

Helpful Tip: You can get medical advice anytime by telephoning 111 for non-emergency medical advice or from NHS Choices at www.nhs.uk

If you have any comments, complaints or suggestions, please ask for a copy of our Complaints & Comments leaflet or look at our website for more help. Adrian Down Practice Manager is our named lead for patient complaints.

Practice Area

Please see interactive map on our website for details.

To register as a patient

If you live in the area and wish to register with us, please attend the surgery and collect a Registration form and Patient Questionnaire to be completed, to include your NHS number (which you can obtain from your previous GP Surgery).

The Registration form and Patient Questionnaire can also be printed off from our surgery website www.villagedoctor.co.uk

Your rights and responsibilities

We will always try to give you the best possible treatment available within current NHS resources and guidelines.

We will always treat you as an individual and respect your privacy and dignity.

In return, we ask you to be polite to our staff and doctors. If you are abusive to staff or premises, we may ask you to join another practice. We also ask that you keep all appointments that you make or cancel them as soon as possible to avoid wastage of NHS time and money.

We would welcome your feedback and have a Suggestions Box at both surgeries in the reception area, otherwise you could leave feedback on the NHS Choices website by selecting 'Comments' and following the simple instructions.

The practice provides General Medical Services under a contract with Lincolnshire South West Clinical Commissioning Group, Lions Way, Sleaford, NG34 8GG

Caythorpe & Ancaster Medical Practice

www.villagedoctor.co.uk

PRACTICE LEAFLET

Caythorpe Surgery

52 High Street
Caythorpe
Grantham
NG32 3DN

Tel: 01400 272215

Fax: 01400 273608

Caythorpe Dispensary: 272770

Ancaster Surgery

12 Ermine Street
Ancaster
Grantham
NG32 3PP

Tel: 01400 230226

Fax: 01400230729

Ancaster Dispensary: 231204

Both our surgeries have access for our disabled patients.

EMERGENCY & OUT OF HOURS CALLS

If you wish to contact a doctor in an emergency or out of hours, ring the telephone numbers above. If you are unable to contact the doctor in an emergency, ring 999 without delay.

OPENING HOURS

Caythorpe

0800 to 1830
0800 to 1800
0800 to 1830
0800 to 1800
0800 to 1800

MONDAY
TUESDAY
WEDNESDAY
THURSDAY
FRIDAY

Ancaster

0800 to 1800
0800 to 2030
0800 to 1730
0800 to 1830
0800 to 1830

Please note CAYTHORPE Dispensary closes for lunch between 1pm and 1.30pm

DOCTORS

Dr Simon Lee Robinson

B Med Sci.BM.BS.DRCOG.MRCGP. Registered Nottingham, 1997

Dr Rhian Thomas

MB, ChB, DFSRH, DRCOG, MRCGP. Registered Edinburgh 2009

Dr Sujatha Prabhu

MBBS, MRCGP. DFSRH

Dr Felicity Allen

MB,ChB, DRCOG, MRCGP. Registered Leicester 2008

Dr Matthew Glasson

BMEDSCI, BM, MRCGP. Registered Southampton 2012.

Dr Harriet Morgan

BsC,Msc, MBBS, DRCOG, RCGP. Registered Barts and the London 2007.

Dr Emma Monaghan

MB,ChB, MRCGP, DFFP, DRCOG,PGCME, Registered Liverpool 2002

We are a **Training Practice**. Fully qualified doctors training to become GPs are attached to the practice to gain experience. Some registrar consultations may be video recorded. You will **always** be asked if you agree to your consultation being recorded. Recordings can be switched off at any time at your request.

PRACTICE STAFF ROLES

We provide a comprehensive medical service comprising:-

Practice Nurses who do dressings, injections, immunisations, cervical smears, routine checks, help with family planning and chronic disease management, eg asthma and diabetes.

Health Care Assistants who are trained to take blood, perform ECGs, take blood pressure measurements, and carry out NHS Health Checks.

Dispensers who are responsible for providing the repeat and acute prescriptions. Please seek their expert advice, if required.

Secretaries/Receptionists who are responsible for administration, including making appointments and answering patient's questions.

ATTACHED STAFF

Community Nurses who work as part of a specialist team. They provide holistic care in patients own homes. They work closely with other members of the practice and liaise with other services to fully meet care needs of patients.

PRACTICE INFORMATION

Our practice ethos

Is to provide high quality medical care in a professional, yet friendly, patient-centred and compassionate manner. We aim to be innovative by incorporating the best of the new whilst not losing sight of the importance of the traditions of good family medicine. We embrace current evidence based medical thinking and try and apply this to the care of our patients

Appointments

You may see any of the doctors or a nurse by appointment in surgery hours. This is arranged by calling reception. The numbers are given on the front of this leaflet. The reception opens at 8.00am. If you wish to book a routine appointment at the surgery, this can also be done online (you will need to speak to one of our receptionists prior to this who will register your online request). We can also send you text message appointment reminders.

Urgent Appointments

Patients with urgent problems will be seen on the same day by an appropriate clinician, but may not be able to see their usual doctor. Please phone at 8.30am or as soon as possible thereafter to make an appointment. It is helpful if you can explain your problem/concerns to reception so that we can prioritise your appointment.

Home Visits

Requests for home visits should be made before 10.00am. As home visits are for those patients too ill to attend the surgery, please only request a home visit if you (or the person you are calling on behalf of) are too ill or frail to attend the practice.

Appointment Duration

Our appointment system aims to see you within 30 minutes of your specified time. Each appointment is for 10 minutes and we ask patients to try and keep to this time. If you need a longer consultation, double appointments may sometimes be possible.

Your Health Information

The practice keeps patient health information on our IT system This is kept secure and allows only the relevant staff to have access to the information they need about your medical history. The information is also used for planning the services we offer and is sometimes used in national research projects. When the data is used for anything other than your care within the practice, your name is removed so that you can never be identified.

Chaperones

All patients are entitled to have a chaperone present during any examination where they feel that one is required - for example during an intimate examination. All members of the Nursing and Health Care Support Worker team, together with some members of reception staff, have appropriate training to act as chaperones Patients are encouraged, whenever possible, to ask for a chaperone at the time of booking an appointment. This ensures that there are minimal delays during an examination, rather than having to wait for a chaperone to become available.

Carers

Do you look after someone? Does someone look after you? If the answer to either of these questions is yes then we should know so we can help you to get the appropriate care and support. Our reception teams have a designated "Carers Champion" who will be happy to help.,

Prescriptions

The practice is a dispensing practice. This means our dispensary can provide medication prescribed by a doctor during consultations and we also provide repeat prescriptions. If you wish to order your repeat medication online, please speak to one of our receptionists who will register your online request. For repeat prescriptions or prescription enquiries, please ring the repeat order line leaving your full name, date of birth and address and please be prepared to spell the name of your medication. Please allow a minimum of **2 full working days** before collecting your repeat prescription; but we prefer you to order half way through the month to avoid pressure for yourself and the surgery.

Medication needed for immediate problems dealt with during a surgery consultation or after a home visit will usually be dispensed straight away. Please ring to check if it is ready before you attempt to collect as the doctor may not have returned to the surgery immediately, due to other visits etc. If you need to obtain medication urgently at any other time, please inform a member of staff in the dispensary.

If the practice is closed, please ring the main surgery number and you will be connected to the out of hours service who will be able to help you.

We also have a home delivery service. To use this service you need to complete a 'Medicines Delivery Service' form which can be obtained from the dispensary.