

# West Common Lane Teaching Practice

## **Main Surgery**

West Common Lane Teaching Practice, Dorchester Road,  
Scunthorpe, North Lincolnshire, DN17 1YH

Telephone: (01724) 877744

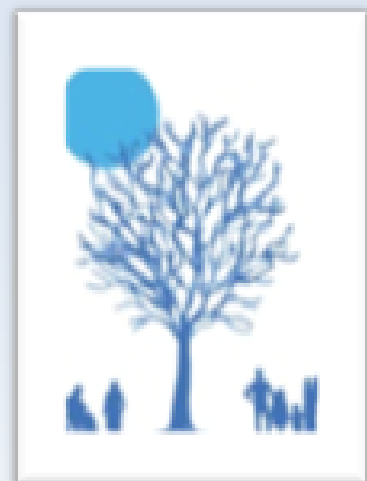
Fax: (01724) 877730

## **Branch Surgery**

West Common Lane Teaching Practice @ Ashby  
Ashby Clinic & Children's Centre, Collum Lane, Scunthorpe,  
North Lincolnshire, DN16 2SZ

Telephone: (01724) 742300

Fax: (01724) 742311



## **Welcome to our practice**

West Common Lane Teaching Practice was first opened in July 1991 by Dr Chris Hall and Dr Andy Lee, since then there have been many changes, the most notable one being in February 2015 when the surgery took over the care of Dr Balasanthiran's patients. Dr Chris Hall has since retired but Dr Andy Lee remains a partner together with Dr Francisco Terreros and Dr Kyle Hall. We currently have a list size in excess of 8000 patients and continue to grow.

### **Meet the staff**

<b>Partners</b>	Dr Andrew Lee (MB ChB), Dr Francisco Terreros (Licenciado en Medicina y Cirugia General) Dr Kyle Hall (MBBS) & Dr Laura Thomas (MBBS (2009), MRCGP (2017))
<b>Salaried GP's</b>	Dr Shanthi Baddipudi (MBBS)
<b>Advanced Nurse Practitioners</b>	Julie Hall & Joanne Ingram
<b>Practice Nurses</b>	Kelly Cooper, Linzie Barley & Lynn Burkinshaw
<b>Health Care Assistants</b>	Julie Garner & Anna Wisniewska
<b>Practice Manager</b>	Andrea Taylor
<b>Receptionists</b>	Kate Sanderson (Supervisor), Jade Smith, Billy Wright, Gemma Fisher, Rita Beedham, Sue Prosser, Ryan Bowles, Sam Robinson & Jorgia Smith (Apprentice)
<b>Administrators</b>	Maria Kirk (Supervisor), Fatima Begum, Miranda Derbyshire, Lisa Stickdale & Lesley Flynn

## **Surgery Opening Times**

### **West Common Lane Main Surgery**

**Monday – Friday:** 8.20am – 12.45pm & 1.20pm – 6pm

### **Ashby Branch Surgery**

**Monday – Thursday:** 8.20am – 12.45pm & 1.20pm – 5.45pm

**Fridays** 8.20am – 12.45pm & 1.20pm – 5.15pm

## **How To Register With The Practice**

If you wish to register with the practice you will need to complete a registration form, these can be collected from reception or downloaded from our practice website

<http://www.westcommonlane.nhs.uk/>. The forms will need to be completed fully and returned to the practice. If you are on any medication you will need to provide a summary of these from your previous practice. Please note that requests may take up to 14 days to process. During this period you remain registered with your previous practice should you need medical attention. Once your application has been approved you will be invited to attend for a 'New Patient Check' with a Health Care Assistant. This should take about 20 minutes and involves taking some general information, height, weight, smoking status etc. Remember to bring a urine sample with you too.

### **GP Appointments**

**Monday – Friday:** 8.30am – 11am & 1.30pm – 6pm

### **Nurse Practitioner Appointments**

**Monday – Friday:** 8.30am – 12.30pm & 1.30pm – 5.30pm

### **Practice Nurse Appointments**

**Monday – Friday:** 8.30am – 12.30pm & 1.30pm – 5.30pm

### **Health Care Assistant Appointments**

**Monday – Friday:** 8.30am – 12.30pm & 1.30pm – 5.30pm

The practice operates an appointment only system and has appointments available with GPs, Nurse Practitioners, Practice Nurses and Health Care Assistants throughout the day. Appointments are available within dedicated sessions which run at varying times between 8.30am and 6pm, although the practice does close for lunch at 12.45pm re-opening at 1.20pm.

Appointments are available up to 4 weeks in advance for patients to book into. Patients may request to see a doctor of their choice, however this may not always be possible if you require more immediate medical attention.

If patients are acutely unwell and there are no appointments available, the receptionist will arrange for the on-call doctor to speak to you directly within 2 hours. Please do not ask to be seen urgently unless your need is truly urgent.

### **Appointment Cancellations**

If you need to cancel your appointment, please contact the surgery **at least one hour before** your appointment time. This will mean that the appointment will not be wasted and can be used by other patients.

### **Test Results**

Please call between 2.00pm and 6.00pm (option 3) as results from the laboratories have to be checked first by the Doctors after finishing morning appointments and visits. To maintain confidentiality, results are **ONLY** given to the patient concerned.

### **Clinics**

We offer a variety of different clinics at the surgery. These include:

New Patient Health Checks	Asthma/COPD Checks
Pill Checks	Cytology
Blood Pressure Monitoring	Joint Injections
IUD Coil Fitting	Baby clinic
Post Natal Checks	Diabetes
Ear Syringing	Travel Vaccinations
NHS Health Checks	Over 75 Health Checks

## **Training**

The practice is closed every second Wednesday of the month for 'Practice Learning Time'. We close at 12.45pm and re-open the following day at 8.15am. The training afternoon provides protected time for all staff to attend courses and undertake any training requirements.

The practice also accommodates fully qualified doctors on 4 month placements, as part of their 'Foundation' training. These doctors are at the same stage in their careers as 'junior' doctors that work in the hospitals. These doctors run their own clinics with support from the GPs as required. We are also a training practice for the Hull and York Medical School and students spend time in the practice with the GPs as part of their training programme. We have dedicated teaching sessions and you may be offered an appointment in one of these, however if you prefer not to be seen in one of the sessions you may book an alternative appointment.

## **Sick Notes**

If you miss work through illness for up to 7 days, ask your employer for a form SC2. If you are self-employed obtain form SC1 from the Benefits Agency. Doctors' certificates for sickness benefit claims are only issued if we advise you to stay off work after 7 days. The regulations on certificates are intended to avoid the need to consult a doctor for short episodes of illness so we do not issue private certificates to cover periods up to 7 days. If a private certificate is needed for insurance claims for longer periods, a charge will be made.

## **NHS 111**

NHS 111 is a service to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent Care
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

## **Disabled Access**

The practice has access and facilities suitable for disabled patients.

## **North Lincolnshire Clinical Commissioning Group**

The North Lincolnshire Clinical Commissioning Group (CCG) is the NHS organisation responsible for designing, developing and buying local health services. This role was previously undertaken by NHS North Lincolnshire (PCT) with a couple of major differences. North Lincolnshire CCG is not responsible for the commissioning of primary care services such as your local GP and dentist. This is the responsibility of the National Commissioning Board. The CCG consists of GPs from 20 practices within North Lincolnshire.

They can be contacted at North Lincolnshire CCG, Health Place, Wrawby Road, Brigg, North Lincolnshire, DN20 8GS (telephone 01652 251000) and their website is

<http://www.northlincolnshireccg.nhs.uk>

## **Patient Participation Group (PPG)**

The patient participation group gives patients the opportunity to get involved in decisions about the range and quality of services provided and over time, commissioned by the practice. Generate improvement ideas for the practice and represent the views of the practice population.

The patient participation group (PPG) provides important feedback to the practice about how services can be improved and helps us to develop a good working relationship between patients and practice staff.

We anticipate that the group will meet about 4 times a year, but arrangements will also be made for members of the group who are not able to attend in person, but feel they would like to contribute.

If you are interested in joining the PPG please ask a member of reception for more information.

## **Registration Check**

If you are just joining us and are over 5 years old you will be invited to attend for a New Patient Check. This is a 20-minute appointment to take some details of your medical history and check your height, weight, blood pressure and urine. This is important because we will not have your medical records for the first few weeks and this information helps us to find out a little about you initially.

## **Home Visits**

We see you at home if we consider your medical condition requires it. Please ring before 10.00am if you think you may need a home visit because this is when we allocate time to be able to speak to you to assess the need for urgent contacts including home visits. One of the Doctors or nurse practitioners will speak to you and decide on the best course of action.

## **Accessible Information**

Accessible information standard aims to ensure disabled people have access to information they can understand and the communication support that they need. If you have specific information or communication needs please let a member of reception know



## Repeat Prescriptions

Prescriptions for medication taken regularly and approved by your doctor can be obtained without seeing the doctor in the following ways:

1. Through this website - you can access our service for ordering repeat prescriptions online. For access to this service you will need to register with reception. Please bring a form of identification for registration, preferably your driving licence or passport. You will receive a user name and password that will enable you to visit the website to order your repeat medication (the receptionist will give you details). The message facility should only be used to leave messages about repeat drugs already on your list.
2. There is the option of using the electronic prescription service, which means you can request your prescription to go from your GP surgery to your nominated pharmacy electronically. For more details on this service, ask a receptionist.
3. In person by using the right hand side of your prescription form ticking the required items and handing the request to the receptionist. If you enclose a stamped addressed envelope we will post the prescription to you.
4. Order by telephone by calling the surgery on 01724 877744 or 01724 742300 between 10.30am – 12.30pm and 1.30pm- 3.30pm when the Repeat Prescription line is open. Please allow two working days' notice for your request to be processed. There may be times when prescriptions can take up to 72 hours to process. If this is the case you will be notified by the receptionist when you order your medication.



### **Choice of GP practice**

From January 2015, all GP practices became free to register new patients outside of the practice area; however they can still be refused registration should it not be clinically appropriate or practical.

Patients outside of the boundary area will not be eligible for home visits but should you become too ill to attend the surgery, you will need to contact the NHS 111 service who will direct you to the right service for your needs.

### **Named Accountable GP**

You may be aware that from April 2015 all practices were required to provide patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them. All patients registered with West Common Lane Teaching Practice are allocated a named accountable GP.

### **Confidentiality**

The Data Protection Act (1998) determines the way in which personal data is recorded and used and also your right of access to this data. Every day, the Doctors and all other staff here deal with confidential information given either directly by patients about themselves or by others. Any information we record is stored as your health record and all staff here need to access records at times to perform their duties.

### **Removal of patients from the practice list**

Patients who do not attend for their appointments and do not notify the surgery will be sent a warning letter after the 3rd occasion. Further absences may result in removal from the practice list. Patients may also be removed if there is an irretrievable breakdown in relationship between them and the clinician.

### **Zero Tolerance and DNA's – Did Not Attend.**

You are expected to treat this surgery and staff with respect. We will not tolerate abusive behaviour towards staff members or any member of the public by another patient whilst on the surgery premises.

DNA's have an enormous impact on healthcare appointments nationally. If you do not need an appointment you have booked, please cancel as soon as possible so someone else may use the appointment.

Failure to attend appointments will result in a written reminder being sent. In extreme cases, patients may be asked to register with another GP.

Please also note, if you fail to attend your new patient check on 2 occasions, you will be removed from our practice list and asked to register elsewhere.

### **COMPLAINTS**

If you are unhappy or unsure about something we have done (or not done) for you, please tell us. Mistakes do happen and we are always looking for ways to improve. Your comments may lead to changes which help you and others in the future. Sometimes you may need an explanation or an apology. We will take your view seriously and try to help. Please ask the receptionist for more information about how to use the Practice Complaints Procedure.

## Useful contacts/Links:

NHS 111 service – 111

NHS Choices website – [www.nhs.uk](http://www.nhs.uk)

Age UK - 0800 055 6112

Alzheimer's society - 0300 222 11 22

CRUSE bereavement - [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

Diabetes UK - [www.diabetes.org.uk](http://www.diabetes.org.uk)

Emergency dental service - 01724 858969

NHS smoke free - [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

Scunthorpe General Hospital switchboard – 03033 306999

Diana Princess of Wales switchboard – 01472 874111

Hull Royal Infirmary switchboard – 01482 875875

## Practice Boundary

