



Newmarket Branch

East Lindsey Medical Group

153 Newmarket

Louth

LN11 9EH

Tel: 01507 603121

Please visit our website, updated
regularly with patient information

www.eastlindseymedicalgroup.co.uk

Welcome to your Newmarket Branch

We aim to provide high quality, patient centered health care and to embrace future challenges in order to sustain the NHS and improve health services for the local community.

GENERAL INFORMATION

Newmarket Medical Practice opened at its present site in the spring of 2001. The partners had previously practiced in Bridge Street Surgery where there had been a practice for over 150 years. From the 1st April 2018 we are pleased to announce that we have merged with The Wolds Practice Tetford. The new merged practice is known as East Lindsey Medical Group. We will continue to operate from the two sites (Newmarket and The Wolds), and patients will be able to be seen at either site depending on their preference. We have an open list across our boundary.

NAMED ACCOUNTABLE GP FOR ALL OF OUR PATIENTS

From 1st April 2015 practices were required under their contract to allocate a named GP to all patients. As a patient at East Lindsey Medical Group you have a named GP who is responsible for your overall care at the practice. This information will be given to you at the time of registration. The allocation process is calculated on a pro rata basis to ensure the workload for each GP is proportionate to the number of sessions they work per week.

This information is displayed on your computer record and on repeat prescriptions as your USUAL GP. If for any reason a GP leaves the practice you will be informed via the practice newsletter that a re-allocation has taken place. However please be assured that you are entitled to see any of the GPs at the practice.

SHARED MEDICAL RECORDS -1ST APRIL 2018

Prior to the practice merger all of our registered patients received a letter to inform them of our intentions to merge. In this letter it also indicated that East Lindsey Medical Group as a Whole has opted to share patients records out to other NHS providers. Therefore if you do not choose to share your record you must inform us at the time of registration.

GP PARTNERS

Dr Neal Parkes <i>Based at Newmarket</i>	Qualified 1993 - London University MBBS MRCGP DFFP With specialist interest in sexual health
Dr Kerry Tyerman <i>Based at Newmarket</i>	Qualified 1993 - Leicester University MB ChB MRCGP With specialist interest in sexual health
Dr Rakhee Kamath <i>Based at Newmarket</i>	Qualified 1995 - Kasturba Medical College MBBS MRCGP
Dr Yvonne Owen MBE	Qualified 1985 - University of Nottingham

Based at The Wolds

BMBS, DipIMCRCSed

With specialist interest in Diabetes, Heart Failure and Musculoskeletal problems

Dr David Smith

Qualified 1983 - University of London

Based at both branches

MBMS, MRCP

With specialist interest in Mental Health

SALARIED GPS

Dr Michael Dwyer

Qualified 1982 - London University

MBBS FRCGP DCH DRCOG DGM Dip IMC

With specialist interest in Diabetes and Substance Misuse

Dr Ayham Zanoun Abugazala

Qualified 2005 – Universidad de Santiago de Compostela
LMS

NURSE PRACTITIONER

Jacqueline Jacklin

RGN BSc Advanced Nurse Practitioner

Kim Butler

RGN MSc Advanced Nurse Practitioner

PRACTICE MANAGER

Angela J Jesney

THE NURSING STAFF

Debbie Snell

RGN BSc Nurse Prescriber

With an interest in Heart Disease and Stroke

Michelle Morley

RGN With an interest in Diabetes

Claire Patterson

RN With an interest in Teenage Sexual Health and Minor Aliments

Carole Hill

RN With an interest in Women's Health and Travel

Sharon Collins

RN With an interest in COPD and Asthma

**Jackie Richardson, Victoria Clare
and Carol Mee**

Health Care Assistants

Alison Traves

Phlebotomist

Vivienne Ryan

Phlebotomist

Tina Winn

Older Adult Care Coordinator

THE PHARMACIST TEAM

Melanie Parker

Sarah Robertson

PHYSIOTHERAPIST

Jonnie Parry

CONTACT INFORMATION AND OPENING HOURS

The surgery telephone number is 01507 603121.

We are open: **Monday-Friday, 8.00am - 6.30pm**

LATE SURGERIES

Late surgeries will be running Monday to Wednesday evenings until 7.00pm. These will be nurse led appointments; either same day appointments or pre-bookable.

EAST LINSDEY HUB PILOT

From the 26th February we have been taking part in the Hub Service at Lout hospital, this is a pilot service providing pre-booked appointments each evening between 6.30pm and 8 pm. The appointment slots are shared across 11 East Lindsey Practices depending on our patient list size. We will keep you informed of this service as it progresses via our newsletter and our website.

EARLY SURGERIES

Thursday 7.00 - 8.00am

If you wish to speak with the doctor please contact the receptionist either in person or by phone - tel: 01507 603121 - and arrange an appointment. A card with the current surgery times is available from reception.

Under the terms of the GP contract, the GPs are no longer responsible for out-of-hours care for their patients. It is now the responsibility of the CCG to commission this service.

The surgery opening hours may be subject to review and changes may be made. Patients will be kept as fully informed as possible. We produce a newsletter and update our website for our patients to ensure all updated information is available throughout the year.

DISABLED ACCESS

The surgery is easily accessible to wheelchairs. If you can get to the surgery but have difficulty walking, a wheelchair can be provided. Please ask the receptionists. A hearing loop is fixed at the main reception and a portable loop can be requested should you need help with your hearing in the consultation room. Please ask reception if you would like to use this equipment.

PATIENTS' CHARTER

Routine/prebookable appointments are available with the practice team, these can be booked in advance via the receptionist i.e. clinics, nurse appointments. In the case of the GP, routine appointments can be booked following a previous consultation or following a telephone consultation/conversation. Should you require further information please visit our website - www.eastlindseymedicalgroup.co.uk.

Patients with medical problems that are considered urgent will ALWAYS receive a telephone consultation on the SAME day. This will be with the most available doctor/clinician at that time. As a patient you may express a preference of practitioner and whilst the practice will endeavour to comply, it might not always be possible. If this were the case an explanation would be offered.

We have increased the availability of Nurse Practitioner appointments to complement our experienced doctor team

and we have introduced a Minor Illness Nurse. This team provide book on the day appointments alongside telephone consultations. On speaking with a doctor they may offer you a Nurse Practitioner appointment if this is clinically appropriate. We have appointed a physiotherapist to work with our team offering an assessment appointment on the same day. These appointments may lead to a course of treatment.

We have appointed two pharmacists to support the clinical team; you may be offered a face to face medication review or a telephone review from this team to help patients with compliance. By the end of 2018 we aim to introduce Pharmacy consultations for minor illness and to discuss over the counter medication options available from a Chemist.

We have same day assessment appointments with a Physiotherapist that can be booked directly by patients or referred in by the GP and or the reception team. In an onward referral is required this will be discussed at the assessment. Choice of provider will always be offered after the initial assessment if this is deemed necessary.

To help us achieve this aim we would ask patients to help us by:

- Using the 'book on the day' appointments whenever possible
- Take the opportunity to speak to the supervising doctor for a telephone consultation
- Take the appointment with the Nurse Practitioner or Minor Illness Nurse, Pharmacist /Physiotherapist who can access a GP if necessary
- Being prepared to wait on those occasions when the doctor is busy
- Being polite and patient with our staff, who always do their best, often under very difficult conditions
- Remembering to attend their appointment or cancel in good time should it no longer be necessary

We always welcome any suggestions from patients that may help us improve our practice. Please feel free to talk to a member of staff or the practice manager. Suggestions boxes are available in each waiting room. These are presented to our patient participation group to action as appropriate. Make your view count. When you are in the surgery you will have an opportunity to answer the question of the month.

FRIENDS AND FAMILY TEST - PART OF THE NHS PATIENT REVOLUTION

This is an NHS wide initiative to better understand a patient's overall experience of the service they receive at their GP surgery. The practice took part in the pilot questionnaire scheme throughout 2013. This has now been rolled out as a national programme. The questionnaire will be available in the surgery when you visit and on the surgery website. Annual results are displayed on the website.

TELEPHONE ADVICE

The doctors routinely offer telephone consultations and advise throughout their working day. For same day advice this will be one of the doctors from the supervising team. Telephone advice is incorporated into the working day.

For non-urgent advice the receptionist will take your details and ask a doctor to phone you back at their earliest convenience; this will usually be within two working days. (Please be aware that some of our doctors work part-time and so if you are asking for a specific doctor the timescale may be longer.)

EMERGENCIES AND OUT OF HOURS

Dial 999 in the event of an emergency such as severe chest pain or collapse.

Emergencies occurring out of hours, such as evenings, nights and weekends are dealt with by the Ambulance Service. When the surgery is closed our answer machine will ask you to replace your handset and dial 999 in an emergency or

111 for less urgent assistance.

HOME VISITS

Home visits are offered to patients who are disabled or too ill to travel to the surgery. They are very time-consuming for the doctor so we encourage patients to come to the surgery wherever practical. Please phone early and **be prepared to tell the receptionist how urgent** you consider the request to be. Always telephone 999 if your condition is critical as you cannot guarantee the time of your visit, this may be late morning or any time in the afternoon.

DISPENSARY

We are permitted to dispense drugs at the surgery to those patients who live more than one mile from the chemist as the crow flies. The dispensary is open from 8.45am to 6.30pm (these times alter slightly on Thursdays and Fridays for staff training, opening at 9.00am). There is a dedicated telephone line - 01507 603695. We offer a dispensing review of used medicines (DRUM). Please ask our dispensary team for details of this service.

REPEAT PRESCRIPTIONS

With the doctor's prior agreement, authorised repeat prescription items can be obtained from the surgery without seeing the doctor. We ask that where practical you register for online prescription orders as this is the most cost effective and accurate way of dealing with your requests. Please ask the team for an information sheet to access this process.

Authorised repeats can also be ordered at the dispensary hatch, via the prescription answering machine, post, online via our website or via the chemist of your choice.

Online makes for a safer and more efficient system. It is vital that no mistakes are made where medicines are involved.

All the local chemists collect prescriptions daily from the surgery. If you wish to use this service please indicate your preferred chemist on your repeat order form.

PLEASE ALLOW A MINIMUM OF 48 HOURS WHEN RE-ORDERING SCRIPTS. (PLEASE ALLOW TIME FOR WEEKENDS AND BANK HOLIDAYS).

The dispensers are not authorised to issue medication that is not listed on the authorised order form. In such cases the doctor must be contacted directly. A medication review must be done on a regular basis for all repeat items. The date when a repeat prescription item requires a review will be indicated on your repeat prescription paper. Please ensure you make an appointment in good time.

In 2014 the surgery introduced a new telephone consultation service to support the medication review process. Telephone consultations can be booked with our pharmacy team. As this service has evolved we are now able to offer face to face reviews.

They will discuss your medication with you and ensure that any diagnostics e.g. blood tests, BP etc. are up to date, liaising with your GP should any changes or concerns be raised.

URGENT MEDICATION REQUESTS

Should you ever require urgent medication outside of the surgery opening hours. Please contact NHS 111.

RESULTS

For test results please call **01507 353609** to access the results answer phone. Full instructions are available on the line. The doctor/nurse will always explain when to telephone for results as timescales may vary.

NEW REGISTRATION

Prior to registering with the practice, we will arrange for you to have a **NEW PATIENT HEALTH CHECK**. This will normally be with the health care assistant or a trained receptionist. Following this check you will be fully registered to the service. Only in urgent cases will medication be provided prior to this process.

At registration you will also receive information about the summary care record scheme.

PRIVATE MEDICAL SERVICES

A number of services provided by the doctors are not available as part of the NHS. The receptionists have a scale of charges for these which include private certificates, insurance medicals, HGV licenses, forms for private medical work etc. The practice is registered for VAT and therefore this will be added to the charge where applicable.

GENERAL NURSING CLINICS

There is a daily nurse clinic for various procedures e.g. blood pressure checks etc. This is by appointment and can be booked with the receptionists.

EAR SYRINGING

We provide ear syringing with the nurse team however please note that these clinics are offered at specific times throughout the week.

PHLEBOTOMY

We provide booked appointments for blood tests throughout the week and if you prefer you can also use the Louth Hospital Unit. On attending an appointment please make sure you are well hydrated

ANTICOAGULANT MONITORING

The health care assistant team run clinics for patients taking Warfarin (oral Anticoagulant therapy).

COMMUNITY NURSING SERVICE

The district nurses and health visitors are employed by Lincolnshire Community Health Services for the benefit of our patients. The district nurses can be contacted on **01507 631290**. The health visitors can be contacted on **01507 608342 Ext 205**.

MATERNITY

Please note that these appointments must be booked directly by telephoning Louth Hospital on **01507 600100 ex 1210** or **01507 631210** or for Grimsby area contact **03033 305232**. For general maternity services **03033 304801 option 3**.

The six week postnatal check with the doctor should be arranged with the surgery receptionist.

SPECIALISED CLINICS

MINOR OPERATIONS

A number of our doctors perform minor operations in specific clinics. It is necessary to see the doctor or an advanced nurse practitioner for prior assessment.

FAMILY PLANNING

The surgery offers a family planning clinic, which is held on Tuesdays. Various family planning procedures are done during this clinic e.g. coil fittings, implanons etc. We encourage patients to use these clinics for contraceptive advice.

All the doctors and ANPs are able to prescribe 'morning after' contraception at any consultation. This can be taken up to 72 hours after intercourse and the service is of course completely confidential.

NHS HEALTH CHECKS

We offer NHS health checks to people between the ages of 40-74 years (who do not have a chronic disease such as diabetes, heart disease or hypertension). The NHS health check comprises of blood pressure, cholesterol monitoring and any relevant lifestyle advice. We are actively inviting patients in but you do not need to be invited, please ask for an appointment at reception.

SMEAR TEST CLINICS

This is an examination of the neck of the womb (cervix) for changes which occur before cancer develops. We strongly recommend this test for all women aged 25 to 64 years who are or who have been sexually active and a recall system for this examination is in operation.

CHILDREN'S CLINICS

The doctors undertake all the necessary **Child Health Surveillance and Immunisation** at child health clinics.

TRAVEL

We offer a nurse's clinic to deal with advice and inoculations for travelling abroad. Please tell the receptionist which countries you are visiting when you book your appointment. Please arrange the appointment six to eight weeks prior to travel.

DIABETIC/CHD/STROKE CLINIC

We run nurse-led clinics which recall our patients on a regular basis.

Retinopathy screening is offered to all patients with diabetes - please ask for further details at your diabetes clinic appointment.

ASTHMA CLINIC

This clinic is run by the nurse and offers help and advice over lifestyle, inhaler technique and medication. Patients are seen regularly and referred back to the doctor when appropriate.

SPIROMETRY

We offer lung function tests to patients over 40 years of age and who smoke. This is a test that enables the clinicians to diagnose lung conditions.

DIETETIC CLINIC

Dieticians run regular clinics at Louth Hospital to help with all types of eating problems. Referrals are made via a GP or a practice nurse.

WEIGHT MANAGEMENT/EXERCISE REFERRALS

Referral into these services can be arranged via the clinical team.

SMOKING CESSATION

Services are available locally, please ask reception or check with your local chemist.

Quit 51 is available on 0800 622 6968

FLU CLINICS

We run annual clinics for patients 65 years old and patients in the at risk groups. Please be sure to keep yourself vaccinated against Influenza. Details are available at reception from September each year.

ADDITIONAL SERVICES

Lincoln Physiotherapy and Sports Injuries Clinic specialise in the treatment of all joint and muscular pain and are able to offer expert advice on rehabilitation and effective exercises. Our patients are referred into this service by the clinicians.

If you wish to see an osteopath or physiotherapist privately please telephone the surgery for contact details.

SUGGESTIONS/COMPLAINTS

We are constantly reviewing the services we offer and always appreciate comments from our patients. Should you simply wish to express your concern to the practice manager, please ask at reception. Alternatively there are forms available from reception. Any written complaints, which should be addressed to the practice manager or one of the doctors, will be dealt with promptly. Our complaints procedure is displayed within the practice.

WHEN THINGS GO WRONG

We respond to all complaints within 10 working days. The practice manager and clinicians monitor complaints and critical events to ensure that lessons are learnt. We aim to keep you fully informed and adhere to the 'Being Open' principles. Complaints forms and information are available on our website or at reception.

ADVOCACY SERVICES

Should you require help or advice when making a complaint, various support services are available, such as :-

THE PATIENT ADVICE AND LIAISON SERVICE (PALS)

Greetwell Place, 2 Limekiln Way, Greetwell Road, Lincoln LN2 4US

Tel: 0845 602 4384

POHWER

www.pohwer.net or telephone 0300 456 2370

We are registered with the CQC and therefore you can also contact the Care Quality Commission on 0300 061 6161 or email: enquiries@cqc.org.uk for support.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

ZERO TOLERANCE

East Lindsey Medical Group supports the NHS 'Zero Tolerance' campaign. GPs and their staff are entitled to carry out their duties without fear of abusive, racist or violent behavior. We will take steps to remove from the practice list any patient who behaves abusively or violently towards doctors, practice staff or other patients. This policy applies equally when offending behavior takes place off the premises, e.g. during a home visit.

PATIENT PARTICIPATION GROUP

This Group was formed by the practice alongside the introduction of the 'Quality Outcomes Framework' for general practice. The group meets quarterly here at the practice.

AIMS AND OBJECTIVES

- To develop and extend patient involvement
- To encourage people to engage with the NHS at the same time as engaging in their own health care
- To provide practical support for the practice
- To contribute to the improvement of the services

MEMBERSHIP

Any patient may nominate themselves throughout the year for election by writing to the practice manager. These nominations will be taken to the next arranged meeting.

All nominees will be considered in their own right, equally and without prejudice. When making a decision we will be looking to add benefit and diversity to the group. Successful candidates will be contacted by the manager.

Removal of the patient from the practice list for whatever reason will disqualify continuing membership of the group.

PATIENT REFERENCE GROUP - MAKE YOUR OPINION COUNT

All patients are invited to sign up for our Patient Reference Group as this runs in parallel to the Patient Participation Group. Forms are available at the surgery reception or via our website. This group is encouraged to comment on the service we provide. All comments and suggestions are presented to the Patient Participation Group for discussion.

THE FUTURE

Changes can be seen within all aspects of the NHS in order to meet current demands. East Lindsey Medical Group is constantly assessing the needs of the local population and evaluating the services it offers. Therefore you may find that services change from time to time to reflect local demands. We aim to communicate these to you through our regular newsletters or website: www.eastlindseymedicalgroup.co.uk.

USEFUL NUMBERS – EAST LINDSEY MEDICAL GROUP

NEWMARKET

Reception	01507 603121
Test Results	01507 353609
Dispensary (Tel).....	01507 603695
(Fax)	01507 353605
Community Nursing Team.....	01507 631290
Health Visitors	01507 608342 ext. 205

THE WOLDS

Reception	01507 534903
Fax	01507 535009
Community Nursing Team.....	01507 525497
Health Visitors	01522 843000

HEALTH AUTHORITIES

Lincolnshire and Leicestershire Area Team	0116 206 0185
CCG Louth Office/East Lindsey Neighborhood Team	01507 573897

HOSPITALS

Diana, Princess of Wales Hospital, Grimsby.....	01472 874111
Lincoln County	01522 512512
Louth County.....	01507 600100
Pilgrim, Boston.....	01205 364801

PHARMACIES

Boots, Mercer Row	01507 602578
Boots, EastGate.....	01507 603527
Pharmacy Wise	01507 604444
Co-op, Horncastle	01507 522318
Boots, Horncastle.....	01507 523837

MISCELLANEOUS

AA 24-hour Helpline	free phone 08009177650 or 02074070700
Addaction - Substance Misuse	01522 305518
Community Psychiatric Nurse	01507 608959
Antenatal Assessment Centre	01522 573138
Lincolnshire Police	01507 604744
RELATE (Relationships Counselling)	0300 1001 234
Samaritans	01522 528282
Lincoln County Council	01507 600800
Wheelchair Transport	01522 793816
Voluntary Car Service.....	01507 609535
Age UK- Lindsey	01507 355961



The Wolds Branch

East Lindsey Medical Group

West Road

Tetford

LN9 6QP

Tel: 01507 534903

Please visit our website, updated
regularly with patient information

www.eastlindseymedicalgroup.co.uk

Welcome to your Wolds Branch

The Wolds Branch is based in the village of Tetford. Our aim is to provide a recognised, high standard of care to all Patients. Personal service is the key to our philosophy in ensuring each Patient is treated equally, individually and given the opportunity to be involved in the decisions made during their care. This is delivered by a committed primary care health team, consisting of well-trained, motivated and friendly staff who endeavour to secure high quality medical services in a rural area

GENERAL INFORMATION

The Wolds Practice opened at its present site in May 2000, and previously operated from a small building located on Mill Lane. From the 1st April 2018 we are pleased to announce that we have merged with Newmarket Medical Practice, Louth. The new merged practice is known as East Lindsey Medical Group. We will continue to operate from the two sites (The Wolds and Newmarket), and patients will be able to be seen at either site depending on their preference. We have an open list across our boundary.

NAMED ACCOUNTABLE GP FOR ALL OF OUR PATIENTS

From 1st April 2015 practices were required under their contract to allocate a named GP to all patients. As a patient at East Lindsey Medical Group you have a named GP who is responsible for your overall care at the practice. This information will be given to you at the time of registration. The allocation process is calculated on a pro rata basis to ensure the workload for each GP is proportionate to the number of sessions they work per week. This information is displayed on your computer record and on repeat prescriptions. If for any reason a GP leaves the practice you will be informed via the practice newsletter that a re-allocation has taken place. However please be assured that you are entitled to see any of the GPs at the practice.

GP PARTNERS

Dr Yvonne Owen MBE Qualified 1985 - University of Nottingham
Based at The Wolds BMBS DipIMCRCSed
With specialist interest in Diabetes, Heart Failure and Musculoskeletal problems

Dr David Smith Qualified 1983 - University of London
Based at both branches MBMS MRCGP
With specialist interest in Mental Health

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Based at Newmarket MBBS MRCGP DFFP
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With specialist interest in Sexual Health

Dr Rakhee Kamath Qualified 1995 - Kasturba Medical College
Based at Newmarket MBBS MRCGP

SALARIED GP

Dr Ayham Zanoun Abugazala Qualified 2005 – Universidad de Santiago de Compostela
LMS

PRACTICE MANAGER

Catherine Watkins BA Hons, Diploma in Health Management

NURSING STAFF AND ADDITIONAL HEALTHCARE PROFESSIONALS

Michelle Bristow RN, BSc Hons University of Nottingham, Diploma in Nursing
With specialist interest in Diabetes

Joanna Chapman Healthcare Assistant and Phlebotomist

Tracey Smedley Advanced Diploma in Counselling

CONTACT INFORMATION AND OPENING HOURS

Our telephone number is: **01507 534903**

We are open: **Monday-Friday, 8.00am - 6.30pm**

EMERGENCIES AND OUT OF HOURS

Dial 999 in the event of an emergency such as severe chest pain or collapse.

Emergencies occurring out of hours, such as evenings, nights and weekends are dealt with by the Ambulance Service. When the surgery is closed our answer machine will ask you to replace your handset and dial 999 in an emergency or 111 for less urgent assistance.

PATIENT ACCESS

The surgery is easily accessible to wheelchairs, we have 3 disabled parking bays at the front of the building and a disabled patient toilet. We have a portable hearing loop which is located in Reception, but can be used throughout the building should you need help with your hearing in the consultation room. Please ask Reception if you would like to use this equipment. If you have an Assistance dog, we can arrange a pre-visit and walk around the premises to allow the dog to familiarise themselves with the layout.

Baby changing facilities are located in the patient toilet. Mothers are welcome to breastfeed in the waiting room, or if privacy is preferred – please let one of our Receptionists know so we can show you to a vacant room.

CONTACTING AND SEEING THE DOCTOR

Appointments can be made either by calling in at the surgery, telephoning us, or online (see 'Online Services' section). We offer routine/pre-bookable appointments up to 6 weeks in advance. Appointments are 10 minutes in duration and are designed to deal with one problem only. During these 10 minutes; the Doctor must take a history, examine, diagnose and decide on a treatment plan. You may also have questions, or discuss an alternative treatment – which adds time to your appointment. If you have a second problem you wish to discuss; it can be very difficult for the Doctor to effectively go through the above stages and ensure you have time to understand a diagnosis and treatment

plan. Please help us by informing Reception if you have more than one problem so we can allocate you enough time, rather than asking you to come back again.

If you need to be seen on the day, please call us between 8am-12pm. It is helpful to let us briefly know what the problem is when you call us so we can ensure you see/speak to the right person in the right time. Our same day face-to-face appointments are given on a first come first serve basis, once these have gone you will be put on our telephone list for the Doctor to call you back later that morning. It is important that you let the Receptionist know which number you will be contactable on throughout the duration of the morning. If the Doctor feels you need to be seen after speaking to you on the telephone, they will book you in later that day. If you need to see/speak to a Doctor after 12pm, a message will be put through to the Duty Doctor to triage accordingly.

If you have a non-urgent message or query, you can leave it with one of our Receptionists; who will ensure it is passed on to either the Duty Doctor or specified practitioner. Please bear in mind that some of our Doctors only work part-time, so if you are asking for a specific person the timescale may be longer. Once the doctor has replied we will call you back with the outcome. Alternatively, you can request for a doctor to phone you back at their earliest convenience; this will usually be within two working days.

HOME VISITS

Home visits are offered to patients who are disabled or too ill to travel to the surgery. They are very time-consuming for the doctor so we encourage patients to come to the surgery wherever practical. Please phone early and **be prepared to tell the receptionist how urgent** you consider the request to be. Always telephone 999 if your condition is critical as you cannot guarantee the time of your visit, this may be late morning or any time in the afternoon.

DISPENSARY

We are permitted to dispense drugs at the surgery to those patients who live more than one mile from the chemist (as the crow flies). The dispensary is open from 9am to 6.30pm, Monday-Friday. It is closed between 2-4pm on Mondays for staff training and administration. However; if you need to collect a prescription during this time, please call ahead and we can make special arrangements for you. We offer a dispensing review of used medicines (DRUM). Please ask our dispensary team for details of this service.

REPEAT PRESCRIPTIONS

You can order your repeat prescription at the surgery, over the telephone or through our online service (see 'Online Services' section). If ordering by phone, please call **after 11am**. Please allow **three full working days** before collection of your medication to ensure it is ready.

A medication review must be done on a regular basis for all repeat items. The date when a repeat prescription item requires a review will be indicated on your repeat prescription paper. Please ensure you make an appointment in good time.

URGENT MEDICATION REQUESTS

Should you ever require urgent medication outside of the surgery opening hours. Please contact NHS 111.

RESULTS

For test results please call **after 11am**, or check online using the detailed coded record function (see 'Online Services').

We do not routinely contact patients if results have come back as 'Normal/Satisfactory'; however you are more than welcome to contact us for reassurance. If results are not normal/satisfactory, we will contact you after the Doctor has filed them.

NEW REGISTRATION

Once registered, all of our new patients (aged over 18 years) will be offered a new patient health check. This will normally be with the health care assistant. If you are on any repeat medication; ensure you have 1 months' supply from your previous GP before registering with us. Please bring in your latest repeat medication slip so we can then add these to your record in preparation for your next order.

PRIVATE WORK

A number of services provided by the doctors are not available as part of the NHS. The Reception team have a scale of charges for these which include private certificates, insurance medicals, HGV licenses, forms for private medical work etc. The practice is registered for VAT and therefore this will be added to the charge where applicable.

GENERAL NURSING CLINICS

There is a daily nurse clinic for various procedures such as wound care, blood pressure checks, ear syringing, ECGs etc. This is by appointment and can be booked with the receptionists.

PHLEBOTOMY

We provide booked appointments for blood tests throughout the week from 8.30-10am. On attending an appointment please make sure you are well hydrated.

ANTICOAGULANT MONITORING

The health care assistant sees patients taking Warfarin (oral Anticoagulant therapy) on a weekly basis for blood monitoring.

COMMUNITY NURSING SERVICE

The district nurses and health visitors are employed by Lincolnshire Community Health Services for the benefit of our patients. The district nurses can be contacted on **01507 525497**. The health visitors can be contacted on **01522 843000**.

MATERNITY

We have a community midwife who visits the practice every other week. To book an appointment please call Reception.

SPECIALISED CLINICS

MINOR OPERATIONS

A number of our doctors perform minor operations. It is necessary to see the Doctor for prior assessment, and they will schedule you an appointment. Our Practice Nurse also performs cryotherapy.

FAMILY PLANNING

The surgery offers contraceptive advice and can prescribe for oral contraception. If you are considering other contraceptive procedures, such as the implant or coil, please see one of our Doctors for prior assessment. Our Newmarket branch offers these procedures.

All of our Doctors are able to prescribe 'morning after' contraception at any consultation. This can be taken up to 72 hours after intercourse and the service is of course completely confidential.

NHS HEALTH CHECKS

We offer NHS health checks to people between the ages of 40-74 years (who do not have a chronic disease such as diabetes, heart disease or hypertension). The NHS health check comprises of blood pressure, cholesterol monitoring and any relevant lifestyle advice. Patients are invited for their NHS Health Check every 5 years, and you will receive a letter when yours is due.

SMEAR TEST CLINICS

This is an examination of the neck of the womb (cervix) for changes which occur before cancer develops. We strongly recommend this test for all women aged 25 to 64 years who are or who have been sexually active. A national recall system for this examination is in operation.

BABY CHECKS AND CHILDHOOD IMMUNISATIONS

Our Doctors perform the 6 / 8 week baby checks, and we book the Mother's postnatal check at the same time. Childhood immunisations at the practice are performed at 8, 12 and 16 weeks, 12-13 month and at 3 years 4 months. The rest are given by a school nurse at school.

TRAVEL

Our Practice Nurse offers advice and inoculations for travelling abroad. 8 weeks prior to travel; collect a travel assessment form from Reception and bring it back to the Practice on completion. This will be given to the nurse who will assess if you need any advice/inoculations based on the destination you are travelling to. You will then be contacted if you need an appointment. Please be advised that some inoculations are not free under the NHS and will incur a cost – you will be advised of this when booking your appointment.

LONG TERM CONDITION MANAGEMENT (ASTHMA, DIABETES ETC)

We run Nurse and Doctor led clinics and recall our patients on an annual basis.

WEIGHT MANAGEMENT/EXERCISE REFERRALS

Referral into these services can be arranged by the Nurse or Health Care Assistant.

WALK-IN CLINIC (HEALTH CARE ASSISTANT)

We offer a walk-in clinic with our Health Care Assistant every Tuesday. You can come in for a blood pressure check or mini-health check.

FLU CLINICS

We run annual clinics for patients aged 2-3 years, 65 years and over and those in the at risk groups. Please be sure to keep yourself vaccinated against Influenza. Details are available at Reception from September each year. We actively

invite those who are eligible.

ADDITIONAL SERVICES

We have a practice counsellor who you can see following prior assessment by the GP. You will receive an initial assessment, followed by weekly sessions after a short waiting period. Appointments with the counsellor are an hour long.

We also have a Physiotherapist and a Clinical Pharmacist currently based at our Newmarket branch, but will be introduced to The Wolds in the near future.

ONLINE SERVICES

You can register to use online services at the practice to do things such as book/cancel/check appointments, order repeat medication and view elements of your medical record. To register, please complete a form at reception and ensure you bring with you a form of photographic ID.

SUGGESTIONS/COMPLAINTS

We are constantly reviewing the services we offer and always appreciate comments from our patients. Should you simply wish to express your concern to the Practice Manager, please ask at reception. Alternatively there is a complaints leaflet, detailing our complaints procedure, available from reception. Any written complaints, which should be addressed to the Practice Manager or one of the Doctors, will be dealt with promptly.

WHEN THINGS GO WRONG

We respond to all complaints within 10 working days. The Practice Manager and Doctors monitor complaints and critical events to ensure that lessons are learnt. We aim to keep you fully informed and adhere to the 'Being Open' principles. Complaints information is available on our website or at reception.

ADVOCACY SERVICES

Should you require help or advice when making a complaint, various support services are available, such as:

THE PATIENT ADVICE AND LIAISON SERVICE (PALS)

Greetwell Place, 2 Limekiln Way, Greetwell Road, Lincoln LN2 4US

Tel: 0845 602 4384

POHWER AND CQC

www.pohwer.net or telephone 0300 456 2370

We are registered with the CQC and therefore you can also contact the Care Quality Commission on 0300 061 6161 or email: enquiries@cqc.org.uk for support.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient

confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

ZERO TOLERANCE

East Lindsey Medical Group supports the NHS 'Zero Tolerance' campaign. GPs and their staff are entitled to carry out their duties without fear of abusive, racist or violent behavior. We will take steps to remove from the practice list any patient who behaves abusively or violently towards doctors, practice staff or other patients. This policy applies equally when offending behavior takes place off the premises, e.g. during a home visit.

PATIENT PARTICIPATION GROUP

The Patient Participation Group was set up in 2013 and meets quarterly at the practice.

AIMS AND OBJECTIVES

- To develop and extend patient involvement
- To encourage people to engage with the NHS at the same time as engaging in their own health care
- To provide practical support for the practice
- To contribute to the improvement of the services

MEMBERSHIP

Any patient may nominate themselves throughout the year for election by writing to the Practice Manager. All nominees will be considered in their own right, equally and without prejudice. When making a decision we will be looking to add benefit and diversity to the group. Successful candidates will be informed by the Practice Manager. Removal of the patient from the practice list for whatever reason will disqualify continuing membership of the group.

THE FUTURE

Changes can be seen within all aspects of the NHS in order to meet current demands. East Lindsey Medical Group is constantly assessing the needs of the local population and evaluating the services it offers. Therefore you may find that services change from time to time to reflect local demands. We aim to communicate these to you through our regular newsletters or website: www.eastlindseymedicalgroup.co.uk.