



working together to improve your health

Marsh Medical Practice

T: 01507 358 623

www.marshmedicalpractice.co.uk

Marsh Medical Practice Patient Handbook

Information About Us



Working with you

Marsh Medical Practice



The practice operates from two sites:

North Somercotes Surgery

Keeling Street
North Somercotes
Louth
LN11 7QU

Manby Surgery

Manby Middlegate
Manby
Louth
LN11 8EB

T: 01507 358623

www.marshmedicalpractice.com



Working with you



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Introduction

Welcome to Marsh Medical Practice. This handbook is for both existing patients and those considering registering with us. We pride ourselves in providing the best possible service in the most suitable environment. Our goal is to deliver high quality healthcare which is safe, effective, caring and responsive to the needs of our patients.

Our practice area covers a large part of East Lincolnshire from Tetney, to South Thoresby and from Louth and its surrounding villages to the coast.

Our Doctors

Full details of our health care professionals can be found online via our website.

We also employ sessional doctors to support our team. They are fully qualified GPs who work at the practice on a sessional basis to help us provide the best possible care for our patients.

Nurse Practitioners

Our Nurse Practitioners are nurses who have undertaken additional training enabling them to diagnose, treat and prescribe medication. They undertake minor illness and chronic disease clinics by appointment only. Nurse Practitioners undertake some duties that were traditionally completed by doctors.

Practice Nurses

Practice nurses are available by appointment only. They undertake general treatment room duties including: dressings, stitch removal, cervical smears, contraceptive care, family planning and immunisations. They also manage clinics for the long term care of patients with conditions including diabetes, coronary heart disease, COPD and asthma.

Healthcare Assistants

Our Healthcare Assistants are available by appointment only. They are trained to

undertake specific treatment room duties including: blood sampling, ECG's, blood pressure monitoring, and provide support to the healthcare team as a whole.

District and Community Nurses

The team of District Nurses care for patients in the community. To contact them direct please telephone **01507 631295** - messages are retrieved throughout the day.

Community Midwife

The Community Midwife provides antenatal care. To book an appointment, please call 01472 875548. Patients should leave their name and contact number and the midwife will return the call to book an appointment.

Health Visitor

The Health Visitor cares for children and their parents. To make an appointment call **01507 608342** ext 205.

Operations Manager

The operations manager is responsible for the day-to-day operation of our practice and is supported by our management team.

Support Staff

The Practice employs a team of administrators and receptionists who are vital to the running of the surgery as a whole. They are there to help and can often assist you directly with your enquiries.

Dispensary

The Practice has a fully qualified team of dispensers.

Trainee Clinical Staff and Support Staff Apprentices/Trainees

Marsh Medical Practice supports the education of the next generation of clinical and medical support staff. Our clinical trainee programmes include undergraduate students.

Opening times

North Somercotes Surgery

Opening times	North Somercotes Surgery	Dispensary
Monday	8.00am - 5.00pm	8.30am - 5.00pm
Tuesday	8.00am - 6.30pm	8.30am - 6.30pm
Wednesday	8.00am - 5.00pm	8.30am - 5.00pm
Thursday	8.00am - 6.30pm	8.30am - 6.30pm
Friday	8.00am - 6.30pm	8.30am - 6.30pm

Manby Surgery

Opening times	Manby Surgery	Dispensary
Monday	8.00am - 6.30pm	8.30am - 6.30pm
Tuesday	8.00am - 1.30pm	8.30am - 1.00pm
Wednesday	8.00am - 6.30pm	8.30am - 6.30pm
Thursday	8.00am - 1.30pm	8.30am - 1.00pm
Friday	8.00am - 5.00pm	8.30am - 5.00pm

We can also offer Extended Hours Appointments to patients who struggle to attend surgery within our core hours due to work/college etc. Please speak to our reception if this would benefit you.

Please note: Dispensary is closed for lunch between 1pm and 2pm.



Appointments

Appointments are available from 8.30pm daily. Upon booking your appointment, please outline the reason for your appointment to our receptionists so they can direct you to the most appropriate healthcare professional. Non-emergency and routine appointments are available to book in advance. A range of times and dates are available. Please help us by booking ahead and avoid booking your appointment at the last minute.

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

Appointments can also now be booked via systmonline.tpp-uk.com or via our website.

We endeavour to book routine appointments with your preferred clinician. However, this may not be possible due to urgent appointments.

At Marsh Medical Practice, we aim to treat all our patients promptly, courteously and in complete confidence.

We understand that sometimes it is necessary to cancel your appointment, therefore please do this as early as possible so that we can give the appointment slot to someone else.

Need a reminder? If you have a mobile phone you can make use of our free SMS text message reminder service.

One Problem, One Appointment

If you have more than one problem, you will need to book additional appointment slots to allow our clinicians time to provide a thorough assessment.

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.

Consultation Tips

- Always start with the most important query first.
- Multiple problems may require further appointments – be prepared for this.
- Please bring any new hospital correspondence or medications to your appointment as hospital letters may not arrive promptly.

Urgent Appointments

We operate a same day on-call GP service for urgent medical problems. Please do not request these appointments for non-urgent medical conditions as this prevents us from dealing with genuine medical emergencies. In the event of a life-threatening emergency, **call 999** immediately.

Telephone consultations

In some cases, a telephone appointment may be more suitable for you. In this case, please phone reception and they will take your details and arrange for the most appropriate member of our team to call you back. Please note that where appropriate, information is entered on to the relevant clinician's appointment page.

Please remain available to take our call.

Clinics and Services

Please ask at reception for more information regarding any of our services listed below.

Clinic	Description
Antenatal care and six week checks	The community midwife undertakes antenatal care. This is by appointment only. To contact the community midwife, call 01472 875548 and leave your name and contact number so the midwife can return the call to book an appointment. Six week mother and baby checks are performed by our doctors.
Anticoagulation Service (including Warfarin)	We offer a full anticoagulation service for our patients.
Cervical smears	Our Practice Nurses carry out cervical smears by appointment. Please make sure your smears are up-to-date as this helps to prevent cancer.
Child surveillance/ vaccination and Immunisation	Routine child health checks and immunisations are available by appointment. We follow the Joint Committee Vaccinations and Immunisations guidelines. A parent or guardian of the child is asked to sign a consent form before the vaccination is carried out. The Health Visitor can be contacted on 01507 608342 Ext 205 to make an appointment. Please be aware this is a very busy phone line so please leave a message with your contact details and they will call you back.
Diabetes Clinic	We offer clinics and advice for our patients with diabetes by appointment only.
Family planning/Sexual Health Clinic	Advice is available from our Doctors and Practice Nurses. They will be able to advise you on which form of contraception will work best for you. We offer all types of contraception, including the implant and coils. Our Nurse carries out routine annual checks for oral contraception. A patient needing a first prescription for contraception will need to see a Doctor or Nurse Practitioner. If you require emergency contraception we will endeavour to assist you on the same day. Please talk to our receptionists who will be able to help you.
Flu Clinics	Flu Clinics are held in the autumn. No appointment needed as these are drop-in clinics. Eligible children can also attend these sessions. Check our website for details or ask at reception.



Clinics and Services

continued

Clinic	Description
Heart and Vascular disease Clinic	Our Nurses run clinics for patients with heart conditions including heart failure, atrial fibrillation and cardiovascular disease. The team also care for our stroke and PVD patients.
Minor surgery	Minor surgery is performed by appointment only. Patients must be reviewed by a doctor or nurse practitioner before being booked for surgery. Please talk to our receptionists who will be able to assist you.
NHS Health Checks	We provide health checks for all eligible patients. Prevention really is better than cure. Call us and make an appointment.
Qdoctor Video Consultations	We are able to offer video consultations for certain appointments/conditions. This means you can see a GP from home or work via your mobile or computer. See our website for further details.
Respiratory clinic	We run clinics for our asthma and COPD patients. Please call us to make an appointment and ensure you attend your reviews.
Smoking cessation clinic	Patients wishing to give up smoking can contact reception for further details or call Quit 51 on 0800 6226968.
The above list is not exhaustive so please talk to our receptionists.	Primary Care Services not offered by our practice may be commissioned by LECCG https://lincolnshireeastcg.nhs.uk/



Home Visits

Home visits can be requested by ringing reception who will then pass your details onto the on-call doctor. The on-call Doctor will ring you back and make an assessment over the telephone.

Please remain available to take our call.

At this stage the Doctor may ask the patient to attend the surgery, or the Doctor may visit the patient at home. However, home visits are strictly for patients who are deemed unfit to travel. Any requests for home visits should, whenever possible, be made before 10.30am.

Patient Support Programmes

We have a number of programmes designed to support our patients, with the aim of helping to avoid emergency hospital and A&E admissions.

Visit www.marshmedicalpractice.com for further details of our programmes.

Patient Participation Group (PPG)

The Marsh Medical Practice PPG aims to encourage a positive relationship between patients and surgery staff. It acts as a patient voice, to work constructively with the practice staff and to help identify and establish positive solutions to any problems that arise.

The purpose of the PPG is to help in the planning, provision and delivery of local health care services and practice issues. The PPG forms links between the patients and practice aiming to contribute to the improvement of existing services. It also helps to ensure the practice is working towards developing new services to meet patient's needs.

Our group is invaluable to helping us to improve our services and environment. If you feel that you would like to get involved in the group please contact the Operations Manager on the surgery number **01507 358623**. For more information, head to our website.



Out-of-Hours

When the Surgery is closed **dial 111** when you need help fast, but it is not an emergency.

There is an out-of-hours service at the Urgent Care Centre, Louth Hospital, High Holme Road, Louth LN11 0LU. Please do not use this service for routine issues.

Out-of-hours times are 6.30pm to 8.00am Monday to Friday and 24 hours Saturday, Sunday and Bank Holidays.

Further health advice is available at www.marshmedicalpractice.com

If you are unable to contact a doctor out-of-hours in an emergency, please ring 999 and ask for an ambulance.

Sick Notes

If you are absent from work for less than 7 days (including weekends) a Self-Certification Form can be obtained from your employer or by visiting hmrc.gov.uk/forms/sc2.pdf.

Only absences of more than 7 days in a row or longer require a MED 3 certificate and this can be obtained from your GP. They will not be issued for shorter periods. See our website for further details.

Full details regarding this Government directive can be found at www.gov.uk/taking-sick-leave.

If you do require a sick note for a shorter period of time it will be subject to a charge. See our website for details.

Test Results

Our telephones are very busy early morning; therefore please call after **10.30am** if you have an enquiry.

Test results are reviewed by our clinicians before being filed onto patient's records. If there are any problems, they will contact the patient directly.

To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed.



Dispensary & Repeat Prescriptions

Dispensary

You can order your repeat medication in the following ways:

- In person, at either Manby or North Somercotes surgery. Just hand in the repeat prescription slip that is given to you when collecting your medication.
- By posting your repeat prescriptions slip through the letter box located on the front of the building at North Somercotes and Manby.
- Online by using systmonline.tpp-uk.com or via our website. Please ask at reception for details of the user name and password.
- By posting your repeat prescriptions slip to us via Royal Mail.
- By posting your repeat prescription slip in the box outside dispensary at North Somercotes or the box inside the entrance at Manby.

Repeat Prescriptions

Please remember to tick the items you require



Dispensary queries

If you have an enquiry or wish to talk to dispensary, you can leave a message with

reception, and a member of dispensary will get back to you that day.

Remember...

Please allow 48 working hours before collecting ordered medication as our dispensary may need to order your medication in for you.

Delivery Service

If you, or someone you know, are unable to collect prescriptions please ask dispensary about our **free** delivery service.

Medication will not be left at a property if no-one is there to sign for it. If this is the case, the medication will be brought back to the surgery for collection.

Problems remembering to take your medication?

If you are having difficulty remembering to take your tablets, or are taking a large amount of tablets, we have a range of ways to help, including Apps, aid memoires and dosette boxes which allow you to maintain your correct daily medication regime.

Please ask one of our dispensing team for details.



Registration and Temporary Residents

If you live in our practice area and would like to register with us, please collect the relevant registration forms that are available at reception. It is important that you bring in your medical card or NHS number as this will help us to register you. You can register at both sites and may be asked to attend either Manby or North Somercotes surgery. On registration you can express a preference of Doctor. However, you may see any GP. Upon returning forms to the surgery for registration, it would be useful to provide photo identification, either a passport or driving licence.

Where patients are requesting to join the practice list, the practice does not discriminate on the grounds of:

- Race, gender, social class, religion, sexual orientation or appearance.
- Disability or medical condition.

If you are in the area for a short time and require medical treatment you are able to register with Marsh Medical Practice as a temporary resident. This gives you the same access to general medical services as registered patients but for a restricted time.

This allows for continuity of your care until your return to your regular GP.

If you are registered with another practice locally, it is essential that you attend your own practice where your medical notes are available.

You can register as a temporary resident with Marsh Medical Practice if you are in the catchment area of the practice for more than 24 hours, but no longer than 3 months. If you are going to be resident in the practice area for more than 3 months you must register as a permanent patient.

If you try to temporarily register with the practice again within the same year, your registration status with the practice will become permanent.

To register as a temporary patient it is helpful to bring:

- Photographic identification e.g. Passport/Driving Licence, confirmation of home address.
- A repeat medication slip or ask your doctor to fax your repeat medications to us. Reception will be able to assist you with this.

Rights and Responsibilities of NHS patients

Access to health services

- You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- You have the right to access NHS services. You will not be refused access on unreasonable grounds.
- You have the right to expect your local NHS to assess the health requirements of the local community and to commission and put in place the services to meet those needs as considered necessary.
- You have the right in certain circumstances to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.

- You have the right not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.

Quality and care

- You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets the required levels of safety and quality.
- You have a right to expect NHS organisations to monitor, and make efforts to improve, the quality of healthcare they commission or provide.

Nationally approved treatments, drugs and programmes

- You have the right to drugs and treatments recommended by NICE for use in the NHS if your doctor says they are clinically appropriate for you.

- You have a right to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feel would be right for you, they will explain that decision to you.
- You have the right to receive the vaccinations that the Joint Committee on vaccinations and immunisations recommends that you should receive under any NHS-provided national immunisation programme.

Informed choice

- You have the right to choose your GP practice and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.
- You have the right to express a preference for using a particular doctor within your GP practice and the practice will try to accommodate this but it may not always be possible.
- You have the right to make choices about your NHS care and to information to support these choices. The options available to you will develop over time and depend on your individual needs.

Complaint and redress

- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the independent Health Service Ombudsman if you are not satisfied with the way your complaint has been dealt with by the NHS.



Your responsibilities

- You should recognise that you can make a significant contribution to your own and your family's good health and wellbeing and you should take personal responsibility for it.
- You should register with a GP - the main point of access for NHS care.
- You should treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS (or contractors) premises could result in a prosecution.
- You should provide accurate information about your health, condition and status.
- You should keep appointments or cancel within reasonable time. Failure to do so may stop you, or others, receiving treatment within a maximum waiting time - this may compromise your care or the care of others.
- You should follow the course of treatment which you have agreed – you need to talk to your clinician if you find this difficult or do not wish to do so.
- You should participate in important public health programmes such as vaccinations.
- You should ensure that those closest to you are aware of your wishes about organ donation.
- You should give feedback - both positive and negative - about the treatment and care you have received including any adverse reactions you may have had.

For more details, see NHS Constitution.

Complaints Procedure

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We operate a Practice Complaints Procedure which meets or exceeds national criteria.

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do this as soon as possible – ideally within a few days. This will enable us to establish what happened faster. If doing so is not possible, your complaint should be submitted within 12 months of the incident or problem occurring. Address your complaint in writing to the operations manager; ask at the reception for a complaints form. The operations manager will ensure your concerns are dealt with correctly and promptly. Please be as specific and concise as possible. For more details, please ask for our complaints documentation at reception or look on our website.

Your Access, Rights and Information

Disabled Access

We endeavour to assist our disabled patients. Both entrances at North Somercotes and Manby have wide doors and ramps to allow for wheelchair access. We also have suitable toilets at both sites. If you require further details or assistance, please call our receptionists.

Breast Feeding Friendly

We display the Breast Feeding Welcome Badge showing that we are a breast feeding friendly practice. We welcome mothers and babies into the surgery and our receptionists will provide a place for you to breast feed your child if needed.

Patient Confidentiality

Marsh Medical Practice aims to treat all contact with its patients with respect and confidentiality. The practice complies with the requirements of the Data Protection Act 1998, Caldicott Principles and NHS Code of Confidentiality.

The Freedom of Information Act (FOIA) gives you the right to access recorded information held by public sector organisations. Anyone can request information and there are no restrictions on your age, nationality or where you live. Your request will be handled under different regulations depending on the kind of information you ask for.

Any patients requesting sight or copies of their medical records must make their request in writing to the practice. A fee may be charged by the practice for any copies requested. Please discuss your request with reception and they will be able to assist you.

You might not need to make a Freedom of Information (FOI) request to get the information you need. We may be able to give you information straight away or it may be available from a different agency.

Further information is available at: (www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act)

Your Medical Records

How information about you helps the NHS provide better care for all:

Confidential information from your medical records may be used by the NHS to improve services offered so that the best possible care can be provided for everyone. This information (along with your postcode and NHS number but not your name) is sent to a secure system where it can be linked with other health information. This allows those planning NHS services, or carrying out medical research, to use information in different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns, or wish to prevent this from happening, please speak to reception.

If you would like further information, ask any NHS facility for a copy of the leaflet "How information about you helps us to provide better care" or visit www.nhs.uk/caredata

Respect us – we're here to help you

Marsh Medical Practice operates a Zero Tolerance NHS Policy towards violent and abusive behaviour directed at clinicians, staff and other patients. We believe that our staff and patients have the right to be treated with dignity and respect at all times. Most people respect this and we thank you for being one of them. However, any such behaviour will not be tolerated and may be reported to the Police. Marsh Medical Practice may remove patients from our list who violate 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
- Nurse appointments
- Health checks

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

Useful numbers

Age UK **0800 169 6565** (open 8am to 7pm every day)

Citizens Advice Bureau **03444 111 444**

Call Connect **0345 2343344**

Voluntary Car Service **01507 609 535**
(operational 24 hours a day)

RVS (formerly WRVS) **0845 608 0122**

Healthcare

District nurses **01507 631 295**

Marsh Medical Practice **01507 358 623**

Mental Health Single
Point of Access **0303 123 4000**

Hospitals

Diana Princess of Wales, Grimsby
01472 874 111

Lincoln County Hospital **01522 512 512**

Louth Hospital (minor injury)
01507 600 100

Useful Websites

www.marshmedicalpractice.com
(Includes further information and links regarding specific health issues)

www.patient.info (medical information)

www.myhealthlincolnshire.nhs.uk
(self-care advice)

www.lincolnshireeastccg.nhs.uk
(your commissioner of healthcare)

www.nhs.uk (NHS Choices)

Contractor and registered office

Dr C. N. Deaney

Marsh Medical Practice, The Surgery, Keeling Street, North Somercotes, Louth, LN11 7QU