

KIRTON LINDSEY SURGERY

A GUIDE TO OUR SERVICES

Dr R G Padley and Partners

**Address: Kirton Lindsey Surgery
Traingate
Kirton Lindsey
Gainsborough
Lincolnshire
DN21 4PQ**

Tel: 01652 648214

Fax: 01652 648398

Website: www.KirtonLindseySurgery.co.uk

Opening Hours

Monday *8am – 8pm**

Tuesday – Friday *8am – 6:30pm

Weekends *Closed*

Tel: 111

* Between 8am-8:30am & 6pm-6:30pm daily we are open for emergency telephone calls only

** On Monday evenings between 6:30pm-8:00pm we operate 'extended hours' opening which is a non-emergency service and available by appointment only.

WELCOME TO THE KIRTON LINDSEY SURGERY

We hope this leaflet will give you the information you require regarding the facilities available from our practice. The Surgery aims to provide the highest standards of medical care and believes strongly in preventative medicine. Please make yourself familiar with this information and keep it in a safe place.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetics and asthma sufferers and for all forms of contraception. We also carry out minor surgery. We also offer an on-site dispensing service for patients that live more than one mile away from a chemist.

At Kirton Lindsey Surgery, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone. The Surgery has suitable access for the disabled.

Our Practice area serves the following localities: Kirton Lindsey, Scotton, Blyton, Grayingham, Willoughton, Hemswell, Bishop Norton, Scotter, Waddingham, Redbourne, Hibaldstow, Scawby, Manton and Messingham.

We are an approved Yorkshire and Humberside Deanary site for GP training, involved in the training of GP Specialist Registrars and Foundation Year 2 (FY2) doctors. We are also a teaching partner with The Hull York Medical School, providing training for future doctors.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from our reception or via our website. On the form you will be able to say which practitioner you would prefer to see. However, you will be registering with the practice rather than an individual GP.

SURGERY OPENING HOURS

Monday	*8am – 8pm**
Tuesday – Friday	*8am – 6:30pm
Weekends	<i>Closed</i>

* Between 8am-8:30am & 6pm-6:30pm daily we are open for emergency telephone calls only

** On Monday evenings between 6:30pm-8:00pm we operate 'extended hours' opening which is a non-emergency service and available by appointment only.

Consultation Times

Monday to Friday

8.30 a.m. – 12.30 p.m.

3.00 p.m. – 6.00 p.m.

All consultations are **by appointment only**.

Appointments

To make an appointment call at the surgery or telephone **(01652) 648214**.

You can also register to book appointments online via our website. Please ask at reception about this service.

- **Urgent cases** are seen as soon as possible on the day requested.
- If your condition is **non-urgent**, you can expect to see a GP within two working days, though you may have to wait longer if you want to see a particular GP. Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day.
- Routine appointments can be booked up to 4 weeks in advance.
- You must let us know if more than one person needs to be seen. We can then give you an appointment for each person.
- Evening surgeries are preferably reserved for people who cannot attend during the working day.
- You can book to have a **telephone consultation** with a doctor. He or she will ring you at an agreed time on the telephone number you have given. If you are only available on a mobile phone, you may be asked to ring the practice at an agreed time.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10.00 a.m.
- Ringing for a repeat prescription after 10.00 a.m.
- Ringing for results of tests after 1.30 p.m.

We operate a zero tolerance policy to violent or abusive behaviour.

HOME VISITS

Our doctors typically see four patients in the practice in the time it takes to do a single visit and has access to a much wider range of equipment at the surgery. For this reason, we ask our patients to come to the practice if at all possible. However, if a home visit is required it would be appreciated if, wherever possible, requests are telephoned to the surgery before 10.00 a.m. This service is **ONLY** for patients who are too ill or infirm to attend the surgery. Transport to the surgery is **NOT** the responsibility of the doctors. The doctors may telephone in order to take some details of the illness prior to attending.

EVENING AND WEEKEND EMERGENCIES

Out of hours – evenings and weekend cover is provided by the Scunthorpe Area GP Emergency Centre (SAGPEC), located at the Accident and Emergency Dept, Scunthorpe General Hospital, Cliff Gardens, Scunthorpe.

Tel: 111

If you consider the patient's condition is life threatening please ring **999**.

CLINICS

We run a full range of clinics. For an appointment or further details, please ring our reception on (01652) 648214.

Child Health and Immunisations. (By Appointment)

NOT FOR SICK CHILDREN

All babies are invited for regular check-ups from eight weeks old for vaccinations, developmental assessment and advice. This is a joint clinic involving both the health visitor and the doctor.

Minor Surgery (By Arrangement)

Minor operations can be done in our treatment room. These are normally carried out at the end of morning surgery. Please discuss this with the doctor who will arrange for you to be given an appointment.

Diabetes (By Appointment)

Run by Mary Abbott our nurse specialising in diabetes. This clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Asthma/Respiratory Clinic (By Appointment)

Run by Petra Seers our nurse specialising in asthma and chronic airways disease.

Holiday Vaccinations

We offer a fully comprehensive advice and vaccination service for our patients going abroad. Please make an appointment with the nurse in good time before you travel. Not all travel vaccinations are funded by the NHS and charges may apply. The nurse will be able to advise on this.

Newly Registered Patients

All newly registered patients will be asked to complete a questionnaire and have a consultation with a Health Care Assistant within one month of registering. Medical treatment is available from the date of registration.

Other Health Care Services

Primary care services not available at our practice are provided by NHS North Lincolnshire Clinical Commissioning Group. Telephone (01652) 251000

REPEAT PRESCRIPTIONS - TEL: (01652) 648529 – anytime

Repeat Prescriptions may be requested by telephone, post, in person by visiting the surgery during normal opening hours or Online.

In order to access online prescription ordering for the first time, you will need to visit the surgery in person to register for this service and obtain a user name and password.

Telephone requests can be made via our main surgery number (01652 648214) and choosing option 3 during our normal opening hours or via our dedicated Repeat Prescription line (01652 648529) 24 hours a day. Between 10:00am and 4:00pm, Mon - Fri, we will try to have the Repeat Prescription line answered by one of our reception staff who will deal with your request personally. However during particularly busy times or during periods of staff absence due to sickness or holiday, this may not always be possible. At all other times this line will be answered by an automated service. This line is provided for repeat prescription requests only and is not to be used for any other purpose.

Please note that at least 48 hours notice is required to process repeat prescription requests, excluding weekends and public holidays.

For prescriptions that are requested to be returned by post, please enclose a self addressed stamped envelope and allow additional time for the post.

Prescriptions may be repeated entirely at the doctor's discretion and dependant upon your medical condition.

Repeat prescribing is supervised by the doctors and they may ask to see you to review your treatment. Should this be the case then you will be informed in due course

DISPENSING ARRANGEMENTS

Those patients who live more than 1 mile from a Chemist may have their medicines dispensed by and collected from the surgery. The dispensary is open during normal surgery hours. For all other patients, prescriptions can be collected from the surgery or we can arrange for them to be delivered to the Chemist, located on the High Street in Kirton Lindsey.

SPECIALIST AND HOSPITAL CARE

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will discuss the options with you.

OTHER LOCAL NHS SERVICES

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat minor ailments such as colds, coughs and indigestion by keeping a well-stocked medication cabinet at home. Comprehensive advice regarding 'self help' can be found on our website. We suggest you keep the following:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take Aspirin.)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF 15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the instructions and use the suggested dose
- Watch expiry dates – do not keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy.

Accident and Emergency - 999

Whatever the day or time, if you or someone else experiences severe chest pain, shortness of breath, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

OUR TEAM

The Partners

Dr Robert G Padley (male)
MB ChB (Sheffield 1989) MRCGP DRCOG 1993 FP Cert

Dr Thelma E Turner (female)
MC ChB (Leeds 1981) FP Cert

Dr Satpal S Shekhawat (male)
MB BS (2000 Baba Farid University of Health Sciences [India])

The Nurses

Our highly qualified nurses deal with a range of conditions and health concerns. They may examine patients, make a diagnosis and plan care.

They are skilled in many areas of disease management such as diabetes and asthma. They are available each weekday morning between 8.30 a.m. and 12.30 a.m. and Monday, Tuesday and Wednesday evenings between 4.00 p.m. and 6.00 p.m. by appointment.

Mrs Mary Abbott RGN SCM
Diabetic Diploma

Mrs Petra Seers RGN
Diploma in Asthma/COPD and Cervical Screening.

Health Care Assistants

Our two Health Care Assistants take routine blood tests, ECGs, blood pressure and new patient medicals.

Mrs Trudy Smith

Mrs Joanne Tomlinson

Practice Manager

Mr Andrew Clifford

He will be able to help with any administrative or non-medical aspects of your health and treatment. He is also available to discuss any suggestions or complaints.

We have the following staff members:

Practice Administrator: - **Mrs Diane Eccles**
Dispensers: - **Mrs Pauline Cook & Ms Lynne Trevor**
Medical Secretary: - **Mrs Diana Horner**

Reception Staff:

Mrs Pamela Chudley
Mrs Jeanne Hinsley
Mrs Lesley Walker

Mrs Jackie Springett
Mrs Adele Allen
Miss Sara Horner

They answer the telephone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient. They are not able to give medical advice or interpret results.

Your Local NHS Clinical Commissioning Group

The area served by Kirton Lindsey Surgery is in the district covered by NHS North Lincolnshire CCG, who are responsible for ensuring you get all the services you need. For details of all primary care services in the area look at <http://www.northlincolnshireccg.nhs.uk/>

Address:

NHS North Lincolnshire Clinical Commissioning Group
Health Place
Wrawby Road
Brigg
North Lincolnshire
DN20 8GS

Tel: (01652) 251000

OTHER INFORMATION

Complaints

Kirton Lindsey Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, our Practice Manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager at the NHS Commissioning Board or alternatively you can also contact the Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer ring **(01652) 251125**,

Patients with particular needs

Our practice is accessible to patients using a wheelchair. We also have a parking space outside the surgery which is reserved for patients displaying a disabled sticker.

Patient Confidentiality.

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care. You have a right to know what information we hold. If you would like to see your records, please call our Practice Manager at the surgery. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

CONTACTING US

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DN21 4PQ

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Fax: (01652) 648398

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Other Local NHS Services

- Call NHS direct on 0845 4647 – for free NHS health advice and information 24 hours a day (calls charged at local rates). Or log on to www.nhsdirect.nhs.uk
- Market Hill 8 to 8 Centre. GP walk in service (no appointment necessary). Ironstone Centre, West Street, Scunthorpe, Tel: 01724 292000
- In addition the NHS Direct Guide “Not Feeling Well?” is available at the back of all Thomson Local telephone directories distributed in England from April 2004
- Your local pharmacist may be able to give you free health advice and you do not need an appointment. Many pharmacies operate extended hours on a rota basis. For details call NHS Direct on 0845 4647