



Our goal is to
keep you healthy

Older Patient Support

We have enhanced our programme to support our older patients to help avoid emergency hospital admissions.



Working with you
Marsh Medical Practice



What we will do

- Our daily on-call doctor is available for urgent appointments and telephone consultations.
- Our dedicated nursing support will provide regular reviews of your health needs, and if required, our team will devise a personal health plan with you.
- Our nurses may contact you for a health review – there is no reason to be concerned as we are just working to keep you healthy.
- We will invite you for immunisations and medical reviews when they are due.
- We will provide home visits for you when they are medically appropriate.
- We can deliver your prescription medications if you need us to – please talk to our dispensary team who can help you.
- We will make our consulting rooms and facilities more user friendly and accessible for you.
- We have a hearing loop for those who have hearing aids.
- We will provide information on our new website to help keep you healthy – this information is also available as leaflets if you prefer.





What you can do

- If you have any questions or need assistance but are unsure if you need to speak to a doctor or nurse please talk to our receptionists – they are here to help you.
- Please keep us up to date with your personal details including your telephone numbers – if you have a mobile let us know and we can send you reminders for appointments.
- Please let us know if you have problems hearing or understanding us.
- Attend health reviews as requested by your GP or nurse.
- Take your medication as it is prescribed – if you have any questions, worries or concerns please discuss them with your doctor or nurse before stopping them.
- If you have difficulty remembering when to take your medicines please talk to our dispensary team as they can help.
- If you have a question about medications or our delivery service please talk to our dispensing staff.
- Keep up to date with your immunisations - ask us about flu and pneumonia.
- Follow the advice on your personal health plan if you have one.
- We understand that you can become unwell at any time - if you feel you need assistance please call us early so we can help you and avoid you travelling to A&E.
- Remember you can book appointments with our doctors and nurses up to a month in advance – you do not need to book routine appointments on the day.
- Our on-call doctor is always available for emergency appointments on the day – if you require an emergency appointment please tell the receptionist when you call.

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

Age UK 08001696565 (open 8am to 7pm every day)

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 (minor injuries unit) **01507 600 100**

Useful websites

www.nhs.uk

www.patient.co.uk

www.marshmedicalpractice.co.uk



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