide inclusive, respectful, and responsive services
- Maintain strong clinical governance and NHS-level standards
- Continuously improve services through patient feedback and learning
- Support community health needs, including vulnerable groups

HEALTHCARE TEAM

We aim to provide a high standard of Primary healthcare. This includes a multi-disciplinary approach to meet the needs of our community. We provide a multidisciplinary approach to patient care.

Our team includes:

Doctors

Dr Ravi Harshey (Male) – GP Partner, Clinical Lead
Dr Khatuna Chantladze (Female) – GP Partner, Safeguarding & Medicine Management Lead
Dr Pallavi Devulapalli (Female) – Sessional GP
Dr Uma Gunasekaran (Female) – Salaried GP
Dr Hannah Lee (Female) – Salaried GP

Dr Matthew Jack (Male) – Sessional GP

Nursing Team

Jonathan – Nurse

Michelle – GP Assistant / Healthcare Assistant

Molly – Healthcare Assistant

Carla – Healthcare Assistant

Shelly – Healthcare Assistant

ATTACHED STAFF

We also have the following staff that work with and form part of our Surgery's Clinical Team.

PRIMARY CARE NETWORK (PCN)

Hollies Surgery is part of a Primary Care Network (PCN), working together with other local GP practices to provide a wider range of services to our patients.

Through the PCN, you may be supported by a broader team of healthcare professionals, including:

Clinical Pharmacists

First Contact Physiotherapists

Paramedics

Mental Health Practitioners

Social Prescribers

Care Coordinators

Health and Wellbeing Coaches

These professionals work alongside your GP to ensure you receive the most appropriate care, often without needing to see a doctor.

This approach helps improve access to services and ensures patients are supported by the right clinician at the right time.

Social Prescribing Link Worker

We have the services of a Social Prescribing link worker at the practice every Monday/Friday. The main aim of her role is to help people to improve their health and wellbeing by connecting them to activities in the community. Link workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice. Please discuss with a GP or Nurse Practitioner if you would like a referral.

Dietitian

Clinics are held every other month – please discuss any referral with a GP or Nurse Practitioner. In addition, we hold monthly diabetic clinics where the dietitian is available to perform an annual review and provide support.

First Contact Physio (FCP)

FCP’s have advanced skills to assess, diagnose, treat and manage musculoskeletal (MSK) problems. This involves seeing patients, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan. Please contact reception if you would like to book an appointment.

Pharmacists

Our team support those with long term conditions like asthma, diabetes, COPD and high blood pressure. They are also available to complete medication reviews. Please contact reception if you would like to book an appointment.

District Nurses and Health Visitors

District Nurses provide care to patients in their homes, particularly those who are housebound.

Health Visitors support families with young children, offering advice on child health, development, and wellbeing.

PRACTICE OPENING HOURS

Monday	08:00 – 18:30
Tuesday	08:00 – 18:30
Wednesday	08:00 – 18:30
Thursday	08:00 – 18:30
Friday	08:00 – 18:30
Saturday	Closed – Appointments can be booked at Extended hub
Sunday	Closed – Appointments can be booked at the Extended hub

HOW DO I…

REGISTER WITH THE PRACTICE?

We welcome new patients and aim to make registration as straightforward as possible.

You can usually register with the practice if you live within our practice area. If you are unsure whether you are eligible, our reception team will be happy to guide you.

In some circumstances, we may be able to accept patients from outside the immediate catchment area. This will be considered on an individual basis, taking into account clinical safety and service capacity.

How to Register

If you would like to join the practice, you can register using one of the following methods:

- **Online via the practice website**
  Please visit: www.holliessurgery.co.uk
- **Via the NHS website**
  You can register directly online through the NHS GP registration service

- **In person at the practice**
  You can visit reception and complete a registration form (GMS1) and a short questionnaire. Our team will assist you if needed.

Once registered, you may be invited to attend a new patient health check with a nurse or healthcare assistant. This helps us understand your medical history and ensure you receive the most appropriate care from the outset.

HOW DO I…

MAKE AN APPOINTMENT?

You can book an appointment by telephoning the surgery on **01366 310301** or by visiting reception during opening hours.

Our phone lines are open Monday to Friday, 08:00 – 18:30.

You may request to see a doctor or nurse of your choice, and appointments can usually be booked in advance.

We also offer a number of **same-day appointments** for patients who need to be seen more urgently. These are released each day and can fill quickly, so we recommend contacting the practice early in the morning.

We understand that telephone lines can be busy at times. If you are placed in a queue, please remain on the line and your call will be answered as soon as a member of the team is available.

We offer a choice of **telephone and face-to-face appointments**, available both on the day and in advance.

If you book a telephone consultation, a clinician will call you. If they need to see you in person, this will be arranged at a mutually convenient time.

Extended Access

Evening and weekend appointments may be available through local GP services. Please contact reception for further details.

Online Access / NHS App

You can access a range of services online, including:

- Booking appointments (where available)
- Ordering repeat prescriptions
- Viewing parts of your medical record

These services are available via the **NHS App or online services**, allowing you to manage your care without needing to call the practice.

Online Consultation (Accurx)

You can contact the practice online for medical advice or administrative requests using our secure Accurx service.

Requests are reviewed by the clinical team and you will be directed to the most appropriate care.

Please visit:
www.holliessurgery.co.uk
or
https://accurx.nhs.uk/patient-initiated/y00297

Cancelling Appointments

If you no longer need your appointment, please let us know as soon as possible so it can be offered to another patient.

HOW DO I…

REQUEST AN URGENT APPOINTMENT?

If you need to see a doctor urgently, please let us know as soon as you can. It is almost always possible to speak to a doctor or nurse practitioner very quickly if it is urgent.

OBTAIN A HOME VISIT?

Home visits are available for patients who are housebound or too unwell to attend the surgery.

If you need a home visit, please telephone reception on **01366 310301** before 11:00 where possible, so that clinicians can plan their visits.

The receptionist will ask for brief details about your condition. This helps the clinician assess the urgency and ensure the most appropriate care is provided.

NURSE SESSIONS

Our nurses provide a range of services, including:

- Immunisations and vaccinations
- Travel vaccinations
- Chronic disease management
- Cervical screening
- Contraception advice
- Wound care and dressings
- Removal of sutures
- Lifestyle and health advice

Please contact reception to book an appointment.

HEALTHCARE CLINIC

Our healthcare assistants provide a range of routine services, including:

- Blood pressure checks
- NHS Health Checks
- ECGs
- Spirometry
- Weight management support
- New patient health checks

These clinics support early detection, monitoring, and prevention of health conditions.

OUT OF HOURS

If you need urgent medical help when the surgery is closed, please call **NHS 111**.

This service is available 24 hours a day.
Please only use this service if your problem cannot wait until the surgery reopens.

In a life-threatening emergency, please call **999**.

TEST RESULTS

We ask that patients telephone the surgery for test results between **10:00 – 13:00** and **15:00 – 18:00**.

All results are reviewed by a doctor or clinician before being shared.

Our reception team may provide your results where appropriate or advise if you need to speak to a clinician. If further discussion is required, you may be asked to arrange a telephone or face-to-face appointment

CHANGE OF PERSONAL DETAILS

Please inform reception or update your details via the **NHS App** if you change your name, marital status, address, or contact details, including your home or mobile telephone number.

Keeping your information up to date helps us ensure that we can contact you when needed and maintain accurate medical records.

REPEAT PRESCRIPTIONS

Repeat Prescriptions must be requested in writing:

- Using the slip on the right-hand side of your prescription or via a letter to the surgery. You may drop this in by hand to the surgery, post it to us.
- Via our online facility (website, NHSApp, Email). Please visit the surgery with photographic proof of identity and a receptionist will be able to provide you with your personal username and password.

If you are on long term medication a doctor or nurse practitioner will need to review this at least once a year. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

Please only request medication that you need. Wasted medication costs the NHS money that is needed for your care in other areas.

Repeat prescriptions take 48 hours to be issued.

We use the Electronic Prescription Service (EPS) at the surgery which means that all prescriptions are sent to the pharmacy of your choice. Please ask at reception or your local pharmacy for more information.

If you are on long-term medication a doctor or nurse practitioner will need to review this at least once a year. However, if you are taking several medications, you will need a review every six months. If you are taking the contraceptive pill

you need to be seen every six months. We will supply one month's emergency prescription if you cannot come in, but you must make an appointment within that month. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

TEXT MESSAGES

You can register to receive information by text message on your mobile phone regarding appointments and healthcare. If you wish to register for this free service, please fill out a consent form at reception or online at www.holliessurgery.co.uk

EDUCATION & TRAINING

The Hollies Surgery is a training practice. We support the development of trainee nurses and other healthcare professionals as part of their education and clinical training.

At times, you may be offered an appointment where a trainee is present or involved in your care. You will always be informed, and your consent will be requested.

CHAPERONE

Please ask at reception or inform the doctor or nurse if you require a chaperone.

ACCESS FOR DISABLED

The surgery has access ramps and toilet facilities for patients who use a wheelchair.

There is **free parking available near the practice**, and disabled patients may use the parking spaces located directly in front of the surgery for easier access.

Please be mindful of any local parking guidance when visiting the practice.

HEARING LOOP

A hearing loop is available in reception and consultation rooms.

VISUALLY IMPAIRED PATIENTS

If any assistance is required, please make the receptionist aware. Guide dogs are welcome at the surgery.

OTHER SERVICES AVAILABLE

SEXUAL HEALTH AND PREGNANCY

Chlamydia Screening

Sexual health screening is available to patients age 14 - 25 years who have no signs of infection. Common sexually transmitted infection can be screened for without the need for an examination. Please ask the practice nurse for further information.

Cervical Smears

Cervical screening is recommended every **3 years for those aged 25 to 49** and every **5 years for those aged 50 to 64**.

Cervical screening helps prevent cervical cancer by detecting early changes before they become serious.

Please make an appointment with a practice nurse or GP if you are due for your screening.

Antenatal Care

The midwife does her antenatal clinics at the Children's Centre attached to the Glenbrook School. Please make a doctor's appointment to receive a referral.

Post-natal Care

All new mums will be invited to have a 6 weeks' post-natal check. Babies will have a developmental check at the same time. Please contact the surgery for a triple appointment for you and your baby.

HPV Vaccine

The HPV (human papillomavirus) vaccine helps protect against certain types of HPV that can cause cervical cancer, as well as other cancers affecting both men and women.

The vaccine is routinely offered to boys and girls aged 12 to 13 years (school Year 8) as part of the national immunisation programme and is usually given at school.

If your child missed their vaccination at school, a catch-up vaccine may be available. Please contact the surgery to check eligibility and arrange an appointment if appropriate.

RSV Vaccination

The RSV (Respiratory Syncytial Virus) vaccine helps protect against serious respiratory illness.

The vaccine is currently offered to:

- **Pregnant women** (to protect newborn babies)
- **Older adults aged 75 to 79**

RSV can cause severe lung infections, particularly in babies and older adults.

If you are eligible, you will be contacted by the practice. If you think you may be eligible, please contact reception for further information.

Contraception

We offer advice on a full range of contraceptive options, including oral contraception, long-acting reversible contraception (such as coils and implants), and injections.

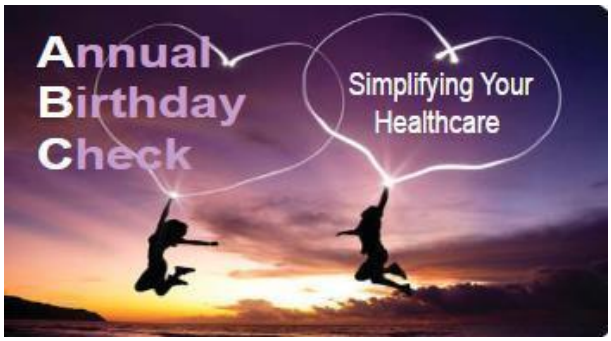
Please contact reception to book an appointment with a GP or nurse to discuss the most suitable option for you.

Emergency contraception

The Hollies Surgery offers a confidential emergency contraception service. This service is available on a daily basis. The 'Morning After' pill is effective if taken during the 72 hours after you have been at risk. You can speak to our receptionists in absolute confidence to make an urgent appointment.

ANNUAL BIRTHDAY CHECK

If you have been diagnosed with one or more long-term conditions, we may invite you for an **annual review around your birthday**.



This helps us monitor your health, review your treatment, and ensure you are receiving the most appropriate care.

You may be invited if you have any of the following conditions:

- High blood pressure
- Diabetes
- Kidney disease
- Heart disease
- Mental health conditions

- Stroke or mini-stroke (TIA)
- Asthma
- COPD (chronic obstructive pulmonary disease)
- Dementia or Alzheimer's disease
- Epilepsy
- Vascular disease
- Rheumatoid arthritis

If you have been diagnosed with one or more of these conditions, we will offer you an **annual comprehensive review** of your health and medications, usually in the month of your birthday.

These reviews are typically **nurse-led** and are an important part of managing your long-term health.

In most cases, you will be asked to attend an appointment with a healthcare assistant **prior to your review** for routine checks such as a blood test and, where appropriate, a urine test.

Please contact reception to arrange your **Annual Birthday Check (ABC) appointment**.

Patients with Thyroid Problems

If you have no other ongoing medical issues you will only need to have an annual thyroid blood test with our health-care assistant in the month of your birthday. The doctor will contact you regarding any dosage changes to your medication.

Arranging Your Annual Check

Please telephone after 11 am when we are less busy.

If you intend to discuss this at the reception desk please be patient, we may ask that you leave your contact details so we can contact you at a more convenient time

Child Health Surveillance

The doctors carry out developmental checks by arrangement for infants' around 6-8 weeks of age. Routine childhood vaccinations are carried out by the practice nurse by prior appointment.

Parental permission is required for all vaccinations. If a parent or guardian is arranging for another responsible adult to bring the child for immunisation, this must be discussed with the nurse prior to the immunisation and consent must be provided in writing.

Chronic disease management

The doctor or nurse carries out regular reviews of patients with chronic diseases such as asthma, diabetes, heart disease, COPD or cancer. You will be monitored regularly and be invited for a full review once a year.

Flu Vaccinations

Influenza immunisation protects effectively against ‘true’ influenza. This vaccination is offered to all patients aged 65 and over and those less than 65 years with any long-term condition such as asthma, diabetes, and heart disease and COPD, as well as pregnant women and those on long term steroids or immunosuppressants.

This service is available from the beginning of October each year. Any patient fulfilling any of these criteria should contact the practice nurse to discuss having a routine vaccination each winter.

Pneumococcal Vaccinations

Pneumococcal vaccination is offered to all children as part of the routine immunisation programme; however it is also offered to all patients aged 65 years and over and those less than 65 years with a long term condition. For most patients it is a single injection, but certain groups of patients may require a booster after 5 years.

Shingles Vaccination

A Shingles vaccine is offered to adults aged 70 or 78 years old.

Travel Vaccinations

These are available by appointment with the nurse. You will be required to complete a health questionnaire before your appointment in order to provide the nurse with as much information as possible. Please contact reception for further information at least 6 weeks before you intend to travel.

There are a number of travel vaccinations provided by the NHS, however vaccines such as Rabies, meningitis ACWY, Japanese, encephalitis and tick borne encephalitis are not provided under the NHS and therefore will incur a fee for the vaccine and administration.

Please discuss your requirements with the practice nurse or contact reception for a price list.

Smoking Cessation

If you would like support to stop smoking, free help and advice is available through **Smokefree Norfolk**.

They offer personalised support, including one-to-one guidance, practical advice, and access to stop smoking aids.

Telephone: 0800 0854 113
Website: www.smokefreenorfolk.co.uk

You can also speak to a member of our team, who can provide advice or refer you to local support services.

Private Medicals and Forms

All non-NHS work such as holiday cancellation forms, To Whom It May Concern letters, private medical examinations/certificates etc, will incur a fee.

If you require any of these services, please contact reception as you may need to book an appointment outside normal surgery hours.

Private Referrals and Prescriptions

If you wish to see a consultant privately you must discuss the matter in advance with your GP who will provide a referral letter if appropriate.

Prescriptions from private consultants will not automatically be provided on an NHS prescription.

Fit Notes

Self-certification forms for the first week of your illness are available from your employer or the surgery. If you remain unfit to work after this time a doctor's note may be required by your employer. Please make an appointment to see the doctor for this.

Private medical certificates for periods of time less than one week can be requested from the doctor. There is a fee payable for this certificate.

Dietitian

The dietitian is here every other month and can be seen by appointment if referred by the doctor or practice nurse. The dietitian also attends our monthly diabetic clinic.

Family Planning

Advice on all forms of contraception is given and coils are fitted at the surgery.

Young People Services

While we prefer to see young people with their parents, we are willing to offer a confidential and sympathetic consultation to any young person if requested, to offer advice about emotional development, contraception, health education, or any health-related problem. Please make an appointment with the doctor or nurse.

HOW TO BENEFIT MOST FROM THE SERVICES WE OFFER

Patient Participation Group

Patient groups have been set up at a number of practices in our locality and are seen as a very effective way to involve local people in the decision-making of the services of their practice. They are made up of a small cross-section of the patients and staff within that practice. Our group has now been running and has a few volunteers but would like to hear from anybody who is interested in joining the group particularly for those families with young members. The meetings are currently held bi-annually, at the practice. For more information, you can contact the Reception Lead on the surgery number.

Patient Feedback, Suggestions, Compliment or Complaints

We are keen to hear your views about our services and welcome any suggestions you might have on how we can improve. We believe in

LISTENING & LEARNING

From time to time we distribute questionnaires to learn your views about the services offered by the practice. Please help by returning your completed questionnaires to reception promptly.

Please also complete the national survey if you receive one.

How to complain or provide feedback

If you have a complaint or concern about the services you have received from the doctors or staff at the practice, you are entitled to ask for an explanation.

We operate an internal complaints procedure to ensure that all concerns are handled fairly, thoroughly, and as quickly as possible.

Complaints should ideally be made in writing and addressed to our Complaints Manager:

Rehana Jabeen
Complaints Manager / Director
Email: nwicb.contacttthehollies@nhs.net

We are committed to listening to our patients and learning from feedback. All complaints are taken seriously, fully investigated, and used to support learning, staff development, and service improvement.

All complaints and the actions taken to resolve them are recorded in line with our governance procedures.

We maintain strict confidentiality and cannot share information without appropriate consent if you are not the patient concerned.

Access to Patient Records

All our current records are held on computer. Patients can be assured of complete confidentiality. Your rights are also protected under the Data Protection Act and General Data Protection Regulations. Patients may request access to their medical records under this Act and all requests must be in writing. Please contact reception for further information.

Freedom of Information Act 2000

Please see separate Freedom of Information Act 2000 leaflet that is available in the surgery for further information.

Summary Care Records

If you require an information leaflet or decide not to have a Summary Care Record, please contact reception or visit www.nhscarerecords.nhs.uk .

PRACTICE CHARTER

What we will do for you

- always treat you with courtesy and respect; we value your tolerance and patience when we're working under pressure
- discuss your care and treatment with you
- refer you to a specialist acceptable to you (within the limits of the services available in this area) when your GP thinks that it's necessary
- respect your right to confidentiality

- provide our patients with an environment which is comfortable, relaxing and friendly
- ensure that all staff have the competency to deliver the required standards of care
- respond to feedback from our service users, their families, other health professionals and our staff
- continuously seek ways in which our services can be improved.

What you can do for us

- treat us with respect and courtesy at all times. We know that sometimes if you are worried, this is not easy; however, we do have a policy of zero tolerance against violence and abusive or threatening behaviour
- tell us if you are unsure about the treatment, we are offering you
- keep your appointments at the surgery and let us know as early as possible if you are unable to do so – there are always other patients waiting for cancellations
- only order repeat prescriptions for those medications that you need – many medicines are wasted
- allow at least 48 hours for us to process your repeat prescriptions
- inform us of any changes to your address and/or phone number so that we can keep your records up to date
- tell us about complaints or misunderstandings as soon as possible to allow us to deal with them

We know that surgery waiting times are sometimes not acceptable to you and so we are constantly trying to find ways of improving our system. Occasionally the doctor on duty has to deal with an emergency during surgery and we will always tell you when this is the case and give you the opportunity to go away and arrange a time for you to come back.

We are grateful for your goodwill and thanks when you are pleased with our care and service.

Confidentiality

As part of our commitment to patient care, we have to record personal information. This is to ensure that we have accurate historical and current information so that you receive the proper care and treatment.

Everyone working at the practice has a legal duty to keep information about you confidential.

Zero Tolerance against violence

For the safety of staff and patients, this practice has a Zero Tolerance Policy in respect of violent, aggressive or threatening behaviour by patients or their relatives to practice personnel or other patients. In extreme cases we may summon the police to remove offenders from the practice premises. Any patient who abuses this policy may be removed from the practice list.

SELF MANAGEMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines that you can buy over the counter.

Backache and Strains

Many acute strains and backache will settle without medical intervention over a few days or weeks. Staying mobile improves recovery and using simple pain relieving measures such as ice, heat and over the counter pain relief medication. If the symptoms persist or get worse, please contact the doctor.

Burns and Scalds

Taking the heat away from the skin as soon as possible is the most important factor. Apply large quantities of cold water immediately, for up to 15 minutes if necessary. If the skin is unbroken but blistered, apply a loose dry dressing after this cooling. If the skin is broken, or if the area of the burn is larger than 10-12 centimetres diameter, further advice should be sought.

Colds and Flu-like symptoms

Colds usually start with a sore throat, temperature and aches, coughs and runny nose. They are caused by viruses and antibiotics are of no use in treating them. Treatment consists of drinking plenty of fluids and taking recommended doses of Paracetamol for temperatures and aches.

If symptoms are associated with shortness of breath, then further advice should be sought.

Diarrhoea & Vomiting

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. If the diarrhoea contains blood or there is a severe pain or high fever you should discuss it with your doctor. Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to advise you about this over the telephone and arrange to see you if necessary.

Head lice

These creatures prefer clean hair and are not a sign of poor hygiene. Medical shampoos can be obtained from the chemist without a prescription. You can also buy a nit comb from your chemist which is particularly effective when used on hair which has been coated with conditioner.

Advice leaflets are available from pharmacists, school nurses or the surgery.

Insect Bites and Stings

Most of these need no treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

Nose Bleeds

Sit on a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about ten minutes by which time the bleeding usually stops. If the bleeding continues, consult your doctor.

Sprains

First apply a cold compress containing ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until the discomfort has subsided.

Sunburn

With sunburn, prevention is better than cure. Use ‘High Factor’ sun creams before exposure, especially on children. Short term over exposure to sun can cause burning. The skin becomes hot, red and painful. After a few days the burnt skin may peel. A cool shower or bath will help. Soothing creams such as aqueous cream will help and Paracetamol will help with the pain.

If vomiting, fever and headaches occur this may be due to sun stroke. If this occurs, please make sure you have plenty to drink to prevent dehydration. Paracetamol or ibuprofen will help to ease headaches and fever. Please see your doctor if your symptoms are not settling.

Which health service should you use?

For common ailments and illnesses such as **sore throat**, **grazed knee**, **diarrhoea** or **indigestion**. **Top tip:** Keep a medicine cabinet at home stocked with items like pain relief, plasters and cold medicines.	**SELF CARE AT HOME** 
For advice on conditions such as **headaches**, **aches and pains** or an **upset stomach**. **Top tip:** Pharmacists recommend over-the-counter treatments and advise if you need to contact your GP practice.	**PHARMACY** 
If you have symptoms that don't go away, such as **ear ache**, **back pain** or **ongoing health concerns**. **Top tip:** Use online or phone consultations if possible, to save surgery appointments for those who need them most.	**GP PRACTICE** 
For **urgent medical help that isn't an emergency**. 111 can direct you to the right service such as Urgent Treatment Centre. **Top tip:** You can access 111 online at **111.nhs.uk**	**111.NHS.UK** OR **CALL 111** 
For **minor conditions** such as **sprains, strains, broken bones, minor burns** and **wounds**. Attend an Urgent Treatment Centre at St. Mary's Community Health Campus in Portsmouth, Gosport War Memorial Hospital or Petersfield Hospital.	**URGENT TREATMENT CENTRE** 
For **life-threatening emergencies only** such as **loss of consciousness**, **severe chest pain**, **breathing difficulties**, **stroke** or **heavy bleeding** that cannot be stopped. Our nearest Emergency Department is at Queen Alexandra Hospital.	**EMERGENCY DEPARTMENT** OR **CALL 999** 

USEFUL TELEPHONE NUMBERS

Queen Elizabeth Hospital King's Lynn (A&E)
01553 613613
Gayton Road, King's Lynn, Norfolk, PE30 4ET

Norfolk and Norwich University Hospital (A&E)
01603 286286
Colney Lane, Norwich, Norfolk, NR4 7UY

Hinchingbrooke Hospital (A&E) *(alternative nearby)*
01480 416416
Hinchingbrooke Park, Huntingdon, PE29 6NT

Social Services – Norfolk County Council
0344 800 8020 (Adult Services)
0344 800 8020 (Children's Services)

PALS (Patient Advice & Liaison Service)
Queen Elizabeth Hospital King's Lynn:
01553 613351

Out of Hours
NHS 111
(When the surgery is closed)

NHS Dentist
Please visit **www.nhs.uk** or call **111** to find local NHS dental services.

Nearest Paediatric A&E Hospitals

Queen Elizabeth Hospital King's Lynn (A&E – Children's Services)
01553 613613
Gayton Road, King's Lynn, Norfolk, PE30 4ET

Norfolk and Norwich University Hospital (A&E – Paediatric Emergency Department)
01603 286286
Colney Lane, Norwich, Norfolk, NR4 7UY

Peterborough City Hospital (A&E – Children's Services)
01733 678000
Bretton Gate, Peterborough, PE3 9GZ

Important Advice

For urgent concerns about a child's health, you can also contact **NHS 111** for advice and direction to the most appropriate service.

In a life-threatening emergency, please call **999**.

Local Pharmacies

Willows Pharmacy
Downham Market Health Centre
Paradise Road
Downham Market
Norfolk
PE38 9JE
Tel: 01366 386500
Email: pharmacy.fxx52@nhs.net

Boots Pharmacy – Downham Market
6–8 Market Place
Downham Market
Norfolk

PE38 9DE
Tel: 01366 382149

Pharmacy Services

Local pharmacies can provide advice and treatment for a range of minor illnesses without needing to see a GP. They can also support with:

- Minor ailments (coughs, colds, sore throat)
- Medication advice
- Emergency contraception
- Repeat prescriptions

Many pharmacies now offer the **Pharmacy First service**, allowing patients to receive treatment for common conditions directly from a pharmacist.

Our NHS Commissioner

Our practice is part of the NHS Norfolk and Waveney Integrated Care Board. For any commissioning-related inquiries, you can contact them using the details below:

Address: NHS Norfolk and Waveney ICB, County Hall, Martineau Ln, Norwich, NR1 2DH.

Telephone: 1603 595857

Website: https://improvinglivesnw.org.uk/