

Useful contacts/links:

NHS 111 service – 111

NHS Choices website – www.nhs.uk

Age UK - 0800 055 6112

Alzheimer's society - 0333 150 3456

CRUSE Bereavement - www.cruse.org.uk

Diabetes UK - www.diabetes.org.uk

Emergency dental service - 01724 858969

NHS smoke free - www.nhs.uk/smokefree

Talking Therapies - www.talkingtherapies.rdash.nhs.uk

Scunthorpe General Hospital switchboard – 03033 306999

Diana Princess of Wales switchboard – 01472 874111

Hull Royal Infirmary switchboard – 01482 875875

West Common Lane Teaching Practice Website - www.westcommonlane.nhs.uk



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

www.westcommonlane.nhs.uk



Find us on **FACEBOOK** –
scan the above code on
your smart device!

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

Partners	Dr Francisco Terreros (LMS) Dr Kyle Hall (MBBS, MRCGP) Dr Laura Thomas (MBBS, MRCGP)
Salaried GPs	Dr Andrew Lee (MBChB, MSc, DPhil) Dr Shanthi Baddipudi (MBBS)
Pharmacist	Dawid Jamroz, Holly Norris (Pharmacy Technician)
Nurse Practitioners	Jamara Hignett, Joanne Ingram & Kelly Cooper
Practice Nurses	Amy McShane, Bryony Toyne, Rajvinder Chumber (Associate)
Health Care Assistants	Celsie Grant, Gemma Fisher & Julie Garner
Practice Manager	Andrea Taylor
Receptionists	Jorgia Smith (Team Leader), Sam Robinson (Deputy Leader), Jade Smith, Nikita Dickinson, Zea Munro, Nicola Salmon, Nicki Jackson, Clare Green, Kaya McPhee & Leanne Wood
Administrators	Fatima Begum (Team Leader), Sophie Moreline, Julian Terreros-Martin, Ann Beedham, Maxine Olssen
Operations Team	Maria Kirk (Team Leader), Billy Wright (IT Lead) & Ryan Bowles (Rota Coordinator)
Ancillary Staff	John Dunn, Sammy Bolton (Supervisor), Karla Dixon & Tina Whitby

NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

Please note that you must be aged 13 or over to use the NHS App.

You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number (find out what your NHS number is)
- use NHS 111 online to answer questions and get instant advice or medical help near you

Before proving who you are, you can use the NHS App to:

- search trusted NHS information and advice on hundreds of conditions and treatments
- find NHS services near you

Further information regarding the NHS App can be found at www.nhs.uk, and the app can be downloaded by scanning the code below.



Updating Your Details

In order for us to provide the most effective care, it is important that you ensure we are notified of any change to your contact details and/or demographics. With up-to-date details, we are able to contact you in the event of an emergency, notify you of critical service updates, and more.

You can update your details in the following ways:

- **Title:** If due to marriage/divorce, please provide a copy of the relevant certificate. If due to a change/desired change of gender, please see below.
- **Name:** Form available at Reception—deed poll or relevant certificate required.
- **Address:** Form available at reception.
- **Telephone number (landline or mobile):** can be done via phone, in person, or online via our website—select ‘Contact us online’
- **Email:** can be done via phone, in person, or online via our website—select ‘Contact us online’
- **Preferred contact method:** can be done via phone, in person, or online via our website—select ‘Contact us online’
- **Next of Kin:** can be done via phone, in person, or online via our website—select ‘Contact us online’
- **Gender:** If you wish to change your gender on record, there is a form to be completed at reception. This is because a change of gender is processed on the national system, so there are certain requirements we must adhere to, as well as some disclaimers that you must be made aware of.

We will always attempt to update details opportunistically but patients are always encouraged to notify us of any relevant changes.

Surgery Opening Times

West Common Lane Main Surgery (DN17 1YH)

Monday – Friday: 8:20am—12:45pm & 1:20pm—6pm

Ashby Branch Surgery (DN16 2SZ)

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 along with evidence of any prescriptions you take, such as a box, printout or prescription counterfoil.

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.

When contacting the practice, the details of your problem will be passed to a doctor for triage, who will then determine where, when, and who to book the appointment with.

Depending on the problem, they may also advise to contact a pharmacist.

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
- Pill Checks
- Blood Pressure Monitoring
- Baby Clinics
- Post-natal Checks
- Ear Syringing
- Asthma Checks
- COPD Checks
- Cervical Cytology
- Joint Injections
- Over 75 Health Checks
- Diabetes
- Travel Vaccinations



Zero Tolerance

The practice operates a zero-tolerance policy.

“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.

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.

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.

Disabled Access

The practice has access and facilities suitable for disabled patients.



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.

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.

Repeat Prescriptions

Prescriptions for medication taken regularly and approved by your doctor can be obtained without seeing the doctor in the following ways (please note that repeat prescriptions take 2-3 working days to process):

1. You can order your medication/s online if you are signed up to the NHS App. If you are not yet signed up, you can do this yourself via your smart device. Occasionally, during sign-up, the NHS App may prompt you to present ID to us. **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 AccuRx, our online consultation tool. This can be accessed through our website – www.westcommonlane.nhs.uk.
5. Via Email to wcltp.prescriptions@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 the age of 40, or on any medication, 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 and blood pressure. 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.

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.

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 Humber and North Yorkshire Integrated Care Board (ICB)

NHS Humber and North Yorkshire ICB is a statutory organisation accountable for NHS spending and performance for 1.7million people. The ICB is a core member of the Humber and North Yorkshire Health and Care Partnership, alongside NHS providers, local councils, health and care providers and voluntary, community and social enterprise (VCSE) organisations.

The Health and Care Partnership is one of 42 Integrated Care Systems (ICSs) which cover England to meet health and care needs across an area, coordinate services and plan in a way that improves population health and reduces inequalities between different groups. They can be contacted at Humber and North Yorkshire ICB, Health Place, Wrawby Road, Brigg, North Lincolnshire, DN20 8GS (telephone 01482 957750) and their website is <https://humberandnorthyorkshire.icb.nhs.uk/>

Patient Participation Group (PPG)

The patient participation group (PPG) 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 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