

Ashby Turn Primary Care Centre



'Holistic family healthcare, accessible to all'

The Link
Ashby
Scunthorpe
North Lincolnshire
DN16 2UT
Tel: 01724 842051
Fax: 01724 280346

This leaflet tells you about the Practice and the services that we offer, therefore please read it carefully. We trust you will find it helpful and informative.

All of our doctors regularly attend courses, workshops and conferences to ensure continuing medical education.

Ashby Turn Primary Care Centre Partners



Dr Jane Widders (Female)

BMed (Nottingham 1988)



Dr Orlando Terreros (Male)

Licenciado en Medicina y Cirugia General (Spain 1987)



Dr Muhammed N Akhtar (Male)

MBBS (Pakistan 1994), MRCGP, MRCS

Practice Opening Hours

Our Practice Opening Hours are:

Monday	8.00am—6.30pm
Tuesday	8.00am—6.30pm
Wednesday	8.00am—6.30pm
Thursday	8.00am—6.30pm
Friday	8.00am—6.30pm

The telephone lines are open:

Monday to Friday: 8.00am—6.30pm (Closed except emergencies 12.00-1.30pm)

Extended Hours Service

Monday to Friday 6.30pm—7.00pm

The Extended Hours Service is for pre-bookable appointments ONLY

Choice of GP

If you have a preference to see a particular GP where possible we will always try to accommodate you.

All the partners are registered to undertake, obstetric and family planning services.

Other services provided are:

Dr Widders Paediatrics, Women's Health and HYMS

Dr O Terreros Diabetes, Coronary Heart Disease, Paediatrics and HYMS

Dr Akhtar Minor Surgery and Joint Injections

Dr Gabel Joint Injections

Dr Malik

Advanced Nurse Practitioners

An Advanced Nurse Practitioner at Ashby Turn Primary Care Centre, is a registered nurse who has undertaken masters degree level training in order to develop a knowledge base and clinical competencies to manage both acute and chronic medical conditions within their scope of practice. They are qualified to assess and examine patients with undiagnosed illness, prescribe medication and make referrals for a wide range of medical conditions where appropriate.

Jayne Barker	RGN, BSc, Nurse Practitioner
Michelle Martin	RGN, Nurse Prescriber

The Practice Nurses

Our practice nurses can provide cervical smears, Chlamydia testing, contraceptive advice, contraceptive pills, dietary advice, ear syringing, health checks, immunisations, stitch/staple removal, travel advice, weight management, wound dressings and asthma and diabetes checks and advice.

Kirstie Store RGN	Practice Nurse
Sarah Atkinson RGN	Practice Nurse

Health Care Assistants

Provide blood tests, blood pressure checks and Electrocardiograph (ECG) and assist new patients with the registration process.

Lynne White	Healthcare Assistant
Ann White	Healthcare Assistant
Hannah Curtis	Phlebotomist

The Receptionists

These are the first people you meet when you come in. It is their job to answer the telephone, arrange appointments with the doctor or nurse and deal with your enquiries. They are there to help you, so please ask when you have any queries. When you come in for an appointment always let the receptionist know you have arrived, or alternatively use the 'Self Check-in' screen. The Receptionists are very busy so please be patient.

The Practice Manager

Is responsible for the administration and smooth running of the practice. If you have any suggestions about the surgery, or any problems with the service you receive, the Manager will be happy to see you.

Home Visits

Home visits are strictly for patients who are seriously ill and whose medical condition prevents them from attending the surgery. Please telephone **before 11.30am** if you think you need a visit.

Emergency

In an emergency for example chest pain call an ambulance on (999).

Extended Hours

This is a service introduced from December 2008 where you are able to book and appointment on Monday—Friday evenings (between the hours of 6.30pm—7.00pm. These appointments are booked by the doctors themselves.

Staff Training

Please note that the surgery will close at 1pm on the second Wednesday of each month for staff training.

Named and Accountable GP

In line with our contractual requirements all of our patients are allocated a named and accountable GP.

Individuals will be informed of their named accountable GP at the first appropriate interaction with the practice. If you wish to be told the name of your accountable GP, please ask the receptionist when you are next in the surgery. There is no need to telephone for this information.

Having a named GP does not prevent you from seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

Where a patient expresses a preference as to which GP they have been allocated, the practice will make reasonable efforts to accommodate this request.

Community Midwives

The Community Midwife has a responsibility for antenatal care. They provide antenatal, intrapartum and postnatal care. The Community Midwife has a responsibility to work closely with the Government recommendations 'changing childbirth' giving women the choice of hospitals or home delivery. The Community Midwives can be contacted on **03033 303088**.

Health Visitors

The Health Visitor team offers advice and support to families and monitor the growth and development of children under 5 years of age. There are different teams for different geographical areas. Staff at the surgery will advise you which team will cover your area.

District Nurses

The District Nurses offer care to patients in their own home, when they are unable to come into the surgery. They can be contacted on **0303 3305194**.

Practice boundary



Registering with the Practice

The practice does not discriminate patients on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. If you wish to register as a patient please call at the Practice to complete the required formalities bringing your medical card if available. At the time of registering patients have the right to express a preference to consult a particular doctor although there is no guarantee that the preferred doctor will be available. Patients are required to provide proof of identity and address.

Making Appointments

Appointments can be made by calling at the surgery, telephoning on **01724 842051** or online and are available Monday to Friday 8.30am—6pm for routine appointments. A small number of routine appointments can be made in advance (up to 4 weeks) which will enable us to offer the best suitable time available. If you cannot keep your appointment, please inform us as soon as possible to enable us to offer the appointment to another patient. Appointments can be made with your preferred GP if available. Each appointment is booked for 12 minutes. A separate appointment is needed for each patient.

Text Reminder Service (MJOG)

The practice is now utilising a text reminder service for all appointments, this consists only of the date and time of any appointment. If we have a mobile contact telephone number on a patient record we will text this number with the reminder. It is important to keep us updated with your correct contact telephone number. Patients can cancel any appointment by using the text service without the need to contact the surgery by telephone. This service is also used for inviting patients for medication reviews, flu vaccinations and gathering patient information such as smoking status etc. Patients may 'opt out' of this service by informing a member of the reception team.

Emergency No Appointment Clinic

Once all of our routine appointments have been allocated for the day we offer an emergency clinic that runs between 3pm and 4pm. Patients will be seen in order of clinical need and not necessarily in the order of arrival.

SystmOnline

All patients have the opportunity to register for SystmOnline. This allows you to book and cancel appointments online, order your repeat prescription, view test results and your medical record. You will need a unique username and password that can be obtained from the reception desk. You will need photographic identification.

Telephone Contact

All our clinical team are contactable at any time during normal surgery hours via reception who will pass on any specific queries and you will receive an appropriate response as soon as practicably possible

How to get help with urgent problems out of surgery hours

For urgent non life threatening problems and general advice ring NHS 111.

Repeat Prescriptions

We require a minimum of 48 hours notice for repeat prescriptions and cannot accept prescription requests by telephone. Unless you have made alternative arrangements with a pharmacist your prescription will be at the surgery for your collection. You can order your prescription in person, by post (please enclose a stamped addressed envelope); by faxing to 01724 280346 or online (you will require a unique username and password from reception).

Comments and Suggestions

We are very happy to accept and consider comments and suggestions from our patients. Please put any views in writing and hand them in at reception. Or alternatively ask for a comments and suggestion form from reception.



Access/Disabled Facilities

We provide ground floor services and facilities and the building is fully accessible by pushchairs and

wheelchairs. The approach and access to the building is on one level. Entry into the building is by automated opening doors. Exit is activated by a push button, which is at accessible height. The main reception counter has a lowered section and there is plenty of space around the reception. Circulation throughout the building is very good with wide corridors for ease of access to consulting rooms. A wheelchair is available on request for use while in the surgery. Reception staff are on hand to provide assistance for you, please ask on arrival or alternatively if you want to discuss access before attending the surgery please contact the Practice

Manager on 01724 842051. Special parking bays are available for vehicles displaying the appropriate Blue Badge and these are located directly to the front of the building.

Please **DO NOT** park in the area designated by yellow lines, which is required for access by emergency vehicles.

(Please note that Blue Badge holders are NOT entitled to park in this restricted area).

Practice Complaints Procedure

We always strive to provide the best possible service to you but sometimes you may feel that this has not happened. Our in-house procedure is designed to respond initially to patient complaints within 48 hours

(2 working days). Please note that we have to respect our duty of confidentiality to our patients and if you are not the patient complaining it may be necessary to obtain the consent from the patient. If you wish to make a complaint, please telephone or write to the Complaints Manager. We will take full details and a full investigation will be made. If you decide to use this procedure it will not affect your right to complain to the Health Service Authority.

Patients may find it helpful on occasion to take advantage of the service offered by PALS (Patient Advice and Liaison Service), which functions under the auspices of the NHS North Lincolnshire. You can contact PALS on 0303 3306518.

Confidentiality of Patients' Medical Records

This information may be stored on paper or electronically on computer files and we are registered under the Data Protection Act. The practice is responsible for the accuracy and safekeeping of your medical records. You can help us to keep it accurate by informing us of any changes in your circumstances.

Our members of staff are trained in information security and confidentiality. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or held in computer files. Everyone working for the NHS has a legal duty to keep information about our patients confidential. We only ever pass on information about you if it is in your best interests with regard to your health. The practice will ensure that all members of the practice team maintain patient confidentiality at all times. You may have access to your medical records only at a doctor's discretion and by appointment with the Practice.

Confidentiality and the under 16 years of age

The GP and staff are subject to the rules of confidentiality and will ensure that patient confidentiality is maintained at all times by all members of the practice team. This extends to those under 16 years of age.

Freedom of Information—Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Violence and Abuse—ZERO Tolerance

We ask that you treat the GPs and practice staff with courtesy and respect. The practice will not tolerate verbal or physical abuse. Incidents of violence will be reported to the police and violent patients will be removed from the premises. Also, consideration will be made to remove violent or abusive patients from the surgery list.

Responsibilities for Patients

- Remember you are responsible for your own health and the health of your children. We will give you professional help and advice. Please act on it.
- Let us know if you change your name, address, telephone/mobile number or email address.
- Please cancel unwanted appointments so these can be used for other patients.
- Please arrive for your appointment on time.
- Please avoid phoning for non urgent matters during morning peak time periods.
- We ask that you treat the GPs and practice staff with the same courtesy and **RESPECT** that you would expect to receive yourself.
- Please be patient if your appointment is delayed, patients requiring emergency attention can often cause delays.
- Please refrain from using your mobile phones in the surgery, the entrance to the lobby is acceptable.

Useful Telephone Numbers

Scunthorpe General Hospital	01724 282282
NHS North Lincolnshire (CCG)	01652 251000
NHS 111 (non life threatening situation)	111 (Free from landline and mobile)
Adult Social Services (over 65s)	01724 297000
Physical Disability Services	01724 298000
Learning Disabilities Service	01724 298385
Mental Health Service	01724 297000
Social Services: Emergency	01724 297979

Registrar of birth & deaths	01724 298555
District Nurse Team	0303 3305194
Health Visitors (Ashby Team)	0303 3306771
Macmillan Nurses	0303 3305372
PALS (Patient Advice and Liaison Service)	0303 3306518
Relate (Formerly Marriage Guidance)	0845 1664110
Carers' Support Group	01652 650585
Community Midwives	03033 303088
West street Children's Centre	01724 296605
Ashby Children's Centre	01724 742500
Riddings Children's Centre	01724 279931

Further Information

Community Matrons—Who are they?

Community Matrons are specialist clinical nurses who manage patients with a serious long term condition or a complex range of conditions who are at high risk of repeated hospital admissions. Patients are referred to Community Matrons by a range of allied health and social

workers, your GP included. You can pick up a leaflet at reception for more information on this service and find out who can benefit and who is eligible.

NHS 111 Service

NHS 111 is the new telephone service for providing health advice and information. You can access the service 24/7 on telephone: **111**. Call this number if you need medical help fast but are not in a life threatening situation.

The easy to remember number is free to call from landlines and mobiles. The service is available 365 days a year, the service is for people who aren't sure they need to go to A&E, don't have a GP to call or generally need reassurance and advice.

For more information visit www.nhs.uk/111

Medical and Reports

The doctors carry out medicals, e.g. insurance and driving licence, by appointment only. To make an appointment please call into the surgery and speak to a member of our Reception Team. Patients will be required to complete a consent form and leave a £10 deposit for all non-NHS related work. On completion of medical/report patients will be invoiced for the outstanding balance or deposit returned if not required.



Data Protection Notice

This Practice complies with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

WE use your Information to provide you with Health Care services, and share you information with other organisations involved in your care.

The practice does this under Article 6(1) and Article 9(2)(h) of the GDPR.

For further information ask to see a copy of our Privacy Notice (also available on our website) or a copy of the leaflet “How we use your information”

You are entitled to see what information we hold about you on request