

## **PRACTICE LEAFLET**

### **Caythorpe Surgery**

52 High Street  
Caythorpe  
Grantham  
NG32 3DN  
Tel: 01400 272215

### **Ancaster Surgery**

12 Ermine Street  
Ancaster  
Grantham  
NG32 3PP  
Tel: 01400 230226

Both our surgeries have access for our disabled patients.

### **EMERGENCY & OUT OF HOURS CALLS**

In an emergency please call 999 without delay.

If you need help outside of our normal opening hours then please call  
111 for the Out of Hours GP Service.

## **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 1830  
0800 to 1800  
0800 to 1830  
0800 to 1830

## DOCTORS

### **Dr Simon Robinson**

BMedSci, BM, BS, DRCOG, MRCGP. (Nottingham 1997)

### **Dr Matthew Glasson**

BMedSci, BM, MRCGP, PGDip, PGCert. (Southampton 2012)

### **Dr Sophia Farmilo**

MBBS, MRCGP. (Newcastle 2013)

### **Dr Sujatha Prabhu**

MBBS, MD (OsG), MRCGP, DFRH (Bangalore 1989)

### **Dr Harriet Morgan**

BSc, MSc, MBBS, DRCOG, RCGP. (Barts and the London 2007)

### **Dr Becca Watt**

MD, MRCGP, DCH, DRCOG. (Missouri Columbia 1992)

### **Dr Becky Towsey**

MBChB, MRCGP, DRCOG, PGCert (Medical Education). (Leicester 2013)

### **Dr Francesca Harris**

MBBS, BSc (Hons), AICSM, MRCGP. (Imperial 2011)

### **Dr Phil Mitchell**

MBBS, BSc, MRCGP (1996). (UMDS 1992)

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: -

**Mental Health Practitioner** who sees and treats patients over the age of 18 with mental health problems.

**Musculoskeletal Practitioners** who diagnose, investigate and treat musculoskeletal conditions eg joint pain.

**Practice Nurses** who do dressings, injections, immunisations, cervical smears, contraception reviews, ear microsuction and chronic disease management, eg asthma, COPD and diabetes.

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

**Other Clinicians** who offer support with acute, musculoskeletal and mental health problems.

**Dispensers** who are responsible for providing 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.

## **PRACTICE INFORMATION**

### **Our practice ethos**

Is to provide high quality medical care in a professional, yet friendly, patient-centered and compassionate manner. We aim to be innovative by incorporating the best of new technology 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.

### **Routine Appointments**

You may see any of the doctors, allied healthcare professionals or a nurse by appointment in surgery hours. Appointments can be requested online via our askmyGP system, or by calling the surgery and speaking to our reception team if you are unable to use this. The numbers are given on the front of this leaflet. The reception opens at 8.00am. If you wish to book an appointment with a doctor you will be asked if this is acute (within 24 hours) or a routine appointment at the surgery - this can also be done online. If registered we will send you text message appointment reminders.

## Urgent Appointments

We aim to assess patients with urgent problems within 24 hours. Please note that for these appointments you may not be able to see your usual doctor. Please submit your request via askmyGP or by phoning the surgery as early as possible to make an appointment. It is helpful if you can briefly explain your problem/concerns so that we can prioritise your assessment.

## Home Visits

Requests for home visits should be made as early as possible - ideally before 10.00am. Home visits are for patients too ill to attend the surgery or those who are housebound so 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

We aim to see you at your specified time however there will be occasions where our team are running late - if you have been waiting for 30 minutes then please alert our reception team. Acute appointments are 10 minutes long and routine appointments 15 minutes - we ask patients to try and keep to this time. If you need a longer consultation to discuss multiple issues, then double appointments are possible if you let us know in advance at the time of booking.

## 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 Assistants, 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. If you wish to order via telephone or have a prescription enquiry then 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 **3 full working days** before expecting to collect your repeat prescription but we will aim to have these ready earlier wherever possible.

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 call 111 and you can be put through 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.

**Helpful Tip:** You can get medical advice anytime by telephoning 111 for non-emergency medical advice or from NHS Choices at [www.nhs.uk](http://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, you will need to complete a PRF1 Registration Form, to include your NHS number (which you can obtain from your previous GP Surgery). The PRF1 registration form can be printed off from our surgery website [www.villagedoctor.co.uk](http://www.villagedoctor.co.uk) or paper forms are available from our reception team.

#### **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. You can also leave feedback on the NHS Choices website by selecting 'Comments' and following the simple instructions, or via our askmyGP system if you have made a request which has been dealt with.

The practice provides General Medical Services under a contract with the Lincolnshire Integrated Care Board.