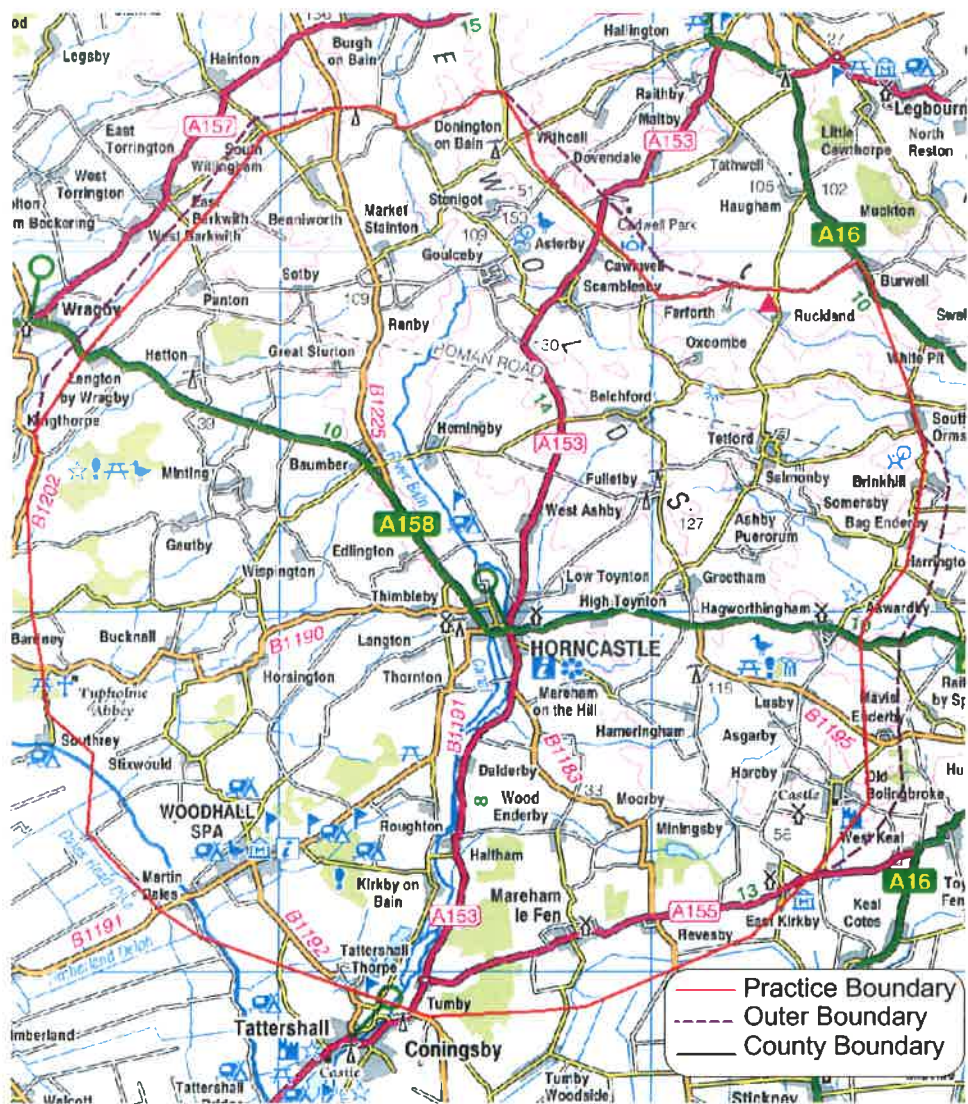


## PRACTICE BOUNDARY



Updated: 21.11.2017

## HORNCASTLE MEDICAL GROUP

The Old Vicarage  
Spilsby Road  
HORNCASTLE  
LN9 6AL

Tel: 01507 522477 Fax: 01507 522997  
Administration Line: 01507 522998  
email: [horncastle.medicalgroup@lpct.nhs.uk](mailto:horncastle.medicalgroup@lpct.nhs.uk)  
[www.horncastlemedicalgroup.co.uk](http://www.horncastlemedicalgroup.co.uk)



- |                    |  |
|--------------------|--|
| Dr Timothy Watkins | MBChB (Sheffield 1983),<br>MRCGP, FP Cert,<br>Dip IMC RCS (Ed) |
| Dr Simon M Read    | MBChB (Leeds 1982),<br>BSc, DRCOG, FP Cert.                    |
| Dr N Humphry       | MBBS(London), MA, FRCGP,<br>Cert Pall. Med., PGcME             |
| Dr T Campbell-Owen | MBChB (Leicester University)<br>MRCGP, DRCOG                   |

## HORNCASTLE MEDICAL GROUP

We are a four Doctor partnership working from a converted vicarage designed specifically to meet our patients' needs. There is ample car parking and easy access for the disabled. 'Our aim is to provide you the patient with the best possible care in a professional and confidential manner. We aim to see urgent cases on the same day and routine cases within 48 hours.'

### REGISTRATION

To register with the Practice you will need to provide the reception team with your NHS medical card and complete a registration form. We also request that you complete a patient questionnaire in order for us to obtain as much medical information as possible whilst we await the transfer of your medical records from your previous GP. All new patients aged 14 years and above are required to make an appointment with a Practice Nurse for a new patient check. All new patients who require repeat medication must first see a GP.

### SURGERY HOURS

The Surgery is open: **Monday – Friday 8:00am – 6:30pm**

Within the above opening times patients can access reception personally or by telephone. GP's appointments are available 5 mornings and 5 afternoons every week (excluding bank holidays).

GP's - The GP's offer a variety of surgery times

Morning Surgery between 8:00am – 11:00am  
Afternoon Surgery between 1:00pm – 6:30pm

Nurse Practitioner - A variety of surgery times are offered by the Nurse Practitioner

Morning Surgery between 8:30am – 11:30pm  
Afternoon Surgery between 1:00pm – 4:00pm

Treatment Room

Morning Surgery 8:30am – 12:30pm  
Afternoon Surgery 2:00pm – 6:30pm

Urgent cases will be seen by a Doctor, Nurse Practitioner or Nurse as appropriate, on the same day.

### DISPENSARY HOURS

The Dispensary is open **Monday – Friday 8:30am – 6:30pm**

If you require emergency medication outside of the Dispensary opening hours please call 111.

### COMPLAINTS PROCEDURE

In the unlikely event that you have a complaint, or if you wish to make a suggestion regarding services provided, relevant paperwork can be obtained from Reception or available in the waiting area. Complaints can also be made in writing to the Practice Manager.

### PATIENT INFORMATION

Please see separate Patient Information Leaflet.

### NAMED ACCOUNTABLE GP

Under the GMS contract, Practices are required to allocate a named accountable GP to all patients, including children.

It is important that you are aware that this is purely an administrative exercise and does not change the way in which we operate, or affect your ability to make an appointment or speak with any of the GPs in the Practice.

All patients have been allocated to a named accountable GP. We have done this as sensitively as possible, by equally allocating patients to each GP.

New patients registering from 1st April 2015 onwards will be allocated within 21 days of registration.

If you were registered with us before 1st April 2015 and were aged over 75 or took part in the Unplanned Emergency Admissions service provision you will have already been allocated a named accountable GP and notified in writing.

If you wish to be informed of your named accountable GP and you receive repeat prescriptions, it is on the right hand side of the prescription. Alternatively, please ask the receptionists when you are next in the surgery.

Should you express a wish to change your named accountable GP we will do our best to accommodate your wishes. Please contact the administration department to request the change.

### Useful Telephone Numbers

The Carers Team	01522 782224
Boots Chemist	01507 523837
Coop Chemist	01507 522318
District Nurses	01507 525497
Health Visitor	01507 543304
Horncastle War Memorial	01507 523463
Lincoln County Hospital	01522 512512
Louth County Hospital	01507 600100
Community Midwife	01472 875548
Minor Injury Unit (Louth)	01507 600100 ext 1223
Pilgrim Hospital	01205 364801
Social Services	01507 52714



**REPEAT PRESCRIPTIONS FOR DISPENSARY and RECEPTION**  
**(to qualify for dispensing you must live in excess of 1.6km from your nearest pharmacy)**

Repeat prescriptions can be ordered for both departments;

- in person at reception / dispensary
- by post
- by fax (01507 522997)
- by e-mail ([horncastle.medicalgroup@lpct.nhs.uk](mailto:horncastle.medicalgroup@lpct.nhs.uk))
- Online through our website (once signed up to the service)

Where possible the preferred method of ordering is to use the repeat medication order slip and to tick the items that you require.

We do not take repeat prescription requests over the telephone because of the risk of errors.

Please give 48 hours' notice in both departments. If you have any queries regarding your repeat prescription please phone;

01507 522477 (reception)

Or

01507 522666 (dispensary)

Should you require medicines urgently (within the 48 hours) please contact the relevant department who will be able to assist accordingly, dependent upon the circumstances. For non-dispensing patients we can arrange for your prescription to be available for collection from Boots the Chemist (within the surgery grounds) or Co-op Pharmacy, alternatively you can collect from the surgery and take to a chemist of your choice.

**CONDUCT**

Horncastle Medical Group does not tolerate violent, abusive (physical or verbal) or inappropriate behaviour towards GP's, staff or other patients on the Practice premises. Failure to comply may jeopardise your registration with the Practice.

**CONFIDENTIALITY**

All information held and divulged within the Practice is treated as confidential. Due to the nature of our service and to enable appropriate treatments and / or investigations to be arranged or administered, information will need to be shared with other relevant organisations (i.e. hospitals etc) in accordance with the Data Protection Act. Should you have any concerns regarding this please discuss with your GP, Practice Manager or a member of staff.

**ATTENDING APPOINTMENTS**

In the event that you are not able to keep your appointment, where possible please contact the surgery 24 hours in advance as this enables your appointment to be used by someone else. Persistent failure to cancel an appointment without notice may jeopardise your registration with the Practice.

**TELEPHONE ADVICE**

Patients can speak to GPs, Nurse Practitioners and Practice Nurses by telephoning reception on 01507 522477.

**HOME VISITS**

Home visits are undertaken by the GPs and Nurse Practitioners to patients who are housebound and those patients who are unable to travel to the surgery because of their illness. Please ensure visit requests are made before 10:30am by telephoning reception on 01507 522477.

**BLOOD TESTS**

Appointments can be made with Reception by telephone or in person.

Blood samples are taken every week day 8:00am – 11:00am. The results are usually available one week after your test. You may telephone for the results after 12:00 noon.

**MINOR INJURIES – 08:00 to 18:30**

Service run by the Practice Nurses with GP/NP support for the assessment and treatment of patients with minor injuries which include for example scalds and burns, cuts and grazes, bites and stings etc. Available to all registered patients, local community and visitors to the town.

**ACCESS FOR DISABLED PATIENTS**

We aim to enable disabled patients to use the services provided at the surgery as easily as possible. All clinical services in our building are offered on the ground floor with easy access to all rooms. Two parking spaces are located outside the surgery which are reserved for patients, identified by a disabled sign. There is a wheelchair available for use within the surgery.

**OUT OF HOURS SERVICE (Between 6:30pm and 8:00am, bank holidays and weekends)**

If your phone call is an emergency please dial 999. If you need the out of hours service please dial 111. This is a free number from mobile phone numbers and landlines. If you experience any problems connecting to 111 please telephone NHS Direct on 08454647 to be transferred to the service. Please remember that this service is for urgent cases only which cannot wait until the surgery re-opens.

## **YOUR LOCAL CLINICAL COMMISSIONING GROUP**

Our area is served by Lincolnshire East Clinical Commissioning Group (CCG) This organisation is responsible for ensuring the local population has all the necessary health services available to them. Details of all primary, secondary and community services in the area can be obtained by the CCG Offices at Cross O'Cliff, Bracebridge Heath, Lincoln, LN4 2HN.

## **FEES**

Please note that some services provided by the Practice are not covered by the NHS and therefore will incur a charge. Our fee guide is available online, in the glass cabinet in the Waiting Room or upon request at Reception.

## **NURSE PRACTITIONER**

**Helen McGinn** (BSc (Hons), RN), (Practice lead for Osteoporosis) and **Chrissie Hewitt** (BSc (Hons), RN), (Practice lead for Palliative Care) – Helen and Chrissie are specifically trained to deal with general health problems. You may see them by appointment and if necessary an onward referral to the Doctor can be made.

## **PRACTICE NURSES**

**Martina Chamberlain** (RN) – Holds Respiratory (Asthma & COPD) Clinics. She is also responsible for our Cervical Smear programme and is qualified to help with female problems in general and in particular with the menopause and hormone replacement advice.

**Alison Hollingworth** (RN) – Holds Treatment Room Surgeries, Cervical Smear Clinics and runs the Diabetic Clinic.

**Becky Bradley** (RN) – Holds Treatment Room Surgeries, Hypertension Clinics, Travel Clinics, Anticoagulation Clinics, undertakes some NHS Health Checks and is an integral part of the Childhood Immunisation Programme.

**Sue Wolter** (RN) – Sue is the Case Manager for Older Adults. She offers support to elderly patients and their carers to improve independence and wellbeing whilst reducing the need for hospital admission.

**Sharon Walters** (RN) – Holds Treatment Room Surgeries and she is an integral part of the NHS Health Check programme and Diabetic Clinic.

**Hannah Blackwell** (RN MNursSci) – Holds treatment room and new patient clinics.

## **ONLINE SERVICES**

If you wish to have access to enable you to order repeat prescriptions, book appointments and access your coded record, please ask at reception for further details

We run a variety of clinics to cater for people with particular problems;

- **Childhood Immunisations** (with the Practice Nurse)  
Tuesday 1:30pm – 4:30pm
- **Antenatal Clinics** (with the Community Midwife)  
Thursday 11:00am – 4:00pm
- **Diabetic Clinics** (with the Practice Nurse)  
Arranged by the Practice Nurse
- **Asthma/COPD Clinics** (with the Practice Nurse)  
Tuesday 2:00pm – 6:00pm  
Thursday 12:00pm – 1:00pm and 2:00 – 6:00pm
- **Cryotherapy Clinic** (with the Practice Nurse)  
Varies monthly
- **Cervical Smears** (with the Practice Nurse)  
Tuesday 8:30am – 12:00pm  
Wednesday 4:00pm – 6:00pm  
Thursday 10:00am – 12:00pm
- **Travel Clinic** (with the Practice Nurse)  
Tuesday 4:30pm – 6:00pm
- **Anticoagulation Clinic** (with the Practice Nurse)  
Monday 8:00am – 12:30pm  
Wednesday 2:00pm – 4:20pm  
Additional appointments are available daily
- **NHS Health Check Clinic**  
Wednesday 8:45am – 12:45pm  
Friday 1:00pm – 2:00pm
- **Phlebotomy Clinic**  
Monday to Friday 8:00am – 10:45am
- **Hypertension Clinic**  
Tuesday 8:30am – 12:30pm
- **Heart Disease Prevention Clinic** (with the Practice Nurse)  
Monday 2:00 – 5:00pm

Our GP's are qualified to offer a wide range of contraceptive services, minor operations and joint injections.

## **APPOINTMENTS**

Consultations with Doctors, Nurse Practitioners and Nurses are by appointment only. To make an appointment, you can either call into the reception or phone 01507 522477. A limited number of appointment are available online, please see below for additional information.

## **SMS MESSAGING**

Sign up for SMS messaging to receive confirmation and a reminder (one day prior) of all appointments you book. (Must be over 16)