

Practice Leaflet

Registering as a patient - The practice is accepting new patients. If you live in Werrington, Paston, Gunthorpe the reception will accept your application to register. If you live elsewhere in Peterborough the reception staff will take your details and contact you after discussion with the Practice Manager.

To see a Health Care Professional at the Practice - The practice operates an appointment system to see all health care professionals. If you wish to see a Doctor or a Nurse please ring the receptionist and they will arrange this for you. They may ask you if your reason for seeing the doctor / nurse is urgent to give your request the appropriate priority. If your reason for seeing the doctor or nurse is urgent and there are no scheduled appointments on that day you will be advised to come to the surgery at the end of the surgery and wait for the doctor or nurse to see you.

Telephone Consultations – If you feel that you would like to discuss your problem with a doctor or nurse over the phone you can do this. Please leave your name and who you wish to speak to. The receptionist will take your details and the doctor / nurse will get back to you after the surgery is over. You can request a call back from a Doctor or Nurse at the practice by emailing callback.hodgson@nhs.net.

Home Visits - If you are too unwell to come to the surgery and would like the doctor to make a house call please ring the surgery before 11.00am. This helps the doctors to plan their rounds. Please note not having transport should not be the reason for requesting a home visit.

Repeat Prescriptions - If you require a repeat prescription please contact the surgery either by emailing your request to CAPCCG.hodgsonsurgeriescripts@nhs.net , by faxing your request to 01733 328355, or dropping the counterfoil of the prescription list at the surgery. Your prescription will be ready to collect in 48 hours. If you are requesting a home delivery by the pharmacy please allow 3 days before you need them.

Contacting the Health Visitor – The Health visitor attached to our practice is based at the Werrington Health Centre. The Health Visitor will be happy to advise on all health related issues for under 5s. She can be contacted on 01733 758310. Health Visitors now cover different areas of Peterborough. If you do not know who your health visitor is and how to contact her you can still ring the same number and you will be advised on how to get in touch with the Health Visitor covering your area.

District Nursing Team - The District Nurse team attached to the practice are based at Paston Health Centre. They provide the nursing care for our house bound patients. They can be contacted on 01733 293839

Community Midwife – The midwife attached to our practice holds her antenatal clinics at the practice on Tuesday afternoons and some Thursday afternoons. She can be seen by prior appointment. Please contact the receptionists to make an appointment. You can speak to Mrs Brenda Spencer, the midwife attached to the practice on 07766 253915 during working hours if you have something urgent you wish to discuss with her.

Suggestions, Compliments & Complaints - We aim to provide the best possible care to all of our patients. We are keen to have your feedback: please let us have your suggestions. We will be pleased to hear from you should you wish to compliment any member of the team on the service given to you. If you are unhappy with any aspect of the service you receive at the practice please let our practice manager know. All complaints will be fully investigated and you will receive a response to your complaint. We believe that we learn from complaints and that they will help improve our service. We are grateful for the time you take to give us your feedback.

Your rights and responsibilities - The practice aims to provide a courteous and efficient service to its patients at all times. We request that patients are considerate towards other patients and all practice staff at all times. Please switch off or keep your mobile phone on vibrate mode when in the surgery. You are requested not to engage in a mobile phone conversation at the surgery out of consideration for other patients and the staff at the practice.

Teaching and Training - The practice is not a training practice but from time to time we may have nurses, medical students and students intending to study medicine sitting in with clinical staff. If they are present during a consultation they will be introduced to you and you have the right to request that they leave the room during your consultation.

Services offered at the Practice

Minor Surgery – Doctors at the practice perform minor surgical procedures, under Local anaesthetic, at the treatment room.

Family Planning – The clinicians working in the surgery offer a full range of Family Planning Services at the practice. Please enquire at the reception desk for an appointment with the doctor for this.

Practice Nurse led services – We offer a comprehensive range of service in our treatment room including immunisations and travel vaccinations, phlebotomy, dressings, ear syringing. Our nurses also do ECGs, 24 hour ECGs and Spirometry.

Smoking Cessation – Our Health Care Assistant Mrs Raines & our Practice Nurse Mrs Harrup are qualified smoking cessation advisers and will be happy to offer smoking cessation advice and support for patients who would like to quit smoking.

Midwifery Services – We hold Ante-natal clinics at the practice every Tuesday. This is led by the Community Midwife attached to the practice. Pregnant mothers are offered all their ante-natal checks in these clinics.

Counselling Services – counselling is available through the practice and the counsellor, attached to the Practice, holds her clinic every Wednesday afternoon.

The Health Visitor attached to the practice is based at the Werrington Health Centre and can be contacted on 01733 758310 Health Visitors advise mothers on all aspects the care of babies & children under five with regard to their feeding, growth and development.

Acupuncture - Dr P. Iyer, who has worked at the practice as a GP, until her retirement in June 2012, runs an acupuncture clinic at the practice on Friday afternoons. You can enquire regarding this service from the doctors / nurses you see or ask the receptionists about the service. Please ask the receptionists for details of services provided at the service.

Disabled Access - There is disabled access throughout the building, including wheel chair and mobility scooter access.

Patient Participation Group - There is a patient participation group which is open to all patients at the practice and meets three times a year. Mr David Whiles is the current chairman of the group. All matters relating to patient care are discussed. We would like to invite you to join the group; if you are interested please contact our practice manager, Mr Slater.

Your Suggestions, Compliments & Complaints - We aim to provide the best possible care to all of our patients. We are keen to have your feedback: please let us have your suggestions. We will be pleased to hear from you should you wish to compliment any member of the team on the service given to you. If you are unhappy with any aspect of the service you receive at the practice please let our practice manager know. All complaints will be fully investigated and you will receive a response to your complaint. We believe that we learn from complaints and that they will help improve our service. We are grateful for the time you take to give us your feedback.

Abusive behaviour - The practice has a zero tolerance policy towards violence and abusive behaviour towards any member of the staff. We will inform the Health Authority and the police in these cases and remove the patient and their family from the practice's list with immediate effect.

Surgery Opening Times - The surgery is open Monday to Friday from 8.30 am to 6.30 pm except on Monday afternoons when surgery is closed between 1pm -4 pm.

The Out of Hours Service in Peterborough is based at the City Care Centre, Thorpe Road, Peterborough PE3 6DB: this is under a quarter of a mile from the Railway Station, the Bus Station and Queensgate Shopping Centre in town.