



## Holbeach Medical Centre Practice Leaflet

Park Road, Holbeach, Lincolnshire, PE12 7EE

01406 423288

[www.holbeachmedicalcentre.co.uk](http://www.holbeachmedicalcentre.co.uk)

### 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 1.6km away from a Pharmacy.

There is a car park, to the left of the practice which is pay and display, 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. The Official Complaints procedure can be located within the Waiting room or discussed with a member of staff at Reception.

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 364801
NHS Direct	111

### Surgery Opening Times:

We are open Monday to Friday 08:00 – 18:30 (18:00-18:30 is telephone access only)

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

## **Dispensary Opening Times:**

Dispensary Opens Monday to Friday 09:00–12:00 and reopens 13:30-18:00

Our Telephone number is **01406 423288**

Option 1 for Appointments (available from 8:00am)

Option 2 for General Enquires – Home Visits (available from 8:00-11:30am)

Option 3 for Dispensary (available from 09:00-12:00, 13:30-18:00)

Option 4 for Administration (available from 8:30-17:00)

## **Our Team:**

### **Practice Manager:**

Sophie Crofts

### **GP's:**

Dr S Rayner: M.B.CH B;

Dr V Mani

Dr J Gunasekara

Dr L Rayner: MB Ch.B

Languages Spoken: English

### **Practice Nurses:**

Dot

Bev

Diana

Rachel

### **Phlebotomist/HCSW**

Sam

Hannah

### **Dispensary Team:**

Nadine

Jade

Carolyn

Becca

### **Reception Team**

Becky

Becca

Louise

Maggie

### **Admin Team:**

Kim

Maria

Gemma

Helen

## **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 from your old practice 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 11:30am, the clinician may telephone you beforehand. Please note, we are not able to specify which clinician will visit.

## **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 appointments, repeat prescriptions and access to patient records online. Please see a receptionist along with some form of photographic ID (Driving Licence or Passport) who can create a user name and password for you.

## **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 your care 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 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 Registration:**

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, at reception as well as online.

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

Pre-bookable appointments are available 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. 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)**

Please let us know if you are unable to attend an appointment you have booked. Patients who regularly do not attend appointments will be sent a letter from the practice. Should further DNA's occur they may be removed from our practice list.

## **Text Messaging Service:**

We offer a text messaging service for appointment reminders and invitations to screening, please ask at reception for a form.

## **Clinics**

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

**Smear Clinics** From 8.00am, Monday to Friday

**Health Visitors:** Call - 01406 351841

**House Bound Patients:** Housebound patients can be referred to our local community nursing team if it is deemed necessary

## **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

#### **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 3 working days to be processed, not including weekends and Bank holidays.

You can order your repeat prescription:

- Online at [www.holbeachmedicalcentre.co.uk](http://www.holbeachmedicalcentre.co.uk)
- Bring in your repeat slip to our reception collection box – tick the items you wish to order.

**Please note:** We cannot accept repeat prescriptions over the phone.

Patients who live further than 1.6km from a Pharmacy can be dispensed their medication at our dispensary. If you feel you may be eligible to be a dispensing patient please speak to a member of our dispensary team who will be happy to help.

Collection of Prescriptions: Please be aware that on collection of prescriptions or dispensed medicines, you may 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 is **£9.00**

Pre-payment certificates prices are:

£29.10 for a 3 month certificate

£104.00 for a year

