

Carers

Do you look after someone? Does someone look after you? If the answer is yes, please let our reception team know so we can provide you with the appropriate support.

Veteran

Are you a veteran? If so, please let our reception team know so we can offer you the correct support. We also have a Veteran Champion within our team.

Translator Service

We work with a telephone translator service to support our patient's who's English is not their first language, If you require a translator then please let a receptionist or clinician know.

Patient Participation Group

Our Patient Participation Group consists of a group of patients who meet on a quarterly basis to discuss the Practice, provide help and advice. If you would like to join or know more about the group, please speak to a member of our reception team.

Compliments and complaint

Comments on any aspect of the Practice are always welcomed. If you have any suggestions for improvements, please write them down and drop them in our suggestions box in reception. If you wish to make a formal complaint, please submit this in writing to the Practice Manager.

Data protection

The Practice is registered with the Information Commissioners Office and is committed to keeping your data safe.

Zero Tolerance

Billinghay Medical Practice operates a zero tolerance policy towards verbal or physical abuse towards any member of our team. Patients are asked to be considerate and act responsibly. All incidents will be followed up and you could be sent a written warning or removed from the Practice list.

Green Impact Practice

The NHS is responsible for 4-5% of the UK's carbon footprint and we all have our part to play in looking after our environment for the future. Billinghay Medical Practice has signed up to "Green Impact" to review the little things we can do as a practice to play our part to promote a more sustainable environment and protect the planet for future generations.



BILLINGHAY MEDICAL PRACTICE

www.billinghaymedicalpractice.co.uk

Billinghay Medical
Practice
39 High Street
Billinghay
Lincoln
Lincolnshire
LN4 4AU

Tel: 01526 860490

Opening Hours

Monday 7:15-18:30

Tuesday 8:00-18:30

Wednesday 8:00-18:30

Thursday 8:00-18:30

Friday 8:00-18:30

EMERGENCY AND OUT OF HOURS

If you believe you have an emergency, please call 999.

If you believe you need some medical assistance when we are closed but it is not an emergency, please call 111.

Registration

We accept new patient registrations from people living within our catchment area. If you are unsure if you are in our catchment area, please check on our website under new patient, catchment area or phone a member of our reception team.

To register, you can register online or pick up our paper registration forms from Reception.

Our clinical team

GP's

Dr Helen Passfield
(Senior GP Partner)

Dr Shree Raja
(GP Partner)

Dr Jonathan Mills
(GP)

Nurse Practitioners

Mrs Laura Richards
Mrs Deborah Phillips
Mrs Christina Child

Our clinical team are the first point of contact if you have a new medical concern. They help to support your health, provide advice, prescribe medication and also refer you onto other health services.

Practice Staff

At Billingham Medical Practice we have a wide range of staff roles to ensure the smooth running of the Practice and excellent care to our patients.

Practice Nurses who do dressings, injections, immunisations, cervical smears, routine checks and long term condition reviews.

Health Care Assistants support our nursing team by providing blood tests, perform ECGs, take blood pressures, review dressings and complete NHS health checks.

Receptionists are the first point of call for many when communicating with the Practice.

Secretaries support our clinical team by sending referrals and helping to type up letters and reports.

Dispensers are responsible for dispensing all repeat as well as acute medication.

We are also very lucky to work with a wide range of additional roles who are attached to the Practice such as...

Our midwife who works in our Practice one day a week.

Our Mental Health Practitioner who works in our Practice two days a week.

Our Clinical Pharmacist who works with us two days a week.

Our First Contact Practitioners who work with us five days a week but see patients at a neighbouring Practice.

Appointments

All appointments to see a GP or Nurse Practitioner are triaged through Ask-MyGP. If you have internet access, you can register for AskMyGP and submit your request (the link can be found on our website).

If you do not have internet access, please phone our reception team who will submit a request for you.

Once submitted, it is reviewed by a clinician, you will then be contacted the same day either by, messaging on Ask-myGP or via the telephone to discuss your request or to make a face-to-face appointment.

If you would like an appointment with a Nurse or Healthcare Assistant, please phone our reception team who will assist.

If you need to cancel an appointment, please inform us as soon as possible by phoning our reception team who will support you to rearrange the appointment.

Home Visits

Requests for a home visit should be made before 10am. These requests are only for our patients who are housebound or too clinically ill to attend the Practice.

Chaperones

All patients are entitled to have a chaperone present during any appointment. We have trained chaperone's within our team

Repeat Medication

As we are a dispensing Practice we will be able to provide medication to the majority of our patients. If you have repeat medication please ensure you order your repeat medication in plenty of time. We provide a three working day turn around for all repeat medication.

You can request repeat medication by ordering it online, the link can be found on our website. You can also order by returning your repeat medication ordering slip to the box outside our Dispensary or you can phone our Dispensary. If the line is busy, please leave a message, all messages are reviewed daily.

If you have seen a clinician and they have prescribed you some acute medication, please take your prescription to the dispensary where they will dispense your medication if we have it available, If it is unavailable we will advise you on what to do next.

Test results

Once you have had a test in the Practice, it is your responsibility to contact the Practice for your results. Results are usually available 7 days from the date of your test.