



Our goal is to
keep you healthy

Making the most of
your appointment



Working with you
Marsh Medical Practice

Marsh Medical Practice

We are a traditional, rural general practice. Our goal is to deliver high quality healthcare which is safe, effective, caring and responsive to people's needs.

Our practice operates across two sites and although we strive to provide you with an appointment at your preferred location you may be asked to travel to our alternative site.

Reception

Our staff are able to provide you with advice covering a range of topics including hospital referrals, appointments and other non-medical information. If you are in doubt as to what to do please talk to them as they are there to help you.

Registration

You must be registered with Marsh Medical Practice to receive medical treatment. For full details please speak to our receptionists or visit our website: marshmedicalpractice.co.uk

If you change your address or telephone number please let us know straight away so that we can update your records.

Appointments

These are available with our doctor and nursing teams. Please tell our receptionists the reason for your appointment in order to direct you to the most appropriate healthcare professional.

We understand that sometimes it is necessary to cancel your appointment with us. Please do this as early as possible so that we can use the appointment for someone else.

Need a reminder? If you have a mobile telephone please let us know so as you can make use of our free SMS text message reminder service.



Call us on 01507 358 623 for routine enquiries between 8am and 6.30pm every week day except Bank Holidays and our reception team will endeavour to assist you with any enquiry.

In the event of needing medical assistance outside of these hours please call 111 or visit our website.

If you would like to join our practice as a patient please talk to reception staff or visit our website:

www.marshmedicalpractice.co.uk

One Problem, One Appointment

If you have more than one problem to discuss during your appointment, you will need to book additional appointment slots. Please ask at reception.

Communication Problems

We have a hearing loop for those who have hearing aids.

If English is not your first language, please let our receptionists know so that appropriate arrangements can be made.

Chaperones

If you would like a chaperone, please mention this when you make your appointment.



Consultations

Non-emergency and routine appointments are available to book in advance. A range of times & dates are available.

Please help us to help you by booking ahead and avoid booking your appointment at the last minute.

Appointments can now be booked via our website.

A telephone consultation may be the most appropriate appointment for you. If you need to speak to a doctor or nurse please ask reception when you call.

Our Nursing Team

Our Nursing Team offers a range of services covering minor illness consultations, medical and medication reviews, routine health screening, immunisations and a variety of other treatments. If you are unsure as to whether they can assist you, please talk to our reception staff before booking an appointment.

Home Visits

We will provide home visits for you when they are medically appropriate. Please call our reception team before 10am.

It is likely that one of our clinical team will call you back to discuss your request so please remain available to take the call.

Medical Emergencies

We operate a same day on-call GP service for emergency medical problems. Emergencies are given same day consultations with the on-call GP.

Please do not request emergency appointments for non-urgent medical conditions as this prevents us from dealing with genuine medical emergencies that need our urgent assistance.

In the event of a life or limb threatening issue please call 999 immediately.



Non-NHS Services

Some services we provide are not covered under the NHS.

Please do not make requests for non-NHS work to be conducted in NHS appointments.

Non-NHS services are subject to fees. For further details about the range of services we offer, please talk to our reception staff or check our website.

Equality and Diversity

Marsh Medical Practice is committed to providing services to the public that do not discriminate against individuals on any grounds.

Zero Tolerance of Aggression and Violence

Marsh Medical Practice believes that all of our staff and patients have the right to be treated with dignity and respect at all times.

All of us should be able to go about our daily activities without being physically or verbally abused. Most people respect this and we thank you for being one of them.

However, we do follow the NHS Zero Tolerance Policy with regards to aggression and violence. Any such behaviour will not be tolerated and may be reported to the Police.

Marsh Medical Practice will remove patients from our list who contravene this policy.



Additional information

In a life threatening emergency always call 999

Between 8am and 6:30pm (Monday to Friday) please call us on **01507 358 623** for the following:

- Urgent on-call doctor appointments
- GP appointments
- GP telephone consultations
- Nurse appointments
- Health checks

In the event of needing medical help outside of these hours please call **111**



Useful numbers to know

Citizens Advice Bureau 03444111444

Call Connect 03452343344

Voluntary Car Service 01507 609535
(operational 24 hours per day)

RVS (formally WRVS) 08456080122

Healthcare:

District nurses 01507 631295

Marsh Medical Practice 01507 358 623

Mental Health Single Point of Access 03031234000

Hospitals:

Diana Princess of Wales Hospital, Grimsby 01472 874 111

Lincoln County Hospital 01522 512512

Louth Hospital 01507 600 100

Pilgrim Hospital, Boston 01205 364801

Useful websites

www.nhs.uk

www.patient.co.uk

www.marshmedicalpractice.co.uk



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