

W E L C O M E T O

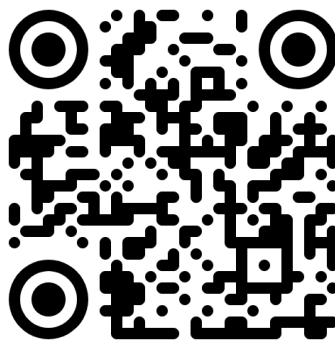


Patient Information Guide

LARGE PRINT EDITION

Providing high-quality,
patient-centred healthcare
for our local communities.

 Visit our website



Scan to access askmyGP, Practice information and health advice.

www.villagedoctor.co.uk

About Our Practice

Welcome to Caythorpe & Ancaster Medical Practice

Thank you for choosing Caythorpe & Ancaster Medical Practice.

We are proud to care for patients across our local communities. Our experienced team is committed to providing high-quality medical care in a professional, friendly and patient-centred environment.

We combine the traditions of good family medicine with modern, evidence-based healthcare and new technology, while keeping our patients at the heart of everything we do.

Our Mission

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 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.

Our Vision

We aim to enhance patient care by improving access, embracing innovation, and strengthening community partnerships. Over the next five years, we will expand digital services, promote preventative health, invest in our team, and collaborate with local services to deliver high-quality, patient-centred care.

Our Surgeries

Caythorpe Surgery

52 High Street

Caythorpe

Grantham

NG32 3DN

 01400 272215

Ancaster Surgery

12 Ermine Street

Ancaster

Grantham

NG32 3PP

 01400 230226

Accessibility

 Disabled access ·  Disabled parking at both sites ·

 Interpreter services available

Accessing Care

Helping you get the right care, at the right time, with the most appropriate clinician.

Routine Appointments

Routine appointments can be requested online using askmyGP or by contacting our Reception Team if you are unable to use our online service.

Acute Appointments

If you have an urgent medical problem that cannot wait we aim to assess you within 24 hours.

Please submit an acute request on askmyGP or if unable to do so then contact our Reception Team who will be able to do this for you.

To help us prioritise your care appropriately, we'll ask you for a brief description of your symptoms. This information is treated confidentially and helps us ensure you are seen by the most appropriate clinician.

Can't Attend?

If you can no longer attend your appointment, please let us know as soon as possible.

Cancelling unwanted appointments allows us to offer them to other patients and helps reduce waste.

Accessing Care

Home Visits

Home visits are available for patients who are housebound or too unwell to attend the surgery. Please request visits **before 10:00am whenever possible.**

Appointment Length

Acute appointments: 10 minutes

Routine appointments: 15 minutes

If you need to discuss **more than one problem**, or feel you may need additional time, please let us know when booking your appointment so we can arrange a longer consultation where appropriate.

When We're Closed

Call 999 immediately if you or someone else is experiencing a life-threatening medical emergency.

If you need urgent medical advice when the practice is closed, please contact **NHS 111.**

Meet the Team

Working together to provide the right care for you.

At Caythorpe & Ancaster Medical Practice, you'll be cared for by a team of experienced healthcare professionals. Depending on your symptoms or healthcare needs, you may be offered an appointment with the team member who is best placed to help you.

General Practitioners (GPs)

Our GP team has a wealth of experience across all aspects of general practice and works closely with the wider clinical team to provide high-quality care.

Advanced Nurse Practitioners (ANPs) and Nurse Practitioner (NP)

Our Advanced Nurse Practitioners are highly experienced clinicians who can assess, diagnose and treat a wide range of health conditions. They can prescribe medication, request investigations and refer patients to other services where appropriate.

Paramedic Practitioner

Our Paramedic is an advanced clinician who helps manage our acute workload. They can assess, diagnose and treat a wide range of urgent health conditions, helping patients receive timely, appropriate care.

Meet the Team

Medicines Management Team

Our Medicines Management Team consists of our Pharmacist and Pharmacy Technicians. They support the safe and effective use of medicines, including issuing medication and updating medication records following hospital discharge or hospital appointments.

Practice Nurses

Our Practice Nurses can help you with immunisations, cervical screening, wound care, contraception reviews, ear micro-suction and long-term condition management (asthma, COPD, diabetes).

Healthcare Assistants (HCAs)

Our Healthcare Assistants undertake a wide variety of tasks including blood tests, 24-hour ECGs, diabetic foot checks, NHS Health Checks and other routine procedures.

Our Wider Clinical Team

Bringing specialist skills and expertise to your care.

MSK Practitioners

Our MSK Practitioners assess and treat muscle, joint and back problems.

Mental Health Practitioner

Our Mental Health Practitioner provides assessment, treatment and support for adults with mental health difficulties.

Midwife

Our visiting Midwives provide antenatal care, offering advice, support and ongoing care throughout pregnancy and following the birth of your baby.

Our GPs

Dr Simon Robinson - Partner

Dr Matthew Glasson - Partner

Dr Sophia Farmilo - Partner

Dr Sujatha Prabhu

Dr Harriet Morgan

Dr Becca Watt

Dr Francesca Harris

Dr Phil Mitchell

Dr Catherine McGillivray

Dr Reid Baker

Prescriptions

Helping you manage your medicines.

Dispensing Services

We are a dispensing practice and so most of our patients receive their medications from the Practice directly. We do not routinely send these to external pharmacies.

Our dispensary team are non-clinical and can answer questions about medication supplies and direct you to our Pharmacist or Clinical Team for further advice.

Repeat Prescriptions

Repeat prescriptions can be requested using the **NHS App** or by contacting our dispensary team.

Please allow **3 full working days** for your order. We will message you when your medication is ready to collect.

For prescription queries, please contact our dispensary team.

Home Delivery

We offer a home delivery service for eligible patients. Please speak to our dispensary team if you would like to use this service.

Patient Support

Supporting your care.

Carers

Do you look after someone, or does someone look after you? Please let us know. Our Reception Teams include Carers Champions, who will be happy to help.

Chaperones

All patients are entitled to request a chaperone for any examination where they feel one is required, particularly during intimate examinations. Where possible, please let us know when booking your appointment so that we can make the necessary arrangements.

Complaints & Feedback

We welcome feedback about our services and use this to help us improve the care we provide.

If you have a complaint, our Patient Services Manager is responsible for managing complaints, overseen by the Practice Manager.

Patient Information

Useful information about being a patient at our practice.

Training Practice

We are a Training Practice. Fully qualified doctors training to become GPs work with us to gain experience in General Practice.

Some GP Registrar consultations may be video recorded for training purposes. You will always be asked for your consent before a consultation is recorded, and recording can be stopped at any time at your request.

Your Health Information

We keep your health information securely on our clinical systems. Only appropriate members of our team can access the information they need to provide your care.

Information may also be used to help plan services and for approved research. Where information is used for purposes other than your direct care, identifying information is removed.

Patient Information



Your Rights & Responsibilities

What you can expect from us

- High-quality care within NHS resources and guidance
- To be treated as an individual
- Respect for your privacy and dignity

What we ask from you

- Please treat our staff with respect
- Attend appointments or cancel as soon as possible if you cannot attend
- Help us avoid wasting NHS appointments
- Please respond promptly to questionnaires or information requests sent to help us complete your long-term condition or medication reviews.



Practice Area

Please visit our website to view our practice area.

www.villagedoctor.co.uk

Useful Information

Everything you need at a glance.

Caythorpe Surgery

Opening Hours

Monday 8:00am – 6:30pm

Tuesday 8:00am – 6:00pm

Wednesday 8:00am – 6:30pm

Thursday 8:00am – 6:00pm

Friday 8:00am – 6:00pm

Contact Us: ☎ 01400 272215

Visit Us: 52 High Street, Caythorpe, NG32 3DN

Ancaster Surgery

Opening Hours

Monday 8:00am – 6:00pm

Tuesday 8:00am – 6:30pm

Wednesday 8:00am – 6:00pm

Thursday 8:00am – 6:30pm

Friday 8:00am – 6:30pm

Contact Us: ☎ 01400 230226

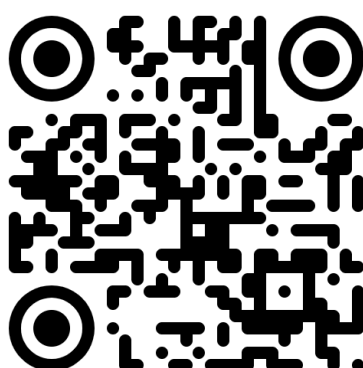
Visit Us: 12 Ermine Street, Ancaster, NG32 3PP

Useful Links

Quick access to our online services.

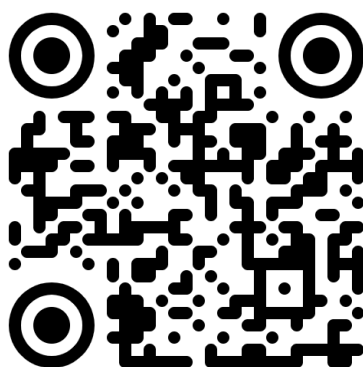
NHS App

Use the NHS App to request **repeat prescriptions**, review your medical notes and view hospital letters.



Stay Connected

Visit our website for **Practice information and news**, and to access **askmyGP** to request an appointment, sick note or submit an administrative query.



www.villagedoctor.co.uk