



Service No 0000062490

26 Cattle Market Street, Norwich NR1 3DY
Tel 01603 667323 Fax 01603 667353

Opening times:

Please contact us for our current opening times, or look on our website
www.globetravelhealthcentre.com

We aim to offer appointment times which are convenient for you, and we are open Saturdays.

Our Aim

Our aim in The Globe Travel Health Centre is to provide a consistent and high quality service to you, the client seeking advice and relevant vaccinations prior to travelling abroad.

The Centre is owned and staffed by qualified nurses who are specialists in travel medicine, and are able to discuss and advise on all aspects of maintaining optimum personal health and safety whilst travelling to any area of the world.

All staff undergo continuing professional development to ensure that the service to the client remains of the highest quality.

Our Objectives

- To constantly strive to improve access to our services
- To constantly improve the quality of the service we provide
- To ensure that the delivery of our services is understood by and accessible to all clients, irrespective of cultural and ethnic diversity, and disability
- To involve our clients by seeking their views on all aspects of how we run our service
- To respond to clients' views, and make improvements that reflect their observations and suggestions
- To ensure that we meet our aims and objectives at all times
- To maintain our position at the forefront of clinical excellence

Our Service to You

We stock a full range of travel-related vaccinations* and anti-malarial medications, and we are also registered with NaTHNaC, (the National Travel Health Network and Centre) as a designated Yellow Fever Centre. (*With the exception of BCG)

All advice is tailored to your individual needs, and will only be given after an individual risk assessment has been carried out, which will take into account any pre-existing medical conditions and all current medications.

Together with you, we will then design a suitable schedule for giving any vaccinations and anti-malarial medication required, and provide comprehensive written advice on all aspects of optimising your health and safety before, during and after your trip, together with current general

advice relating to the countries you are visiting. We will also recommend any supplementary equipment that may be essential to safeguard your health during your trip.

You will be provided with a record card detailing all vaccinations given to you.

We are able to supply a range of useful travel related equipment such as mosquito nets, sterile needle kits and water treatment systems. These are mainly supplied to us by Nomad Travel in London.

Our Staff

Sarah Buckley trained as a Registered Nurse at St Thomas Hospital, London. She has been giving travel health advice for many years both as a practice nurse in Norfolk, and in a specialist travel clinic. She has gained a Diploma in Travel Medicine with The Royal College of Physicians and Surgeons of Glasgow, and has been admitted as a Member of the College.

Doctor Stuart Martin, our supervising physician, has been a GP in Norfolk for many years, and is himself a keen traveller. His expertise lies in travel to areas of high altitude, and extremes of temperature.

All our nurses have specialist training in travel medicine, and a passion for travel.

Non Travel-related Services

Influenza vaccine: We offer Influenza vaccine in season, for those who would like to be protected, but do not qualify for free vaccination on the NHS. Please contact us from the beginning of October each autumn to arrange this.

HPV vaccine: We also offer vaccination for females aged 9 years of age and upwards. This vaccine has been shown to give nearly 100 percent protection against the two viruses that are the most common causes of cervical cancer. Please contact us for further information.

Pneumococcal vaccine: This vaccine protects against some of the most common forms of pneumonia, and is very useful for those whose general health is poor, and who have been unable to obtain this free on the NHS.

Rotavirus vaccine: This protects against the most common cause of acute severe diarrhoea in infants and young children. Rotavirus is the most common cause of diarrhoea-related death or hospitalization in this age group. The first dose should be given between 6 and 14 weeks of age. Please contact us for further details.

Consultations

Appointment length will vary depending on the complexity of the client's requirements, and an initial appointment will be longer than subsequent visits. For example, if you are undertaking a lengthy backpacking trip, visiting many counties, an initial appointment may take up to 40 minutes.

At the initial appointment you will be asked to fill in a form giving personal and GP details, your trip itinerary, and details of vaccinations already received. You will receive a printed handout which the staff will use during your consultation/s.

You will be asked to attend 15 minutes early for your initial visit only, in order to complete the paperwork. You may be asked to remain in the Centre for a short time following certain vaccinations, in case of a reaction.

Anaphylactic Reactions

Serious reactions to vaccinations remain extremely rare. All staff are trained in how to deal with an anaphylactic reaction, and the necessary medications and oxygen are always on hand in the Centre. In the unlikely event that a reaction should occur, immediate treatment will be given, and a 999 ambulance will be summoned.

Terms, Prices and Payment

Please see the separate sheet for our current prices. Please note the prices for vaccinations are per dose and not per course. We do not offer refunds for return of unused medications. All terms and services are subject to availability. As manufacturers' prices may change, The Globe Travel Health Centre reserves the right to alter prices without prior notification. Cancellations without at least 24 hours notice will be subject to a £25 charge.

Payments are to be made at each appointment for those vaccinations, medications or equipment supplied at that visit. We do not offer credit facilities, except for corporate accounts.

Payment may be made by cash, cheque (with current bank cheque card), or credit or debit card. For your and our convenience, credit and debit card payments will be made via an electronic link, so you will need your PIN number.

Our Facilities

Comfortable reception area with magazines available, chilled water, and toilet facilities. There is a separate private consulting room.

The Centre may be accessed by those clients using wheelchairs and the toilet facilities are also wheelchair friendly.

Parking and Public Transport Links

We are situated close to Norwich city centre, only 50 yards from the Cattle Market Street entrance to Castle Mall, with its excellent parking facilities.

Parking: Nearest car park is Castle Mall, which includes facilities for disabled parking. Exit the car park at the Cattle Market Street entrance, cross via the pedestrian crossing, and we are on the far side of the Marquee public house.

Trains: Exit Norwich Railway Station and walk diagonally right across the car park. At the pedestrian exit cross the road immediately in front of you, then cross the bridge over the river, next to the Nelson Hotel. Proceed up Prince of Wales Road and take the left fork up Rose Lane. Follow this road up and you will continue into Cattle Market Street. The Globe Travel Health Centre will be on your left at number 26, next door to and just before the Marquee public house.

Buses: The Centre is a short walk from Castle Meadow, where all the Park & Ride buses, and many other services have stops. Just walk through Castle Mall to the far exit and the Centre is just across the road.

Bus Station: Exit the bus station at the lower end and turn right up Sussex Street. At the lights turn left into All Saints Green, cross the road and follow the road past and around John Lewis. Cross the road opposite Pymm & Co (Estate Agents), and go left, passing the Woolpack public house. Staying on the same side, cross Rouen Road. Go downhill past the glass model shop, we are just past the Marquee public house on the right.

Disabled access: Our front entrance is accessible by wheelchairs, and the toilet is suitable for use by those in wheelchairs.

Keeping our Information up to Date

Travel medicine is a fast moving field, and it is essential that all the information and advice given to you are right up to date.

All our staff have undertaken specialist training in this field, but we also make sure they stay current with any changes. We stay up to date by reading and subscribing to specialist journals, attending travel medicine study days and conferences, and having membership of travel medicine forums. Examples of these are the British Travel Health Association, and the International Society for Travel Medicine.

In the consulting room we have access to various databases that give immediate and up to date information. Our specialist computer system is provided by Exodus, a company that designs software only for the travel medicine field. The information available on this system is updated daily, so you can be sure you are not given out of date advice.

We also have access to the current information available on drug interactions, so we can be sure that none of our medications will interact with your own prescribed medicines. The Foreign Office website will give information on the current political situations all over the world, and states whether travel is recommended to that country as well.

Confidentiality

You can be assured that your personal and medical details are entirely confidential, and are held securely, whether they are on paper or on the computer database.

Your details will not be passed to any other party outside The Globe Travel Health Centre without your express permission.

We may use your mobile telephone number or email address to remind you when a further vaccination is required. (For example, some courses of vaccination require a booster dose after 12 months).

We do not routinely pass on details to your General Practitioner. If you wish to let your GP have details of your vaccinations or treatment, we can do so, or you can let your GP practice see the vaccination record card provided by us.

Our Contract with You

We undertake to supply you with vaccinations, medications, and equipment that are appropriate for the trip you are planning, only after undertaking a risk assessment, with due regard to any relevant medical history and current medications that you are taking.

We, The Globe Travel Health Centre remain responsible in the normal way for any advice or treatment offered. The pharmaceutical companies remain responsible for the quality of their products.

We can only guarantee a safe risk assessment if you have informed us of your medical history and any current medications you are taking, (including those medications or herbal preparations obtained without prescription).

We will only vaccinate you, or supply medications, after you are made aware of any possible risks and side-effects of the vaccines or medications, and you have agreed with us that you are aware of these, and still wish to proceed.

You may be asked to sign a consent form before we vaccinate you, or supply medications.

We reserve the right to refuse treatment if we feel it is not in the interests of your health, or we may recommend that you visit your General Practitioner for further advice.

We may occasionally recommend that the trip you are planning may not be in the best interests of your health, and we will record that in your Centre records.

Blood Care Foundation

We are able to offer Blood Care Foundation membership. The Blood Care Foundation is a non-profit making organization that undertakes to supply safe blood to travellers wherever they are in the world. This not only ensures that the blood you received has been tested to UK standards, but also ensures that precious local supplies of blood are kept for the local population. This costs £12 per month or £60 for a year. You will need documentation of your blood group, or if this is not available, you will need to have a blood test to find this out.

Travel Insurance

We always recommend that you take out adequate travel insurance before your trip. It is not unknown for people to have to sell a house or business in order to fund hospital treatment and/or repatriation to the UK by air. Never assume it won't happen to you.

Illness after Travel

We do not offer facilities for health checks following travel. If you feel unwell following travel, consult your General Practitioner.

If you have been to a malarious area and you become feverish, (even up to a year following travel), it is essential that you contact a medical practitioner immediately, or present yourself at an Accident & Emergency department. Tell the doctor or nurse you have visited a malarious area.

Corporate Accounts

Personnel travelling abroad: We welcome enquiries from businesses and companies that send personnel abroad, often at short notice. We are able to offer appointments to personnel in the Centre, provide all appropriate vaccinations, medications, advice and equipment, and then invoice the business or company. Please contact us for further details and our credit terms, and to arrange a meeting. Please note that we will undertake a credit check before an account may be opened. Please note we do not offer facilities for health checks on return from overseas.

Influenza vaccination: We welcome enquiries from companies wishing to minimise the effects of seasonal influenza on their workforce. Should you have several personnel who wish for vaccination, we may be able to offer vaccination on site, provided that you are able to provide suitable facilities. Please note that an additional charge of £5 will be made per dose of vaccine given, over and above the current list price. Please contact us for further details and to arrange a meeting.

Client consultation and feedback

We welcome comments on our facilities and suggestions for improvement to our services. Comments forms are available in the reception area. All comments will remain confidential. If you would like a reply, please include your name and address.

We will also be carrying out an annual audit of our clients with regard to our facilities and services, but you will only be contacted if you have given your permission for us to do so. You may reply anonymously if you wish.

A copy of this annual audit will be sent to the Healthcare Commission, and the results will also be published on our website www.globetravelhealthcentre.com

Healthcare Commission Reports

Please let us know if you would like to see our report from the Healthcare Commission, or have a copy of that report.

Complaints

If you feel disappointed with any part of our service, please ask to see the manager or senior nurse on duty.

Any complaints of a serious nature should be addressed to the manager at the Centre address, as soon as possible after the occurrence.

We will acknowledge your complaint in writing within two working days of the complaint being received. A full response will be given in writing within 20 working days of the receipt of the complaint, or a letter will be sent explaining any delay and giving written confirmation of the stage of the investigation and action taken.

Complaints may also be addressed to the Healthcare Commission at the following address, quoting the name, address and registration number of the Centre:

Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA



Comments form

At The Globe Travel Health Centre, we are committed to giving our clients the best possible care. In order to help us do this, we welcome comments on this form. All comments will remain confidential. If you wish to receive a reply, please include your name and address.

Please tick where appropriate	Good	Satisfactory	Poor	Reason for choice Please comment
Initial Contact (Was this satisfactory in respect of prompt reply, courtesy, etc)				
Website (Contents and usefulness - If applicable)				
Appointment time (Convenience to you)				
Directions to Centre (Easily understood)				
Centre Facilities (Comfort, cleanliness)				
Reception process (Courtesy, forms, etc)				
Consultation (Advice given before vaccination process)				
Professionalism (Of member of staff giving advice and treatment)				
Written Information (Quality, easy to understand, etc)				
Confidence in member of staff				
Overall Impression of your contact with the Centre				
Would you recommend us to someone else?				Yes / No / Not sure
Any additional Comments				

Please leave your name and contact details if you wish to receive a reply

Your name & contact details: