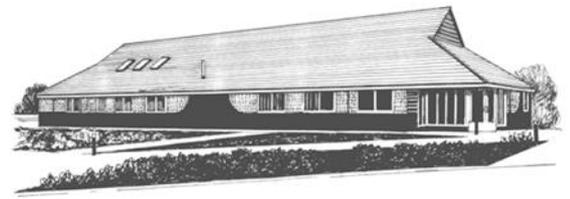


# CHURCH LANE MEDICAL CENTRE



## A Guide to Our Services



**Telephone: 01724 853838**

**Opening Hours: Monday to Thursday 7:30am – 7.00pm**

**Friday 7:30am – 6:30pm**

**Weekends: Closed**

**For Out of Hours Services Telephone: 111**

**Church Lane Medical Centre is a Non-Limited Partnership.**

**Our practice is CQC registered and RCGP Accredited**



## How to Contact Us

**Telephone: 01724 853838 (Answerphone before 8am and after 6.30pm)**

**Email: [nl.B81064@nhs.net](mailto:nl.B81064@nhs.net)**

If you need medical advice while we are closed please call 111

**In an emergency dial 999**

**For more information about our services please visit our website:  
[www.churchlanemcscunthorpe.nhs.uk](http://www.churchlanemcscunthorpe.nhs.uk)**

## Opening Times

The surgery opens between 7:30am and 7.00pm Monday to Thursday.  
7:30am – 6:30pm Friday.

We close at 1pm on the 2<sup>nd</sup> Wednesday of every month for staff training.

## Extended Access to GP Services

Patients who are registered at this practice can now book an appointment to see a range of clinicians including GPs and nurses on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday).

Appointments will take place at a range of NHS settings across North Lincolnshire. Talk to the practice receptionist to discuss an appointment.

# Our Team

**Business and Practice Manager: Faith Woodcock**

**Deputy Practice Manager: Kirstie Hornsey**

## **GP Partners**

Dr Tauqir Hussain

Dr Uchechi Obu

Dr Rubia Usman

## **Salaried GPs**

Dr Rekha Worah

Dr Henry James

## **Nursing Team**

Jacky Chaffey (Nurse Practitioner)

Lisa Drinkall (Nurse Practitioner and Care Coordinator)

Julia Steers (Nurse Practitioner)

Gail Cox (Practice Nurse)

Sally Goff (Practice Nurse/Sexual and Reproductive Health Nurse)

Nicola White (Practice Nurse)

Helen Smith (Healthcare Assistant)

Teresa Pinder (Healthcare Assistant)

## **Administrative Staff**

We have a large team of administrative staff, who will be your first point of contact with the Practice. They will manage your appointments, order your prescriptions and respond to your queries. Any information you give them is in the strictest confidence. They do a difficult job, therefore we politely ask that you are patient in your contact with them.

## Your Named GP

In line with our contractual requirements all patients, (including children) must be allocated a named, accountable GP who takes responsibility to oversee the delivery of their care.

This will not have any impact on how you access services here at the surgery. You can and should continue to see the member of staff that suits you.

Patients aged over 75 will receive a letter to advise of their named GP.

All other patients can either contact the surgery to request this information or can ask at reception the next time they attend.

If you have any queries regarding this service please contact the surgery.

## Text Message Reminders

Church Lane Medical Centre sends automatic appointment reminders to all of our patients with recorded mobile numbers in a text message. We may also text you from time to time if we are unable to get in contact with you or to inform you that you are due for a review or eligible for a vaccination.

If you **DO NOT** wish to receive text messages please inform a member of staff.

## Online Services

All patients have the opportunity to register for SystemOnline. This allows you to book and cancel appointments, order your repeat prescription, view test results and your medical record.

You will need to complete a registration form and provide identification to register for an account. You will then be provided with a unique username and password.

For more information please ask the receptionist.

# Appointments

We offer morning, afternoon and evening surgeries.

All consultations with GPs and Nurse Practitioners are of 10 minute duration. If you wish to discuss more than one issue please book a double appointment

Patients have a right to express a preference of clinician. Where possible we will accommodate this request.

**Please note that we are not licensed to treat dental problems (including providing antibiotics for dental problems). Patients without a dentist or who require emergency dental treatment should call NHS 111.**

## **Advance Booking Appointments**

Each member of staff has a limited number of appointments available that can be booked in advance both over the phone and in person.

We are also now able to offer a number of appointments for each staff member that can be booked online. You must be registered for online services to access these.

**Please note we do not offer appointments in advance for Monday mornings. This is to ensure maximum availability for patients needing to be seen after a weekend.**

## **On The Day Appointments**

Each morning a number of appointments will be available with all of our clinical staff. These can be booked over the phone or in person.

## **Extended Hours**

For those who are unable to attend during normal surgery times appointments are available most mornings from 07:30am and until 7:00 Monday - Thursday. Please enquire for details.

## **Telephone Appointments**

These appointments are available with our GPs and Nursing staff throughout the day should you feel the matter can be dealt with over the phone.

# Clinics and Services We Offer

- General Medical Clinics
- Respiratory Clinics
- Diabetes Clinics
- Baby 6-8 week check ups
- Childhood immunisations
- Contraceptive and Family Planning Advice
- NHS 40-74years Health Checks
- Over 75's Health Checks
- Travel Advice and Vaccinations
- Phlebotomy
- Cervical Screening (Smears)
- Nexplanon Implants

*This list is not exhaustive; please contact the surgery if you have any queries*

## Repeat Prescriptions

Repeat prescriptions can be ordered by:

- Telephoning the surgery between 8.30am and 12noon and choosing prescriptions at the switchboard
- Posting your tick sheet with your requested items into the prescription box at the surgery
- Via online services

From time to time we may need to see you to review your repeat medications.

If you would like a chemist to organise your repeat prescriptions please contact them directly.

## Home Visits

We ask our patients to attend the Practice for their appointments wherever possible. Where a patient's condition does not allow this, we will make arrangements for them to be seen at home.

Please telephone the surgery **before 11am** to request a home visit.

The receptionist will need to take some details from you to pass to the doctor. This is to establish how quickly you need to be seen and who can attend.

## Test Results

Results from tests and investigation take about a week to be sent to us. If your test results are normal we won't routinely contact you. However you can phone the surgery to request test results after 2pm.

We can only give test results directly to the patient.

## Specialist and Hospital Care

If we believe you need hospital treatment or to see a specialist elsewhere we will tell you. You can choose which hospital you would like to be seen in.

The doctor/nurse will inform you where they are referring you to. We will arrange an appointment when possible or provide you with details of how to do this yourself.

## 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 care. Information about you and your health is only available to those involved with your care. You should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your medical records please register for an online services account or complete our 'Access to Medical Records' form. Ask the reception team for more information.

## Patients with Additional Needs

Our surgery is accessible to patients using wheelchairs. We also have additional wider and closer parking spaces available for disabled patients.

For patients with hearing impairment we have a loop system available.

For patients whose first language isn't English we are able to provide a number of leaflets in alternative languages and a translation service if required. Please let us know if you need this service when you book an appointment.

# Compliments, Suggestions and Complaints

Church Lane Medical Centre aims to provide an effective and professional service to all patients and visitors at all times. If you feel we have done this well or if improvements could be made, please tell us about it.

We aim to resolve all issues at the time they arise. If you feel this is not the case and wish to make a **formal complaint**, please speak to a member of staff who will advise you of our complaints procedure.

## How You Can Help US

- Please arrive **on time** for appointments
- Please inform us if you wish to change or cancel an appointment
- Please inform us of changes to your address and contact details as soon as possible

We aim to treat our patients and visitors courteously at all times and with respect. We expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour. Patients behaving in a threatening, abusive or violent manner will receive a formal warning and in extreme cases may be immediately removed from our Practice register. **Please be respectful to our staff.**

## **Non-NHS Services**

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)  
Power of Attorney  
Insurance claim forms  
Private Letters

Patients requesting a letter or report will need to complete a request form and provide two forms of identification. Pre-payment will also be required.

## **Subject Access Requests (SARs)**

A request by a patient, or a request by a third party who has been authorised by the patient, for access to copies of medical records is called a Subject Access Request (SAR).

If you want to see all/part of your health records, please contact the Practice and we will provide you with our request form. You don't have to give a reason for wanting to see your records and there is no charge for this service. You will however be required to produce proof of identity when you request access.

The Practice has up to 30 days to respond to your request. If additional information is needed before copies can be supplied, the 30-day time limit will begin as soon as the additional information has been received.

When submitting a request, you should specify if you want all or just part of your record (if just part of the record is required please be specific re date range)

Please note we never send original medical records because of the potential detriment to patient care should these be lost



# Data Protection Notice

This practice complies with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

We use your information to provide you with Health Care Services and share your information with other organisations involved in your care.

The practice does this under Article 6(1) and Article 9(2)(h) or the GDPR.

For further information ask to see a copy of our Privacy Notice (also available on our website) or a copy of the leaflet 'How We Use Your Information'

You are entitled to see what information we hold about you on request.