

## Welcome to our practice

West Common Lane Teaching Practice was first opened in July 1991 by Dr Chris Hall and Dr Andy Lee, since then there have been many changes, the most notable one being in February 2015 when the surgery took over the care of Dr Balasanthiran's patients. Dr Hall retired from the practice in 2016 and Dr Lee, recently retired as a partner but remains working as a Salaried GP. Dr Francisco Terreros, Dr Kyle Hall and Dr Laura Thomas remain partners with the practice. We currently have a list size in excess of 8000 patients and continue to grow.

## Meet the staff

<b>Partners</b>	Dr Francisco Terreros (Licenciado en Medicina y Cirugia General) Dr Kyle Hall (MBBS, MRCGP) & Dr Laura Thomas (MBBS (2009), MRCGP (2017))
<b>Salaried GP's</b>	Dr Shanthi Baddipudi (MBBS) Dr Andrew Lee (MB ChB)
<b>Nurse Practitioners</b>	Julie Hall, Joanne Ingram & Jamara Hignett
<b>Practice Nurses</b>	Amy McShane, Bryony Toyne & Kelly Cooper
<b>Health Care Assistants</b>	Julie Garner & Gemma Fisher
<b>Practice Manager</b>	Andrea Taylor
<b>Receptionists</b>	Jorgia Smith (Team Leader), Sam Robinson (Deputy Leader), Jade Smith, Ryan Bowles, Nikita Dickinson, Zea Munro, Nicki Jackson, Clare Green, Kaya McPhee & Keeley Mullen
<b>Administrators</b>	Maria Kirk (Supervisor), Fatima Begum (Team Leader), Zayna Riaz, Rita Beedham, Billy Wright (IT Lead) & Jessica Buckley

## Zero Tolerance

The practice operates a zero tolerance.

*"Please treat NHS staff and other patients with respect and recognise that violence or the causing of nuisance or disturbance on NHS premises could result in prosecution.*

*You should recognise that abusive and violent behaviour could result in you being refused access to NHS services."*

The posting of inappropriate information or comments about the practice will not be tolerated and patients will be asked to remove them. Failure to remove the post could lead to removal from the practice on the grounds of breakdown in relationship.

## DNA's

DNA's have an enormous impact on healthcare appointments nationally. If you do not need an appointment you have booked, please cancel as soon as possible so someone else may use the appointment.

Repeated failure to attend 3 appointments in a 12-month period will result in a written warning being sent, if attendance does not improve patients may be asked to register with another GP.

Please also note, if you fail to attend your new patient check on 2 occasions, your registration will not be processed. Patients attending 3 minutes or later than their appointment time may not be seen. It will be at the discretion of the clinician.

## COMPLAINTS

If you are unhappy or unsure about something we have done (or not done) for you, please tell us. Mistakes do happen and we are always looking for ways to improve. Your comments may lead to changes which help you and others in the future. Sometimes you may need an explanation or an apology. We will take your view seriously and try to help. Please ask the receptionist for more information about how to use the Practice Complaints Procedure.

## Useful contacts/Links:

NHS 111 service – 111

NHS Choices website – [www.nhs.uk](http://www.nhs.uk)

Age UK - 0800 055 6112

Alzheimer's society - 0300 222 11 22

CRUSE bereavement - [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

Diabetes UK - [www.diabetes.org.uk](http://www.diabetes.org.uk)

Emergency dental service - 01724 858969

NHS smoke free - [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree)

Scunthorpe General Hospital switchboard – 03033 306999

Diana Princess of Wales switchboard – 01472 874111

Hull Royal Infirmary switchboard – 01482 875875

## Practice Boundary



# West Common Lane Teaching Practice

## Main Surgery

West Common Lane Teaching Practice, Dorchester Road,  
Scunthorpe, North Lincolnshire, DN17 1YH

Telephone: (01724) 877744

## Branch Surgery

West Common Lane Teaching Practice @ Ashby  
Ashby Clinic & Children's Centre, Collum Lane, Scunthorpe,  
North Lincolnshire, DN16 2SZ

Telephone: (01724) 877744



## Choice of GP practice

From January 2015, all GP practices became free to register new patients outside of the practice area; however, they can still be refused registration should it not be clinically appropriate or practical.

Patients outside of the boundary area will not be eligible for home visits but should you become too ill to attend the surgery, you will need to contact the NHS 111 service who will direct you to the right service for your needs.

## Named Accountable GP

You may be aware that from April 2015 all practices were required to provide patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them. All patients registered with West Common Lane Teaching Practice are allocated a named accountable GP.

## Confidentiality

The Data Protection Act (1998) determines the way in which personal data is recorded and used and also your right of access to this data. Every day, the Doctors and all other staff here deal with confidential information given either directly by patients about themselves or by others. Any information we record is stored as your health record and all staff here need to access records at times to perform their duties.

The information we are given is treated in accordance with the legal requirements and also the common law of confidentiality. We use electronic records but also have paper records that we receive when you join from another practice or that we used before starting an electronic record. Further details regarding protection and use of patient information can be obtained on the Internet.

## Surgery Opening Times

### West Common Lane Main Surgery

**Monday – Friday:** 8.20am – 12.45pm & 1.20pm – 6pm

### Ashby Branch Surgery

**Monday – Thursday:** 8.20am – 12.45pm & 1.20pm – 5.45pm

**Fridays** 8.20am – 12.45pm & 1.20pm – 5.15pm

## How To Register With The Practice

If you wish to register with the practice you will need to complete a registration form, these can be collected from reception or downloaded from our practice website <http://www.westcommonlane.nhs.uk/>. The forms will need to be completed fully and returned to the practice.

If you are joining us, and are currently on medication, you will be invited to an appointment with one of our Practice Nurses – this is a 30-minute appointment. They will take some details from you and perform some checks – this may include, but is not restricted to, blood tests, height, weight & blood pressure. These checks are important for the safe prescribing of your medication as we will not have your medical records for a few weeks. Following this, you will also need an appointment with a GP to discuss your medication.

If you are aged over 40 and not on medication, you may be entitled to an NHS Health Check.

## Appointments

The practice operates an appointment only system and has appointments available with GPs, Nurse Practitioners, Practice Nurses and Health Care Assistants throughout the day. Appointments are available within dedicated sessions which run at varying times between 8.30am and 6pm, although the practice does close for lunch at 12.45pm re-opening at 1.20pm.

Appointments are available up to 4 weeks in advance for patients to book into. Patients may request to see a doctor of their choice; however, this may not always be possible if you require more immediate medical attention.

If patients are acutely unwell and there are no appointments available, the receptionist will arrange for the on-call doctor to speak to you directly within 2 hours. Please do not ask to be seen urgently unless your need is truly urgent.

### Appointment Cancellations

If you need to cancel your appointment, please contact the surgery **at least one hour before** your appointment time. This will mean that the appointment will not be wasted and can be used by other patients. Cancellations with insufficient notice will be classed as a missed appointment.

### Test Results

Please call between 2.00pm and 6.00pm (option 3) as results from the laboratories have to be checked first by the Doctors after finishing morning appointments and visits. To maintain confidentiality, results are ONLY given to the patient concerned.

### Clinics

We offer a variety of different clinics at the surgery. These include:

New Patient Health Checks	Asthma/COPD Checks
Pill Checks	Cytology
Blood Pressure Monitoring	Joint Injections
Baby clinic	Over 75 Health Checks
Post Natal Checks	Diabetes
Ear Syringing	Travel Vaccinations

### Repeat Prescriptions

Prescriptions for medication taken regularly and approved by your doctor can be obtained without seeing the doctor in the following ways:

1. You can order your medication/s online if you are signed up to patient access. If you are not yet signed up to patient access, you can do this by coming into either Surgery and speaking to one of our receptionists. You will need to bring some ID along with you. **The NHS App is the most effective way to order your repeat prescription and can be downloaded for free on the app store on your smart device.**
2. There is the option of using the electronic prescription service (EPS), which means you can request your prescription to go from your GP surgery to your nominated pharmacy electronically. For more details on this service, ask one of the receptionists.
3. In person by using the right-hand side of your prescription form ticking the required items and handing the request to the receptionist.
4. Via Klinik, our online consultation tool. This can be accessed through our website – [www.westcommonlane.nhs.uk](http://www.westcommonlane.nhs.uk).
5. Via Email to [wcltpprescriptions@nhs.net](mailto:wcltpprescriptions@nhs.net) – ensure that you specify which items you require, and please make sure you include your name, date of birth, and address so we can match your request to your medical record.



## **New Patient Registration Check**

If you are just joining us and are over 5 years old, you will be invited to attend for a New Patient Check. This is a 20-minute appointment with a healthcare assistant to take some details of your medical history and check your height, weight, blood pressure and urine. This is important because we will not have your medical records for the first few weeks and this information helps us to find out a little about you initially. Please ensure you bring a urine sample with you.

## **Home Visits**

We see you at home if we consider your medical condition requires it. Please ring before 10.00am if you think you may need a home visit. One of the GPs or Nurse Practitioners will speak to you and decide on the best course of action.

## **Accessible Information**

Accessible information standard aims to ensure disabled people have access to information they can understand and the communication support that they need. If you have specific information or communication needs, please let a member of the reception team know

## **Training**

The practice is closed every second Wednesday of the month for 'Practice Learning Time'. We close at 12.45pm and re-open the following day at 8.15am. The training afternoon provides protected time for all staff to attend courses and undertake any training requirements.

The practice also accommodates fully qualified doctors on 4-month placements, as part of their 'Foundation' training. These doctors are at the same stage in their careers as 'junior' doctors that work in the hospitals. These doctors run their own clinics with support from the GPs as required.

We are also a training practice for the Hull and York Medical School and students spend time in the practice with the GPs as part of their training programme. We have dedicated teaching sessions and you may be offered an appointment in one of these, however if you prefer not to be seen in one of the sessions you may book an alternative appointment.

## **Sick Notes**

If you miss work through illness for up to 7 days, ask your employer for a form SC2. If you are self-employed obtain form SC1 from the Benefits Agency. Doctors' certificates for sickness benefit claims are only issued if we advise you to stay off work after 7 days. The regulations on certificates are intended to avoid the need to consult a doctor for short episodes of illness so we do not issue private certificates to cover periods up to 7 days. If a private certificate is needed for insurance claims for longer periods, a charge will be made.

Please note that the GP may not always be able to issue your sick note on the same day that you request it but it can be back-dated if necessary.

## NHS 111

NHS 111 is a service to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent Care
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next



### Disabled Access

The practice has access and facilities suitable for disabled patients.

## North Lincolnshire Clinical Commissioning Group

The North Lincolnshire Clinical Commissioning Group (CCG) is the NHS organisation responsible for designing, developing, and buying local health services. North Lincolnshire CCG is not responsible for the commissioning of primary care services such as your local GP and dentist. This is the responsibility of the National Commissioning Board. The CCG consists of GPs from 19 practices within North Lincolnshire.

They can be contacted at North Lincolnshire CCG, Health Place, Wrawby Road, Brigg, North Lincolnshire, DN20 8GS (telephone 01652 251000) and their website is <http://www.northlincolnshireccg.nhs.uk>

## Patient Participation Group (PPG)

The patient participation group gives patients the opportunity to get involved in decisions about the range and quality of services provided by the practice, generate improvement ideas and represent the views of the practice population.

The patient participation group (PPG) helps to develop and maintain a good working relationship between patients and practice staff.

The group meets about 4 times a year, but arrangements will also be made for members of the group who are not able to attend in person, but feel they would like to contribute.

If you are interested in joining the PPG please ask a member of the reception team for more information or visit our website; [www.westcommonlane.nhs.uk](http://www.westcommonlane.nhs.uk)