

We are open – but what can you expect from our services right now?

There is no doubt about it - Covid has had a significant impact on everything, but we have continued to remain open throughout, providing primary NHS care to all our registered patients. We have made significant changes to the way we operate so we can continue providing healthcare in a safe and effective way. So what has changed...?



Appointments

All doctor appointments (pre-booked and urgent same day) will be via telephone or video consultation in the first instance. If they then feel you need to be seen in person, they will arrange this for you.

Some nurse appointments will be via telephone - reception will advise you on booking. If you physically need to be seen by a nurse for a dressing, blood test, immunisation etc then you will be booked a face-to-face appointment.



Face masks/coverings - **Protect yourself, protect our staff**

All adult patients must wear their own face mask or face covering when attending the surgery in person. This can help protect each other and reduce the spread of this disease. Please do not buy surgical masks which should be prioritised for the NHS. You could use a scarf, or make your own, or buy online – there are some great designs and patterned masks out there!



Arriving at the medical centre – how do I get in?

To temporarily decrease footfall within the building, we are only allowing you to enter the building if you have a face-to-face appointment. When you are outside, phone us on 01603 251600 or press the intercom button next to the front door. The receptionist will then advise you where to wait or can deal with your query. So we can operate a one-way system, there is a separate exit clearly signposted from inside.

Need some medication or a prescription? Not in Norwich? Not a problem - just give us a ring!

Prescriptions can be sent electronically to any pharmacy in England (all you need is the postcode and name of the pharmacy where you would like to collect your medication). You can change your 'nominated' pharmacy at any time – change it yourself online, ask the pharmacy or phone us.

NHS App – access at your fingertips!

The NHS App enables you to;

- Order repeat prescriptions
- Book/cancel/manage appointments online
- Access general medical advice/information
- Check symptoms online



Quick, simple & secure – download via Apple or Google Play

NEW: We are now a Research Practice!

Want to help with medical/healthcare related research? Now is your chance! We are taking part in a project called The CLIMB Survey. **How do YOU think, YOUR health data should be shared and used?** Have your say and take part. This is open to anyone; patients, friends, family, colleagues – spread the word! All we ask is that **when you or anyone you know signs up, it is very important when asked the question 'how did you hear about this survey' you/they ensure you/they select 'GP' and then from the drop down box select 'UEA Medical Centre, Norwich'**.

Visit www.climbproject.org.uk/consentsurvey

or scan QR code:



! Are you up to date with your immunisations?

Ensuring you are up to date with immunisation is always important, but even more so at current time to ensure outbreaks of other diseases do not begin to rise. The NHS recommends that young adults are protected against mumps and measles by receiving two doses of MMR vaccine. Young adults under the age of 25 years old (especially those at/going to university) should also have a single dose of Meningitis ACWY vaccine. Both vaccines are free on the NHS. For further information click here: [MMR Vaccine](#) & [Meningitis ACWY Vaccine](#) Phone us on 01603 251600 to book an appointment with the nurse.

 **Travel Service:** If you do finally get the opportunity to travel somewhere far and wide, our travel vaccination service has now re-opened! This is for registered and private patients. Visit www.umsuea.co.uk > travel health for details.