



Lionwood Medical Practice
30A Wellesley Avenue North
Norwich, Norfolk
NR1 4NU
01603 437559

<https://lionwoodmedicalpractice.nhs.uk>

Welcome to Lionwood Medical Practice

Opening hours

The practice opening times are as below:

Day	Opening Time	Closing Time
Mondays	08:00am	18:30pm
Tuesdays	08:00am	18:30pm
Wednesdays	08:00am	18:30pm
Thursdays	08:00am	18:30pm
Fridays	08:00am	18:30pm
Saturdays (Adhoc Weekends)	8:00am	16:00pm
Sundays	Closed	Closed
Bank Holidays	Closed	Closed

Telephone lines are open from 08:00am to 13:00pm & 14:00 to 18:00pm on weekdays.

What to do when we are closed:

After 6pm each weekday, at weekends and on Bank Holidays, emergencies are dealt with by either CallEast the local out of hours service provider, or by 111.

If you need medical attention during these times, please phone **111** who will provide you with telephone advice, access to see a Doctor at the Out of Hours at the Walk in Centre or a home visit if medically indicated.

GP PARTNERS	
Dr S. Rasul	Senior GP Partner Associate GP Trainer UEA Medical Student Tutor Safeguarding Children Lead
Dr J. Wang	GP Partner Clinical Lead for Minor UEA Medical Student Tutor
Mrs. Emma Miller	Non-Clinical Partner & Practice Manager



Free Car parking is available.

A full list of staff at **Lionwood Medical Practice** can be found on the website - **About the Surgery**. **If you do not have access to the internet and would like the list, please ask a member of our reception team to print out a copy for you.**

CONTACTING US

You can contact us in several ways to make an appointment to see your GP, or any member of our healthcare team:

1. Through our website [Lionwood Medical Practice – NHS GP Surgery in Norwich](#) via Appointments tab. This option is open during working hours.
2. By telephone 01603 437559 to speak to a member of our Reception Team. Our care navigators will ask you for some further information about your request to help direct you to the most appropriate service.

Pre-Bookable Appointments, Face to Face or Telephone

In order to ensure that we have GP appointments available for more complex health conditions/diagnosis, we have trained clinicians for the following less complex routine care:

- Phlebotomists for blood taking.
- HCA's for non-complex dressings, vaccinations, NHS health checks and long-term condition physical health check reviews.
- Experience nurses for complex dressings and long-term condition management, cervical screening, contraception and immunisations.
- MSK (musculoskeletal) clinicians for joints, bones and movement problems.
- Physician Associate for urgent same day care.
- Mental Health support workers.
- Social Prescribers for social, financial, smoking and weight signposting.
- Clinical Pharmacists for medication queries and annual medication reviews.

Total Triage System

The Practice implemented a total triage system in May 2024. Patient requests for Health Problems are placed into our clinical triage system and reviewed by a clinician. Requests are then signposted by the triaging clinician. Once the request has been triaged, a member of the Reception Team will communicate the outcome to the patient.

Our website contains further information that may be helpful and is the quickest way to access the services you may need when we are at capacity.

HOME VISITS

Home visits are at the discretion of the GPs and are only for those patients who are housebound or have significant health issues. Should you require a home visit please contact reception prior to 10:30 am. A clinician will then telephone you to discuss your request.



PRESCRIPTIONS

Please let us have your request at least 10 working days (not including Saturdays, Sundays, or Bank Holidays) before you need your medication, to allow the Doctors to review and sign your medication and allow the Pharmacy time to process the prescription and have your medication ready for collection. Please allow extra time if doing this around a bank or public holiday.

You can order repeat medications by using:

- **The NHS App (our preferred method)** – which helps us manage workload. The NHS App is quick and simple to use and interfaces directly with our clinical system. This means that your latest medications are always shown and prevents additional manual processing within the practice.

You can download the NHS app by clicking on this link. If you have problems accessing this, please ask reception to assist as you may require a log-in username and password if you are unable to successfully link your NHS records.

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

- **Online** - Please log in and order via our website.
- **Paper** - Tick the items you require on the repeat medicines list provided with your last issue of repeat medicines. This can then be posted to us or dropped into the Practice during our opening hours.
- If you do not have access to a smartphone or tablet, please contact the practice to request access to SystmOne Online so that you can order your prescriptions via this method. Alternatively, you can continue to hand deliver your completed repeat prescription slip.

ADDITIONAL SERVICES

Along with routine appointments, the practice offers the following services:

- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics, If you are unable to attend these clinics, please discuss with a member of our administrative staff.
- **Minor Injury Service** – As part of the broader range of services the practice offers, we are providing a minor injury service to patients. This service is intended as an alternative to attendance at the hospital Accident and Emergency department for those injuries that are simply treated. Our nursing team will assess the injury and if possible, provide treatment at the surgery.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available, especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.



TEACHING

Lionwood Medical Practice provides medical education and postgraduate training for GP registrars and training for medical students. These doctors are gaining experience in General Practice and are bound by the same rules of patient confidentiality.

Sometimes medical students will sit in with a doctor or Nurse during consultations. You will always be advised when they are present and asked if you are happy for them to stay. We will always respect your wishes and your decision will not affect your care in any way.

Our current GP Trainers are Dr Saffana Rasul & Dr Jimmy Wang.

PATIENT PARTICIPATION GROUP

We have a newly formed Patient Participation Group (PPG) and we would love for new patients to join us to support our practice decision making and be involved in the running of our and your practice.

Further information about our PPG is available within the **Patient Group** section of the website together with a form that you can complete if you would like to join our group.

PATIENTS RESPONSIBILITIES

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero- tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence.

SHARING INFORMATION FROM YOUR MEDICAL RECORD

The Practice follows the guidance from the Department of Health, LMC (Local Medical Committee) and the BMA (British Medical Association). The practice understands that by the sharing appropriate information better healthcare can be given therefore the surgery shares necessary information when required with organisations commissioned to provide your healthcare, for example in hospital referral letters or for national screening services (diabetic retinal screening, cervical smears, bowel screening)

The surgery supports NHS Connecting for Health in the development of the Summary Care Record, this will share all your medical record with other commissioned health care services in the country when you attend them.

It will be assumed that you agree to this unless you 'Opt out'. If you Opt Out please be aware of the connotation it could have to your medical care away from t

Temporary Residents

If you are a temporary resident in our practice boundary and you fall ill, we will be able to see you.



BLOOD TESTS

Blood test appointments are available Mon – Fri 8:00 – 14:30 (this is due to the planned collection times to transfer them to the laboratory)

ON-LINE ACCESS TO RECORDS

The surgery is following the DOH guidelines, at present if you register for on-line services (appointment booking and prescriptions) you can view your medications, allergies, and immunisations. Patients are entitled to have online access to their medical record. Photographic ID is requested before login details are given.

CONCERNS / COMPLAINTS

As a practice, we aim to provide the highest levels of care and support to all our patients. If you are unhappy with the service you have received, have a concern or would like to make a complaint, please ask to speak to our Operation Lead.

SUGGESTIONS / FEEDBACK

The practice would like to hear from you if you have a suggestion on how we can do things better to improve the experience for our patients. Please submit your feedback via our website, alternatively we do have a suggestion box in the patient waiting room.