

## Minster Medical Practice

Cabourne Court, Cabourne Avenue,  
Lincoln LN2 2JP



# Information for Patients

**Telephone:** 01522 515797

**Opening Hours:** Monday—Friday, 8:00am—6:30pm

**Out of hours:** Please call 111

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

This practice is within the  
West Lincolnshire CCG area



## Welcome to Minster Medical Practice

### **Registering with a Doctor**

When you apply to join this Practice, you will be asked to complete a confidential questionnaire and if you are on repeat medication you will be invited to attend an introductory appointment with one of our Doctors.

### **Contacting the Surgery**

To contact the Surgery or for assistance in an emergency, please do not hesitate to telephone 01522 515797 and select the appropriate option for your needs.

### **Opening Times**

We are open Monday-Friday between the times of 8:00am and 6:30pm

### **Consulting Times (By appointment only):**

	Morning			Afternoon/Evening		
Monday	8:30am	-	11:00am	2:00pm	-	5:30pm
Tuesday	8:30am	-	11:00am	2:30pm	-	5:30pm
Wednesday	8:30am	-	11:00am	2:00pm	-	5:30pm
Thursday	8:30am	-	11:00am	3:00pm	-	5:30pm
Friday	8:30am	-	11:00am	3:00pm	-	5:30pm

Please note: Evening surgery hours may vary slightly to those shown above

### **Booking an Appointment**

All appointments can be made by telephoning 01522 515797 and selecting the appropriate option. Consultations are by appointment only.

You may consult any of the Doctors in the Practice but we would encourage patients to see the same Doctor for ongoing problems to enable continuity of care. If you have an **urgent** problem you will either be offered an appointment where possible or contacted by the Duty Doctor on the same day, but this will not necessarily be with the Doctor of your choice.

If you feel a telephone consultation would be suitable, there are a small number available daily. The Doctor will assess your needs and take the appropriate action as required. Please book a separate appointment for each member of the family attending the Surgery.

## Useful Contacts

Here is a list of useful contacts for you to use, please feel free to ask us for a number that you may require if we haven't included it on this list.

### **Hospitals/ NHS Services**

Lincoln County Hospital	01522 512512
Grantham & District Hospital	01476 565232
Pilgrim Hospital, Boston	01205 364801
County Hospital, Louth	01507 600100
John Coupland Hospital, Gainsborough	01427 816500
Midwife's Office	01522 573338
Health Visitors	01522 525249
District Nurse (Ravendale Health Centre)	01522 545230

### **Chemists**

Boots, Carlton Centre	01522 511890
Boots, High Street	01522 524303
Co-op Pharmacy, Cabourne Avenue	01522 521400
F P Watson, Chemist, Bailgate	01522 525778
Tesco, Wragby Road	01522 896847

### **Local Services**

Lincoln Social Services	01522 554170
Lincolnshire County Council	01522 552222
Police West Parade	01522 529911
DVLA	0870 240 0009
Lincolnshire Homecare Support	01522 595646
Listening Ears Free Bereavement Counselling	01522 822494
Lincolnshire Centre for Counselling	01522 535555
Relate	01522 524922
First Contact (Free info for over 60's)	01522 782172
Phoenix Stop Smoking Service	0800 840 1533 or text QUIT to 077814 81717

## Website

Our website address is [www.minstermedicalpractice.co.uk](http://www.minstermedicalpractice.co.uk), You can find all the information you need to know about the Practice, partners, staff, clinic times, opening times etc. on our website. You can also download registration and change of address forms.

For patients that have difficulty hearing we have an induction loop facility. Please ask a member of staff if you require further information or assistance.



You can access the **NHS Organ Donor Register** from our website if you wish to join.

## Patient Check-In System

To improve the appointment book-in process the Practice has a touch screen system that allows patients to confirm their arrival at the Practice.

Follow the on screen instructions and within a few simple steps the check-in procedure will have been completed.

The system will then inform you of your appointments outstanding before your appointment.

## **Home Visits/Urgent Home Visits**

If you are too ill to attend Surgery, or genuinely housebound please try to telephone 01522 515797 before 10:00am to enable the Doctors to plan their visits. Please attend the Surgery whenever possible. Lack of transport is **not** a valid reason for a home visit.

Urgent visits will be dealt with immediately by the Duty Doctor. Please stress that the call is 'an emergency'. The Duty Doctor may well telephone the patient back to assess the situation.



## **Out of Hours**

**Monday-Friday 6:30pm-8:00am, all weekend & bank holidays**

If you need help or advice urgently but it is not life threatening, please call:

**Telephone Number: 111**

(Free from all landline and mobile numbers)

You can ring 365 days a year to reach a full range of local health services including Out of Hours, doctors, community nurses, emergency dental care and late opening chemists.

## **Speaking to the Doctor**

If you wish to speak to your Doctor on the telephone, it will normally be possible to do this by arrangement with the Receptionist. It would be helpful, in assessing the urgency of the call and also ensuring that the Doctor has the correctly relevant information available, if you could indicate to the Receptionist the nature of your call when you ring. However, sometimes interruptions during surgery can be upsetting both for the Doctor and the patients they are seeing. For this reason, the Receptionists are asked not to disturb consultations with non-urgent telephone calls. A more convenient time for you to ring will be suggested.

## **Phoning for Results**

When phoning for your results you are requested to telephone between the hours of 2:00pm – 5:00pm. For reasons of confidentiality, test results will usually only be given to the patient concerned.



## Attached Staff

Though not employed by the Practice, these professionals liaise with Surgery personnel and have full use of our facilities to provide additional services for our patients:



### **Health Visitor**

**Phone:** 01522 525249

The Health Visiting Team is available for your routine baby and child reviews along with confidential advice regarding all aspects of their care and health.

<b>Service</b>	<b>When Offered</b>
Birth Visits	10-14 days
8 week post-natal & baby check	8 weeks
8 month developments	8 months
2 year and 3-3 ½ year Development reviews	2 and 3-3 ½ years
Child surveillance & development monitoring	On going

**Please note:** baby immunisations at 8, 12 and 16 weeks and the 13 month MMR are carried out by the Practice Nurse

Usually you can access your medical records. However, whilst the Act gives you this right of access, it also allows us to withhold any information that might cause serious harm to your physical or mental health or which could identify a third party.

Your doctor and the team of health professionals caring for you keep your medical records, as well as a summary of any hospital tests or treatments you may have received from the NHS. The records help to make sure that you receive the best possible care.

Some of this information will be used for statistical purposes. We will take strict measures to ensure that individual patients cannot be identified. If we cannot use anonymous information, we may have to use personally identifiable information for essential NHS purposes such as Practice auditing. We will only use your information with your consent.

### **How to apply to access your Records**

If you wish to read your GP records, you need to submit your request in writing to the Practice Manager. It is a good idea to state the dates you want to see for, for example 1995-1998. You will then be contacted to arrange a time to come in and read them. You don't have to give a reason for wanting to see your records. If your records have been updated in the past 40 days (i.e. you have seen your GP or other health professional in the last 40 days) you are entitled to see them at no charge.

If you wish to have copies of your GP records, again you need to submit a request in writing to the Practice Manager, stating the particular records you require. The charge for a copy of your health records is £10 if they are held on the computer. For a copy of older records on paper, there is a fee for photocopying charges. Please ask the Surgery what they charge before you apply. The maximum fee (including computer and manual records) is £50. By law, you must receive a response to your letter within 40 days.

### **How to apply to access your Medical Records held elsewhere**

Any hospitals where you have had treatment or tests will hold records of this. You can write to the Medical Records Manager at the hospital's Medical Records Department. Your optician and dentist will also hold records about you. You may need to show proof of identity before you are allowed access. For further information visit the website for the Department of Health at [www.dh.gov.uk](http://www.dh.gov.uk)

We would welcome any suggestions you may have that would enhance the efficiency of the Practice or would improve the patient experience.



### **Dignity and respect Statement**

The Practice does not discriminate against any person on the grounds of skin colour, religion, nationality, age marital status, sexual orientation or disability. The Practice will not tolerate any form of discrimination harassment against our staff or patients by any patient or visitor. We try to promote both equality and diversity within our Practice environment.

The Practice supports the Government NHS Zero Tolerance campaign. Violence and abuse is a growing concern. GP's and their staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the Police and removed from the Practice list.

### **Summary Care Record**

Summary Care Records are being introduced in this Practice. A summary care record is an electronic record containing key health information, which can be made available to NHS health care staff caring for you in an emergency or when your GP Practice is closed. Your choices are:

- ◆ **Yes, I would like a Summary Care Record**  
You do not need to do anything and a Summary Care Record will be made for you
- ◆ **No, I do not want a Summary Care Record**  
If you opt out, your existing health record at your GP practice will continue to be used as it is now.

If you are still unsure—ask for a leaflet at Reception which provides more information to help you decide. You can also phone the Summary Care Record Information Line on 0300 1233020 or visit the website at [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

### **How can I access my Health Care Records?**

You have the right to access your health records, under the Data Protection Act 1998. This applies to manual records as well as computerised personal data.

You can access your own medical records, a child's medical records (if you are a parent or a guardian) or the medical records of a deceased patient (if you are the next of kin). Otherwise, if you need to access someone else's medical notes, we must have their written permission.



### **Community Midwife Kay Booth RM**

**Mobile:** 07721 550730

If no response you can contact the Community Midwife Centre on 01522 573338. Kay provides the majority of antenatal and postnatal care and attends the Surgery on Thursday mornings. Kay works with a small team of midwives practising in the North of the city.

For **advice** you can contact the **Assessment Area: 01522 573138**

For **emergencies** or **when in labour** contact 01522 578305



### **District Nurses**

The District Nursing Team offer care in the homes to those patients unable to attend Surgery. They are based at Ravendale Health Centre and can be contacted on **01522 533331**.

### **Repeat Prescriptions**

Patients on long term tablets or medicines agreed by their Doctor may obtain repeat prescriptions on a regular basis without seeing the Doctor each time. Sometimes, however, you will be asked to make an appointment so that your medication can be reviewed. New patients on regular treatment will be asked to make an appointment with the Doctor soon after registering to discuss their medication.

If your Doctor gives you a repeat prescription, you will also receive a printed counterfoil. Please keep this until you require a further supply of medicine. Then, either leave the counterfoil in the special repeat prescription box at the side of the Reception desk or post it to us, allowing at least 2 working days for your prescription to be processed.

The Practice also has the facility to process online requests. The website is a secure site managed by the Clinical software supplier and ourselves. The website enables you to see your current repeat medication and submit a request. The site will also show you when your script has been processed (but not signed). Talk to our Receptionists who will be happy to register you. For data security and confidentiality you will need to come into the Practice in person to register.

When requiring a routine six-monthly repeat prescription for the oral contraceptive pill, you are requested to make an appointment with the Practice Nurse at least one month before you finish your last pack. For any other problems, please make an appointment to see the Doctor.

## Additional Information

When your prescription is ready, you can collect it from the Surgery or, alternatively, we can post it to you, but we do ask that you provide us with a stamped addressed envelope for this. If you are genuinely housebound, the local chemists are happy, if you make proper arrangements with them, to collect prescriptions from the Surgery and deliver your medication free to your home. Could you please also notify us by writing the name of the chemist on the counterfoil.

### Prescription Requests

Patients have been questioning the reasons behind the 48 hour rule for ordering repeat prescriptions. On a daily basis the Receptionists deal with hundreds of prescriptions which need processing. Some patients are requesting same day collections. Whilst we understand that people sometimes forget to submit repeat orders and run out of their medication, this is becoming a regular occurrence. We will always try our best to help out in these situations but we do ask patients to think ahead so these occasions are preventable.

#### **Why we need 48 hours**

When a prescription is submitted a full process has to be followed which includes:

- Checking Medical Records
- GP's reviewing dosages, etc
- GP's signature

All of the above has to be done between surgeries, visits and other tasks that the GPs have to do during their day.

We may also remind patients that for reasons of safety **WE DO NOT take repeat prescriptions requests over the telephone.** Please submit your printed counterfoil/written request in the post box in Reception. You can order your repeat prescription online; please present photographic ID at reception to get login details.

Please do not submit requests more than 5 days in advance as the system does not allow us to process prescriptions before they are due. Thank you for your consideration.



#### **Fees**

Certain services provided by your Doctor are not covered by the NHS, e.g. completion of private medical insurance forms etc, for which you may be asked to pay a fee. A list of the fees we charge is displayed in the Reception area but please ask the Receptionist for details if you are in doubt. All forms for completion by the Doctor should be handed to Reception. **Please allow at least 10 working days before collection.** It should be noted that there may be a charge for certain travel vaccinations.

#### **Prams, buggies and pushchairs**

To comply with fire regulations, these should be left in the space provided in the entrance.

#### **Disabled access**

We aim to be fully accessible for our disabled patients and have an on-going programme to comply with the Equality Act 2010. Disabled patients will not find any difficulty in obtaining access to the Surgery where all main services are provided on the ground floor. A toilet for disabled people is also available.

#### **Medical fund**

Over the years, our patients have helped us enormously with charitable donations and bequests for the purchase of medical equipment. If a patient would like to help us by making a donation to the Minster Medical Practice, would they please contact the Practice Manager or a Partner.

#### **Car Park**

A car park is available for the use of patients attending the Surgery, the staff and the Doctors. Please note that persons using the footpaths and car park do so at their own risk. No responsibility is accepted for injury to pedestrians. For any loss or damage caused to vehicles, their contents or accessories. Any injury caused by or to owners or occupants of such vehicles whilst entering or leaving the premises.

#### **Suggestions/ Comments/ Complaints**

We aim to provide a high standard of health care, which closely reflects the needs of our patients. However, if you are dissatisfied with the service you receive from any member of the Practice team, please address your complaint to the Practice Manager. Your grievance will be investigated promptly, with an appropriate response issued within two weeks. If you are not satisfied with the outcome of your complaint information assistance is available to guide you through obtaining further help from NHS England..

## Minster Medical Practice Charter

Our Team aim to provide high quality care based on health care needs, in a courteous and sympathetic manner to all our patients.



### **We offer:**

- ◆ An immediate response in the event of an emergency
  - ◆ An urgent appointment on the same day
- ◆ A routine appointment with a Doctor within two working days
- ◆ To see patients within 30 minutes of your appointment time or to give you an adequate explanation if this proves impossible
  - ◆ To deal with repeat prescriptions within two working days
- ◆ To deal with any complaints or suggestions as soon as possible through our Practice Manager
  - ◆ To maintain absolute confidentiality of all your medical details
  - ◆ The opportunity for a clear explanation of your care and treatment
  - ◆ To process secondary care referrals within seven working days.
- ◆ Adhere to patient data confidentiality in accordance with the Caldicott Principles and the Freedom of Information Act (further information can be supplied on request)

### **Patient Responsibilities:**

- ◆ Cancelling your appointment if you are unable to attend or need to rearrange your appointment. Failure to do so will be recorded on your medical records. If you do not attend 3 appointments we will send a warning letter to you and persistent non-attendance without good reason may result in your removal from the Practice list.
  - ◆ Requesting urgent appointments only if your condition cannot wait.
  - ◆ Appreciating that an appointment slot is only for one person.
- ◆ Requesting home visits before 10:00am if you are too unwell to attend the Surgery or are housebound
  - ◆ Inform the Practice if you change your address, telephone number etc.
  - ◆ Treat our staff with courtesy.

We would welcome any comments, favourable or unfavourable, about the care you receive from both the Practice and the Hospital to which you have been referred.

## Sickness Certificates

You are responsible for self-certification for the first seven days of any illness (Including Sundays) and forms SC1 should be provided by your employer. Self-employed or unemployed patients should complete form SC2, which is available at local post offices. For other certificates, our Doctors are legally obliged to see the patient before they sign one of these (unless already issued by the hospital or the Doctor is in receipt of a hospital discharge letter) and you will have to make an appointment if you wish to obtain a certificate. For extension certificates, please ensure that you request an appointment in good time, before the existing one runs out.

## Practice History

Our surgery is situated off Nettleham Road in the Cabourne Court Health Care complex. The site has ample car parking and pedestrian access from both Nettleham Road and Cabourne Avenue. Other services on the site include a Chemist, a Dental Practice, a Physiotherapy Clinic, Chiropractor, Chiropodist and Hearing Care Centre.

## The Practice Team

### **Partners:**

Dr Jonathan C Gibbs MB BS (London 1988) FRCGP DRCOG  
Dr Christopher J Batty MB ChB (Liverpool 1989) MSC (Sports med) DRCOG  
Dr Paul E Fitzgerald MB BCh BAO (Dublin 1994) MRCSI MRCP  
PGCME  
Dr Julia E Brewin BMedSci BS DCH DRCOG MRCP  
Dr Sarah V Culpitt BSc MBBS MRCP MRCP

### **Associate Doctor:**

Dr Aurelia Moreno LMS DFFP

## General Practitioner Registrars

We have been a training practice since 1994. Dr Fitzgerald is the approved trainer. GP Registrars join us for varying lengths of attachments. They are fully qualified Doctors but have not yet completed the specialised extra training now required for General Practice.

Because we undertake training of other Doctors wishing to enter General Practice, we undergo a periodic assessment when the quality of the records in the Practice may be examined by senior Doctors. Patient confidentiality is always maintained. However if you do not want your notes to be examined please inform the Receptionist or your Doctor.



This practice is accredited by  
the East Midlands Healthcare  
Workforce Deanery for the training of  
General Practice Specialty Registrars

## Medical Students

We offer placements to medical students from the University of Nottingham. Dr Brewin is the medical student tutor and the students stay with us for 4 weeks at a time.

## Practice Nurses

**Rachel Telfer RN, Dorothy Phillips RN and Kim Hawes RN**

Available by appointment for general nursing duties e.g. dressings, immunisations, ear syringing etc which the Doctor may arrange. In addition, they run specialist clinics, travel advice, smear clinics, coronary heart disease, diabetes and respiratory clinics together with various health promotion activities They also assist the Doctors with various clinics.

## Healthcare Support Worker

**Ann-marie Hudson**

Ann-marie is available by appointment for blood tests, dressings, health checks, ear syringing etc.

## Phlebotomist

**Jo Botham**

Jo is available by appointment for blood tests only.



## Practice Manager

**Jo Downes BSc**

Responsible for the day to day organisation of the Practice. If you have any problems with regard to the running of the Practice, or any suggestions on how you feel this may be improved, she will be pleased to discuss this with you and pass on any comments to the Doctors.

## Office Manager

**Tracey Hall**

Responsible for organising staff rotas and the smooth running of the office. Tracey is the first-line support for patient queries/issues.

## Practice Administrator

**Dani**

Provides support to the Practice Manager with responsibility for the patient recall system.

## Secretaries

**Sue and Tracey**

In addition to providing general secretarial support to the Practice, our secretaries arrange hospital referral appointments and liaise between the Hospital Consultants and your Doctors.

## Receptionists

**Maralyn (Senior Receptionist), Kate , Jo, Elaine, Sharon, Wendy, Mandy & Kristina**

Our Receptionists are your first contact with the Practice. It is their job to advise and guide you and any information they receive is treated in the strictest confidence. If you are willing to provide them with details of your enquiry, they will then be able to assist you in the use of our range of services.

## Confidentiality

Our staff are bound by the same rules of confidentiality as the Doctors and Nurses. They have a difficult job to do especially in dealing with large numbers of patients who visit or telephone the Surgery each day. They have to try to keep both the Doctors and yourselves happy and, in order to do so, may have to ask what appear to be unnecessary questions. Please remember that they are only doing what they are asked to do by the Doctors and, by providing the information they need, you are helping them to help you.

