

# Billingham Medical Practice

Tel. 01526 860490

**Address: 39 High Street, Billingham, LINCOLN LN4 4AU**

## TELEPHONE NUMBERS:

Reception	01526 860490
Dispensary	01526 869806
Secretaries	01526 869805
Practice Manager	01526 869809
Fax	01526 869800

## Our Practice Premises



## Welcome To Billingham Medical Practice

There has been a General Practitioner serving Billingham and the surrounding area for well over one hundred years. Much has changed during that time, and there are now two Partners providing a full range of medical care to the local community.

The practice has approximately 4,700 patients registered and since April 1982, the Practice has operated under the terms of a Personal Medical Services (PMS) contract.

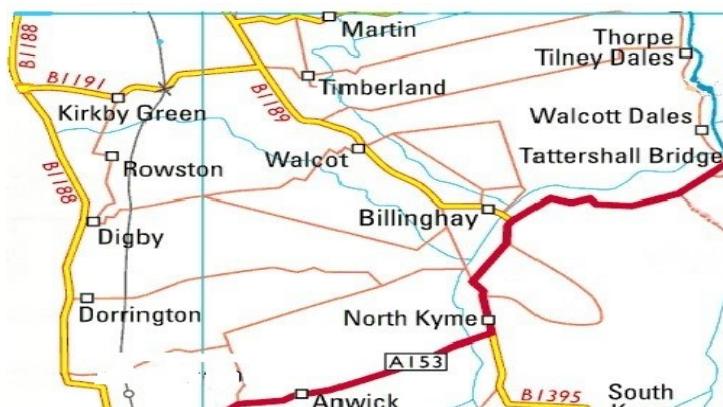
The Practice operates from premises opened in 1992, extended in 2003/04, and re-built in 2007 following an extensive fire.

Support is provided to the Doctors by a full team of nursing and administration staff, as well as a community nursing team.

The intention of this leaflet is to give you a feel of the services offered—we hope it helps!

**WEBSITE ADDRESS: [www.billinghaymedicalpractice.co.uk](http://www.billinghaymedicalpractice.co.uk)**

Our  
Practice  
Area



## Help us to help you

THIS IS A GUIDE TO HELP YOU UNDERSTAND THE SERVICES WE PROVIDE.

WE HOPE YOU FIND IT USEFUL AND WELCOME YOUR COMMENTS AND FEEDBACK ON ANY ASPECTS OF THE PRESENTATION OR DESIGN OF THE LEAFLET.

THANK YOU.

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## The Doctors



### **Dr Kenneth Leeper Partner**

MB ChB (1988 Sheffield) MRCGP DRCOG DFFP

Registered as a Medical Practitioner in 1989, he is the Senior Partner, and takes a keen interest in the care of patients suffering with Asthma and Coronary Heart Disease.

Married with 3 children, his outside interests include photography and computing when time allows!.



### **Dr Helen Passfield Partner**

MBBS (1991 Middlesex University College, London) DFRSH

Helen joined Billingham Medical Practice in January 2011. Her interests within the practice are Anticoagulation and Women's Sexual Health.

Helen is married with two grown up daughters and her outside interest is looking after her horses.



Dr Shree Raja (m) MBBS, MRCGP

Although he initially worked as part of a Job-share with Dr Leeper, from September 2017 he agreed to join the Practice permanently

## The Nurse Practitioners

The role of the Nurse Practitioner is one in which the clinician makes professionally autonomous decisions for which they are accountable. In the role they screen patients for disease risk factors and early signs of illness. The Nurse Practitioner can order investigations and prescribe medication when necessary. Our Nurse Practitioners work collaboratively with the doctors and nursing team to provide the best health care possible for our patients.

**Ann Harland will be in clinics on a Monday and Tuesday.**

**Pauline Gray will be in clinics on Monday, Thursday and Friday.  
Pauline specialises in Respiratory.**

## Surgery Opening Times and Appointments

The Practice is open from **08.00 to 18.30** Monday to Friday and reception is manned throughout these hours. Please note: the Practice is closed on Saturday and Sunday.

**On a Wednesday we offer extended hours. We will remain open until 19:45.**

The dispensary is open between **08.30 and 18.00** Monday to Friday. You may drop your repeat prescription slip into a box in the dispensary foyer during anytime of the day.

### Appointments

We operate mostly "Advanced Access" surgeries for the Doctors and Nurse Practitioners every morning and afternoon, Monday to Friday. Telephone us, or call in, on the day you want to be seen by a Doctor, and you will be given a 10 minute appointment that day. If you wish to see a specific doctor, then please say so when calling and we will do our best to meet your request. If the doctor is delayed for any reason the receptionists will always endeavour to keep you informed

It is also possible to book appointments ahead for those who so wish. Appointments with the other primary care health team, such as

When you call 01526 860490, you will be given an option to choose the right department for your needs.

practice nurses etc are also available and

We operate a 'call back' system and will, if requested, call you back - just ask.



**Main Telephone  
Number 01526  
860490**



You can also see an experienced nurse for treatment of minor injuries and illnesses from 8 am to 8 pm Monday—Sunday at:

**Sleaford Medical Group  
47 Boston Road  
Sleaford  
NG34 7HD  
01529 303301**

<http://www.lincolnshire.nhs.uk/Our-NHS-Services/Walk-In-Centre/>

### Definition of a Carer

**A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.**

### How to Register— The Practice Map is on the front page

If you live within the Practice catchment area as shown on the front page and wish to register as a patient of one of the doctors then please call at reception where our staff will be pleased to help with the formalities. You will be given a New Patient Information Pack which includes this practice leaflet for your reference and some explanatory leaflets

which you may find useful. We regret that we cannot accept patients from outside our own practice area, as this would not be fair to our existing patients. If, in the future, you move to a place outside the practice area we expect you to register with a new GP nearer to your new home.

If you wish to register with a specific partner, then please say so when discussing your needs. We operate on an "Any Doctor" basis, but you retain the option of choice if so required.

## Talking to the doctor/nurse on the phone

You may have a question or query which could be answered by a clinician, i.e. doctor, nurse practitioner or practice nurse on the telephone. Please give your details and a brief description of why you are making the call to the receptionist so they can forward the information to the clinician.

You have the right not to disclose any information to the reception staff and we will respect your decision.

You call at any time of the day, but if the clinician is consulting, they will call you back at the end of surgery.

If you call in the morning and the clinician has not called you back by 12.30 pm, please call again so the reception staff can check to make sure your call has not been missed.

You can request a telephone 'call back' at any time.

## Talking to an administrator on the phone

A receptionist or administrator will always be willing to help you on any clerical/administrative matters. Once you have called the practice, your call will be logged and you will be called back within 4 hours with the response. Please give as much detail as you can to the receptionist so that your question/query maybe answered in as much detail as possible.

HELP US TO HELP YOU.

All reception/administration staff are bound by the practice's rules of confidentiality.

### BLOOD TESTS



These are taken in the morning before 12 noon so that the laboratory can receive the samples by the afternoon.

Please phone for the results after 10 a.m., as the phones are very busy first thing in the morning.

**If you think you need A&E, but you're not sure ...**

## HOME VISITS

If you require a home visit please let us know as early as possible and preferably before **11.00 am**, so that the clinicians can plan their workload. Please give as much information as you can to the receptionist as they have to assess the degree of urgency and pass the information to the clinician. It takes on average three times as long to do a home visit compared with seeing you in surgery so, if you can, please help save time by coming to the practice.

At times we may have to leave surgery to deal with an emergency and this will disrupt the clinic currently running. Please try to understand as it may be someone you know that we are rushing to help.

When requesting a home visit, please bear the following in mind:

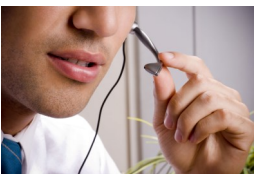
The pattern of clinical contact with patients has changed. Home visits used to be a common part of the GP's day, but the balance has now shifted to attendance at the surgery. The doctors are mindful of their contractual responsibilities and, therefore, adopt a common sense approach to visit requests which is endorsed by both the Local Medical Committee and NHS Lincolnshire. The nurse practitioners also visit patients.

A visit IS recommended for the terminally ill; bed bound patients for whom travel to the surgery would cause medical deterioration or severe discomfort.

A visit MAY be recommended for symptoms which indicate a myocardial infarction (heart attack); severe shortage of breath; severe haemorrhage or loss of consciousness.

This decision would be taken after an initial assessment of the situation by telephone and where other medical commitments do not prevent the clinician from arriving before an emergency ambulance.

A visit IS NOT required for common symptoms of childhood (fevers, colds, cough, earache, headache, diarrhoea/vomiting and most causes of abdominal pain); adults with common problems such as coughs, sore throat, back or abdominal pain; common problems in the elderly such as poor mobility, joint pain and general malaise.



### Call 111

Call 111 when it is less urgent than 999. This service is available 24 hrs a day, 7 days a week, 365 days a year.

If you experience severe chest pain or a major loss of blood go to your nearest A&E or call 999.

## ACUTE PRESCRIPTIONS

Acute prescriptions are generally ones which are required on the day. If you require an 'acute' prescription, please speak to a Dispenser to explain why you need the medication. Your request will then be checked by the doctor and will be ready for collection later the same day.

## REPEAT PRESCRIPTIONS

If you take medication on a long term basis, you can ask for a repeat prescription by ringing the main telephone number 01526 869806; then follow the prompt which allows you to order a repeat prescription. If the line is busy, you can leave your order on the dispensary answering machine. You can also call in and ask at the dispensary or leave your repeat prescription slip in the Repeat Prescription box mounted on the wall by the dispensary serving hatch. Your prescription will be available for you to pick up within a **maximum of 48 hours**. Please note that the dispensary is open between 08.30 and 18.30 p.m. Monday to Friday.

Each year we dispense thousands of items to our patients by way of prescription medicine. This costs a great deal of money, the majority of which is handed over by you, the taxpayer. Actual prescription fees cover only a fraction of the cost of the drugs prescribed. Experience has shown that many of the drugs dispensed are never actually taken by the patient. This not only costs £000's, but in today's economic climate may mean that a patient in real need of treatment may not get it because the money is not there to pay for it. With this in mind, we thought that it might be useful to have some points for you to consider when ordering your next repeat prescription.

**Please DO** keep an eye on the number of tablets you have left, and only re-order when this is reduced to an 8 day supply. Remember also that it will take the dispensary 3 working days to get your medicine ready.

**Please DON'T** order tablets that you don't need anymore—cross them off your repeat request slip and we will remove them from our computer records.

**Please DISPOSE** of old medicine sensibly.

**Please DON'T** expect more than a 28 day supply of tablets. This is the standard amount we supply.

**Please DO** ask if you need unused medications taking off your repeat medication slip, or you are unsure what you are taking.

If you need a prescription which is not on your repeat prescription slip please advise the staff in the dispensary of the reason why the prescription is needed. This information is passed to the doctor who has the responsibility of signing the prescription. This action authorises the dispensing staff to dispense your medicine.



YOU CAN NOW ORDER ONLINE, PLEASE SPEAK TO A RECEPTIONIST, OR GO TO OUR WEBSITE FOR MORE INFORMATION: [www.billinghaymedicalpractice.co.uk](http://www.billinghaymedicalpractice.co.uk)

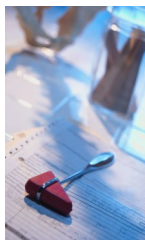
**If you need a repeat prescription please do not wait until your medicine has nearly run out. Call 01526 869806 and leave a message on the answerphone. You can do this at any-time day or night, seven days a week.**

### **Important:**

**Your medicine will be ready for collection *72 hours* (excluding Bank Holidays and Weekends) after you make the request.**

## Access to your medical records—here's how...

**You can see your medical records by informal request**



If you want to view your health records, you may not need to make a formal application. Nothing in the law prevents healthcare professionals from informally showing you your own records. You can make an informal request during a consultation, or by phoning your GP surgery or hospital to arrange a time to see your records.

### **Formal requests under the Data Protection Act**

Under the Data Protection Act 1998, you have a legal right to apply for access to health information held about you. This includes your NHS or private health records held by a GP, optician or dentist, or by a hospital.

A health record contains information about your mental and physical health record-

ed by a healthcare professional as part of your care. If you want to see your health records, you don't have to give a reason.

### **Applying for access to your health records**

Depending on which health records you want to see, submit your request in writing or by email to:

- your GP surgery
- your optician
- your dentist, or
- the health records manager or patient services manager at your local hospital trust

This is known as a Subject Access Request (SAR).

It's a good idea to state the dates of the records when you apply.

The health records

manager, GP or other healthcare professional will decide whether your request can be approved. They can refuse your request if, for example, they believe that releasing the information may cause serious harm to your physical or mental health or that of another person.

Under the Data Protection Act, requests for access to records should be met within 1 month.



### **DISABLED ACCESS AND HARD OF HEARING**

**The practice is on one floor and can be easily accessed by wheelchairs.**

**If you are hard of hearing please inform the reception staff and, if possible, bring someone with you when you see the doctor.**

**If you have not heard his advice clearly, please tell him**

## Complaints and Compliments

From time to time, things do go wrong and we want to make sure that we provide the best care to our patients that we can.

The staff will ask you to complete a brief form detailing your concern/complaint and pass it to the Practice Manager who is our appointed "Complaints Officer". The Practice Manager will then contact you within 48hrs.

All complaints received are dealt with in accordance with the NHS nationally adopted complaints procedure, copies of which are available upon request.

Alternatively, you may wish to contact the Patient Advice and Liaison Service (PALS). PALS can be contacted by phone: 0845 602 4384, email: [info@lincspals.nhs.uk](mailto:info@lincspals.nhs.uk) or at PALS, Oak House, Wytham Park Waterside South, Lincoln LN5 7FB

PALS are not part of the complaints procedure itself, but they might be able to resolve your complaint informally.

Compliments are gratefully received and used to help us assess how you feel about the practice and the service we provide.



## Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible advice and care. This

information is only available to those involved with your care and you should never be asked for personal medical information by anyone not involved in your care.

You have the right to know what information we hold about you. If you would like to see your records see Access

to your medical records— here's how. Please speak to the receptionist who will help you.

## Do you know our nurses will immunise you and your baby.

For the baby: Protection against Tetanus, Polio, Whooping Cough, Mumps, Measles, German Measles and Meningitis.

For adults: Booster immunisations and Travel Immunisations.

## Planning A Family?

Speak to the doctor about Folic Acid Vitamins even before getting pregnant.

## GENERAL HEALTH

All women are offered Cervical and Breast checks

## Patients with particular needs

Our practice is accessible to patients using a wheelchair. We also have 2 parking spaces outside which are reserved for patients displaying a disabled sticker.

For patients with a hearing problem we advise you to bring someone with you when you need to see the doctor or nurse.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Medical cover is provided by NHS England as we are not contracted to provide the service.

If you have a serious medical problem then please **telephone 111** for the doctor on duty.

This service is available 365 days of the year.

Please bear in mind that if you are fit to travel, then you may be asked to attend the Out of Hours centre, to receive treatment.

### Named Accountable GP

From 1st April 2015 onwards Practices are required, under the GMS contract, to allocate a named accountable GP to all patients, including children.

It is important that you are aware that this is purely an administrative exercise and does not change the way in which we operate or affect your ability to make an appointment or speak with any of the GPs in the practice.



**We have a Patient Participation Group supporting the practice. If you would like more details about the group please ask at Reception**

This practice is within NHS England area. Their address is NHS England, Cross O'Cliff Court, Bracebridge Heath, Lincoln LN4 2HN

Tel 01522 513355.

A list of primary medical services maybe obtained from NHS England or from the NHS Choices website.

**Billingham Medical Practice Patient Participation Group**

We aim to treat our patients courteously at all times and expect our patients to treat the staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.



The team at Billingham Medical Practice makes your practice what it is which is why we are here to help.

## The Nursing Team

### PRACTICE NURSES

Sheena Robinson RN, Teresa Wells RN & Lucy Bond

These nurses run our Clinics as well as manning our treatment room. Examples of the services they offer are; Family Planning, Asthma, Diabetes, Immunisation, Travel, Cervical Smears, Diet clinics and Stopping Smoking advice. Asthma and Diabetic review clinics are also held, along with monitoring clinics for those suffering from other chronic diseases.

### HEALTH CARE ASSISTANTS

Catherine Ellis and Kirsty Roberts

We have two Health Care Assistants (HCA) working at the surgery and are the people you will meet if you have to have blood samples taken in our phlebotomy clinics. They also carry out the 'new patient check' when you register.

## The Dispensary Team

**The Dispensary Manager is Sarah Kearns: Deputy Dispensary Manager is Rachel Ryan: Dispensary Business Manager: Helen Bampton; Dispensers: Karen Wood, Janey Howlett, Vanessa Stead, Annette Turner, Bethany Jones and Catherine Rose.**

If you have any problems with your medicines, please contact them. They will either be able to help you personally or discuss your problem with one of the doctors. **Their telephone number is 01526 869806.**

**Other people you may meet:** Without their help we could not cope. They ensure the smooth running of the Practice and are often your first contact with the Practice.

### DISTRICT NURSES

They provide total nursing care in the community. They are specialists in wound care and give advice on continence problems. **They offer home visits and can be contacted on 01522 307234.**

### MIDWIFE—Sister Mary McGillvray

Looks after our pregnant ladies and babies up to 10 days old. Ante-Natal Clinic Monday 1300—16.00. **To contact the on call midwife who is available 24 hours a day call 01476 464334.**

### HEALTH VISITOR

Available for advice on immunisation, feeding problems, and general health education on **01529 304310.**



## The Reception/Secretarial Teams

### RECEPTIONISTS

The Reception Manager is Vicky Howseman; Receptionist: Karen Banks, Lorraine Dring, Gerry Groves, Hannah Wilkins and Alison Laws.

These ladies are here to help you and will advise you how to get the best from the surgery by signposting you in the right direction. They answer the phone, make appointments and deal with enquiries. Their job is very demanding, so please be patient.

### SECRETARIES

Gill Abraham & Gerry Groves.

Make your Hospital Referrals and appointments. If you have a problem with a hospital referral contact Gill or Gerry on 01526 869805. If they are unavailable, please leave a message and they will return your call as soon as they are able.

**Telephone 01526 869805**

**Chris Marshall and ATLAS** help us to keep the practice clean and tidy.

### The Practice Manager

Nick Turner

Nick manages the day to day, non-clinical management and administration of the Practice. He is available to discuss any non-medical issues you may have, as well as any suggestions you may have for improving the services we offer our patients.

### The Finance Manager

Mrs Carol Boyall

Carol makes sure the financial side of the business runs smoothly.



Please note, due to staff training, the surgery will be closed on the second Wednesday afternoon of March, April, June, September, October and November.

**THANK YOU FOR TAKING THE TIME TO READ OUR LEAFLET  
PLEASE KEEP IT SAFE SO YOU CAN CONTACT US  
AT ANY TIME**