



Welcome to



Nettleham

Medical Practice

www.nettlehammedical.co.uk

Main Site

Nettleham Medical Practice
14 Lodge Lane
Nettleham
Lincoln
LN2 2RS

Telephone: **01522 751717**

www.nettlehammedical.co.uk

Branch Surgery

Cherry Willingham Surgery
The Parade
Cherry Willingham
Lincoln
LN3 4JL

The Partners

Dr Sally L Waller

MB, BS, MRCGP, DFFP

Dr Catherine L McParland

(Hons), MBChB, MRCGP,
DRCOG, DFFP

Dr David J Sheehan

BMedSci, BMBS, MRCGP,
DRCOG, PGDip (Diabetes)

Dr Philip R Williams

BMedSci (Hons), BMBS,
MRCGP, DFRSH

Dr Chinedu B Okafor

MBBS, MRCGP

Associate GPs

Dr Nicola Porter

MBChB, DRCOG, DFRSH

Dr Sidra Maqsood

BMBS, MRCGP

Dr Julian Wei Ren Phang

BMBS, MRCP, MRCGP

Dr Rowena Goalby

MRCGP, DRCOG, BMBS,
BMedSci,
Diploma Child Health

Dr Olawunmi Akinla

MB, BS, MRCGP
MMedSci Medical Education

Dr Oluwatoba Charles Adisa

Mb CHB, MRCGP

Allied Healthcare Professionals

Miss Alysia Peacock

Physician Associate

Mrs Helen Todd

Nurse Practitioner

Mrs Laura Buntin

Nurse Practitioner

You can see any GP but are encouraged to stay with one GP at least for the duration of a problem.

Welcome to Nettleham Medical Practice

This leaflet is designed to let you know about the services we provide, how to contact us, what to do in an emergency when the practice is closed and your rights and responsibilities as a patient.

Please keep it somewhere handy in case you need to refer to it quickly. You can also find up to date information on the practice website: www.nettlehammedical.co.uk

Opening Hours

	Nettleham	Cherry Willingham
Monday	08:00—18:30	08:00—12:30
Tuesday	08:00—18:30	08:00—12:30
Wednesday	08:00—18:30	08:00—12:30
Thursday	08:00—20:00	08:00—12:30
Friday	08:00—18:30	08:00—12:30
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

All bank holidays—CLOSED

Evenings and weekend appointments are currently provided on a rota basis at one of the Imp Healthcare practices. If you require an appointment during one of these times, please speak to one of our Patient Care Advisors.

'Out of Hours' Emergencies

NHS England are responsible for providing medical care outside of normal surgery hours.

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

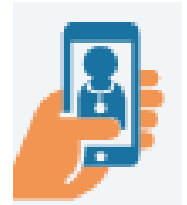
Administration Team

The practice has a large team of Patient Care Advisors, Dispensers, Secretaries and Administrators who will help you with enquiries and care provision.

Practice Manager	Helen Lunn
Deputy Practice Manager	Beth Jenkinson
Nurse Manager	Liz Smith

GP & Practitioner Appointments

The practice uses AskMyGP for patients wishing to request a GP appointment. Please go to the practice website and complete a quick and simple online form which is sent directly to the practice. A clinician will then contact you either via AskMyGP or by telephone to help with your problem or to arrange a face to face appointment. Please note that our Patient Care Advisors can not book you in directly with a GP. If you do not have access to the internet, our patient care advisors will submit an AskMyGP request on your behalf. The practice now has First Contact Physiotherapists, Clinical Pharmacists and Social Prescribers working at the practice so your request will be sent to the most appropriate healthcare professionals which may not always be a GP.



- ◆ **AskMyGP** is available Monday to Friday (06:00—16:00)
- ◆ We aim to respond within 5-10 working days to all requests although urgent ones will be dealt with the same day
- ◆ As a **parent or carer** you can use AskMyGP on behalf of a patient

Please go to our website www.nettlehammedical.co.uk for further information.

Home Visits

These are for patients who are unable to get to the surgery for medical reasons (lack of transport is not a valid reason for a home visit). If you need a non urgent home visit, please try to contact the practice before 09:45am via the AskMyGP system.

For urgent visit requests between 08:00—18:30 please telephone the practice on 01522 751717 and press option 1.

Nursing Team Appointments

If you request an appointment with a member of the nursing team, the receptionist will ask you what it is for. This is not them being nosy but purely to ensure that they book the appointment with the most appropriate member of the nursing team and for the correct amount of time .

Cancelling an Appointment

If you are unable to attend an appointment, please contact the practice on 01522 751717 as the appointment can be utilised by another patient. Too many appointments are lost each month by patients not turning up for their appointment.



Clinics & Services

The practice offers a variety of specialised clinics and appointments including:

Asthma	Child Health	Cryotherapy	Diabetes
Family Planning & Women's Health			Joint Injection
NHS Health Checks		Phlebotomy (Blood Tests)	
Warfarin (INR)			

These clinics are operated by appointment only so please ask the receptionist if you would like to have an appointment in one of the above clinics.

The Practice is very happy for patients to bring a carer or partner to their appointments with them. On some occasions, you will be encouraged to bring someone with you for example if you are being initiated on Warfarin as there is a lot of important information to understand at this appointment. During pandemic times though you may be asked to attend on your own for appointments in order to reduce the footfall in the practice.

Healthcare Professionals at the Practice

First Contact Physiotherapist:	Junaid Hassan
Clinical Pharmacists:	Sarah Crook & Simona Zamfir
Primary Care Chaplains:	Lynda Bickley & Alan Measures
Social Care Prescribers:	Netty, Jo, Karen, Kirsten, Louise & Janet

Midwife

Melanie Lord, our community midwife also holds clinics at the practice twice a week. To book an appointment with her, please contact reception.

Antenatal Assessment Centre 01522 573138

Health Visitor

The health visiting service is there to help you and your family if you need support or advice. They also offer some routine development checks and child health clinics. Their telephone number is 01522 308800.

District Nursing Team

The Lincoln North District Nursing team provide community nursing care for our patients. They are based at Ravendale clinic in Lincoln. To arrange a visit by the district nursing team please contact 01522 533331.

Repeat Prescriptions

If you need regular (repeat) medication you will be given a repeat prescription slip. You can request your repeat medication by dropping your slip in at the surgery, ringing our answer phone with the details, or online via www.nettlehammedical.co.uk

Dispensing

We are a dispensing practice and are able to dispense medication for all patients who live more than a mile from a chemist. Unfortunately, we are prevented by law from dispensing medication to patients who live less than a mile from a chemist.

Nettleham Dispensary

The Nettleham Dispensary is open from 08:30 – 18:30



Repeat Prescriptions Line: (01522) 754649 answer machine available 24 hours a day, 7 days a week.

For medication queries outside of these hours please contact NHS Direct on 111.

Prescriptions are normally available 48 hours (two working days) after request (excluding weekends and Bank Holidays).

Order Your Repeat Prescription Online

Before you use our secure repeat prescription service for the first time you will need to register using a personalised registration number (this is to ensure confidentiality). Please bring some photo ID to Nettleham Dispensary and we will register you for this service.

Once registered for this online access, you will automatically be able to book appointments online too.

The practice now also offers online access to your full medical records. If you wish to register for this, please ask at reception for a leaflet and a consent form.

systemonline

Alternatively, you can download the NHS app which will allow you to see your medical records, COVID vaccinations status and order repeat medication. Visit the app store or Android store and follow the instructions to set this up on your smart device.



Test results

When you attend for a test of any kind you will be told approximately how long you should expect to wait for the results. Please bear this in mind and only call the surgery after sufficient time has elapsed.

Blood Tests - allow 5 working days for routine tests (please note there are some specific blood tests which may take much longer).

Urine sent to the laboratory - allow 3 - 4 working days

Stool Samples - allow 4 - 5 working days

Swab Tests – allow 5 – 7 working days

Nail Clippings – allow 10 -15 working days

X-ray and CT/MRI Scans – allow 10 – 15 working days

We ask patients to ring the surgery for their tests results, although there may be times when the Doctor may think it necessary to ring you.

All results will be viewed by a Doctor who will have commented on the result. Our patient care advisors are able to let you know the result and the Doctor's comment, but are not clinically qualified to advise you further about this.

If you have online access to you medical records you will also be able to see your results through the NHS app or via SystemOnline.

If you feel you would like to discuss the results with the Doctor please ask the patient care advisor to book you a telephone consultation.

Please note that we have a strict policy regarding confidentiality and data protection. We will only give out results to the person they relate to unless that person has given prior permission for their release.

Research

We are a research Practice and if you meet the criteria for a particular study you may be invited to take part. Participation in research is entirely voluntary but can help to improve the future care of patients.



Facilities

Disabled Access and Facilities

Both Health Centres are single storey and have free car parking facilities. A ramp is available at Cherry Willingham for the entrance step.

We have two disabled toilets at the Nettleham Practice and one at Cherry Willingham.

The practice also has wheelchairs at both surgery sites. If you require the use of one whilst you are on the premises, please ask at reception for assistance.



Loop System

There is a loop system available for patients with hearing difficulties, located at the main reception at Nettleham.

Large Print Practice Leaflet

We have a large print practice leaflet for patients with a visual impairment.

Baby Changing Facilities

These are located in all of the disabled toilets at both Nettleham and Cherry Willingham.



Translation & Language Services

Some of our clinicians speak another language apart from English. The languages available at the practice are: French, Mandarin, Yoruba, Igbo & Malay.

If you would like to speak to one of these clinicians, please let us know via AskMyGP or the patient care advisor and we will endeavour to accommodate your request.

If you require translation services during a consultation or would like a practice leaflet in a different language or in braille. Please let reception know and this will be organised for you.

Chaperones

When booking your appointment with a Doctor or Nurse, you are welcome to ask for a chaperone. This will usually be a member of the Nursing team, however, if a Nurse is unavailable and with your agreement, another staff member trained to chaperone may be asked to do this.

GP Registrars



We are a training Practice and you may be asked if you will see a GP Registrar, who is a fully registered Doctor undergoing Postgraduate training in General Practice.

Medical Students

At times, the Practice also has medical students who are at an earlier stage of training than the GP Registrars.



Student Nurses

Student nurses from the University of Lincoln also spend time at the practice shadowing the nursing team during their work based placements.

Paramedic Science & Pharmacy Students

From time to time the practice also has paramedic science and pharmacy students from the University of Lincolnshire who will be shadowing a registered clinician during their placement.

Communication Statement

‘The Practice highly values the communication between clinicians and their patients. All Practice clinicians and staff are continually trained to ensure that communication is of a high standard. For this reason you may be asked if your consultation can be video recorded. If communication between a patient and clinician is difficult, we will endeavour to make suitable arrangements to accommodate any communication needs of the patient, for example arranging a face to face appointment.’

Comments/Complaints



There are suggestion boxes at both surgeries for comments and suggestions. If you have any complaints please contact the Practice Manager or one of the Doctors.

Care Quality Commission (CQC)

The practice is registered with the Care Quality Commission (CQC). Intermittently the practice will be inspected by CQC. During these inspections, the CQC have full power to access patient records should the need arise.

Leaflets and further information regarding the CQC standards are available in the waiting room or on their website.

You can contact them on:

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk



The practice was last inspected by CQC on 28th April 2016 and was rated as **OUTSTANDING**. The full report can be found by clicking on the link on the practice website or from the CQC website.

Discrimination Statement

‘This Practice does not discriminate against any person on grounds of nationality, skin colour, age, religion, marital status, sexual orientation or disability.

The Practice has a zero tolerance policy against racism and discrimination based on ethnicity. Patients cannot choose their clinician based on ethnicity or race., nor will any discrimination or harassment against our staff or patients by any patient or visitor be tolerated. Anyone who acts in this manner will be required to leave the premises forthwith. If the offender is a patient, he or she may be removed from the Practice List’

Zero Tolerance

The practice operates a Zero Tolerance policy towards verbal or physical abuse towards any member of our staff. Patients are asked to be considerate and act reasonably. All incidents will be followed up and you will be sent a formal warning or removed from the practice list if your behaviour has been unreasonable. We will have no hesitation in having you removed from the building by the police should your behaviour warrant it.

Information Security

Nettleham Medical Practice asks for personal information so that we can ensure that you receive the information, advice, treatment, care and support that is right for you. Information about you, the services you receive and your family background may be recorded either on paper or computer files as part of providing you with health and social care services. We keep records of:

- ◆ Your name, address and date of birth
- ◆ Why and when you or someone on your behalf contacted us
- ◆ The type of services you were offered or received
- ◆ Relevant family information

Anyone who receives patient identifiable information from us is also under a legal duty to keep it confidential.

Sometimes the law requires us to pass on information, for example statutory notification of births and deaths, court orders and whenever we encounter reportable infectious diseases (but NOT AIDS/HIV). Whenever, we can, we shall remove details that identify you.

We take the sensitivity of personal information very seriously in the Practice. Staff and contractors are required to respect their duty of confidentiality codes of conduct and through their contracts of employment.

Sharing of information is strictly governed by information protocols and the NHS Code of Practice for confidentiality. These are produced in accordance with legislation and good practice and are designed to protect your rights. All our staff are required to work within these guidelines and have signed confidentiality agreements. The practice is registered with the Data Protection Act.

You can read more about how the practice uses data in our privacy notice which is available in the practice or on our website.

Third Party Consent

If you ever need to contact the surgery on behalf of one of our patients to either discuss the patient, maybe an elderly relative, or request information about the patient, for example blood test results, then we need to have consent from the patient to enable you to do so.

In order for this consent to be recorded on our clinical system, the patient will need to complete the third party consent form which can be downloaded from our website or obtained by asking for a copy from reception.

Once completed the form will need to be returned to the surgery so that we can update the patient's records accordingly.

Patient Participation Group (PPG)

Our Patient Support Group consists of a group of patients who meet monthly to discuss issues such as Primary Care Developments, Quality of Health Care, Surgery Systems and Medicines Management. They also help the Practice with fundraising. We mentor and help other PPGs who are having difficulties and respond to WLCCG requests to ascertain patient views on various medically related issues. Please enquire at reception for further details.

Voluntary Drivers' Scheme

The Practice's Patient Participation Group operates a voluntary driver's Scheme. This scheme is for patients who have difficulty getting to Cherry Willingham or Nettleham Surgery for their appointment.

There is a charge for this service. Please enquire at reception for further details.

We are always looking for voluntary drivers to assist in the above scheme – please ask for the PPG Chairperson to contact you if you feel you can help in the delivery of this scheme, or in the PPG, or for further information.



How to Register

If you wish to register at the practice as a patient, please firstly check the practice catchment area on the back of this leaflet or use the postcode checker facility on the practice website for confirmation that your address is in the practice area. Provided that you do reside in the practice area, please speak to reception who will provide you with registration packs. There will be several forms included within the pack and all require completion. Once completed, return all the forms to the receptionist who will now be able to commence the process of transferring your registration to Nettleham Medical Practice.

Named GP

As part of the initiative to provide better support to patients the practice has provided a named GP for all of its patients. The named GP is, where necessary and appropriate, responsible for coordinating a patient's care with other health professionals. You are able to see any GP you would like at the practice and are not restricted to just this one GP. If you would like to know who your allocated GP is please ask at reception. If you have a strong preference as to who your named GP is, please let the practice know and we shall try to accommodate your request.

Text Messaging

The practice now offers a FREE text messaging service for appointment reminders and medical reminders.

To sign up for this fantastic service, just provide the receptionist with your mobile number and tell us you'd like to consent to receiving messages.



Email Messaging

If you have an email address, please let the practice know as this is often the quickest way to get medical information to you rather than by postal services. Please inform us of your email address and provide consent so that we can ensure that your medical record details are up to date.

Facebook

To keep up to date with the latest news at the practice, follow us on Facebook:



[@NettlehamMedicalPractice](https://www.facebook.com/NettlehamMedicalPractice)

Patient Charter

Our Commitment to You

- ◆ We aim to provide a personal, friendly and confidential service to our patients.
- ◆ We will treat all patients equally with dignity and respect.
- ◆ We aim to support patients in leading a healthier lifestyle and provide information so that an informed choice may be made.
- ◆ We aim to keep patients informed of our services, their rights and any other information which directly affects health treatment.
- ◆ We will offer access to our services in line with the patients' assessed need.
- ◆ We will keep abreast of advancements by attending regular training sessions and updates.
- ◆ We will monitor and improve our systems to ensure we operate as efficiently as possible within the resources available to us.
- ◆ We operate a practice complaints procedure which may be used in confidence.
- ◆ We welcome and consider all feedback from patients on our services.

Please Help us to Help You

- ◆ Keep appointments made with us or cancel in plenty of time.
- ◆ Only request a home visit if too ill to attend surgery.
- ◆ On arrival check in by using the automated patient check in (located on the wall opposite reception) or report to a receptionist.
- ◆ Bear with us if there is a delay - this may be due to another patient needing additional time or an emergency. We will try and keep you informed of anticipated delays.
- ◆ Use our service responsibly and do not expect immediate treatment for non-urgent / routine conditions.
- ◆ Utilise the services of other professionals in the practice - the GP is not necessarily the most appropriate person to see.
- ◆ Use other avenues of help - pharmacy, NHS Direct etc where appropriate.
- ◆ Allow sufficient time for processing of repeat prescription requests and do not pressure staff to process unauthorised medication requests.
- ◆ Keep us informed of any name, address and telephone number changes.
- ◆ Treat us with respect. We will not tolerate verbal or physical abuse.



Primary Care Network

Nettleham Medical Practice is part of the Imp Healthcare Primary Care Network which comprises 9 local practices:

- ◆ Abbey Medical Practice
- ◆ Cliff House Surgery
- ◆ Glebe Park Surgery
- ◆ Ingham Surgery
- ◆ Lindum Medical Practice
- ◆ Minster Medical Practice
- ◆ Nettleham Medical Practice
- ◆ Welton Family Health Centre
- ◆ Willingham By Stow Surgery



Working together the practices are able to commission and provide services for the local population.

Useful numbers

NHS DIRECT 111 or www.nhs.uk

PALS Patient Advice & Liaison Service

Telephone (0845) 602 4384

POhWER – NHS Complaints Advocacy

PO Box 14043

Birmingham

B6 9BL

Tel: 0300 200 0084

E-mail: pohwer@pohwer.net

NHS Lincolnshire CCG

Cross O'Cliff, Bracebridge Heath,

Lincoln, LN4 2HN

Telephone (01522) 513355

