

BEECHFIELD MEDICAL CENTRE

Telephone: 01775 724088

Out of Hours: 111

www.beechfieldmc.co.uk

Beechfield Medical Centre, Beechfield Gardens, Spalding, Lincs., PE11 1UN

THE DOCTORS

Dr Jonarathnam Anandbabu (Male) MBBS DD DCH DPD	1988 (Madras)
Dr Naseer Khan (Male) MBBS DCH MRCGP	2002 (Punjab)
Dr Tomasz Grela (Male)	1997 (Lekarz)
Dr David Corlett (Male) MB ChB MRCGP FP(Cert)	1981 (Leicester)

REGISTRARS/TRAINEES

We are an established training practice and will have, from time to time, Doctors who are training to become General Practitioners or who are considering this as a career option. They are fully qualified Doctors and will conduct their own surgeries and carry out visits when necessary.

THE PRACTICE TEAM

Practice Manager:	Don McGeorge
IT & Compliance Manager:	Melissa Lawson

Practice Nursing Team:

Zephania Churchill RGN	(Lead Nurse and Nurse Practitioner)
Debra Cooper RGN	(Nurse Practitioner)
Sarah Hornby-Smith RGN	(Nurse Practitioner)
Jane Storey RGN	(Nurse Practitioner)
Jayne Fung RGN	(Practice Nurse)
Anne Coddington RGN	(Practice Nurse)
Joanne Newton RGN	(Practice Nurse)
Karen Avery RGN	(Practice Nurse)
Sandra Goodband	(Health Care Assistant)
Lesley Anderson	(Health Care Assistant)
Toni Adams	(Health Care Assistant)

Finance & Admin Manager:	Wendy Lee
Dispensary Manager:	Sara Harris
Reception Manager:	Annette Jackson

Support Team:

We have an excellent support team working in our secretarial, administrative, reception, Housekeeping and dispensary departments who are able to help with enquiries and ensure the practice runs efficiently whilst maintaining complete confidentiality at all times.

PATIENT PARTICIPATION GROUP

The Practice has an active Patient Participation Group (PPG) which meets regularly to ensure that a clear line of communication exists between the practice and our patients. The role of the group is quite wide and varied – but in essence it helps to keep the practice aware of the services and facilities that our patients feel are necessary, and to feedback on the services and facilities that we already deliver.

If you would be interested in joining the group – please let reception know and full details will be made available to you, or go to: www.beechfieldmc.co.uk



PLEASE READ OUR IMPORTANT NOTIFICATION IN RELATION TO INFORMATION SHARING AS BELOW:

Information Sharing

Every time you come and see us, we record the details of your consultation or treatment with your GP or nurse on our computer system. Every time you go to an A&E department or hospital, we receive a discharge letter which we also put on our computer system. If you are being looked after by any of the community health services, they may provide us with information which we put on our computer system. This information is personal to you and we do everything we can to protect that information and your privacy. Our computer system is only accessible by our practice staff and is both smart card and password protected. We are careful who we talk to. We shred all the paper that leaves the surgery for recycling. But there are occasions when we do share the information we have:-

☐☐**Referrals** – If you have agreed with your GP or nurse that you need to be referred to a hospital or community service, the referral letter includes details about you and your illness.

☐☐**Emergency Services** – We provide a small amount of information about you, your medication, allergies and any bad reactions to the national Summary Care Record programme, which can be accessed by other clinicians in emergency situations (eg A&E departments). This is especially useful if you happen to be unconscious or unable to communicate with them because of an illness.

☐☐**Admission Prevention** – We send information about you and your visits at the surgery to be combined with similar information from local hospitals and receive a report back telling us which of our patients are most at risk of being admitted to hospital. This processing is done securely by a NHS organisation. We then use this information to focus our efforts and do whatever we can to prevent these patients being admitted to hospital. The information that we sent for processing is then destroyed.

☐☐**Legal Requirements** – We can be required by law or a court order to provide certain information (such as the registration of births and deaths, to protect children or vulnerable adults, or where a serious crime has been committed).

☐☐**Research** – We send anonymous information about our patient's illnesses on occasions to accredited research bodies to help improve patient care (eg cancer studies). We also provide anonymous information to support the surveillance of illness (eg regular flu returns help the NHS monitor the spread of flu across the country each year).

☐☐**Planning Health Services** – We provide anonymous information to the Department of Health as required about the incidence of illnesses at the surgery. This information is used to make sure that future investment in the health service is targeted at areas of greatest need.

If you have any concerns or are not happy for your information to be shared (and want to ask us not to share it in certain circumstances), please let us know and we will make appropriate arrangements to ensure that your data is not shared.

ASSOCIATED HEALTH CARE PROFESSIONALS

Community Nursing Team

District Nurses are based at the Johnson Community Hospital in Spalding. They provide quality nursing care and support to housebound patients and their carers, who have acute, chronic and palliative care needs. They work with other health professionals to provide personalised care.

Health Visitor

Health Visitors work in partnership with individuals of all ages, with groups and with families, providing information on good health including pre-school developmental screening, assessing health needs and referral to other services as appropriate. Health Visitors are registered nurses who have received special training to work within the community.

Midwives

Midwives work with the doctors to provide care for mothers before and after delivery and care for the baby.

PRACTICE INFORMATION

Opening Hours

The surgery is staffed between the hours of 8.00am and 6.30pm Monday to Friday. Consultations are by appointment and are available between 8.30am and 6.00pm. The Dispensary is open between 8.00am and 6.30pm Monday to Friday. We also provided an Extended Hours service from 1830-200 on Weekdays and from 0800-0930 on Saturdays for pre-booked routine appointments with a Clinician or for a telephone call back – please note these are for ROUTINE issues only and not for new or acute issues.

We also provide a “hub” service for routine pre-booked appointments from 1830-2000 daily, and from 0800-0930 on Saturdays – these are not dedicated Beechfield appointments, but are available to all patients within the South Lincolnshire Clinical Commissioning Group area.

Training

We take training for our team extremely seriously in order to ensure that we are able to deliver the highest standards of care, safely, to our patients. In order to ensure that we meet this remit, we close from 1430 on the final Tuesday of each month. Please see www.beechfieldmc.co.uk for the closures this year.

Evening, Weekends & Bank Holidays

For urgent advice and treatment when the surgery is closed please contact the Out of Hours emergency service on 111. Your details will be given to the Out of Hours Health Professional who is on duty. Please only telephone the Out of Hours Emergency Line if you need urgent attention or advice which cannot wait until normal surgery hours.

Accident & Emergency

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or dial 999 without delay.

Appointments

Appointments can be made by telephoning the surgery on 01775 724088, option 1, or calling at the surgery during surgery hours. If your problem is urgent, arrangements will be made for you to be dealt with on the day. We work as a team at the practice offering the first available appointments with an appropriate clinical professional. Requests to see individual practitioners will be met where possible. We will always tell you if, for any reason, your appointment is unavoidably delayed.

Cancellations

If you cannot keep an appointment please inform us as soon as possible so that it can be used for another patient.

Walking in with no appointment

The surgery does not operate a walk-in service. Patients who wish to see a doctor or nurse on a 'same day' basis should telephone the surgery and you will be called back to discuss your concerns. Please note if you or someone else experiences severe chest pain, loss of blood or suspected broken bones go to the nearest accident and emergency department or dial 999 without delay.

Triage Service

If you consider your symptoms need to be dealt with sooner than the next available routine appointment we will take your telephone number and will call you back. A clinician will then discuss your symptoms with you and advise on the most appropriate course of action. This may mean giving advice or referring you to one of our doctors or nurses

Home Visits

On average it takes up to 4 times longer for the doctor to see patients at home rather than in surgery. Home visits are available for those patients who are **very ill or house bound and are unable to attend the surgery for that reason**. Requests for home visits should be made by contacting the surgery before 10.00am on the day the visit is required where possible. GPs are here to help you. Try to help them by using the services sensibly. To request a home visit please call 01775 724088 and choose option 2.

PRACTICE SERVICES

Health Promotion Clinics

The Practice provides a programme of full chronic disease management and a range of Health Promotion clinics for the following:

Asthma	Diabetes
CHD	Osteoporosis
Health Checks	Child Health
Smoking Cessation	Weight Reduction & Management
INR	

For an appointment or further details please contact reception.

Other Services Available

Cervical Smears	Ear Care
Travel Health Advice	Immunisations/Vaccinations
Family Planning	Full Contraceptive Service
Childhood Immunisations	Minor Surgery

Chaperone arrangements

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred. Patients are advised to ask for a chaperone if required, at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. The Healthcare Professional may also require a chaperone to be present for certain consultations.

Medical Examinations & Vaccinations (Non-NHS) – a fee is payable

H.G.V./Taxi Licence	Insurance Medical
Pre-employment Medical	Yellow Fever Vaccination
Rabies	

Online Services

We offer the following additional facilities via our website – **www.beechfieldmc.co.uk**
Please ensure that you register for use of 4hse services with the practice.

Repeat Medication Requests

In order to access these services patients should first register with our reception where you will be issued with your personal identification number. We hope the use of this web site will significantly improve our patient access and we therefore encourage all our patients to register.

On Line Booking Service

You can make routine appointments with our GPs on line – this will often be quicker and more convenient than coming to the surgery or telephoning for an appointment.

Condom Card Scheme

The scheme is available to young people between the ages of 13 and 19 and aims to increase the availability and accessibility of condoms particularly to young people who may feel disengaged from more mainstream services. For further information call the surgery on 01775 724088.

FACILITIES

Communications

We aim to answer your calls as quickly as we can. It would help to ease telephone congestion if you could remember the following points:

For appointments:	01775 724088 and choose option 1.
To request a home visit:	01775 724088 and choose option 2.

Patient Self Check-in

The Practice has a self check-in machine located in the reception area. Upon arrival for your appointment patients may notify the GP/Nurse of their arrival via this machine without the need to see a receptionist. Patients who would like to use this facility should ask a receptionist in the first instance who will be happy to show you how the self check-in facility operates.

Test Results

Blood test results will normally take 5-6 days; some can take longer. X-rays can take up to 2 weeks. For complex test results it is best to see your doctor. Test results may be obtained by telephoning the surgery during the hours of 1300-1500 only and selecting Option 4.

Repeat Prescriptions

Please allow 2 WORKING days to process your repeat prescription or 3 WORKING days when the week includes a bank holiday. Please use the repeat prescription form for ordering medication either by posting it to the surgery or bringing it in. If you require the prescription to be posted to you please enclose a stamped self-addressed envelope. We like to review patients on repeat medication regularly. The tear off slip will give you an indication that your doctor wishes to see you before issuing a further prescription.

Dispensing

The Dispensary is open between 8.00am and 6.30pm Monday to Friday, other than when we close for training on the last Tuesday of each month from 1430. If medicines are required urgently when the dispensary is closed patients should contact the Out of Hours Service on 111. If you live more than a mile from a dispensing chemist your prescriptions can be dispensed by the surgery.

Pill organisers/medication trays

If you take a variety of medicines at different times it is possible to become confused about what to take and when. This can lead to skipping doses or taking too much medication. Both situations should be avoided. If you think you might be at risk of making mistakes talk to your doctor about 'pill organisers' which can be arranged through the surgery. These 'pill organisers' are plastic trays with separate compartments for days of the week and/or times of the day into which medication is based. The patient then takes the medication according to the day of the week and time. They make life so much simpler.

Consultation Facilities

Consulting rooms are situated on the ground and first floors with wheelchair access. A lift is available for use by patients to access the first floor. For people who have difficulty walking we can provide a wheelchair for use within the surgery. All our facilities are accessible by disabled patients. There are also baby-changing facilities available.

Parking

Parking is only available to patients while attending the surgery for legitimate reasons (attending for an appointment, collecting medication etc.). Regular checks of the car park are made to prevent misuse. The practice accepts no responsibility for theft, loss or damage to vehicles or contents whilst parked on the premises.

No Smoking site

The surgery operates a 'no smoking policy' not just within the building but outside the entrance and in the car park.

OTHER IMPORTANT INFORMATION

Registering as a Patient

We welcome new patients to the Practice. When registering you will need to produce two forms of identification, one with a photograph and one or both showing your permanent address. For children a record of their immunisations will also be required. You will be registered with the Practice but you can see any GP. If you prefer to see a particular GP you need to tell us when you book an appointment and remember by doing this you may have to wait a little longer.

Change of Address

Please keep us informed of any change of personal details in person or by letter, for example, name, address, telephone number etc. If you move out of the area it is practice policy that you will be required to register with another GP practice.

Keeping Appointments

With the high demand for appointments if there is a need for any patient to cancel an appointment they should inform the surgery as soon as possible. We monitor non-attendance of booked appointments and we reserve the right to remove patients from the list if 3 appointments are missed without informing the surgery.

Patients with Particular Needs

The surgery is accessible to patients using a wheelchair. We also have dedicated parking spaces which are reserved for patients displaying a disabled badge in their vehicles. There is a bell at the surgery entrance for those patients who require assistance with access.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keep 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 in your care.

Access to Medical Records

Under the General Data Protection Regulations (GDPR), and in accordance with the relevant legislation, you are entitled to have access to your medical records. We ask that you contact one of our administrative staff to discuss what is needed and the necessary consents. There may be occasions when your medical details are communicated to a third party, e.g., insurance companies, but this will only be done on your written consent.

Comments and Complaints

Patients' comments are welcomed as a means to help the Practice to monitor and improve the services we provide.

If you have a complaint or concern about the service you have received from the doctors or any of the staff in this Practice please let us know. We operate a Practice complaint's procedure as part of a national system for dealing with complaints.

Please ask for a copy of our Comments and Complaints Leaflet from reception, or download a copy from the practice website.

Violent & Abusive Patients

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour and, as with other practices in Lincolnshire, adopt a zero tolerance policy on violent or abusive behaviour against any member of our Practice team or towards other patients on our premises. If a patient is violent or abusive we may exercise our right to take action to have them removed immediately, if necessary, from our patient list.

Reviewed and Updated:
Next Review:

December 2019
December 2020