

Welcome to
Vale Medical Group
Woolsthorpe Surgery



Woolsthorpe by Belvoir, Grantham. NG32 1LX
Telephone: 01476 870166 Fax: 01476 870560

www.valemedicalgroup.co.uk

Dr. Simon Wooding

BM, BS, DCH, MRCGP Nottingham 1987

Dr. Philip Rathbone

MB, ChB, MRCGP, DFFP Sheffield 1991

Dr. Bettina Dorling

MB, BS, DRCOG London 1984

Dr. Kate Rice

MBChB, MSc, MRCP, MRCGP Edinburgh 1997

Dr. Cathi Griffiths

BA, BM, BCh Oxon 1987

Dr. Igone Pena

LMS, DRCOG, DFFP, Diploma Palliative Medicine

Dr. Andrew Wyatt

MB, ChB, MRCGP, DipIMC, RCSEd

In July 2013, Woolsthorpe Surgery joined Long Clawson Medical Practice. In April 2015, Stackyard Surgery was acquired and the practices became known collectively as Vale Medical Group.

This leaflet provides information
about how the Woolsthorpe Surgery works;
please keep it for reference

Useful Telephone Numbers

Healthwatch Lincolnshire 01522 705190

Hospitals

Grantham and District Hospital (A&E) 01476 565232

Lincoln Hospital 01522 573452

Leicester Royal Infirmary (A&E) 0300 303 1573

Leicester General Hospital 0300 303 1573

Queens Medical Centre, Nottingham (A&E) 0115 924 9924

Nottingham City Hospital 0115 969 1169

Community Hospitals

Melton Hospital, Thorpe Road, Melton Mowbray 01664 854800

Out of Hours – Lincolnshire 111

Open 6.30pm to 8.00am Monday to Friday,
and all day Saturdays, Sundays and Bank Holidays

NHS Walk-In Centres

62 Monks Road, Lincoln. LN2 5HN

No appointment necessary for treatment
of minor injuries and illnesses, health advice and information.

The Centre is open from 8am - 8pm, Monday - Sunday.

Social Services and Voluntary Services

Lincolnshire Social Services 01522 516317

Mental Health Support and Advice Line 0800 027 2127

Resolution (The Stop Smoking Service) 0800 840 1533

Sexual Health Line – FPA (24 hour) 0800 567 1233

Lead Practice Staff

Susan Timberlake Group Practice Manager
Rachael Ashworth Deputy Practice Manager
Wendy Patrick Nurse Manager

PA to Drs

Joy Drs Wooding, Rice and Clark 01476 871804
Gina Drs Dorling and Griffiths 01476 871807
Elisabeth Drs Rathbone, Pena and Wyatt 01476 871803

| Surgery Opening Times | | |
|------------------------------|------------------|---|
| | Morning | Afternoon |
| Monday | 9.00am - 11:00am | 3.00pm - 5.00pm |
| Tuesday | 9.00am - 11:00am | Contact Reception <small>Appointments at Stackyard Surgery</small> |
| Wednesday | 9.00am - 11:00am | Closed |
| Thursday | 9.00am - 11:00am | Contact Reception <small>Appointments at Stackyard Surgery</small> |
| Friday | 9.00am - 11:00am | 3.00pm - 5.00pm |

Appointments

GP appointments are available each morning and most afternoons. Our Practice Nursing Team has much experience working within Primary Care and they provide a wide range of services.

All emergencies will be seen at an allocated time in the morning.

Therefore if you feel you require a same day appointment, it is necessary to contact the surgery by 10:00am.

If you are unable to keep your appointment, or wish to cancel, we would appreciate notification as soon as possible. We may then be able to re-allocate this slot. Failed appointments waste time and create delays.

We offer Saturday morning appointments, which are held at one of our surgery sites. Please contact Reception for details and to make an appointment.

Surgery & Dispensary Opening Times

| | Morning | Afternoon |
|------------------|-----------------|-----------------|
| Monday | 8.30am - 1.30pm | 2.00pm - 5.30pm |
| Tuesday | 8.30am - 1.30pm | 2.00pm - 5.30pm |
| Wednesday | 8.30am - 1.30pm | Closed |
| Thursday | 8.30am - 1.30pm | 2.00pm - 5.30pm |
| Friday | 8.30am - 1.30pm | 2.00pm - 5.30pm |

Clinics

The Practice runs a wide range of clinics at the surgery to deal with particular medical problems which need regular reviews.

- Heart Disease
- Hypertension (high blood pressure)
- Asthma and chronic lung disease
- Diabetes
- Women's Health, including smear tests and HRT
- Family Planning –
Contraception, IUS/IUD Insertion, Implant insertion
- NHS Health Checks
- Antenatal and Postnatal care
- Child Health - Immunisations
- Warfarin monitoring
- Travel
- Minor Surgery
- Ear Irrigation

Lifestyle advice, including:

- Stopping smoking
- Dietary Advice

For further details, or to make an appointment, contact Reception.

Special clinics are held occasionally e.g. influenza immunisations, diabetic eye screening - we will notify you when these are being held.



Vale Medical Group Patient Participation Group (VMG PPG)

In January 2016, Vale Medical Group established a Patient Participation Group, comprising of PPG members who are registered patients at Long Clawson Medical Practice, Stackyard Surgery or Woolsthorpe Surgery.

The purpose of the VMG PPG is to advise the Practice on patients' views regarding the development of Vale Medical Group and also when reviewing and expanding services.

All three surgeries are always looking to meet with patients who may be interested in joining the PPG.

If you are interested, please either contact the Practice Manager or email ppglcmp@gp-c82016.nhs.uk

Complaints and Suggestions

If you have any comments, complaints or suggestions about the services we provide, please feel free to discuss them with your doctor or any member of staff. There is also a Suggestion Box in the waiting room. We operate a Practice complaints procedure as part of the NHS system to deal with any complaint or concern you may have about the service you have received from a Doctor or any of the staff employed by the surgery.

*Reception can provide a leaflet explaining how this works
(or ask any member of staff).*

If your complaint cannot be satisfactorily resolved using this procedure you can contact **NHS England** on:

Telephone: 0300 311 2233
(Monday to Friday 8am - 6pm, excluding English Bank Holidays)

Address: PO Box 16738, Redditch, B97 9PT

To investigate it further, and if you remain dissatisfied with the outcome, you can ask the Healthcare Commission to review the case.

POhWER – NHS Advocacy Service is a service that supports patients who wish to make a complaint about their NHS care or treatment.

Telephone: 0300 200 0084

Email: pohwer@pohwer.net

Address: POhWER, PO Box 14043, Birmingham. B6 9BL

Website: www.pohwer.net

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Practice Area

We are happy to register patients in the following areas:

Barkestone-le-Vale, Barrowby, Belvoir, Bottesford, Branston, Croxton-Kerrial, Denton, Eaton, Great Ponton, Harlaxton, Harston, Knipton, Muston, Redmile, Sedgebrook, Stroxton, West Grantham, Woolsthorpe Wyville.

Please ask at Reception if you are unsure if your address qualifies or visit our website: www.valemedicalgroup.co.uk and enter your postcode in the Registration page.

Telephone Advice / Medication Reviews

The Doctors and Nurses are available to take telephone calls after morning surgery 12 noon - 1.00pm. However, this depends on how busy morning surgery has been and the Doctors may not be available to take calls until after 12.30pm.

This can be to give advice, discuss test results, to follow up certain problems or to do a simple medication review. A telephone call may save you a visit to the surgery!

Medication Reviews

Medication reviews for patients on repeat prescriptions can be completed by telephoning the surgery and speaking to a Doctor between 12 noon - 1.00pm Monday to Friday

Routine Blood Pressure Measurements and Blood Tests

Routine blood pressure and blood tests can be done by the Health Care Assistant or Phlebotomist, please telephone for an appointment.

Home Visits

Please request these before 10.30am, giving the Receptionist some idea of the type of problem and the urgency. The Doctors will visit patients who are too ill to leave home but generally it is better, where possible, to be seen at the surgery, where our facilities are available for examination and investigations.

If you are feeling very unwell or think your child may have an infectious disease e.g. chickenpox, please tell the Receptionists when you arrive, so that they can arrange for you to be seen in an appropriate way.

Emergencies

For emergencies arising when the surgery is closed, please telephone the main surgery number **01476 870166** and the answer phone message will give instructions on who to contact.

We encourage patients to use the Out of Hours service (telephone 111) for situations which cannot wait until routine surgery hours. For emergencies such as chest pain, difficulty breathing or unconsciousness, you should dial **999**.

Accidents and Minor Injuries

The surgery is not contracted to provide minor injury services.

For accidents and injuries less than 48 hours old you should attend a hospital A&E department.

Grantham Hospital is the nearest facility. Queen's Medical Centre has a 24 hour specialist children's A&E. Both Queen's Medical Centre and Leicester Royal Infirmary offer 24 hour eye casualties.

Disabled Patients

There is car parking adjacent to the surgery and the building has full access and facilities for wheelchair users. A wheelchair is also available to use if you have problems walking from the car park to the building.

The Practice also welcomes patients who use assistance dogs.

Freedom of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the Practice intends to routinely make available.

This scheme is available from the Practice Manager.

Carers

We are committed to addressing the specific needs of carers who have to provide long term care for anyone who is chronically ill or disabled.

We can offer help and support and put you in contact with other agencies which can assist you. Please ask for further information.

Confidentiality and Medical Information

The Practice respects your right to privacy and keeps all your health information confidential and secure.

It is important that the NHS keeps 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 and 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 our records, please call our Practice Manager on 01476 870900.

Written consent is usually required for medical reports to insurance companies or for legal reports.

Anonymised clinical data may sometimes be used for audit within the Practice (to improve our standards of care) and it may sometimes be requested by the Primary Care Trust to monitor the performance of the Practice.

This clinical data will not be in a form that can identify any individual patient.

On-line Services

On-line services are now available for repeat prescriptions and appointments. You can also apply for access to your detailed coded medical record. To register for these services please enquire at Reception or visit the website.