



BEECHFIELD MEDICAL CENTRE

Beechfield Gardens

Spalding Lincs

<u>PE11 1UN</u>

Telephone 01775 724088

(Branch site - Beechfield West Medical Centre Pennygate Spalding Lincs PE11 1LT)



Opening Times

Monday 08:00 – 18:30 Tuesday 08:00 – 18:30 Wednesday 08:00 – 18:30 Thursday 08:00 – 18:30 Friday 08:00 – 18:30 Weekend - closed Bank / Public Holidays – closed Last Tuesday of each month -closed from 2:30pm - due to staff training



WELCOME!

Thank you for joining Beechfield Medical Centre.

We are an established training practice with strong Clinical and Administrative teams who are here to work with you in respect of your primary medical care needs, as well as providing specialist management of long-term conditions and clinics covering a wide range of healthcare issues.

We are height QOF achievers and score well in the patient feedback. The Practice is assessed as "Good" in all domains by the Care Quality Commission.



PATIENT PARTICIPIATION GROUP

The Practice has an active Patient Participation Group (PPG) who meet regularly to ensure that a clear line of communication exists between the Practice and our patients.

If you would be interested in joining the group, please let our Reception team know or go to:

https://beechfieldppg.co.uk/



USEFUL CONTACTS

Main Practice (includes branch site) – dial: 01775 724088 for all enquiries and listen to the options

Enhanced Access Services Weekday: 01775 724088 please call between 0800-1830 to book an appointment.

Push Doctor service (Saturdays Only): Can be booked directly through their website <u>www.pushdoctor.co.uk</u>

Contact us online: https://www.beechfieldmc.co.uk

Follow us on Facebook @BeechfieldMC

Out of Hours assistance – dial 111 Emergency services – dial 999

Johnson Hospital – dial 01775 652000 Pilgrim Hospital – dial 01205 364801 Peterborough City Hospital – dial 01733 678000

Pharmacy – Pharmacists can give advice and treat a range of symptoms. To find your nearest pharmacy dial 111 or visit <u>www.nhs.uk</u>



Practice Website: www.beechfieldmc.co.uk

CLINICAL & NURSING TEAM

Our clinical team is made up of Advanced Nurse Practitioners, Nurse Practitioners, Paramedic Practitioners, Advanced Clinical Practitioners, Practice Nurses, and Health Care Assistants. We are also supported by Mental Health Nurses, Health and Wellbeing Coaches, Occupational Therapists, Clinical Pharmacists and Physician Associates from within our PCN, and work closely with the Neighbourhood Team, local Health Visitors, School Nurses and other community services to ensure our patients get the best and most appropriate care.

WIDER PRACTICE TEAM

Our practice has many other non-clinical departments that ensure the smooth running and delivery of services across the Practice. These include Reception, Dispensary, Clinical Admin, Medical Secretaries, Finance, Housekeeping and Administration Teams. All roles and departments are vital to the day to day running of the Practice and all teams work together to continue a collaborative approach to patient care.

More specific clinics we can support you with, within the Practice, please enquire with our Reception Team:









Appointments

For all appointments telephone the surgery and speak to one of our receptionists; or call into the Practice and speak to the receptionist at the front desk.
For urgent appointments, patients will be seen on the same day where clinically appropriate.
If no appointments are available at the time you will be directed to the most appropriate services.
All patients registered at Beechfield Medical Centre will have access to services across both sites, and all appointments for Beechfield West must be pre-booked and will be subject to availability. All enquiries, bookings and queries should be made through the main site and accessed as usual either online via our website or by telephone 01775 724088



HOME VISITS

Whilst we encourage our patients to come to the surgery where we have the proper equipment and facilities available, we do appreciate this is not always possible if you are housebound. If you feel you need a home visit, you can request one by calling reception before 10:00am which allows us to schedule the visits for our Clinicians in an effective way.



PRESCRIPTIONS

Please allow up to <u>5 WORKING DAYS</u> before collecting your repeat prescription from the time that we receive it.

Medication can be ordered online via the NHS App, Systmone or alternatively you can post your repeat prescription slip into the letter box on the outside of the building (to the left of the main entrance). Please be advised we do not take repeat prescription requests over the telephone.

Your medication can be sent direct to your nominated pharmacy – so please make sure you tell us where you would like it to be sent so you can collect your prescription when it is convenient to yourself. It is advisable to check with your pharmacy that your prescription is ready for you to collect.

If you live more than one mile (in a straight line) from a pharmacy you can request that your prescriptions be dispensed at the surgery.

The Practice dispensary opening times:

Monday 0900 - 1730 Tuesday 0900 - 1730 Wednesday 0900 - 1730 Thursday 0900 - 1730 Friday 0900 - 1730



Additional services who support our

Practice

Midwife Team Health Visitors Neighbourhood Team District Nurses Team



MAKE LIFE EASIER! You can register to our Online service www/beechfieldmc.co.uk This will enable you to: • Order prescriptions • Book or cancel appointments • Access medical records • View parts of your records • Read the Practice Newsletter

 Update the Practice with change of details
 <u>All in the ease of your home!</u>

NEW PATIENT REGISTRATION

If you live within our Practice area you are welcome to register with us. Our Reception staff will be happy to guide you through the procedure, or you can do this online.

Eligibility can be quickly confirmed from your address so please provide proof by way of a recent utility bill along with one form of photographic ID. Both of these are essential documents that we need to see before we will accept you for registration as a patient.

You will need to complete a registration form and a health questionnaire which will provide useful information whilst we wait for your medical records to arrive from your previous practice.

FRIENDS AND FAMILY TEST

The Practice collects information from you following visits to the surgery with regards to the way that you feel that the visit went – in short this is called the "Friends and Family Test" and asks whether, based on your latest visit, you would recommend the surgery to your Friends and Family. We collect this information primarily through the SMS texting service, but it can also be fed back at the surgery through the forms and collection boxes held there. This information is fed back to NHS England on a monthly basis and we are able to react to emerging trends if and when they are noted.

DOCTORS

Partner - Dr Janarathanam Anand Babu

Partner - Dr Naseer Khan

Salary - Dr Mark Beaver

Salary - Dr Tomasz Grela

Salary – Dr Kenechukwu Afudoh

Salary - Dr Mahmood Elsayed

We are a training practice and at any given time we also will have GP Registrars in their final years of working with us. We also use locum doctors when the need arises.

MANGEMENT TEAM

Practice Manager - Melissa Lawson

Operations Manager - Joanna Taylor

HR – Sasha Reddin

Reception Admin Manager - Linda Blackbourn

Reception Operations Manager – Nicky Ellis

Dispensary Manager - Sara Harris

Admin Manager - Kim Butler

Finance Manager - Caron Franks

Nurses Management Team – Michael Heppell, Steven Cooper, Joanne Newton & Lucy Harrigan



SHARING INFORMATION

Every time you attend the Practice and see one of our Clinicians your treatment and consultation is recorded in our computer system. When you attend the A&E Department or you have had a Hospital appointment, the Practice receives correspondence which is recorded into your records. This enables up-to-date information for our Clinicians to give you the best care. All information is password protected for confidentiality.

All patients have the option to opt out of their information being shared. If you wish to do this please advise reception or complete the online form on the NHS Digital website.

https://digital.nhs.uk/services/summary-care-records-scr/summarycare-records-scr-information-for-patients