

## Complaints

We would like to hear from you if there are complaints about the treatment or about the practice in general. Preferably, we would like to solve it by talking it over directly with you. There is an internal procedure for complaints which we follow in case of complaints by patients. The associated external organisation for such disagreements is SKGE ([www.skge.nl](http://www.skge.nl))

## Education of aspirant GP's and medical assistants

Aspirant GP's (=aios) and medical assistants can follow an educational program in our practice. Normally the aios works autonomously. Appointments of the aios are discussed with the GP afterwards. If necessary, the GP will join the aios during contact with a patient. Sometimes, for educational use only, a video is made of the appointment. The aios will always ask for your approval for this. The video is always discarded after discussion with the GP or teacher.

## Electronic patient file (EPD) and LSP

Your personal medical data can be made available for a specific group of doctors in the Dutch health sector. This is strictly regulated! It can be useful in case of emergency and in the correct treatment with medicines if your health condition is unknown. Your GP will ask your permission in order to make this possible. For more information look for the internet site [www.ikgeeftoestemming.nl](http://www.ikgeeftoestemming.nl) or/and ask the medical assistant.

## Time schedule

### Practice hours (Monday – Friday)

8.00hrs. until 17.00hrs. (between 12.00hrs. and 14.00hrs not reachable by telephone except for emergency)

### Appointment (and test results)

On demand before 12.00 a.m. (preferably before 10.00hrs.)

### Home visits

On demand before 10.00hrs.

## Holidays / Education 2023

Monday 01-05-23 until Friday 05-05-23  
Monday 14-08-23 until Friday 01-09-23  
Education: Wednesday 28-06-23 until  
Friday 30-06-23

When closed medical care is given by  
Huisartsenpraktijk Aduard.  
[www.huisartsenpraktijkaduard.nl](http://www.huisartsenpraktijkaduard.nl)

## Pharmacy

Medicines can be obtained, Monday through Friday  
11.50hrs. until 12.00hrs. and 18.00hrs. until  
19.00hrs. at the pharmacycounter of the GP office.

## Opening hours pharmacy Zuidhorn

(Hanckemalaan 2, phone 0594-502962):  
Monday through Friday 8.30hrs. until 17.30hrs.  
Saturday: 9.00hrs. until 12.00hrs.  
Closed on Sundays and feastdays  
[www.apotheekzuidhorn.nl](http://www.apotheekzuidhorn.nl)



Huisartsenpraktijk  
**NIEKERK**

## General patient information

Internet  
[www.huisartsenpraktijkniekerk.nl](http://www.huisartsenpraktijkniekerk.nl)

E-mail  
[info@huisartsenpraktijkniekerk.nl](mailto:info@huisartsenpraktijkniekerk.nl)

(version august 2023)

## Telephone numbers

GP office Niekerk 0594-503737

## Emergency

GP office Niekerk **0594-503737 (+1)**

Night, evening and weekend DDG **0900-9229**

Life threatening **112**

## Prescription by telephone

24/7 answering machine

**0594-503737 (+2)**

## Appointments

Preferably between 8.00 and 10.00 hrs

**0594-503737 (+3)** Not after 12.00hrs!

## Associated Medical practices

### Niekerk – Aduard

#### GP office Niekerk

Dr. K.L. van der Veenlaan 34, Niekerk

Phone **0594-503737**

[www.huisartsenpraktijkniekerk.nl](http://www.huisartsenpraktijkniekerk.nl)

#### If closed (holidays, education) GP office Aduard

Burg. V Barneveldweg 23b, Aduard

Phone: 050-4031341

[www.huisartsenpraktijkaduard.nl](http://www.huisartsenpraktijkaduard.nl)

F.M. Wierda (GP)

H. Maier (GP)

Burg v Barneveldweg 23b, Aduard

#### Opening hours

During workdays, Monday through Friday, from 8.00hrs. until 17.00hrs.(break / meeting from 12.00hrs. until 14.00hrs.)

#### Personal

Mrs. M.P. Olgers-Rutgers (GP)

Mr. G.D.J. Blok (GP)

Mrs. M. Hoogenboom (GP in training)

Marjan Adema-Stienstra (medical assistant)

Dorine de Boer (medical assistant)

Marjan Sikkema (medical assistant)

Baukje Klaver-Kloosterman (nurse practitioner)

John Koot (nurse practitioner, psychology adults)

Willem Boonstra (communication)

#### Repeat prescription

There are several ways to ask for repeated prescribed medicines:

1. By putting old packages or (labels) in the letterbox or giving them to the medical assistant. A little note may be also possible.
2. By telephone using the receptenlijn (= prescription line) 0594-503737 (+2). Please call (in clear language) your name, date of birth, required medicine(s) plus concentration and usage.
3. See our website: Link "Herhaalrecepten"
4. See our website: "Patientenomgeving" using an account for logging in.

Medication can be obtained from 17.00hrs. at the pharmacy service point in Aduard next workday when requested before 10.00hrs., otherwise after 2 workdays.

#### Medical assistants (MA) and nurse practitioners

The medical assistants Marjan Adema-Stienstra, Dorine de Boer and Marjan Sikkema make appointments with your GP or nurse practitioner. They are also able to answer questions on health issues and give advice about how to deal with common diseases. The medical assistants do tests on blood and urine and in some cases treat the patient autonomously for instance in the removal of warts or excess earwax, They also do bloodpressure measurements, give injections or treat wounds. The nurse practitioner Baukje Klaver-Kloosterman can be consulted about diabetes, copd and elderly with a vulnerable health conditions. She also runs on the project "stoppen met roken (quit smoking)". Nurse practitioner John treats adult patients requiring psychological counseling.

#### Appointments

Visits to the GP are by appointment only. **Make a call before 12.00hrs, preferably between 8.00 and 10.00hrs.** Appointments are normally scheduled for 10 minutes. Please ask the assistant if you need more time to explain your health concern or if you have more issues to discuss with the GP.

#### Home visits

A home visit can be made, normally midday, should you be unable to visit your GP due to serious health issues. In order to arrange a home visit, you can phone the office in the morning between 8.00hrs. until 10.00hrs.. Sometimes people expect a call by the GP after dismissal from the hospital. In case of uncertainty about this you can always ask the medical assistant. If necessary as in case of emergency the GP will visit you immediately!

#### Appointments (telephone)

An appointment for telephonic consultation can be arranged by the medical assistant. Normally the GP calls you between 13.00hrs. and 13.30hrs.

#### First aid

During workdays, the practice can always provide first aid when necessary. Please call ahead the practice when you require first aid. In case of emergency call 0594-503737 (+1). There is always a GP available for consultation in case of emergency when dialing this phone number.