



Holbeach Medical Centre Practice Leaflet

Park Road, Holbeach, Lincolnshire, PE12 7EE

About us

Holbeach Medical Centre is a Dispensing practice located in the Town of Holbeach, in between Spalding and Boston. Our practice area covers 4 miles East and 6 miles west of the surgery and 3 miles north and 6 miles south. We can dispense medications to those registered patients that live over a mile away from a Pharmacy.

There is a car park, to the left of the practice which is pay and displays the first 2 hours are free and it contains disabled spaces. We do not permit parking at front of the practice as this may be needed for Ambulances. We also have ground floor disabled toilet which incorporates baby changing facilities, a hearing aid loop is available at reception. Holbeach Medical Centre has a Zero Tolerance policy of verbal and physical abuse towards all of our staff. Patients who behave in an inappropriate and unacceptable manner may be removed from the practice list.

Suggestions, Comments and Complaints:

We welcome any suggestions or comments from patients regarding our service. Any complaints regarding any aspect of the service provided by Holbeach Medical Centre are dealt with by the Practice Manager in accordance with the NHS Guidelines. Serious complaints must be put in writing and will be investigated thoroughly.

If you wish to sign up to our Patient Participation Group, Please contact the Practice Manager

Useful Telephone Numbers:

Out of Hours Service when we are closed	111
Co-op Pharmacy Holbeach,	01406 425536
Boots Pharmacy Holbeach,	01406 422211
Pilgrim Hospital, Boston	01205 364 801
NHS Direct	111

Surgery Opening Times

We are open Monday to Friday 08:00 – 18:00
18.00 - 18.30 contact via telephone only

From 18:30 – 08:00, Weekends and Bank Holidays please call **111** for the Out of Hours Emergency Doctors Service.

Our Telephone number is 01406 423288

Option 1 for Appointments

Option 2 for General Enquires – Home Visits

Option 3 for Dispensary

Option 4 for Administration

Our Team:

Practice Manager:
Bruce Abel

GP's:

Dr A Bell: MBBS
Dr S Rayner: M.B.CH B;
Dr G Subbiah: M.B.B.S
Dr L Rayner: MB Ch.B.
Languages Spoken English and Tamil (Indian)

Practice Nurses:

Dorothy
Beverley
Diana
Rachel

Phlebotomist/HCSW

Sam
Hannah

Dispensary Team:

Alison
Emma
Emma
Emma

Reception Team:

Toni
Emma
Annmarie
Dori

Admin Team:

Laurin
Kim
Maria
Gemma

Confidentiality and Access to records:

All staff of Holbeach Medical Centre are bound to maintain patient confidentiality at all times. Any medical information relating to you will not be divulged to any family member or any other third party without your written consent. In accordance with the Data Protection act 1998 and the Access to Medical Records Act 1990, any requests for access to medical records to a third party must be made in writing and therefore may be an administration charge payable.

Electronic Patient record Sharing Consent form: Your medical records can be accessed by other sectors of the NHS who have the same system as Holbeach Medical Centre with your consent. This is available from reception if you have not completed one as well as further information regarding this.

Police, Solicitors, Insurance Companies, employers or Schools will not be given any medical information without your written consent.

Summary Care Record (SCR): This is a NHS central computer system, it is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Storing Information in one place makes it easier for healthcare staff to treat you in an emergency or when the practice is closed. Only healthcare staff involved can see your SCR. You can Opt out of the scheme, please ask reception for a form to complete to Opt out.

Phlebotomy Clinics: These are daily from 8.10am until 11.20am,
Monday to Friday

Smear Clinics from 8.00am, Monday to Friday

Health Visitors: Are based at Holbeach Clinic 01406 351841

Midwife: Weekly Antenatal clinics are currently Wednesday Mornings

House Bound Patients: Any housebound patients are referred to our local community nursing team

Holbeach Medical Centre Services:

Minor Surgery

General Treatment Room:

Children's Immunisation / Adult Vaccinations including Travel

Post Natal

Smears

Doppler Assessments (Circulation)

Weight & Diet

Variety of Dressings

ECG/Blood Pressures

Family Planning

General Health Checks

Chronic Disease Management Clinics:

Asthma

COPD

Diabetes Clinic

Heart Failure

Mental Health

Epilepsy

Chronic Kidney Disease

Hypertension

Multiple Sclerosis

Heart Disease
Dementia
Learning Disabilities
Stroke
Rheumatoid Arthritis
Hypothyroidism
NHS Health/New Patient Health checks
Counselling Service: Doctor Appointment Only
Ante-natal Community: Midwife Wednesday AM

Non NHS Services:

We are able to offer other services that are not covered by our NHS contract, please be aware because of this, some services attract a fee. Please ask at reception for the details.

- Medicals such as HGV, PSV, sports and driving.
- Insurance claim forms
- Vaccination Certificates
- Prescriptions for medications when going abroad.
- Fire Arms medical declaration

Online Services:

We can now offer online appointments and repeat prescriptions orders online. Please see a receptionist along with some photo ID (i.e.: Driving Licence or Passport) who can create a user name and password for you.

Repeat Prescriptions:

Repeat prescriptions are for 28 days' supply. Only order what you need to and return any out of date medications to the surgery for disposal.

Repeat prescriptions take 48 hours to be processed, not including weekends and Bank holidays.

You can order your repeat prescription:

- Online at www.holbeachmedicalcentre.co.uk
- Bring in your repeat slip to our reception collection box – tick the items you wish to order.

Patients who live further than one mile away from a Pharmacy can be dispensed their medications by the Surgery's Dispensary. If you feel you may be eligible to be a dispensing patient, feel free to speak to our Dispensary Manager who would be happy to check this for you.

Collection of Prescriptions: Please be aware that on collection of prescriptions or dispensed medicines, you will be asked to provide photographic identification, especially for a Controlled Drug Prescription.

If you need any help with ordering or have any questions regarding the Repeat prescription, please don't hesitate to ask one of our dispensers.

Medications:

- Please return any unwanted or out of date medications to us or the pharmacy for disposal.
- Do not take any one else's medications.
- If you are unsure how to take your medication, please contact us.

Prescriptions:

The Prescription charge from 01.04.2016 is **£8.40**

Pre-payment certificates prices are:

£29.10 for a 3 month certificate

£104.00 for a 12 month certificate

If you are exemption from paying for prescriptions, please provide proof on collection. For further information, please see the reception team.

Electronic Prescriptions (EPS):

We can now send electronic prescriptions to your chosen Pharmacy, please inform your chosen pharmacy or a receptionist who can set this up for you. For more information please see receptionist or collect an information leaflet from reception. Please allow 3 days before collecting your medications from the Lincoln Co-op Pharmacy,

Temporary Patients:

If you are away from home needing medical advice or medication, we can register patients for up to 15 days or if necessary up to 3 months. We have a form at reception to be completed.

New-borns Registrations:

You can register your new-born baby by completing a registration form, either collect at reception or visit the website. You will find their NHS number in the red book given by the Hospital before you are discharged.

Appointments:

We offer pre-bookable appointments with all the clinicians as well as book on the day appointments with the GP's which are available from 9.00am Monday to Friday. Appointments can be made over the phone or in reception as well as some being available online.

Consultations with a GP Morning 9am to 11am Afternoon/evening 3pm to 5.00pm

Pre-bookable appointment with the GP's and can be booked up to 4 weeks in advance.

An appointment is for one person only and for one problem only. Please ask for a longer appointment if needed. We run one emergency clinic daily in the afternoon.

We ask that if you are unable to attend an appointment, please let us know as soon as possible so that your appointment can be taken by someone else.

Nurse appointments can be booked up to 3 months in advance

DNA's (Did not attends)

We have carried out an investigation from July to December 2016 of the wasted appointment time by patients not attending their appointments. During this 6 months, 173 hours were wasted. Please let us know if you cannot make your appointment as someone else could have it.

Text Messaging Service:

We can now offer the Text Service to remind patients of their appointments. If you wish to sign up to this service please ask at reception.

New Patients:

To register here at Holbeach medical Centre, please collect the registration forms from reception. If you take any repeat medications we ask for a copy of the repeat prescription slip so we can add to medications to your medical records straight away to avoid delay. We invite all new patients to have a health check with one of our HCSW; this is a 20 minute appointment. Please book with reception or call us to book an appointment if you wish to do so. If you have any questions regarding your registration and the process, please feel free to speak to a receptionist.

Home Visits:

The GPs do home visits each week day for housebound patients only, to request a Home Visit please call 01406 423288 Option 2. Please call before 11am, the clinician may telephone you beforehand.

Test Results:

We can give test results to patients over the phone or in person. The Results line is 01406 423288 option 2 but please note this is only available from 2pm
Test Results are only given to the patient themselves over the age of 16 unless we have written consent to disclose information to a third party.

Accountable GP:

All registered patients have an Accountable GP and will be informed of their allocated GP; you can choose which GP you wish to see regardless of which GP is your Accountable GP. If you are not aware which GP you are allocated to, please speak to a receptionist.

Online Services:

We can now offer online appointments and repeat prescriptions orders online. Please see a receptionist along with some ID (Driving Licence or Passport) who can create a user name and password for you.

