



## PRACTICE LEAFLET

Opening Times 08.00 – 12.30 & 1.30 to 6.30

**DR U KHAN MBBS, MRCP, DRCOG, DFFP**

80 High Street, Barton-upon-Humber, North Lincolnshire, DN18 5PU  
Tel: (01652) 660041 Fax: (01652) 636005

## WELCOME

West Town Surgery serves the whole of Barton-upon-Humber as well as the surrounding villages of Barrow-upon-Humber, Barrow Haven, South Ferriby and Burnham.

Our team includes one female GP, a Practice Nurse and a Practice Manager as well as our Reception Staff.

We offer a full general practice service and run specialist clinics for women, diabetes and asthma sufferers, patients with chronic lung disease, patients with coronary heart disease and patients needing minor surgery. We also offer contraceptive services, including coil fitting for both our own patients and patients of other surgeries.

This booklet is for existing patients, new patients and those considering registering with our surgery. It tells you about our services, how to access them and some general information about how our practice operates.

## OUR PRACTICE AREA



Why not visit our website at [www.westtownsurgery.nhs.uk](http://www.westtownsurgery.nhs.uk)

You can book an appointment and order your prescription on-line and view all the latest information from the Surgery. Please ask at Reception if you would like to receive Online Services. You will need a form of ID to process this request

## HOW TO REGISTER WITH THIS PRACTICE

You can register with the Practice if you live within our Practice area. You will need to apply in person. Please bring with you your signed NHS Medical card if you have one as it would help us if you knew your NHS number. Please also bring with you a means of identification such as a driving licence or utility bill. You can also download a copy of this form from the Practice Website. You will then be asked to make an appointment with the Practice Nurse for a general health check.

## **PRACTICE TEAM**

**Dr U Khan – MBBS 1996 – University of Pashawar, Pakistan. MRCP, DRCOG, DFFP**

### **PRACTICE MANAGER – Nicola Rock**

Responsible for the overall running of the Practice and can help you with any general enquiries or any administrative problems you may have, including patient complaints.

### **PRACTICE NURSE – Caroline Fox RGN**

Hypertension (High Blood Pressure) management, Diabetes Management, Lifestyle advice including smoking cessation, Cervical cytology (smears), advice on Breast examination, Contraception advice. Minor injuries, blood tests, immunisations and vaccinations, suture removal, travel advice and travel vaccinations, dressings.

### **RECEPTIONIST/SECRETARIES – Heather Pickett and Elizabeth Pinney**

Responsible for the smooth running of the Reception, including the appointment system, the front desk, registrations, telephone answering and repeat prescriptions and they will be pleased to help with any queries you may have with regard to these areas.

### **Lead Receptionist – Lisa Yard**

### **Administrator – Rosemary Hemstock**

## **ATTACHED TO THE SURGERY:**

**District Nursing Team** – The District Nurses work closely with your GP and other agencies, to deliver evidence based care to patients in the community. They are responsible for giving nursing care, support and advice to those people suffering acute, long term and terminal illnesses, both in their own homes and within residential care. They can be contacted on (01724) 296156.

**Health Visitors** – The Health Visitor will be able to advise and help with the general welfare of the community, especially for the very young, the elderly, mothers and the disabled. They are based at Central Surgery, Barton and you can contact them on (01652) 632891.

**A-Team Midwives** – The midwives provide care for expectant mothers and after childbirth. They are based at The Children's Centre at Castledyke School and can be contacted on (01652) 660052.

## **STAFF TRAINING**

In line with other practices in the Scunthorpe area, this Surgery will close every second Wednesday afternoon of each month for Staff Training. These dates are available at reception. Emergency calls during this time will be taken by the Scunthorpe GP Emergency Centre.

## **APPOINTMENTS**

Please call (01652) 660041 to book an appointment. We run a system where a number of daily appointments can be booked in advance and the rest can only be booked on the day. All urgent cases will be seen on the day. If your condition is non-urgent you can expect to see a GP within two working days. We offer our patients the right to express a preference of Doctor and we will endeavour to offer you the next available appointment with your preferred GP. The Nurse based at the surgery can give advice of a wide range of common conditions but will direct you to see the GP if necessary. You can expect to see a nurse within one working day.

For immediately urgently problems, please explain the situation to the Receptionist and she will try her best to get the help you need.

Please remember that each appointment is for one patient only. It would be helpful if you would be punctual or cancel any appointments you no longer require. Please note that children under 14 years of age must be accompanied by an adult.

## **HOME VISITS**

The Doctor will visit patients at home if they are elderly or medically unfit to attend the surgery. Transport problems are not a reason for a visit request. Home visits take much more time and do not always provide ideal conditions for necessary examinations, so you will be asked to attend the surgery whenever possible. If a home visit is required (except in emergencies) please telephone the surgery before 10.00am. Please give the Receptionist as much information as possible. This will help the Doctor to decide priorities.

## **PRESCRIPTIONS**

West Town Surgery has an on-site dispensary which is open during Surgery hours (08.00am to 6.30pm). NHS regulations only allow us to dispense for people living in approved areas a mile or more away from your local chemist.

## **REPEAT PRESCRIPTIONS**

If you take medication on a long term basis you can ask for a repeat prescription by either calling the surgery on (01652) 660041, returning the computer counterfoil to the surgery or on our website at [www.westtownsurgery.nhs.uk](http://www.westtownsurgery.nhs.uk) using SystmOnline. If you are ordering your prescription over the telephone please call after 10.00am and specify the items you require. Your prescription will be ready for collection within 72 hours (excluding weekends and Bank Holidays).

If you have asked for your prescription to be collected by the chemists it will not be available for collection from the surgery. Please allow time from ordering your prescription to be signed by the Doctor and collected by the chemist.

If you are on long term medication you will be asked to see the Doctor for a review on a regular basis.

## **OUT OF HOURS ARRANGEMENTS**

**If you need to see a Doctor out of hours, please telephone the Surgery number (01652) 660041 and you will be given information on how to contact a Doctor.**

All out of hours calls are taken by the Scunthorpe GP Emergency Centre/NHS Direct, who will give you advice over the telephone or arrange for you to see the duty doctor if necessary.

## **CLINICS**

We run a range of clinics. For an appointment of further details call the surgery on (01652) 660041.

### **Health Screening**

**On request – please ask at Reception – conducted by the Practice Nurse.**

**For Men:** including weight check, advice regarding diet and drinking habits, smoking cessation, blood pressure checks, urine tests.

**For Women:** All the above plus advice on breast examination and contraceptive advice

## **Specialist Clinics – Conducted by the Practice Nurse**

Diabetes

Coronary Heart Disease

Hypertension

Asthma

COPD

All 'at risk' groups will be sent regular appointments or these can be made at Reception.

## **Counselling Service**

We have counsellors who visit the surgery every two weeks. Patients must be referred by the Doctor first.

## **Minor Surgery**

A number of minor surgery procedures can be carried out here at the Surgery. Please discuss this with the Doctor who will then arrange for you to be given an appointment for this to be done.

## **Minor Injuries**

The Doctor or Nurse is available during opening hours for the treatment of minor injuries.

**Antenatal Clinics** are run by the A-team midwives at the Children's Centre, Castledyke School.

**Baby Clinics** are run by the Health Visitors at the Children's Centre, Castledyke School.

## **TELEPHONE CONSULTATIONS**

If you would like to speak to your Doctor or Nurse over the telephone please call the Surgery and a convenient time will be arranged.

**No call will be put through during surgery times unless there is an extreme emergency.**

## **NHS 111**

The practice is a member of Scunthorpe Area GP Emergency Centre (SAGPEC).

The old out of hours and NHS Direct numbers are no longer in use and for any out of hours emergencies you must now phone the NHS 111 service. This is a new telephone service for people in Yorkshire and the Humber to call if they need medical help fast, but are not in a life-threatening situation.

In an emergency, call 999 – chest pain and/or shortness of breath constitutes an emergency.

For more information on 111 visit [www.nhs.uk/111](http://www.nhs.uk/111)

## **Access For disabled Patients**

The Surgery premises can be entered via the wheel chair ramp at the main door. There are toilets off the corridor between the Reception and consulting rooms. You may park in the surgery courtyard when attending for an appointment or picking up a prescription. All patient consulting rooms are on ground floor level.

## **Complaints**

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Please ask to speak to our Practice Manager or our Reception Staff who will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints manager at North Lincolnshire Primary Care Trust, Health Place, Wrawby Road, Brigg North Lincolnshire DN20 8GS.

## **Personal Medical Services (PMS)**

This Practice PMS Contract is with North Lincolnshire Clinical Commissioning Group. The PMS Contract is designed to help General Practitioners focus more clearly on the provision of good quality care rather than bureaucratic procedures.

The **North Lincolnshire Clinical Commissioning Group** are responsible for ensuring you get all the services you need. If you need a service that is not provided by this Surgery please contact them at:

**North Lincolnshire CCG, Health Place, Wrawby Road, Brigg. DN20 8GS**

**Tel: (01652) 251000 [www.northlincolnshire.nhs.uk](http://www.northlincolnshire.nhs.uk)**

## **PATIENT CONFIDENTIALITY**

We respect your right to privacy and keep 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 your records, please speak to our Practice Manager.

## **EXPECTED BEHAVIOUR POLICY**

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 any of 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.

## **ARE YOU A CARER**

Carers look after family; partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. Do you care? If so, there is help. Please contact:

**The Carer's Support Centre, 11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU**

**Tel: (01652) 650585**

**Fax: (01652) 653637**

**Email: [carerssupport@btconnect.com](mailto:carerssupport@btconnect.com)**

## **FREEDOM OF INFORMATION – PUBLICATION SCHEME**

Available on-line at [www.nhs.net](http://www.nhs.net) – follow the links to Freedom of Information then to Independent Contractors. Also available in hard copy - please ask for details at Reception