When can I book an appointment?

Surgery Appointments

Same Day Appointments

For medically urgent appointments and if you feel that you need to see the doctor without delay we can offer an appointment on the same day. Telephone lines open at 8am—please call the surgery as early as possible or book on-line.

Minor Illness or Minor Injuries

Our Nurse Practitioner can see and prescribe for both adults and children with ailments such as sore throat, cough, earache, conjunctivitis, urine infection, cystitis, vaginal discharge/thrush, emergency contraception, rashes/insect bites, diarrhoea and vomiting, any injury, hayfever, sinusitis.

Routine Consultations

For routine consultations such as medication reviews, follow up appointments or the doctor asks to see you regularly, appointments can be booked up to four weeks in advance either with reception or online. It would be helpful if you could telephone after 10.30am for these appointments. Please note that we can arrange for further medication if your current supply will not last until your appointment—please ask when making your appointment.

We will endeavour to offer an appointment with the doctor of your choice however please bear in mind that this may not always be possible.

Nurse Apppointments

You can pre-book these up to 4 weeks in advance.

On-line Appointments

Please ask at reception to register for this service. You will then be able to book appointments and also order repeat prescriptions on-line by clicking on the link of our website.

www.coltishallsurgery.co.uk

Surgeries from 7am

Surgery Times

Coltishall

Mon *7am to 10.30am
3.30pm to 5.30pm

Tues *7am to 11am
3.30pm to 5.30pm

Wed *7am to10.30am
3.30pm to 5.30pm

Thur *7am to 10.30am
3.30am to 5.30pm

Fri *7am to 10.30am
3.30pm to 5.30pm

* During holiday periods the surgery may not be open at 7am every day in which case it will open at 8.30am.

Spixworth

Mon 8.30 am to 10.30 am
3pm to 4pm

Tues 10am to 11am
(also 1 in every 4 weeks: 2pm to 4pm)

Wed 8.30am to 10.30am
2pm to 4pm

Thur 8.30am to 10.30am
2pm to 4pm

Fri 8.30am to 10.30am
1pm to 3pm

Reception Times

Coltishall
8.00am to 6.30pm

Spixworth
8.00am to 5pm
(8.00 am to 4pm on Friday)

Closed for lunch Mon -Thurs 1pm to 1.30pm Friday 12.20pm to 12.50pm

All surgeries closed for staff training 1pm to 2.30pm on 1st Tuesday of every month.

Coltishall Medical Practice

Telephone Advice

The Doctors and Practice Nurses are happy to give advice on the telephone but obviously cannot allow consultations to be interrupted for this purpose. Therefore a short period of time is allocated at approximately 11.30am each weekday morning for this.

Out of Hours Service

Anglian Medical Care currently provides medical attention for the surgery during the following hours:-

Monday—Friday	18.30hrs to 08.00hrs
Friday—Monday (plus all public holidays)	18.30hrs to 08.00hrs

If you need medical assistance please telephone 01603 488488

This number is given on a recorded message if you ring the surgery during these hours.

When you ring this number you will be asked for your details and advised that a doctor or nurse practitioner will contact you.

Useful Telephone Numbers

Appointments	**Coltishall**	**01603 737593 (Key 2)**
	Spixworth	**01603 898583**
Repeat Prescriptions	**Coltishall**	**01603 736616**
	Spixworth	**01603 897778**
Coltishall Pharmacy		**01603 736784**
Spixworth Pharmacy		**01603 890680**
Out of Hours service (Medicom)		**01603 488488**
Health Visitor Service		**01603 777880**
Midwife—Hoveton Maternity Unit		**01603 777928**
Norfolk & Norwich University Hospital		**01603 286286**
Cromer Hospital		**01263 513571**
Patient Advice & Liaison Service (PALS)		**01603 307418**
Translation Service—INTRAN		**01603 257252**
NHS Direct		**0845 4647**
Timber Hill Health Centre (Walk In)		**0300 0300 333**
Norfolk Carers Helpline		**0808 808 9876**

Practice Staff

GP's
Dr Chris Malpas
Dr Tim Mansfield
Dr Neil Taylor
Dr Nikki Allanson
Dr Indu Vetrivel
Dr Laxmi Badrinath

Nurse Practitioner
Mrs L Jordan

Practice Nurses
Mrs A Norton
Mrs C Germany
Mrs H Rengert

Health Care Assistant & Phlebotomy
Mrs T Palgrave
Mrs S Deards

Dispensary Manager
Mrs D Baker

Practice Manager
Nikki Crawford

Secretary
Emma Oakley

Office Manager
Meryl Flaxman

Admin Manager
Lindsay James

Research Nurse
Michele Taylor

Please ask for...

- A Practice leaflet giving more detailed information about the practice
- Nikki Crawford, our Practice Manager if you have any concerns or complaints about the Practice.
- Details of our Practice Patient Participation Group — help us to help you.