

Lincolnshire Primary Care Trust

Hereward Medical Centre
Exeter Street, Bourne PE10 9XR

A Guide to our Services

Surgery number: (01778) 393399
Select 1 for Appointments
2 for Enquiries & Visits
3 Health Visitor & Physio

Repeat Prescription Service 0300 500 0510

Available: Mondays 8am to 6pm
Mondays 6.30pm to 8pm by appointment
Tuesday to Friday 8am - 6.30pm
Saturdays 8am – 12 noon by appointment.

Doors open: 8.30am – 6pm

Evenings and weekends: Telephone 0845 045 0281

WELCOME

The Hereward Medical Centre serves the whole of Bourne and its surrounding villages for up to 6 miles in all directions. There are some exceptions so please check if you are unsure.

Our team includes 8 GPs, practice nurses, dispensers, practice manager and a number of admin staff as well some members of the community staff.

We offer a full general practice service and run a specialist clinic for coronary heart disease, asthma, diabetes, ante-natal, anticoagulation and minor surgery. We also offer onsite dispensing to those patients in the villages.

Contact Lincolnshire Primary Care Trust on 01522 513355 for services we do not provide.

At the Hereward Medical Centre we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important that you know who you are speaking to, so our practice staff wear name badges and identify themselves on the telephone.

The Hereward Medical Centre is a 'training practice'. This means hospital doctors wanting to enter general practice spend a minimum of 4 months with us in order to gain the experience they need to become family doctors.

As a training practice, your medical records may be used for educational purposes. Should it be necessary to use this information, which is anonymised, we will contact those concerned for their permission.

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

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from Reception. On the form you will be registering with a GP but it is our policy that you can see any doctor.

Our Team

The Partners

Dr Vivien L. Beveridge (female)

MB ChB (1977 Liverpool) MRCGP DRCOG

Dr Beveridge has been with the practice since 1988. As well as a full range of general practice service she has a special interest in women's health and supports the antenatal and children's clinic based at the practice

Dr Rachel A. Elder (female)

BM (1982 Southampton) MRCGP DRCOG DFFP

Dr Elder has been at the practice since 1993. In addition to her work at the practice, Dr Elder has a keen interest in dermatology and holds a clinic at Stamford for the PCT. She is also the practice lead for diabetes.

Dr Ian M. Wheatley (male)

MB ChB (1990 Leicester) BSc DCH MRCGP Dip PCR

Dr Wheatley joined us in 1996. He offers full general medical services and in addition holds a rheumatology clinic as a GP with special interest.

Dr Carl R. Pears (male)

MBBS (1990 London) DFFP MRCGP

Dr Pears has been with the practice since 1997. He is the lead GP for respiratory problems within the practice and is a GP trainer.

Dr Clive R. Cole (male)

MBChB (1993 Aberdeen) MRCGP DRCOG

Dr Cole has now been with the practice since 2001. He has just become a GP trainer. He is also a qualified acupuncturist.

Dr Jeanine S Mountain (female)

MB BS (1993 London) DRCOG MRCGP

Dr Mountain joined the practice in July 2006. She offers a full range of care to her patients. She hopes to continue with GP Vocational Training.

Other Doctors

Dr Lindsay Taylor (female)

BM (Southampton 1992) MRCGP DCH DFFP

Dr Taylor has been with the practice since February 2008 and works on a part-time basis offering general medical practice care.

GP Registrar (male or female)

The practice has a GP Registrar most of the time and in some cases may have two. The GP Registrars change in April, August and December each year.

Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make a diagnosis and plan care, including in some cases prescribing certain products.

They are experts in many areas of disease management such as diabetes and asthma and are supported by a full team of healthcare support workers.

Mrs Anita Altham RGN

She is our lead nurse and the nurse prescriber that works alongside the doctors to provide a medical service including holding surgeries, particularly in diabetes.

Mrs Sonya Woods RGN

Mrs Joy Palmer RGN

Mrs Rachel Needham RGN

Mrs Maria Hardiment RGN

Mrs Penny Blaze RGN

are our practice nurses and provide care for patients with chronic diseases such as asthma, diabetes and hypertension. They also work in conjunction with the district nurses to provide leg ulcer management clinics.

Healthcare Assistants

Mrs Julie Fawcett, Mrs Claire O'Dell, Natalie Bell and Jan Chapman

are important members of the practice team who work under the supervision of a qualified nurse. They can take blood, check blood pressure, perform ECGs, test urine, undertake simple dressings and the removal of sutures.

Practice Manager

Mr Robert Brown is the practice manager and will be able to help you with any administrative problems you may have with the way the practice is run.

Reception Staff

The practice is fortunate to have a number of dedicated reception staff supported by equally efficient support staff. Their job is very demanding so please be patient.

Dispensary Staff

We are also fortunate to have a team of dedicated dispensing staff who will try to sort out any problems you may have with your medication. However, it should be stressed that they are there to help and dispense to people who live outside the boundaries of Bourne. All other enquiries should be made at the repeat prescription hatch next to main reception.

Home Visits

Our doctors typically see 4 patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

Evenings and weekends

Lincolnshire PCT run an out-of-hours service based at Stamford and Grantham. When the practice is closed please ring for urgent advice and treatment on **0845 045 0281**.

Accidents and emergencies should go to Peterborough District Hospital.

Additional Surgeries

The Practice runs additional surgeries for routine appointments on Saturdays between 8am and 12 noon. In addition, a further surgery on Monday evenings between 6.30pm and 8pm. (not including Bank Holidays). These may be booked in the normal manner. These appointments are with the GP only and no Treatment Room or Dispensary facilities are available. Appointments may be made in the usual manner. The doctors take it in turns to be available.

Clinics

We run a range of clinics. For an appointment or further details, please call the surgery on 01778 393399.

Maternity Care

By appointment

Antenatal care is shared between the Doctors and the Midwife.

The Midwives are now based at Bourne Health Clinic, St Gilberts Road.

Telephone number 01778 394185.

Child Health & Immunisation Friday 9.30am-11.30am

All new babies are invited for regular check ups from 8 weeks old.

Minor Surgery

Tuesday 2pm-5pm, Monthly by appointment

Minor operations can be done in our treatment room. Please discuss this with your doctor who will arrange for you to be given an appointment.

Diabetes

By appointment

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Asthma

By appointment

Asthma sufferers can make an appointment to attend this clinic for advice and support from our nurses who specialise in asthma care

Coronary Heart Disease

By appointment

This is run by one of our nurse practitioners. This clinic gives advice and support for those patients suffering from coronary heart disease.

Anticoagulation Clinic

By appointment

These clinics are held every Tuesday and Thursday mornings.

Immunisations and vaccinations

Our nurses are trained in given childhood and travel immunisations and vaccinations as well as checking the requirements for travel to many worldwide destinations.

Acupuncture

Three of our GPs can carry out acupuncture. Please let our staff know when many an appointment that you wish to see one of these doctors.

Cervical Cytology

This service is for women between the ages of 25 and 65 and our Nursing Team carry out this procedure. When you make an appointment please be aware that you will be asked some questions by the staff to ensure that the procedure is carried out at the appropriate time.

Other healthcare services

For any primary care services not provided by our practice, you should contact Lincolnshire PCT on **01522 513355** to find out where you can receive these services.

Prescriptions

The Hereward Medical Centre has an on-site dispensary as well as hosting the National Co-operative Chemist Pharmacy at the same location.

Repeat prescriptions

If you take medication on a long term basis, you can ask for a repeat prescription by ringing the dedicated prescriptions telephone line on **0300 500 0510**, or by ordering on-line, or by completing the right hand side of your prescription which should be given to you by your chemist. You may also call in and ask at the repeat prescription desk. Your prescription will be available for you to collect at the dispensary within 2 working days but it may be slightly longer at the local pharmacies.

Specialist and Hospital care

If a GP or other member of our healthcare team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. New systems are being introduced which will allow you and the team to book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have your treatment, you will be offered the option of calling at a later time to book your appointment.

Patients with particular needs

Our surgery is accessible to patients using a wheelchair. We also have 2 parking spaces outside the practice which are reserved for patients displaying a disabled sticker.

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 care.

This information may be used for management and audit purposes, however it is usually only available to and used by those 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 call our practice manager or one of his staff on **01778 393399**.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar and respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If patients are 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.

Other Local NHS Services

As well as our practice there are many other local NHS services you can contact for health advice, information and treatment. Before you do, remember that you can treat many minor ailments, such as colds, coughs and indigestion, by keeping a well stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol and Aspirin (children under 16 and people with asthma should not take Aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment
- Tweezers and sharp scissors
- Thermometer
- Selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember:

- Keep the medicine chest in a secure, locked place out of the reach of children
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out of date medicines back to the pharmacy

Your local pharmacist

Your local pharmacist will be able to give you health advice at any time. Many pharmacies operate extended hours on a rota basis. For further information you can call NHS Direct on **0845 46 47** for details

NHS Walk in Centre

You can see an experienced nurse for treatment of minor injuries and illnesses 7 days a week, 7am until 10pm at Peterborough NHS Walk-In Centre Rivergate Primary Care Centre, Peterborough PE1 1SE

NHS Direct

NHS Direct offers free expert health information and advice 24 hours a day on **0845 46 47** or at their website - www.nhsdirect.nhs.uk - which also offers an enquiry service.

For deaf people and those hard of hearing, a telephone service is available on **0845 606 4647**

If English is not your preferred language, you can choose to use a confidential translation service.

Accident and Emergency / 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest Accident & Emergency department or call **999**. Accident & Emergency Departments are open 24 hours a day 365 days a year and can assess serious injuries and provide emergency treatment.

For Non-Urgent emergencies you can now call **111** and you will be put in touch with someone who can advise you what action you can take.

Your Local PCT

The area served by the Hereward Medical Centre is in the district covered by Lincolnshire teaching Primary Care Trust.

LtPCT is responsible for ensuring you get all the services you need. For details of all primary care services in the area, please locate your PCT guide to primary care services at www.lpct.nhs.uk or get the information you need at www.nhs.uk. The PCT also produces your guide to local health services.

**NHS Lincolnshire
Cross O'Cliff
Bracebridge Heath
Lincoln LN4 2HN**

Tel: 01522 513355

Other Information

Complaints

The Hereward Practice aims 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. Speak to whomever you feel most comfortable – your GP, our practice manager, or reception staff would 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 to raised as you wish, you can write to the Complaints Manager at Lincolnshire teaching PCT, Cross O'Cliff, Bracebridge Heath, Lincoln LN4 2HN

There are a number of other organisations you may contact. We provide a leaflet with full information that can be collected from our reception.

Appointments

Ring **01778 393399** to book an appointment. Appointments can also be booked online. However, patients using this service must apply for passwords through Reception or on the website at www.herewardgp.co.uk.

- Urgent cases are seen on the day.
- If your condition is **non-urgent** you can expect to see a GP within a few working days, though you may have to wait longer to see a particular GP. Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day and our Nurse Practitioner is qualified to prescribe from a range of medicines.
- Tell us if you are in a telephone box. Say immediately if your call is an emergency.
- Let us know if more than one member of the family needs to be seen. We can give you a longer appointment if necessary.
- Tell us if you want someone to accompany you during an examination, or a private room to discuss any matters. Remember that the result of tests can only be given to the patient.

Triage

If you feel that your problem needs to be dealt with that day (or sooner than the next available appointment) the receptionist will not ask you any further detailed medical questions but pass you on to the Triage Nurse either directly or by asking her to telephone you back. The nurse will discuss the problem with you and arrange the most suitable plan.

Walk-Ins

We do not operate a walk-in service except for emergencies. For patients wishing to see a nurse or doctor on a same day basis, please ring the surgery first. This will avoid any potential long waits and we may have routine appointments available.

YOU CAN HELP US BY:

- Being on time for your appointment
- Booking in on arrival
- Letting us know if you need to cancel your appointment
- Calling for a home visit or urgent appointment before 10am
- Ringing for test results between 10am and 3pm

Our Practice Area

Contacting Us

Hereward Group Practice
Exeter Street
Bourne PE10 9XR

herewardgp@lpct.nhs.uk

Opening hours: Monday to Friday 8am to 6pm

Evening and weekends

For urgent advice and treatment when our practice is closed, call the Out of Hours Service on 0845 045 0281

Other Local NHS Services

- Call NHS Direct on 0845 4647 for free expert NHS health advice and information 24 hours a day (calls charged at local rates), or log onto www.nhsdirect.nhs.uk
- In addition, the NHS Direct 'Not feeling well' is available at the back of all new Thompson Local telephone directories, distributed in England from April 2004.
- Peterborough NHS Walk-In-Centre
Rivergate Primary Care Centre, Peterborough PE1 1SE
To see an experienced nurse for treatment of minor injuries and illnesses seven days a week, 7am-10pm.
You do not need an appointment.
- Your local Pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details contact NHS Direct on **0845 4647**.