

**Child and Family Doctors’ Surgery**



A guide to our services

###  The Sidings Medical Practice

 Sleaford Road Medical Centre

 Sleaford Road

 Boston

 PE21 8EG

 Website: [www.thesidingsmedicalpractice.co.uk](http://www.thesidingsmedicalpractice.co.uk))

 Telephone: 01205 362173 / 01205 362556

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 Email: LECCG.thesidings@nhs.net (for administration queries only)

**Welcome**

At Our Surgery we aim to treat all our patients promptly, courteously and in complete confidence. This leaflet is for both existing patients and those considering registering

with us. It tells you about our services, how to access them and some general information about how our Practice operates.

If you live in our catchment area and would like to register with us, please complete a registration form and a new patient health questionnaire, available at reception.

**Opening Hours**

|  |  |
| --- | --- |
| Monday – Friday  | 07:00 – 08:00 (pre-booked only) 08:00 - 18:30  |

**Out of Hours telephone number: 111 LADMS 01205 319546**

When the Practice is closed the NHS Out of Hours Service is available for urgent problems that cannot wait until the Centre reopens. For Emergency situations patients should dial 999

**Extended Access**

The Sidings Medical Practice is taking part in the Boston extended access pilot. This is a new service which offers GP appointments outside of core working hours, making it easier for you to get an appointment at a time that suits you, including evenings 18:30 to 20:00, Saturdays 08.30 to 18:30, Sundays 08:30 to 16:00, and bank holidays.

**Our Team**

Our doctors and nurses are committed to providing a professional and friendly service for everybody.

**Doctors**

Dr Mark Thornton (Clinical Lead) (Mon, Tue, Thur, Fri) (m)

Dr Afshan Butt (Wed, Thur, Fri) (f)

Dr Thu Huong Dang (Mon, Tue, Wed) (f)

Dr Sana Akhter (Mon, Tue, Fri) (f)

**Dr Lakshmi Gaddam (Tue, Thur) (f)**

**Dr Daruisz Szmyd (Mon, Tue, Wed, Thur, Fri) (m)**

**Dr Kumudini Gamalath (Thur) (f)**

**Dr Erum Shafique (Fri) (f)**

**Dr Osman Aslam (Tue, Wed, Thur) (m)**

**ANP & Nurses Practitioners**

**Donna Rix (Lead ANP)** (Mon, Tue, Wed, Thur)

**Danni King** (Mon, Wed, Thur, Fri)

**Lucy Edwards** (Tue, Wed, Thur)

**Anne Hawkins** (Mon, Wed, Fri)

**Louise Orford** (Mon, Tue, Wed, Thu)

**Pharmacists**

**Kashif Aasi**(Wed, Thur, Fri)

**Muhammad Zafir**(Mon, Tue, Wed)

Caitlin Kent (Technician – Mon, Tue, Wed, Thurs, Fri)

**Healthcare Assistants**

Debbie Jones, Paula Nicholls, Magda Shaw, Ashleigh Barnett

**Practice Nurses**

Sarah Hyde (Lead Nurse), Lesley Ling, Vikki Manning, Paige Wright, Catriona Logue

**Practice Manager**

Vacant

**Deputy Practice Manager**

**Trudy Van Haren**

**Patient Care Navigator Team**

This team is your main point of contact when using our services and may need to ask you medical details, in order to assist you and help direct you to the most appropriate clinician. All information given to them is treated in confidence. The more information you are able to provide the receptionists the better they will be able to assist you

**Patient Services**

### Carole Burton, Mike Hilton, Elaine Smith, Michaela Reeson, Sylwia Szal, Jayne Barnes, Agata Majowicz, Debbie Stringer, Paula Oliver, Gemma Stevens, Julie Mitcham, Tracey Hopkinson, Becca Walker, Sarah Cannon, Thelma Vandenbosch

**Secretarial Team**

### Hilary Khan (Lead Secretary), Sharon Davis, Jayne Barnes, Zoe Kearns

**House Keeping**

Vicky Maskell, Julie Hipwell

**How to Register**

If you live within a 5 mile radius of the surgery, you can register with us today and we will contact you to arrange a full health check and introduce you to our Practice. If you are unsure if your current address lies within the boundary please ask one of the team for assistance.

**Registering is Easy**

New patients can register at the practiceby picking up a registration form from the reception area and our staff can help you with any queries you may have.

In order to register please ensure you bring with you proof of your address (such as a utility bill or bank statement), photo ID (such as passport or driving licence) and your NHS medical card (if you have one). We will not be able to register you without your proof of identity. For homeless patients we require an NHS Number and homeless card.

Once registered we will arrange for you to have a brief health check with a practice nurse or health care assistant at a time convenient to you. This will give you an opportunity to discuss any health concerns and enables us to learn more about your health needs.

**Making an Appointment**

The fastest and easiest way to get help from The Sidings team is to use the Evergreen Life app.

Take more control of your health. Save time with online patient services from the NHS. Ask for help, order prescriptions and access your medical records.

Use this QR code to download the app, or search for Evergreen Life PHR on your app store to download. You can use your NHS account ID to order prescriptions, access your records, or request help.

 

Access from your computer

If you do not have a smart phone, you can request help through Evergreen’s askmyGP service. Please visit:

[Sidings Medical Practice - Online Access (thesidingsmedicalpractice.co.uk)](https://www.thesidingsmedicalpractice.co.uk/Online-Access)

askmyGP is available to all our patients, and you can use it to ask about your children or other people you care for (if they are registered with us). You will need to supply a few details, so we know how best to help you. For prescriptions and record access you should use the Evergreen Life App.

However you choose to get in touch, your GP will contact you quickly and either sort out your problem on the phone, by secure message, or arrange to see you the same day, or another day if that’s more convenient.

The practice staff ensure patient confidentiality is maintained at all times, however for the effective functioning of a multi-disciplinary team it is sometimes necessary that relevant medical information is shared between members of the Practice team.

**Telephone Consultations**

Many problems can be sorted out over the telephone without face-to-face contact with a doctor. Advice can be given and prescriptions issued, if appropriate. This saves valuable time for both you and your doctor. If you would like to speak to a doctor regarding a non-urgent issue, please request a telephone consultation.

**Home Visits**

Please make your request for a home visit before 10.30am if possible. Most problems are best dealt with at the surgery as all the necessary staff and equipment are based there. Please do let the receptionist know what the problem may be in order to enable him or her to alert the doctor to the urgency of your call. A doctor may call you back to discuss where it is best to see you.

**Cancelling Appointments**

Please ensure that you cancel any appointment that you no longer require so that we can offer this to another patient.

Patients who repeatedly fail to attend appointments may be asked to register with another practice.

**Disabled Access**

All patient services are available at ground floor level but if any assistance is required please ask at reception and a member of staff will be glad to help

**Electronic Prescribing (EPS)**

If you wish you could sign up for electronic prescribing. Please speak to reception or local pharmacy for more detail.

**Repeat Dispensing Scheme**

If you are on regular medication your doctor can issue several prescriptions in

advance to be held and distributed when you need them by your chosen

pharmacy. This saves the patient time and inconvenience when ordering and collecting their prescription.

**Statements of Fitness for Work**

Sickness Certificates for periods of less than 7 days should be signed by the patient themselves, usually a self-certification form (SC2), available from your employer.

We will issue, free of charge, a Statement of Fitness for Work to registered patients for whom we provide clinical care. A statement will not be issued to a patient until they have been off work for more than 7 calendar days. DSS certificates of incapacity are free, see Non NHS Services

**Travel Medicine**

We provide an advice and immunisation service to meet your travel needs. Please check your requirements with us as soon as you make your travel plans as some medicines require several courses. Please note that not all travel vaccinations are available free on the NHS, there may be a charge for any immunisations you require to travel.

**Test Results**

Please note that the receptionist can only give results to patients once the Doctor has checked the results and given authorisation. In order to maintain patient confidentiality, results can only be given to the patient themselves. Parents of patients under 16 can request results on the child’s behalf.

Most blood, urine and swab tests take up to two weeks to be processed and completed by the laboratory, these are then sent back to the surgery for review by your clinicians. Our clinicians review these results every day and make comments or actions. Patients are kindly asked to contact the surgery, after 2pm, two weeks after taking the test.

The receptionist will read back to you any comments that the clinicians have made and assist you with any follow up appointments, if required. If you have previously arranged a follow up appointment with your clinician you do not need to ring for the results.

**Specialist and Hospital care**

If a GP or another member of our healthcare team believes you need hospital treatment or specialist care elsewhere, this can be organised on your behalf. If you prefer to consider where and when you would like to arrange your appointment, you can be given a reference number and will be able to book the appointment yourself.

**Non-NHS Services & Private Fees**

Certain services provided by your doctor are not covered by the NHS and you may be asked to pay a fee. These include:

* A Pre-employment Medical
* A Private Medical
* An Insurance Claim
* A Fitness To Drive Medical
* Travel immunisations (Free on NHS Tetanus, Typhoid and first course of HEP A only)
* Certain occupational vaccinations

**Medical Records & Confidentiality**

All patient records are confidential. All our staff are trained in accordance with the Data Protection Act and work under strict rules of confidentiality.

**Freedom of Information Act (2000)**

From 1 January 2005, you can ask any public authority for information they hold. In most cases you will receive a response within four working days. Public authorities will provide you with the information unless there is a good reason for not doing so.

**How We Use Your Records**

The people who care for you use your records to:

* Provide a good basis for all health decisions made by you and care professionals
* Allow you to work with those providing care
* Make sure your care is safe and effective, and
* Work effectively with others providing you with care

**Others may also need to use records about you to:**

* check the quality of care (such as clinical audit)
* protect the health of the general public
* keep track of NHS spending
* manage the health service
* help investigate any concerns or complaints you or your family have about your health care
* teach health workers and
* help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified. We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent,** unless the law requires us to pass on the information.

**Changes to Personal Details**

Please notify the surgery of any changes in your personal details such as your name, address or telephone number. This will enable us to keep our records up to date. This is very important as we may need to contact you at short notice.

**Patient Rights and Responsibilities**

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this, we require that you take full responsibility for ensuring that you do not abuse the service. It is your responsibility to ensure that you keep appointments, on time, and follow the medical advice given. Please restrict your appointment to a maximum of one medical issue per appointment. If you have more issues you will need additional appointments.

The Sidings Medical Practice operates a zero tolerance policy. We will not tolerate any violent behaviour or abuse towards any member of our team. Any such behaviour will result in removal from our list.

**Patient Participation Group**

This group is run by a committee of patients for the benefit of the Practice and Patients. **This is your group** so please ask how you can contribute your ideas.

## Order Repeat Prescriptions Online

## **You can now order prescriptions online using the Evergreen Life App.**

Use your smartphone to scan the QR code or search for **Evergreen Life PHR**on your app store to download.



Download for FREE now and start building your Personal Health Record. Understand how to be as well as you can be and get support if you are ever ill.

You will need to register to use this service. The easiest way to connect your records is with an NHS Login – if you have one already you can use it to register or create one as part of the process.

That’s it – simple and straightforward!

Once you have registered, you can ask for help from a GP, check or cancel appointments with either doctors or nurses, and access your GP records as well as ordering prescriptions. This is available 24 hours a day, 365 days a year.

If you cannot use an NHS Login, please bring photographic identification to our receptionists who will issue you with a username and password.

We are now part of electronic prescribing, if you have regular repeat prescriptions please nominate a pharmacy next time you visit the surgery and your prescription will go direct to that Pharmacy, you will not need to collect it from the Practice.

Repeat prescriptions will be ready for collection **72 working hours after ordering.**

Your Doctor will try to find the best way of making you better. You may not always be given medicine, as there are many other ways to treat you. Please do not expect a prescription on every visit.

**Note:** Patients who receive regular prescriptions will be asked at intervals to see a Doctor or Practice Nurse before the next repeat is due. This is so that the doctor can make sure your medication can be assessed and altered as necessary. You can, of course, ask for your prescription to be collected by the chemist of your choice and, if you choose this option, you must advise us accordingly. Please remember that if you choose this service, your prescription will not be ready for collection from the chemist for 48 hours after request this is at the request of the chemists to allow them time to make up your medication.

**Complaints Procedure**

We hope most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, because this will enable us to establish what happened more easily.

If it is not possible to do that and you want to raise a formal complaint, you can request a complaint form and submit this in writing within 12 months of the incident or 12 months of realising you need to make a complaint.

You can either make your complaint by telephoning the surgery and speaking with the Deputy Practice Manager or submitting a complaint form to the Practice Manager via email to licb.thesidings@nhs.net.

Every effort will be made to answer your concerns as soon as possible. As a guide, we aim to provide a response within 36 days.

Alternatively, you can make your complaint to NHS England as commissioner of the GP services in England at:

PO Box 16738

Redditch

B98 9PT

Telephone: 0300 311 2233

If you would like support to make your complaint you can contact POhWER the NHS Complaints Advocacy who delivers information, advice, support and Advocacy services throughout England. They can help you with your complaint, their contact details are:

Post: PO Box 14043, Birmingham, B6 9BL

Telephone: 0300 456 2370 (charged at local rate)

Minicom: 0300 456 2364

Text: send the word ‘pohwer’ with your name and number to 81025

Email: pohwer@pohwer.net

You will be allocated an advocate who will support you through the complaint process.

Once you have gone through the NHS complaint process and if you still feel your concerns have not been satisfactorily addressed you can take your complaint to the Parliamentary and Health Service Ombudsman. Their contact details are:

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel: 0345 015 4033

CQC regulates Omnes Healthcare Ltd to provide care at **The Sidings Medical Practice**



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