

**INFORMATION** All our information is guarded. Your personal data will not be disclosed without your consent. Staff will have access to your records, but are bound by the Data Protection Act. We also comply with the Freedom of Information Act - details of our Publication Scheme are available on request. Patients have the right of access to their own medical records (subject to certain conditions). Please contact the Asst. Practice Manager for details.

**PRIMARY MEDICAL SERVICES** We are contracted to provide medical services by NHS England (Leicestershire & Lincolnshire Local Area Team). They can be contacted on 01522 513355, Cross o' Cliff House, Bracebridge Health, Lincoln, LN4 2HN.

**RESULTS OF SAMPLES ETC.** Telephone or call in person, preferably in the afternoon. In order to maintain confidentiality results can only be given to the person they concern.

**TELEPHONE SWITCHBOARD** Please help us to give an efficient service by calling the surgery at the following times whenever possible.

8.30am to 10.00am - Home visits

Prescription Ordering (*please use other options—online, or dropping off repeat counterfoil etc if possible*) 24hr Answer machine available

2.00pm to 6.00pm - General Enquiries and Test Results.

You may telephone for an appointment during all reception opening hours or book online.

**DOCTORS** As well as general medical services the doctors are fully qualified for: Maternity Services, Minor Surgery (*e.g. removal of warts, moles etc.*) Family Planning, Foreign Travel Advice and Child Health.

**ADDITIONAL MEDICAL SERVICES** (By appointment only)

Our Practice Nurses offers the following services: General Nursing, Blood Pressure Checks, Cervical Smears, Chronic Disease Monitoring – Asthma, COPD, Diabetic, CHD (Heart Disease etc) HRT, Family Planning, NHS Health Checks  
Midwife offers: Ante-natal and Post-natal clinics

**NON N.H.S. SERVICES** For example: Private Medicals for employment and insurance purposes, Private certificates, Medical reports.

Private rates are charged for the above - please enquire.

**ALLOCATED GP** - As part of the GP contract - all patients are allocated an Accountable Named GP. You can still see any GP at the practice. Please ask at Reception or see website for more details.

**COMPLAINTS OR SUGGESTIONS** If you have any complaints we have a documented complaints procedure, please raise any issues with our Practice Manager, or one of the doctors. We are always happy to improve our service. If you prefer not to complain to the practice - you need to contact

NHS England, PO Box 16738, Redditch, B97 9PT

Telephone 0300 311 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**ACCESS TO SURGERY** Our main reception entrance is located on Monks Road and can be approached via a ramp or steps. External and internal ramps have been developed to assist prams and wheelchairs. There are bus stops immediately outside on good service routes.

There are a few short stay spaces reserved for patients use in our main surgery car park, behind the building in Bagholme Road.

#### YOUR RIGHTS AND RESPONSIBILITIES

It is your right to request a specific doctor and we will always endeavour to honour this request where possible. You have a responsibility to keep your appointment and contact us if you are unable to attend. Persistent failure to attend may result in you being removed from our patient list. You must behave in a reasonable and responsible manner to all staff, doctors and property.

**WE OPERATE A ZERO TOLERANCE POLICY WHEREBY ABUSIVE OR VIOLENT BEHAVIOUR IS NOT ACCEPTABLE - WE RESERVE THE RIGHT TO REMOVE YOU FROM OUR LIST AND INVOLVE THE POLICE IF APPROPRIATE**

**IMPORTANT**— Please check that you are in the Practice Catchment area before completing the Registration Forms. You can check on the website or copy this link below

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=C83051&h=400&w=600&if=0>



## PATIENT INFORMATION LEAFLET

**Dr Alan F Peel**

MB ChB Dundee 1997 MRCGP

**Dr Runa Saha**

MB ChB Leicester 1999 MRCGP DFFP DRCOG

**Dr Charu Shukla**

MBBS India 1998 MRCGP DRCOG

**Dr Saritha Dasari**

MBBS India 1999 MRCOG MRCGP

**Dr Nicki Law**

MBChB Leeds 1996, MA (Oxon), DRCOG

95 Monks Road, Lincoln, LN2 5HR

Tel : 01522 530334/fax : 01522 569442

[www.abbeymedicalpractice.co.uk](http://www.abbeymedicalpractice.co.uk)



## WELCOME TO ABBEY MEDICAL PRACTICE.

95 Monks Road has been the home of a General Practice serving this area for over 85 years. We are situated near to the City Centre at the junction of Monks Road and Baggholme Road and care for patients mainly in the City.

**HOW TO JOIN OUR PRACTICE:** Simply ask at reception. We have a simple registration procedure for you to follow. It is not necessary to inform your previous doctor, this is done automatically.

**RECEPTION HOURS** Our reception is open:

**Mon to Fri 8am to 6.30pm**

You can access our services by calling in person or telephoning us.

**SURGERY CONSULTATION TIMES** (By appointment only)

We offer various surgery times during the working day and some Extended Hours Access.

We are also part of the IMP Federation, so there is access to a GP until 8pm and weekends—but you may need to travel to neighbouring practices for this.

The reception team will be able to advise you of exact times available on the day. These times will be subject to alteration when a doctor is away

**OUR PRACTICE STAFF** May we introduce you to our team who work with the Doctors to provide patient services. Our Staff have many years of experience behind them and are only too happy to advise and assist. Please do not hesitate to request their help at any time.

**PRACTICE MANAGER** Sarah Parkin

**ASSISTANT PRACTICE MANAGER** Carol Parker

**PRACTICE NURSES** We have a team of qualified Nurses, HCA's & Phlebotomists.

**RECEPTIONISTS & ADMIN** We have a dedicated team of Receptionists and Admin staff who are here to help you.

**ASSOCIATED STAFF** These include District Nurses, Midwives and the Health Visiting Team - although they are not based at the practice – please ask for the numbers.

**HOW TO BOOK AN APPOINTMENT** We aim to give you an appointment within 48 hours and have a number of Book on Day Slots available and we also offer a daily triage service. You can book online, phone or call in person during opening hours. You have a right to express a preference of doctor - please phone in advance to enable you to have a choice of doctor. Urgent cases will be seen on the day, but you may not be able to see your usual doctor. Please inform us if you feel you need a longer appointment (standard appointment 10 mins)

**HOME VISITS** Whenever possible, please telephone before 10.00am for a home visit. The doctor will try to call as early as possible that day. Please give us some idea of what is wrong, so that the doctor can give priority to the most urgent cases. **REMEMBER** the GP can see approximately six patients at the surgery in the time it takes to do one visit. We will always try to arrange a suitable time for you to attend the surgery if you feel able.

**TELEPHONE CONSULTATIONS** We offer a daily triage telephone consultation service where a doctor will call you back and give general medical advice on the phone. This is often the easiest way to get help and advice. The doctor may, from this discussion, make you an urgent appointment if necessary. Please ensure you give the Receptionist your correct telephone number and an idea of the problem. **Also ensure you are able to take the call when the Doctor rings back.**

**SMS TEST REMINDERS** When you register—there is a consent form for you to sign regarding text messages. This will allow us to confirm your appointments and send you a reminder. We do hope to offer further information via text in the future

**EMERGENCY HOME VISITS** In an emergency please give the receptionist full details and she will take the action required to contact the doctor or advise an ambulance if required. If for any reason you are unable to contact the Doctor and the emergency persists we advise you to ring 999 without delay.

**24 HOUR SERVICE - Telephone 111 - for our Out of Hours services.** Your call is answered by trained staff. A clinician will then decide to either give phone advice, arrange an appointment to see the patient at the emergency centre or visit the patient at home.

**NURSING SERVICE** Our District Nurses and Health Visitor are happy to see you either at the surgery or in your own home if necessary. Please enquire at reception or contact them directly.

**REPEAT PRESCRIPTIONS** We issue repeat prescriptions. You may order prescriptions in a number of ways—online via our website at [www.abbeymedicalpractice.co.uk](http://www.abbeymedicalpractice.co.uk) - this is the preferred option or by using the NHS APP, in person at the surgery, by post— if you send a S.A.E. (and we will send your prescription to you by return post). We do have a 24hr Answer machine for prescriptions, if you cannot use the options available.

**ELECTRONIC PRESCRIBING** You can nominate a local Pharmacy and your prescriptions can be sent directly to them electronically.

**PLEASE NOTE** – We do have a minimum of 48 hour turnaround on all prescriptions - for example – if you order Monday before 3pm - it will be ready Wednesday after 4pm. Order Thursday before 3pm - ready Monday after 4pm

**PHARMACY** We do not dispense prescriptions on the premises, however there are various Chemist/Pharmacy shops situated nearby, please ask reception to give you full directions. If you have difficulty or you are house-bound, the chemist can usually arrange home delivery for you. Please ask!

**ABBEY ONLINE**

[www.abbeymedicalpractice.co.uk](http://www.abbeymedicalpractice.co.uk)

- Read the latest information or use the NHS APP