

PARTNERS:
Dr. John Parkin
Dr. Mekala Mahalingam

Welcome to
The Branston & Heighington
Family Practice

Patient Information

Appointments & Information 01522 793081
For Health Advice or when the
Surgery is closed Dial 111
Available 24 Hours every day

In the event of a Life Threatening Emergency Telephone 999

This booklet is to inform you of what services we provide and how to access them.

This surgery is dedicated to providing the best quality service it can with the resources available to it.

For the latest information please look at our website;
www.branstonsurgery.co.uk

Branston & Heighington Family Practice

Dr John L. Parkin MB Bch works Monday, Tuesday, Thursday & Friday, specialist interest in ENT

Dr Mekala Mahalingam MB Ch.B MRCPG DFFP works Monday, Tuesday & Wednesday,
specialist interest in Family Planning

Dr Antonia Cannell works Monday & Thursday.

“The Partners of the Practice are Dr John Parkin – Senior Partner & Dr Mekala Mahalingam – Partner. They are Independent GP contractors with a contract to provide Primary Care Services with NHS England”

“The Practice is not a Training Practice”

Surgery Details

Station Road, Branston, Lincoln. LN4 1LH

Tel: 01522 793081

Fax: 01522 793562

Email: branstonsurgery@btconnect.com

*Not to be used for appointment or repeat
prescription requests*

Website

The practice has a website which can be found at: **www.branstonsurgery.co.uk**
This will give up-to-date information and services provided by the practice.

Geographical Practice Boundary:

Mainly Covering :- Branston – Heighington – Washingborough – Potterhanworth –
Nocton – The Booths

Practice Staff

Practice Manager – Mr Ian Green

Plus a team of Receptionists, Dispensers, Secreterial and Admin. Support Staff.

Practice Nurses

Barbara Moment has a special interest in Diabetes, and runs a Diabetic clinic. Barbara is also the Family Planning Nurse.

Kate Hocknull - Practice Nurse specialising in the treatment of Asthma

Angela Gray - Lead Practice Nurse, specialist interest in Dressing and also has a specialist interest in the treatment of COPD

Kiara English - Advanced Nurse Practitioner, She will see patients with a minor illness or injury. She can prescribe as part of her duties.

Phlebotomist

Helen Smith & Zuleika Vince are our Phlebotomists

There are Blood Clinics Tuesday to Friday Mornings. They are appointment only clinics.

Midwife

Can be contacted via the midwives office at Lincoln County Hospital,

Tel: 01522 573772 (answer machine if out).

In an emergency contact the Assessment Unit on 01522 573138.

Health Visitor

To get in contact with your Health Visitor please ring 01522 308800.

District Nurses

There is a team of District Nurses which are employed by the Lincs
Comm Health Services who deal with the District Nursing requirements
for the surgery.

Please contact 01522 685786 if you wish to speak to them.



Surgery Opening hours Branston

Monday – Friday 8.00am – 1pm and 2pm – 6.30pm.

Emergency medical cover is provided by the Local Healthcare Trust.

FOR EMERGENCY CALLS AFTER 6.30 OR AT WEEKENDS/BANK HOLIDAYS

TELEPHONE 111 this will put you through to the out of hours service.

Dispensary Opening Hours -

Monday to Friday 8.30am to 1pm and 2pm to 6pm.

When the Dispensary is closed please contact 111 for any medication enquiries.

Branston Surgery Consultation Times

Monday	08:30	–	12.00	&	3 – 6pm
Tuesday	08:30	–	12.00	&	3 – 6pm
Wednesday	08:30	–	12.00	&	3 – 6pm
Thursday	08:30	–	12.00	&	3 – 6pm
Friday	08:30	–	12.00	&	3 – 6pm

The Surgery is CLOSED between 1pm – 2pm

Patients with particular needs

Branston Surgery is accessible to patients using a wheelchair and has disabled toilet facilities.

This Practice has a Wheelchair for use by Patients within the surgery. Please ask at Reception if you require it.

The practice does possess a portable hearing loop system, please ask when booking your appointment that you may require this service.

The Practice can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Branston Surgery has baby changing facilities.



Online Access

The surgery provides an Online Access to the clinical system which will help you to order your repeat scripts online, book GP appointments online and to have some access to your medical records online. If you wish to have further details on how to apply for this service please contact the surgery.

Appointments

Tel: 01522 793081

At the beginning of each working week GP appointments are made available to pre-book for the following two week period for those GP's who are available in that period. These are a limited amount and can go very quickly and once they are gone we cannot create more.

If you have an urgent need to see a GP you can contact the surgery at 8.00am on the day you need to be seen and will be offered the first available appointment for that day with the duty GP.

Nurse and Blood clinics appointments are all prebookables up to 6 weeks in advance.

To help save time in the consultation please ensure if you wish an examination you wear clothing that can be easily removed.

Time is extremely limited and as such we request that you present one problem per consultation however if you wish to present more than one problem please ask for a double appointment.

Emergency Appointments

If there are no appointments left on the day you phone and you think you need urgent medical attention you may be offered an emergency appointment.

The GP will then triage these requests and either ring you to discuss your issue or request that you come into the surgery and be given an appointment

These appointments are for conditions which if not treated today could develop into a life threatening condition. Conditions such as sore throats, coughs, diarrhoea do not warrant emergency appointments.

Home Visits

If for medical reasons you are unable to get to the surgery a home visit can be arranged at the doctors discretion. **Requests should be received before 11am.** We would like children to be brought to the surgery. It is not possible to specify which Doctor will visit.

Communications

We aim to answer your calls as quickly as possible. If it is not possible for you to speak immediately to the Doctor, your query will be passed on and you may be asked to call back for the reply. **A Doctor or Nurse is usually available between Surgeries to answer telephone queries directly.**

Repeat Prescriptions

Dispensing patients may obtain prescriptions at the **Branston** surgery. Patients for whom we do not dispense may have their prescriptions sent to the local chemists at Branston or Washingborough on request.

Please allow three working days before collection.

Please do not ring the surgery as under Information Governance guidance we cannot take script requests over the phone.

Obtaining Repeat Prescriptions

They can be requested by placing the list of items in the box, in the surgery, with those required ticked.

Please allow three working days before collection.

You can now order online on the Surgery website: www.branstonsurgery.co.uk

In order for you to have this service you will need to come to the surgery to fill in an application form. We will need to see some ID



preferably photo ID before we can process your application.

Dispensing services

If you reside more than a mile away from a local pharmacy then you will be entitled to collect any of your medication from our Dispensary at the surgery. Upon registering with the practice you will be informed if you qualify for this service.

New Patient Registration

New patients need to come to the Surgery to pick up forms to apply to join the Practice List.

We normally accept all patients moving into the immediate area. Please allow a week for this process to be completed before telephoning to see if you have been accepted

Complaints, Comments AND Suggestions

This Practice has formal complaints procedure in place. Complaints should be addressed to The Practice Manager. We also welcome comments and suggestions on the service we provide.

Privacy

If you wish to speak privately to a member of staff or a Doctor please say so and we will endeavour to arrange this.

Change of Address and or Home/Mobile telephone number

It is essential to notify the practice as soon as possible of any change of address or telephone number.

Cervical Smears

NHS England calls all eligible patients every 3 – 4 years to undertake a smear at the practice. When you receive an invite please ring the surgery to book an appointment.

Other Clinics

We run Diabetic, Asthma, Coronary Heart Disease, Cryotherapy & Hypertension clinics and patients with these conditions are advised to book in on a regular basis with the practice nurse. We also offer the NHS Health Check to those eligible.

Other services offered at the practice include Physiotherapy, ECG, 24hrs BP monitoring service

Results & Referrals

IT IS IMPORTANT THAT YOU THE PATIENT SHOULD CONTACT THE SURGERY FOR YOUR RESULTS. PLEASE LEAVE IT 7 DAYS FOR BLOOD RESULTS AND 14 DAYS FOR X-RAYS.

If you require the results of any tests you have had then please leave it at least 7 days after the test before contacting the surgery. Cervical Smear results take on average two weeks for the results to be received by the surgery.

Please contact the surgery after I am to enquire about results.

If a GP has referred you to a specialist then please wait for 10 weeks before contacting the surgery if you have not heard anything regarding your referral.

Named GP

All patients registered at the Practice will have a named GP who have the responsibility for your care at the surgery. However it does not mean you can only see them, you can see any GP at the Practice. Your Named GP will be either Dr Parkin or Dr Mahalingam. If you wish to know who your named GP is please contact the surgery.

Minor Surgery

This is done by arrangement with the Doctor concerned.



Antenatal Care

We offer full Pregnancy and Antenatal care in conjunction with the Midwife and Hospital. A clinic is held on Thursday 1.30 to 5.00pm with appointments booked through reception. If you have a positive pregnancy test please book an appointment with the midwife via reception as soon as possible emphasizing it is a first appointment.

Family Planning

Advice on all forms of contraception and necessary follow-up

Child Immunisation

All Child Immunisations are undertaken at the practice.

Please check our website for the latest information on child immunisations under the Family Health section.

Travel Vaccination

If you are travelling abroad and require vaccinations you will need to fill in a travel vacc form available from the Reception prior to booking in with the Practice Nurse.

Hepatitis B Vaccination - Work related

If you have been asked by your employer to obtain the above vaccination from this Practice then please ask to see the Practice Manager as we would need to seek written approval from your Employer that they will pay for the vaccination programme and that they have assessed your workplace in the correct manner as per Health & Safety regulations.

Private Fees

For items of service not covered by the NHS there will be a charge, in line with British Medical Association recommended rates. The Practice does undertake medicals, for example: HGV Driving Medicals, however there will be a charge applicable and appointment times are strictly limited.

Insurance Forms

The GP's are constantly being asked to fill in Health Insurance claim forms and various other health related forms. These cannot be done during consultation and have to be done after essential routine work is finished. Please allow two weeks for completion. As these forms are outside the NHS scope we have to charge for this service. Please note the GP's will not sign Passport or ID forms.

Freedom of Information Act 2000

This practice is registered under this act and has an approved publication scheme, a copy of which can be obtained from the Practice Manager.

Training

As part of a countywide initiative this practice will close in the afternoon on every 3rd Tuesday of the month for training.

The surgery is constantly improving the services it offers so please contact us if you wish to enquire about any new services we may be offering.



Patient confidentiality

We as a practice respect your right to privacy and keep all your health information confidential and secure. It is important that the Surgery 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. Personal medical information will not be divulged to any person not involved in your care.

We will only release information to a third party after we have received written authority from the patient concerned.

Access to Medical Records

Patients have the right to see the information that is kept in their medical record. If you wish to view your records then please submit a written request to the Practice Manager. You will then be contacted to arrange an appointment for you to view your records in the presence of the Practice Manager. There is a charge for access to your medical records which is between £10 to £50 as per the Access to Medical Records Act guidelines”

Carers

If you spend time looking after a relative or friend at home, then Lincolnshire Carers Partnership may be able to help you. The person you care for may be elderly, adult or child with an illness, physical or learning disability or mental illness.

Lincolnshire Carers Partnership can be contacted on **01522 554 214**. Email: carerspartnership@lincolnshire.gov.uk. Web: www.lincolnshirecarers.co.uk.

Wellbeing Service are an organisation who may help as well. They can be contacted on **01522 782140**.

BRANSTON & HEIGHINGTON SURGERY

The Doctors and Staff will always do their best to provide the best care for all their patients, however please help us by following these simple guidelines:

- **Please ensure you attend for your appointment at the Practice that you have made or have been made for you**
- **Please treat your doctor and their staff as you would expect to be treated by them – with politeness and respect.**
- **Please do not verbally abuse the reception staff - they are there to help you.**
- **Please cancel appointments that you cannot attend or no longer need – somebody else is always waiting.**
- **Please think twice before calling a doctor to your home – is a visit really necessary?**
- **Please do not expect a prescription every time you visit the surgery - good advice is often the best treatment.**
- **Please remember that you can find basic health information elsewhere – for example your local pharmacist**
- **Please request your repeat prescriptions in good time, at least 3 working days before you need the prescription.**
- **If you do have a complaint, please ask for the practice manager.**

Thank you for your help

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