

The Swineshead Medical Group



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Lincolnshire PE20 3JE

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Repeat Prescriptions: (01205) 822 411

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www.swinesheadmedicalgroup.co.uk

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MD Vilnius, Lithuania 2009

Welcome To The Practice

If you have just joined the practice, please take time to read this booklet and keep it handy for future reference. It has been designed to offer a useful guide to the services we offer.

When you join the practice, we will request your medical notes from your previous GP. We use the GP2GP electronic transfer system to request your records whenever possible. However your paper records may take some time to arrive, and to help us ensure that you receive the best possible care in the meantime, we ask that:

- You complete a new patient questionnaire on behalf of yourself and each member of your family.
- You please bring some photo ID form of (eg passport) with you plus proof of residency (eg recent utility bill or tenancy agreement).
- You book an appointment to have a (free) new patient medical with the practice health care assistant.

If you have any questions, please feel free to ask any of the receptionists, who will be pleased to help.

About The Practice

The Swineshead Medical Group was formed with four partners in 1978 when the Swineshead and Donington practices combined. The practice has steadily grown since that time in terms of the number of patients served and the range of services offered.

Approximately 8,400 patients are served from our purpose-built surgery which opened in the summer of 2005. We dispense medicines to almost 40% of our patients despite the villages of Swineshead and Donington both having a pharmacy.

The practice offers a wide range of services. It became a training practice in 1994, and since then a number of young doctors have undertaken some of their general practice training with us.

The practice is a designated Yellow Fever Vaccination Centre.

Our experienced health care team aims to provide a first class service at all times.

Our practice charter sets out the rights and responsibilities of patients.

The NHS constitution set out the pledges the NHS has made to patients and staff.

Members Of The Primary Health Care Team

Practice/Business Manager: Suzanne Baxter DMS, MIHM

Suzanne has overall responsibility for all aspects of practice administration and finance, she facilitates the Fairfax House Patient Forum and also deals with patient complaints.

Finance Manager: Jackie Bailey

Jackie assists the practice manager with the day-to-day running of the practice and is also responsible for the practice payroll and accounts.

Reception Managers: Allison Trevor and Marie Witherington

Allison and Marie are responsible for the day-to-day management of the reception and dispensary teams.

For the latest information click to: www.swinesheadmedicalgroup.co.uk



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Carr Funeral Services have been a trusted part of the local community in Boston for several generations, celebrating their 100th birthday in 2009. Although times and styles have changed over the years, their personal service and commitment to families has remained constant, and earned them a reputation for dignity and respect to all.

“We remain the same independent funeral directors we were when we opened our doors in 1909, helping local families in time of loss and sorrow,” said Mark Thornton, who works alongside Brian Thornton and David Richardson in the family-run business. “What makes us most proud is that different generations of the same family know us and trust us to be there with them when saying goodbye to a loved one.”

It's a standard of service that includes all types of funeral service. “We can help with anything from a traditional funeral, including horse-drawn affairs, right through to the latest eco-friendly and woodland funerals, and we have services to suit all budgets.”

Their commitment to personal service means that in most cases a family will always deal with the same person from their first phone call to the day of the service and beyond. “People only get one chance to say farewell to a loved one, so getting it right is important.

“We'll do all we can to meet the requests of both the deceased and their families, many of whom we are pleased to call friends,” Mark said.

Carr Funeral Services are available 24 hours a day. Please call (01205) 311300 or visit www.carrfuneralservice.co.uk for more information.

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Dispensary Manager: Rachel Chapman

Rachel is responsible for managing all dispensary functions.

Dispensary Supervisor: Amanda Simmonds

Amanda supports Rachel in her duties and acts as her deputy in Rachel's absence.

Reception and Dispensary Team:

**Sherrie Hewitt Daniella Nix Vikki Robinson Amanda Hudson Sally Priest Zoe Smith
Laura Murrell Gemma Elsam David Ovenden Sandra Hall Belinda Turner**

Reception duties include booking appointments, greeting patients, dealing with queries, handling requests for repeat prescriptions and dispensary duties.

Administration Team:

The Administration Team carries out all secretarial and administrative duties within the practice, dealing with general correspondence and queries, computer data entry, summarisation of medical records, insurance report requests and the e-Referral booking system.

IT & Administration/Deputy Practice Manager: Sarah Baxter

Sarah manages the day-to-day running of IT at the practice and oversees practice compliance with the Quality & Outcomes Framework (QoF) and Information Governance. She also manages the Admin Team and supports the practice manager with her duties.

Practice Secretary: Gillian Sant

Administration Assistants: Lewis Carnell, Laura Murrell, Sarah Aldridge

Laura and Sarah operate the e-Referral booking system and deal with patient queries and insurance report requests. Lewis' main duties include scanning incoming hospital mail and dealing with patient queries. Lewis assists other team members with general office duties.

Medical Records Summariser: Sandra Taylor

Practice Nursing Team

Practice Nurses:

Linda Leech RGN, ENB Dip Diabetes: Linda is the Practice Nursing Team Leader. She also has a special interest in diabetes and runs the weekly diabetic clinics with Dr Alam.

Charlotte Lal BSc Adult Nursing. Charlie carries out general nursing duties and is currently working to develop her skills in diabetes and respiratory disease.

Charlotte Scotney RGN Charlotte is an experienced community nurse who has recently joined the practice. She is undergoing further training and development in the post and is quickly enhancing her skills.

Advanced Nurse Practitioner:

Susan Kelly BSc (Hons), RGN, RM, Dip Asthma, Dip COPD, Dip CHD: Sue is a nurse prescriber and an Autonomous Nurse Practitioner. She can see, advise and treat patients with a wide range of conditions and refer to hospital when appropriate.

The nurses are available for minor illness treatment and advice, health promotion, travel and other immunisations, cervical cytology and family planning, as well as running clinics for long term conditions such as diabetes, heart disease or asthma. They also offer weight management and smoking cessation advice and can prescribe medication for some ailments including sore throats, coughs and colds, earache, eye infections, stomach upset, sprains and strains, urine infections, rashes and skin complaints. Please ask the receptionist if you are unsure.

Click to: www.swinesheadmedicalgroup.co.uk for latest practice information

Health Care Assistants: Marie Witherington, Beverly Gilliard, Sara Yeomans

The HCAs are able to take blood, check blood pressures, heights and weights as well as carry out other duties including ECGs and anti-coagulation monitoring. They can also administer influenza and pneumonia vaccines. The healthcare assistants and some of the reception team are trained to act as chaperones for the GPs and nurses during some procedures. Patients are offered a chaperone as a matter of routine; you can state whether you would like a chaperone or not.

Community Nursing Team

Lincolnshire Community NHS Trust employs healthcare professionals who work from the practice to provide care for patients in their own homes. This team includes district nurses and health visitors, supported by health care assistants.

Midwife

The midwife provides care of mother and child before, during and after pregnancy.

Comments And Complaints

We welcome comments regarding the quality of the service that we provide. If you have any suggestions on how to improve our services please speak to the receptionist or use our suggestion box in reception. This practice operates a complaints procedure in accordance with NHS guidelines. If you have a complaint, please ask a receptionist for a complaints form and a copy of the complaints procedure. If you prefer, you can make your complaint in person or by telephone, or you can give your consent for someone to complain on your behalf. Any complaints made will be thoroughly investigated and a written response given. The practice manager acts as the complaints manager for the practice. If you would rather not complain direct to the practice, you can take your case to:

NHS England
PO Box 16738
Redditch B97 9PT
Telephone: 0300 311 2233 (Monday to Friday 8.00am to 6.00pm)
E-mail: England.contactus@nhs.net

If you are not satisfied with the practice response to your complaint, you have the right to approach the Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP Tel: 0345 015 4033 Website: www.ombudsman.org.uk

If you would like support with making your complaint, you may wish to contact POhWER who provide the NHS Complaints Advocacy Service in Lincolnshire. The service is free, confidential and independent of the NHS.

POhWER can be contacted on 0300 200 0084 or by email pohwer@pohwer.net

PALS

You may also approach PALS for help or advice at any time; the Patient Advice and Liaison Service (PALS) provides confidential, practical advice and support, helping you to sort out any concerns you may have about the care you receive from the NHS.

Tel: 0300 123 9553

Practice Charter

- You will be treated with courtesy and respect by all practice personnel.
- An urgent appointment with a doctor, nurse practitioner or nurse prescriber will be available on the same day.
- Our standard is to see all patients within 20 minutes of their appointment time. If you have waited longer than this, please ask the receptionist for an explanation.
- We aim to answer the telephone within six rings.
- Requests for repeat prescriptions will be dealt with within 48 hours.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- We wish to make the Swineshead Medical Group as accessible as possible. If you have hearing, visual or physical difficulties, please let the receptionist know so that we can enable you to fully use our services.
- All patients are treated fairly; treatments, services and advice are offered to patients based on individual needs and circumstances.

Patient's Rights to General Medical Services

- To be offered a health check on joining a doctor's list for the first time.
- To have appropriate drugs and medicine prescribed.
- To be referred to a consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- To choose whether to take part in research or medical student training.
- To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- To receive a full and prompt reply to any complaints they make about the care they receive at the Swineshead Medical Group.

Our aim is to offer the highest standard of health care and advice to our patients, with the resources available to us. We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence. We are dedicated to ensuring that practice staff and doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Patient's Responsibilities

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity.
- An urgent appointment is for an urgent medical problem. Please speak to the receptionist if you require a sick note or repeat prescription.
- We would ask you to be patient if the doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the receptionist.
- Make a separate appointment for each patient that needs to be seen. This allows the doctor enough time to treat each patient with the time that they deserve.

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- Please act in a responsible and courteous manner whilst on the practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.

NHS Constitution

The NHS is founded on a common set of principles and values that bind together the communities and people it serves – patients and public – and the staff who work for it. This Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled and pledges which the NHS is committed to achieve. It also sets out responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively. You can download a copy of the Practice Charter and NHS constitution from the practice website at www.swinesheadmedicalgroup.co.uk or you can collect a copy from reception if you prefer.

Fairfax House Patient Forum

The Fairfax House Patient Forum also welcomes comments and suggestions for improvements to patient services. A suggestion form is available at reception or, if you would like to be involved with forum activities, please ask for details.

The Patient Forum meets regularly to discuss the services on offer at the practice and to make suggestions for improvements. The Forum also raises funds for non-standard equipment for the practice. New members are always welcome. If you would like to receive e-mail updates about the practice and Patient Forum activities, you can leave your e-mail address with the receptionist.

Appointments And Accessibility

The practice operates a daily triage system which assists the GPs to manage requests for same day appointments and ensures that patients are seen by an appropriate health professional within a sensible timescale.

Patients requesting an urgent or same day appointment will be assessed by a GP or nurse prescriber. In discussion with the patient he or she will decide whether you need to be seen at the surgery, or whether some advice or prescription is sufficient.

Our advanced nurse practitioner and practice nurses work alongside the GPs to ensure this service meets the needs of our patients.

Routine appointments are available to book up to four weeks in advance.

Patients are asked to book appointments by telephone whenever possible; the surgery has multiple telephone lines, and a queuing system in operation.

Telephones are fully staffed by reception from 8.30am and are answered automatically in the order calls are received. Urgent calls are answered by the practice from 8.00am. There is no open access or 'sit and wait' surgery. To ensure we are fair to all our patients, queuing up at the surgery before it opens does not mean you will be able to 'jump the queue'.

Genuine emergencies will always be seen the same day.

It is preferable to book an appointment in advance if you wish to see a particular doctor, or wish to discuss an ongoing health problem with the same doctor. Whilst the practice strives to ensure that you see the doctor of your choice it may not be possible to offer an early appointment if surgeries are already fully booked, or if the doctor has been on leave.

If surgery is not running on time there is always a good reason, usually as a result of a medical emergency which will always take priority. The receptionist will inform you of any unusual delay and we trust you will be patient and understanding and of course we will try to keep delays to a minimum. If you are unable to keep a booked appointment it is essential that you contact us so that we can offer the appointment to another patient. We cannot always re-use appointments that are cancelled at short notice

Help us to help you and other patients who may be able to be seen if you cannot make your appointment. Text (SMS) appointment confirmation and reminders can now be sent to your mobile phone, please complete a consent form at reception.

Telephone Advice

Nurses and doctors are available at certain times of the day to give non-urgent advice or to discuss test results over the telephone. If you are calling for test results, please try to telephone after 1.00pm. We cannot guarantee a time when calls will be returned; non-urgent calls may not be returned on the same day.

Home Visits

GP or nurse practitioner home visits may be appropriate for elderly patients who are housebound, for patients with certain medical conditions and for patients who are terminally ill. Most medical problems are best managed at the surgery, where there are the correct facilities and equipment to allow a thorough assessment. It is the patient's or carer's responsibility to arrange transport to the surgery. If you feel that you need a home visit, please try to telephone the surgery before 10.00am. The receptionist will ask for a few details in order for the GP to prioritise urgent calls. It is likely that the duty doctor or nurse may telephone you to discuss how your problem can best be assessed and managed. It may not be possible for your usual doctor to provide a home visit.

Zero Tolerance

The practice operates a 'zero tolerance' policy in regard to verbal or physical abuse towards staff and healthcare professionals. Patients behaving in an inappropriate or unacceptable manner may be removed from the practice list.

Obtaining Medical Advice Or Attention At Nights And Weekends

If you require medical advice or attention when the surgery is closed at night, at weekends or on public holidays, please telephone non-emergency helpline – 111 - which is also the number for NHS Lincolnshire Out of Hours Service call 111, for telephone advice, to arrange assessment at the local Emergency Care Centre or, if it is appropriate, assessment by a health professional in your own home. You can also find health information and advice on the internet at www.nhs.uk

You can attend the Minor Injury Unit at Johnson Community Hospital, Spalding, open seven days a week 8.00am to 6.00pm. Tel: 01775 652000.

There is at present a walk-in centre in Lincoln which is open from 8.00am - 8.00pm seven days a week including bank holidays (except Christmas Day and Easter Sunday). It is based at 63 Monks Road, Lincoln LN2 5HP - Tel: 01522 528153. The provision of this service is currently under review.

Training

The practice trains fully qualified doctors to become general practitioners under the supervision of Dr Kelly, Dr Whitfield and Dr Alam. These doctors are valuable members of the practice team, bringing fresh ideas and new skills from their previous posts. Please extend a warm welcome to them - they are Lincolnshire's future GPs. Some consultations may be recorded for training purposes, but patient consent is always obtained before this takes place.

Medical students, student nurses, student midwives, student district nurses and trainee health visitors are occasionally attached to the practice. Patients will be informed if a student is accompanying a GP during consultations or home visits.

Surgery Facilities

- A chaperone service is available; some of our staff are trained to provide this service for patients undergoing an examination with the doctor or nurse. A chaperone will be offered or you can ask for one.
- There are special arrangements for those with infectious diseases and those with genuine waiting difficulty.
- A private area is available if you wish to speak to the receptionist in confidence.
- All patient facilities are on ground floor level including toilet facilities for patients with disabilities. A wheelchair is available for use in the surgery.
If you need any assistance please ask the receptionists, they will be pleased to help in any way they can.
- A parent and baby room with baby changing facilities is available.
- A portable induction loop is available for patients with hearing difficulties.

Please visit our updated website - www.swinesheadmedicalgroup.co.uk

Repeat Prescriptions

The practice provides 28-day repeat prescriptions for medicines that you and your nurse or doctor agree you should take regularly. It is your responsibility to re-order medicines before your supply runs out. Whenever possible, in order to minimise the risk of error, you should use the right-hand side of your prescription to order your next supply of medicines. Just tick the items you require and leave the request slip at the dispensary or reception desk. Alternatively, you can post your request to the surgery with a stamped self-addressed envelope.

You can also ring the dedicated repeat prescription answering service at any time on 01205 822411. Please leave your full name, contact telephone number and date of birth and the name and dose of the items you require.

Please allow two full working days for your request to be processed. This allows time for your request to be discussed with your doctor if necessary or to contact you if there is a problem. You will need to bring photo ID if you are collecting controlled medicine.

We can also arrange for your prescription to be collected by the local pharmacy in Swineshead or Donington, Heckington or Kirton. You can then pick up the prepared prescription directly from the pharmacy. You will need to speak to the pharmacy staff to organise this and you may have to fill in a form.

- Please remember medicines you don't use cannot be recycled.
- Please remember that antibiotics are not always necessary, they do not always provide a cure. The GPs will only prescribe antibiotics if they feel it is appropriate to do so.
- Please do not order any items that you do not intend to take.
- Please don't stockpile medicines.
- Please tell us if you are taking your medicines differently from how we think you are taking them; we would prefer to know and won't be upset!
- Please don't use medicines that have been prescribed for someone else.
- Please return out-of-date items to the surgery or your local pharmacy.
- Please bring photo identification if you are collecting controlled medications.

You might notice some differences in what your GP prescribes for you. Following a local public consultation, prescribing of some items will be restricted. These are items for the treatment of minor ailments and illnesses suitable for self-care and are widely available to buy from supermarkets or community pharmacies. The GPs will no longer prescribe paracetamol or ibuprofen for short, self-limiting illnesses. Nor will they prescribe for conditions such as hayfever, nasal congestion or head lice. Patients with long term conditions requiring regular medications will still receive repeat prescriptions. The range of gluten free products available on prescription is now limited to bread and flour, gluten free products are available to purchase in most supermarkets. Limiting the prescribing of 'over the counter' medicines could save the NHS in Lincolnshire up to £13 million in one year. These actions will help ensure the NHS is sustainable for the future.

Dispensary Opening Times

Monday - Friday 9.00am - 1.00pm and 2.00 - 6.00pm

We dispense medication to patients who live more than a mile from a community pharmacy. Please allow 48 hours (two working days) from ordering before coming to collect medication. If in doubt, please ring to check if your order is ready. Some items are not always kept in stock but we receive twice daily deliveries from our supplier. If you run out of medications when the surgery is closed you can obtain a 3-day 'emergency' supply from a community pharmacy on production of your repeat medication slip; there is a charge for this service or you can contact the 111 Out of Hours Service. Please ask at the dispensary for information about our home delivery service. The delivery service is for those patients who have genuine difficulty in travelling to the surgery to collect their medications.

Please visit our updated website - www.swinesheadmedicalgroup.co.uk

WHAT TO DO IN TIME OF BEREAVEMENT

If death occurs at home:

Telephone the doctor, who will visit to confirm that the patient has died. Contact the funeral director. He will visit you to discuss the funeral arrangements and to advise on the registration procedure.

If death occurs in hospital:

Contact the funeral director. He will visit you to discuss the funeral arrangements and to advise on the registration procedure.

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Surgery Times

The surgery is open Monday to Friday from 8.00am - 6.30pm, and you are able to contact the surgery by telephone during this time. Staff are available to answer the telephone from 8.00am each day and a doctor is on call from that time.

We offer early morning appointments each Thursday and late evening appointments on Tuesdays and Wednesdays. These appointments should be booked in advance and are generally for those patients who find it difficult to get to the surgery during normal opening hours. Patients will only be allowed access to the building if they have an appointment during this time. The dispensary is not open during these extended hours and there is no telephone access to the surgery during these times. There will be doctors and nurses on duty throughout most of the day. The surgery is closed for staff training one afternoon each month. Surgery staff and a GP are on duty throughout this time.

Clinic Times

Appointments are needed for all clinics

11.00am - 1.00pm	Thursday	Asthma Clinic
11.00am - 1.00pm	Tuesday	Baby Immunisations
9.00am - 12 noon	Monday to Friday	Blood Tests
2.00 - 5.30pm	Monday	Diabetic Clinic
11.00am - 12.30pm	Tuesday	Diabetic Clinic
10.00am - 12 noon	Friday	Smoking Cessation
4.00 - 6.00pm	Tuesday	Family Planning
10.00am - 12 noon	Monday to Friday	Nurse Minor Illness Clinic
Afternoon	Friday/Wednesday (alt weeks)	Wart Clinic

Online services

The practice offers online services for those patients who wish to order prescriptions or book routine appointments online. Patients registered for online services can also view a summary of their medical record.

In order to use the new online service you will need to register. Registration is quick and easy but has to be done in person at the surgery reception, you need to bring some ID with you. The receptionist will be able to provide you with your unique username and password. You will then need to go to the surgery website (the address is with the information you will be given by the receptionist) and find the Online Services page. This will give you the link to SystemOnline so you can log into the service. You are able to register other family members or people you care for ie partners/elderly parents but their registration details will be sent to them directly rather than given to you. A parent or guardian can register and use accounts on behalf of children under the age of 11.

Once you are registered for online services you can request access to coded information from your medical records. You will be sent some information and asked to sign and complete a registration form. The information explains your responsibilities for the security of your medical information and how you should safeguard access to it. Your usual GP will consider your request for access and will say whether it is appropriate or not. In some cases access may not be granted if there is information which might be considered harmful or upsetting to you or someone else, the practice is not obliged to give a reason for refusing access.

If you are not sure about accessing your records online, please ask to speak to the Administration Manager who will explain the process to you.

Named accountable GP

From 30 June 2015 all patients will have been allocated a named accountable GP. You can ask at reception or at your next appointment to find out which GP has been allocated to you. If you would prefer a different named GP, let us know and we will do our best to accommodate your choice. You can continue to see any of the GPs in the practice, irrespective of which GP you have been allocated. Patients reaching the age of 75 will continue to receive a personalized letter with details of their named GP.

Keep updated 24 hours a day on - www.swinesheadmedicalgroup.co.uk

Medical Certificates

GPs are not obliged to provide their patients with sick certification for illnesses of seven days or less. Your employer should have a supply of self-certification forms (SC1/SC2), which you should complete on return to work. If your employer requests a medical certificate for less than seven days' illness this would require an appointment with a GP and would incur a private fee. These fees are payable at the time of consultation but might be reimbursed by your employer.

The practice charges for other non-NHS services including fitness to travel and fitness to exercise certification. A fee will also be charged for any investigations or tests required in order to provide such certificates.

VAT Registration

The practice is VAT registered. VAT will be charged as appropriate; a current list of fees and charges is available at reception. Our VAT number is 873-6695-39.

Travelling Abroad

When you are travelling abroad it is likely that you will need various vaccinations to ensure your good health and protect you from some diseases. Please make an appointment with the practice nurse who will discuss your requirements and advise you on appropriate vaccinations for the countries you are visiting. Appointments can then be organised to suit your travel arrangements. Please allow plenty of time before your trip (we suggest a minimum of six to eight weeks) as some vaccinations have to be given at specific intervals, or may require time to complete a course.

Swineshead Surgery is a designated Yellow Fever Centre. These vaccinations are available by appointment. Please note there is a charge for this service.

Patients travelling abroad for more than three months, or moving abroad can be issued a prescription for up to three months medication to allow for travelling and to make alternative arrangements. Please note that if you intend to live abroad for more than three months you will not be eligible for free NHS services and will be deducted from the practice's registered list of patients.

Charges for medications dispensed from a private prescription will be calculated on an individual basis. Medication supplied on a private prescription has to be paid for regardless of any NHS or other exemptions.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

The practice has a website which is regularly updated with surgery news and information. This can be accessed at www.swinesheadmedicalgroup.co.uk

Your Medical Record And You

It is important that your medical record is available when and where you need it.

You may feel, especially if you have an extensive or complicated medical history that it is very important for some of your medical information to be available if you were on holiday away from the practice area and are taken ill or need to be admitted to hospital. Having your Summary Care Record (SCR) available will help anyone treating you when they do not have access to your full medical record. It could improve the safety and efficiency of the care and treatment you receive away from home. Health care professionals would have access to specific information from your medical record about any medication you may be taking and any recorded allergy or sensitivity to drugs or medications.

Your SCR is automatically updated on at least a daily basis to ensure that your information is as up to date as it can possibly be. If you do not wish your medical records to be available in this way then you will need to let us know so that we can update your record accordingly.

The practice clinical system is fully compliant with SCR.

Confidentiality And Access To Records

All the staff and doctors of Swineshead Medical Group are bound to maintain patient confidentiality at all times. Any breach of confidentiality will be treated very seriously and could lead to disciplinary action for the staff concerned.

Any medical information relating to yourself will not be divulged to any member of your family or any other agency without your written consent. Information about patients is held on computer and in written medical records.

The practice is registered with the Data Protection Registrar.

In accordance with the Data Protection Act (1998) and the Access To Medical Records Act (1990), patients may request to see, or to have copies of, their medical records or to have them released to a third party. Requests should be made in writing and there may be an administration charge.

You can also make an appointment with the GP to have your records explained to you - please tell the receptionist that this is the reason for the appointment.

Information about patients is not released without consent unless there is a legal obligation to do so.

Self Treatment Of Common Illnesses And Accidents

Most minor ailments can be treated safely and effectively at home without the need to consult your doctor. Your local pharmacist can give advice about some common illnesses. Please remember that our practice nurses are trained to advise and treat some of these conditions; if you are not sure, please ask the receptionist for more information.

Temperature Control (Young Children)

Children can become ill quickly and quite often a fever contributes significantly to the extent of their illness. A child with a fever will often complain of feeling cold while feeling hot to the touch on the head and body but cold at the extremities. The child will seem distressed or lethargic and may be shivering. If you are measuring under the arm leave the thermometer for two minutes: anything over 99°F/37.5°C is probably a fever. The child should be undressed, given plenty to drink and regular paracetamol (Calpol, Disprol etc). In more extreme cases tepid sponging or a fan may be useful. It is very satisfying to see the degree of improvement which can be obtained within a few minutes with proper temperature control. (The risk of fits in younger children may also be substantially diminished.)

Back Pain

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days, although once present, back pain often lasts for several weeks. In the majority of cases it is important to keep mobile and to maintain normal activity if possible. If, as is usual, the pain has been caused by abuse, ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol, which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the skin is larger than four or five inches in diameter, or if the skin is broken, consult your doctor as soon as possible.

Colds/Flu/Sore Throats/Earache

In the majority of cases these illnesses are caused by viruses and are not helped by taking antibiotics. Evidence has shown there to be no change in the duration of the illness by taking antibiotics. The most important thing is to relieve pain and to reduce any associated temperature. This can be done by removing clothing, although you may feel cold, increasing your fluid intake and by taking paracetamol. There may be circumstances where you need to consult the doctor especially in prolonged cases. In that situation it is appropriate to make an appointment to see the doctor at the surgery.

Diarrhoea

Diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. It is important to increase your fluid intake to avoid becoming dehydrated. This can be done by having sips of fluid frequently rather than larger quantities less frequently or by sucking ice cubes. There is still some controversy about whether to have milk when you have diarrhoea. In children this may be the sole fluid intake and should not be stopped. In others it is a matter of personal preference. Diarrhoea is the body's way of trying to get rid of the virus, and over-the-counter preparations only provide some symptom relief, they will not reduce length of illness.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice or clear fluids should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist consult your doctor.

Sprains

First apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Head Lice

- Having head lice doesn't mean you're dirty. Children are most commonly affected (because they're often in close contact with other children at school), but anyone with hair can catch them.
- Head lice are tiny insects that live in human hair. They're very small (about the size of a sesame seed) and are brownish-grey in colour.
- They have six legs, each with a claw on the end. They use these to cling on to hair, and they survive by biting the scalp and feeding on blood. This often causes itching, but not always.
- The female head lice lay eggs in sacs which stick to individual hairs. A baby head louse then hatches seven to ten days later.
- You might spot the remains of the tiny empty white egg cases in your hair – these are called nits. Nits are not the same thing as lice. Lice are the insects that move around the head. You only have head lice if you can find a living, moving louse (not a nit) on the scalp. The most common places for head lice to lurk are in the hair behind the ears and at the nape of the neck.
- If you still can't spot any lice, comb the hair with a special 'nit comb'. These are available from most chemists. It's easier to spot head lice as they fall out if you comb the hair over a piece of white paper!
- Ten to fourteen days later, the baby head louse is ready to have babies of its own.
- Treat head lice at home by wet combing the hair using a head lice comb or by using medicated lotion.
- Your pharmacist will be able to recommend an over-the-counter lotion or spray, the GP will not provide a prescription.
- The best way to stop infestation is to check the heads of your family regularly (once a week if possible) using detection combing.
- Make life difficult for head lice! Use a fine comb regularly.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than plucked in order to avoid squeezing the contents of the venom sac into the wound.

Hay Fever

Hay fever is caused by an allergy to pollen that causes runny, itchy or blocked nose, sneezing and itchy eyes. People who suffer with asthma often find their symptoms are worse during the hay fever season. Symptoms can be helped by reducing exposure to pollen, especially when the pollen count is high. Stay indoors with windows closed if possible, wear sunglasses if you go out, avoid cutting the grass, shower and wash your hair when you have been out of doors, keep the car windows closed and bring in the washing before the evening when pollen falls as the air cools. Effective antihistamine tablets or nasal sprays are available from any pharmacy, you should not need a prescription.

For more information on these and treatments for other common illnesses go to: www.nhs.uk

Useful Telephone Numbers

Surgery Number.....	01205 820 204
Surgery Fax Line	01205 821 034
Repeat Prescription Ordering Line	01205 822 411
Out-of-Hours Emergency Service	111
Lincoln Walk-in Centre.....	01522 528153
On Call Health Visitor	01522 308800
District Nurse	01205 821 341
Diabetic Nurse (Pilgrim)	01205 445 695
Urgent dental care	111
Blood Tests	
Johnson Community Hospital, Spalding.....	01775 652 083
Pilgrim Hospital, Boston	01205 446 333
Chemists:	
Swineshead	01205 820 304
Donington.....	01775 820 343
Transport:	
Community Transport (9.00am - 12 noon Mon - Fri)	01205 315 934
Call Connect Spalding (local rate).....	0345 234 3344
Voluntary Car Scheme.....	01775 822856/820620
Hospitals:	
Pilgrim, Boston.....	01205 364 801
Johnson Community, Spalding.....	01775 652 000
Fitzwilliam (Ramsay Health) Peterborough	01733 261 717
Boston West Hospital (Ramsay Health)	01205 591860
Lincoln County	01522 512 512
St Barnabas Hospice, Lincoln	01522 511 566
Boston Health Clinic.....	01205 360 880
Boston Borough Council	01205 314 200
South Holland District Council	01775 761 161
NHS England (Lincolnshire).....	01522 513 355
Social Services:	
Boston	01205 310 010
Spalding.....	01775 725751
Police:	
Boston Police Station.....	01205 366 222
Lincolnshire	0300 111 0300
Samaritans:	
Local rate	08457 90 90 90
24 hour free helpline	116 123
Benefits Agency/JobCentre Plus Boston and Spalding	01205 313 000
Citizens Advice Bureau	03444 111 444
Relate (Marriage Guidance) Local call rate.....	03444 166 4110
Cruse Bereavement Care National Helpline.....	0808 808 1677
Boston Women's Aid	01205 311 272
Victim Support (Lincolnshire).....	0300 303 0158
Free Supportline	0808 168 9111
Age UK (Boston & South Holland).....	01205 364 161
ChildLine Freephone.....	0800 11 11
Trading Standards	0345 404 0506

Practice Area



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The Swineshead Medical Group

