

NETTLEHAM MEDICAL PRACTICE



PATIENT DIRECTORY

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WHAT SERVICES DO NETTLEHAM MEDICAL PRACTICE PROVIDE?

ACTIVE SIGNPOSTING

The reception staff at Nettleham Medical Practice are trained Patient Care Advisors. This means that they are able to ask patients more questions at the point of booking of appointments to enable them to make the most appropriate appointment with the right member of clinical staff depending on the patient's condition. This could be a GP, Nurse Practitioner, Nurse, Health Care Assistant or an alternative service provider such as a community pharmacy.

This process ensures that patients are seen promptly by the correct clinical staff and has huge benefits, both to the patient and the system as whole by freeing up GP time for those who really need it.

It is important for patients to understand they are not being nosy and the information being asked for is very much in their best interests. We also hope that our patients will find this directory useful in pointing them in the right direction for their care needs.

HOW TO BOOK AN APPOINTMENT AT NETTLEHAM MEDICAL PRACTICE

ONLINE SERVICES

You can book doctor and nurse practitioner appointments online, as well as viewing your upcoming appointments and cancelling if you need to. We hope you will find this way of booking appointments quick and convenient!

As well as using the system to book appointments, you can also view and order the medications available to you without seeing a clinician. We are now also accepting requests for access to your whole medical record.

To register for online services, just show your photographic driving license or passport to a receptionist and they will set you up with a username and password. For access to your full record, ask at reception for a form or download it from our website.

TELEPHONE

The telephone lines are open between 8.30am and 5.30pm. We ask that if you need a home visit by a doctor that you ring before 10.30am. Of course, if you feel that an emergency visit may be necessary you can ring at any time between 8am and 6.30pm.

IN PERSON

You can also book appointments in person at the reception desk. Please be patient if the receptionist appears to be answering the telephone while you wait. It is important that patients who do not live within walking distance of the surgery are not disadvantaged when trying to book routine appointments.

STRESS WHEN BOOKING APPOINTMENTS

We understand that it can be extremely frustrating if you are unable to book an appointment. We review our service continuously to ensure the maximum number of appointments are released each day. However, we do not tolerate abusive behaviour towards our staff. Any patient who is rude (e.g. swearing or shouting) or abusive to our staff may be removed from our practice list or the police involved.

THE PRACTICE TEAM

DOCTORS AND NURSE PRACTITIONERS

Both Doctors and Nurse Practitioners can deal with most medical issues. However, they may refer you to a different doctor in the practice or another member of the team who is more appropriate to help you.



There are several types of appointments you can access:

- **Routine appointments:** 10 minutes long and suitable for the majority of issues.
- **Double appointments:** Best used for complicated or multiple issues, e.g. female intimate examinations.
- **Telephone appointments:** Ideal for a 'quick chat' with a doctor and for issues where you do not need to be examined. These are 5 minutes duration.
- **Emergency appointments:** These are shorter appointments to deal with issues that can't wait until the next available routine appointment. As they are shorter, we ask that you only raise one issue per appointment.
- **Extended Hours appointments:** These are pre-bookable, non-urgent evening and weekend appointments. This service is being provided by a federation of GP practices in the area and therefore you may need to travel to another local GP practice and may not see your own GP.

A number of routine appointments for doctors are released gradually over the preceding 4 weeks. Further routine and emergency appointments are released on the day at 8am and 12pm.

If you wish to see a particular GP, you may need to be flexible about the day of the week and the time of day you see them. If you wish to be seen on a particular day of the week, you'll need to phone up a few days ahead. If no suitable appointments are available for a routine matter, you may need to phone back again to see if a convenient appointment is newly available.

We will always assess anyone who needs to be seen on the same day for medical reasons.

PRACTICE NURSES

Practice Nurses are highly skilled practitioners. Different nurses have different skills, so it helps if you can let the receptionist know what service you require when booking your appointment to ensure you see the appropriate person. If it is a sensitive issue which you do not wish to disclose to the receptionist, book an appointment with any nurse and they will refer you on if they cannot help. Practice nurses are the best people to see with the following issues:

- Wound management—including dressings and removal of sutures
- Vaccinations—including childhood and influenza vaccinations
- Travel health advice and vaccinations
- Cervical smears
- Contraception services
- Sexually transmitted infection screening
- Asthma clinic
- COPD clinic (COPD is also known as emphysema)
- Diabetic clinic
- Warfarin monitoring
- Ear syringing (after 2 weeks of olive oil first)
- Hypertension reviews
- Learning disability reviews
- HRT checks
- Heart disease checks



HEALTHCARE ASSISTANTS AND PHLEBOTOMISTS

Healthcare Assistants can see you if you need the following:

- Blood tests ♦
- ECGs (tracings of your heart) ♦
- NHS Health Checks (also known as 'well man' and 'well woman' clinics, these are for those aged between 40 and 74)
- Wound management
- Ear syringing (after 2 weeks of olive oil first)
- Flu and Pneumonia Vaccinations
- B12 injections
- Smoking cessation
- Blood pressure *



Those marked with * can also be done through the PODs.

Those marked with ♦ need a doctor to request them so they can be interpreted correctly. Either bring the form the hospital gave you to the appointment or book an appointment with a doctor first.

DISPENSERS

Dispensers can help with any questions regarding prescriptions and repeat prescription ordering:

- Lost prescriptions
- Ordering extra medication for holidays etc.
- A repeat medication hasn't arrived at your nominated pharmacy
- Set up an online account to request repeat medication on the practice website
- You'd like medication you've previously been prescribed adding or removing to your repeat medication (depending on the medication, they'll either pass a message to your doctor, or ask you to book an appointment to see the doctor)
- Arrange to change the quantity of tablets supplied each month (e.g. if you have changed the dose of a tablet)



REFERRALS AND HOSPITAL TESTS

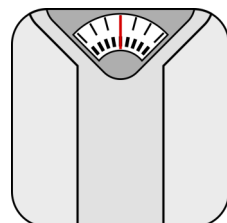
If you have not heard 4-6 weeks after you have been routinely referred to a specialist you should contact the Patient Advice and Liaison Service. The telephone numbers are: Lincoln County Hospital: 01522 707071, Grantham and District Hospital: 01476 464861 or Pilgrim Hospital: 01205 446243.

Results of tests are sent to the clinician who requested the test. So if a specialist or another healthcare provider requested a test, the surgery will often find out after you do. Please phone the specialist's secretary directly to check.

PODS

We have PODs in the reception areas at both Nettleham and Cherry Willingham surgeries. You can use these to check the following:

- Blood pressure
- Height, weight and body mass index (BMI)
- Test for depression or anxiety
- Alcohol use

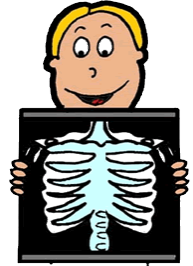


RESULTS

You can contact the reception team to request results by phoning 01522 751717.

Our staff are able to:

- Tell you whether a result is 'normal', 'satisfactory', 'borderline' or 'abnormal'. They can also read out the result to you and give you specific values. Sometimes a doctor would prefer you find this information out from a doctor so they can explain the results fully to you. Please note, if a result is not available on the results line it does not necessarily mean it is bad news - just a doctor would like to explain things to you themselves.
- Confirm whether we have received a result before you book an appointment with the doctor who arranged the test to discuss the findings:



Common examples are x-rays and ultrasound reports. Please ring the results line before booking an appointment as many appointments are wasted due to a technician at the hospital telling patients the results will be with us in 'one week'. Realistically it takes 3 weeks for a result to reach us. Even if they say they will fax the result to us the same day, this can still take up to 3 working days to reach the doctor to comment upon.

- Results of tests are sent to the clinician who requested the test. If a specialist or another healthcare provider requested the test, the surgery will often find out after you do. Please phone the specialist's secretary directly to check.

WHAT OTHER PROVIDERS CAN HELP ME?

HEALTHCARE



when it's less
urgent than 999

111 / URGENT CARE OUT OF HOURS

111 is the telephone number to ring if you need medical advice or help but it is not urgent enough to ring 999. They have healthcare advisors who can give you general health advice and information. If you need to see a doctor overnight or at weekends, ring 111 and they will arrange an appropriate assessment. If they feel you should see a doctor or nurse practitioner out of hours, they will give you an appointment at the out of hours centre which is located next door to A&E at Lincoln County Hospital.

DENTAL PROBLEMS

GPs are not trained in dental medicine so it would be dangerous practice for them to treat dental pain / toothache, therefore you should see a dentist for any dental related problems or pain. All dental surgeries have emergency appointments for patients who need to be seen the same day.

Website: You can find a list of local dentists at: www.nhs.uk and using the 'service search' tab.

Telephone: You can also ring 111 or the dental helpline on 0800 141 2552 if you need help accessing an NHS dentist.

LEG WOUND (ALREADY BEEN TREATED AT RAVENDALE CLINIC)

If you have already been treated at Ravendale Clinic for a leg wound, you can contact the clinic directly.

Telephone: 01522 530336

MINOR AILMENTS

Pharmacists are highly trained professionals and share a lot of their training with doctors and are specialised in drugs and medications. They can be the first point of call for most 'bugs' as they don't normally require antibiotics. They will direct you to your GP if they think you may need further assessment. Ailments which can usually be treated by a community pharmacist include:

- Athlete's Foot
- Chickenpox
- Cold Sores
- Colds
- Conjunctivitis
- Contact Dermatitis, Insect Bites, Stings, Pruritus, Eczema
- Dandruff
- Dry Eye
- Ear Wax
- Emergency Hormonal Contraception in women 20 years and older
- Headache / Earache / Temperature
- Haemorrhoids
- Hayfever
- Head lice
- Indigestion / Heartburn
- Mouth Ulcer
- Nappy rash
- Nasal congestion
- Sore throat
- Threadworm
- Thrush—oral



Pharmacists can also give advice on:

- Blood pressure checks
- Advice on potential side effects of medications
- Advice on whether you can take a new medication or over the counter therapy with your existing regular medication

LOCAL PHARMACIES:

Nettleham Pharmacy (Co-op): 6 Church Street, Nettleham, Lincoln, LN2 2PD

Tel: 01522 751702

Cherry Willingham Pharmacy: 9 The Parade, Cherry Willingham, Lincoln, LN3 4JL

Tel: 01522 595989

Boots Pharmacy: The Carlton Centre, Lincoln, LN2 4WA

Tel: 01522 511890



Tesco In-Store Pharmacy: Wragby Road, Lincoln, LN2 4QQ

Tel: 01522 601044

MENTAL HEALTH SUPPORT

CHAPLAINCY TEAM

Chaplaincy volunteers work within healthcare in a non-denominational manner to help with whatever your spiritual needs, difficulties or questions may be. The service is available for people of any faith and also those without a faith. You can book an appointment to see a Chaplain at the practice.

Telephone: 01522 751717

CRISIS TEAM

If you, or someone you know, are known to the Crisis Team and need support you can contact the team directly. If you are not known to the Crisis Team please speak to your GP about a referral.

Telephone: 01522 573648

SAMARITANS

The Samaritans offer a safe place for you to talk 24/7.

Telephone: 116 123 (24/7) or 01522 528282 (local number)

Address: Lincoln Branch of the Samaritans, 17 Huntgate, Lincoln, LN1 1ES

Website: www.samaritans.org

Website: www.lincolnshire.gov.uk/health-and-wellbeing

NURSING SUPPORT AT HOME

DISTRICT NURSES

District Nurses are able to provide general nursing support at home to housebound patients. They are also specialists in continence issues and end of life care.

Telephone: 01522 533331

WELLBEING SERVICE

For patients that not are coping at home, you can contact the Wellbeing Service. The Wellbeing Service is designed to promote confidence in living independently. If you, or someone you know, is age 18+ and needs support, get in touch to see how they can help.

Telephone: 01522 782155

PHYSIOTHERAPY AND SPORTS INJURIES

Private physiotherapists are able to assess and treat:

- Most sporting injuries (you should see A&E first if you think you may have broken a bone)
- Low back pain
- Other joint pains
- Falls and unsteadiness (you should also see your GP)
- Whiplash
- Work related injuries
- Growing pains

STOP SMOKING SERVICES

NHS SMOKING HELPLINE

The NHS Smoke Free service offers support and resources to help people quit smoking. They have a helpful website with lots more information and a contact form.

Website: www.nhs.uk/smokefree

QUIT 51 (LINCOLN)

Quit 51 works with the NHS Smoke Free service to provide local support to people and they have a branch in Lincoln.

Address: Quit 51, Division of Public Health Services North 51 Ltd, Unit 31, Roman Way, South Hykeham, Lincoln, LN6 9UH

Telephone: 0800 622 6968

PHARMACY SUPPORT

The Nettleham Co-op Pharmacy have an advisor to support people that want to stop smoking.

Address: Nettleham Pharmacy (Co-op), 6 Church Street, Nettleham, Lincoln, LN2 2PD

Telephone: 01522 751702



PREGNANCY RELATED CARE

BREASTFEEDING / INFANT FEEDING

Vicky Markham is an infant feeding lactation consultant and NCT breastfeeding counsellor. You can contact her directly.

Telephone: 01522 751536 or 07787 547472

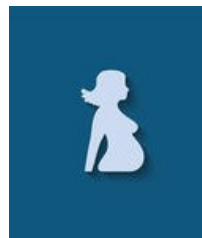
COMMUNITY MIDWIFE

You can see the midwife for all of your antenatal care, including your booking appointment. Simply let the receptionist know if it is a booking appointment or a follow up appointment you need.

Telephone: 01522 573772

EARLY PREGNANCY ASSESSMENT UNIT

Telephone: 01522 573677



MISCARRIAGE ASSOCIATION

The Miscarriage Association helps people who have been affected by miscarriage, molar pregnancy or ectopic pregnancy. They have a helpful website and a helpline.

Telephone: 01924 200799 (Mon—Fri, 9am—4pm)

Website: www.miscarriageassociation.org.uk

NATIONAL CHILDBIRTH TRUST

The National Childbirth Trust helpline can support you with practical and emotional support in all areas of pregnancy, birth and early parenthood including help with feeding.

Telephone: 0300 330 0700

Website: www.nct.org.uk

STILLBIRTH AND NEONATAL DEATH SOCIETY

The Stillbirth and Neonatal Death Society (Sands) supports people who have been affected by the death of a baby. They have a website, telephone helpline and email helpline.

Telephone: 08008 164 3332

Email: helpline@sands.org.uk

Website: www.sands.org.uk

RED-TENT

Red-Tent provides antenatal classes, baby massage, hypno-birthing, breastfeeding support and postnatal support.

Telephone: 07523 990310

TAMBA (TWINS, TRIPLETS OR MORE)

The Twins and Multiple Births Association, TAMBA, provides tips and information for parents with, or expecting, twins or more. They have a useful website.

Website: www.tamba.org.uk



CHILD HEALTH

CHILDREN'S HEALTH SERVICE 0—19 YEARS

Health visiting and school nursing services transferred to the Council on 1st October 2017.

The health visiting service remains largely unchanged, with a greater focus on antenatal education. Lincolnshire's Health Visitors will support children until the end of reception year at school (around age 6) and can offer advice on the following areas:

- Breastfeeding, bottle feeding and weaning advice
- Concerns regarding weight gain
- Dietary advice and advice for 'picky eaters'
- Behavioural problems—sleeping, potty training, tantrums etc.
- Constipation
- Routine developmental checks and concerns
- Postnatal depression
- Support with parenting and discipline

Children and young people from year 1 up to age 19 (or 25 if special educational needs and disability [SEND]) will be supported by Children and Young People's Nurses, instead of School Nurses.

Children and Young People's Nurses will:

- Support children and young people with long term or more complex health needs and other health concerns (including continence/enuresis, healthy weight, anaphylaxis etc.)
- Undertake a Health Needs Assessment for relevant safeguarding cases or referrals
- Support safeguarding and individual needs cases where a health need is identified

Height and weight measurement in reception year and year 6 will continue as normal.

Referrals to the service can be made by telephone.

Telephone: 01522 308800.



EMOTIONAL WELLBEING/ BEHAVIOUR ONLINE PATHWAY

An online single point of access is available for information and advice about services that can offer support for common emotion wellbeing, behaviour and mental health concerns including anxiety, body image, bullying, depression, eating concerns, exam stress etc.

Website: www.lincolnshire.gov.uk/ewb



HEALTHY MINDS LINCOLNSHIRE (EMOTIONAL WELLBEING SERVICE)

The Healthy Minds emotional wellbeing service, operated by Lincolnshire Partnership NHS Foundation Trust delivers evidence-based interventions to Lincolnshire children and young people up to the age of 19 (or 25 if SEND or care leaver) with emotional wellbeing concerns, including confidence issues, minor self-harm, relationship difficulties, exam stress, transition anxiety, self-esteem etc. The focus is on early intervention, building emotional resilience, normalising emotions and teaching coping and self-care skills to prevent concerns escalating to mental health issues.

Advice and signposting is available to parents/carers by contacting the service directly.

Telephone: 01522 309777 (Mon—Fri, 9.30am-4.30pm)

LINCOLNSHIRE INTEGRATED SEXUAL HEALTH SERVICE (LISH)

LISH is delivered by Lincolnshire Community Health Services NHS Trust and offers a young person's sexual health service throughout the county for teenagers from age 13 to 19 (or 25 if SEND). LISH provides the following services:

- Reproductive health—family planning, contraception advice, psychosexual counselling and C-card
- GUM sexual health—STI testing, diagnosis and treatment, support and advice, partner notification
- Coordination of the National Chlamydia Screening Programme within Lincolnshire

Telephone: 01522 309309 (Mon-Thurs, 8am—6.30pm and Fri, 8am—4.30pm)

Website: www.lincolnshirehealthyfamilies.nhs.uk/sexualhealth

SOCIAL CARE

ADDICTION SUPPORT

ADDACTION LINCOLN

Addaction provides confidential advice, support and treatment on drug and alcohol misuse for adults and young people and their families. They have a useful website and a 24 hour helpline.

Telephone: 0800 3047021 (24/7)

Website: www.addaction.org.uk

BEREAVEMENT SUPPORT

CRUSE BEREAVEMENT CARE

Cruse offers support, advice and information to children, young people and adults when someone dies. They have a local branch in Lincoln.

Telephone: 07900 317732

Email: Lincoln@cruse.org.uk

SOCIAL PRESCRIBERS

Social Prescribers can support patients who have social rather than medical needs and they have links with over 200 local communities and charities. Speak to the practice reception team to book an appointment.

BENEFITS QUERIES

CITIZEN'S ADVICE BUREAU

Address: Beaumont Lodge, Beaumont Fee, Lincoln, LN1 1UL

Telephone: 0344 411 1444

Website: www.citizensadvice.org.uk



CARERS SUPPORT

Please inform the practice if you are or have a carer so that we can update our records and provide you with a carers bag filled with useful information. Carers can also talk to a GP about being referred for a carers assessment.

CARERS UK

Carers UK have a helpful website where you can search for local carers support organisations.

Website: www.carersuk.org

CARERS FIRST IN LINCOLNSHIRE

Carers First provide a range of services to carers locally, in partnership with Lincolnshire County Council.

Address: 2nd Floor, 28 Marketplace, Grantham, NG31 6LR

Telephone: 01522 782224

Email: info@carersfirst.org.uk

Website: www.carersfirst.org.uk/lincolnshire



Here to help

EVERY-ONE

Every-One is a Lincolnshire based charity providing services for local carers.

Telephone: 01522 811852

Email: hello@every-one.org.uk

Website: www.every-one.org.uk

WELLBEING SERVICE

If you or someone you know is not coping at home you can contact the Wellbeing Service. The service is designed to promote confidence in living independently; they support people aged 18+.

Telephone: 01522 782155

Website: www.lincolnshire.gov.uk/health-and-wellbeing

WELLBEING SERVICE

If you or someone you know is not coping at home you can contact the Wellbeing Service. The service is designed to promote confidence in living independently; they support people aged 18+.

Telephone: 01522 782155

Website: www.lincolnshire.gov.uk/health-and-wellbeing

OLDER PEOPLE'S SUPPORT

AGE UK

Age UK aim to provide life-enhancing services and vital support to people in later life. They have a national helpline to provide information and advice, as well as a local branch.

Local Address: Age UK Lincoln, 36 Park Street, Lincoln, LN1 1UQ

Local Telephone: 01522 696000

Local Email: info@ageuklincoln.org.uk

Website: www.ageuk.org.uk



SILVER LINE

The Silver Line is a 24/7 confidential helpline providing information, friendship and advice to older people.

Telephone: 0800 470 8090

VOLUNTARY CENTRE SERVICES (VCS)

VCS is a Lincolnshire-based service supporting volunteers and voluntary and community organisations. They can provide advice and help you to access volunteering in your local area.

Address: Voluntary Centre Services Lincoln, City Hall, Beaumont Fee, Lincoln, LN1 1DF

Telephone: 01522 551683

Email: Lincoln@voluntarycentreservices.org.uk

Opening Hours: Monday—Friday, 9am—4.30pm

FURTHER USEFUL WEBSITES



GENERAL HEALTH INFORMATION

www.patient.co.uk - a helpful website full of information about medical conditions and links to various support groups

www.nhs.uk - the official NHS website which has information on self-care, medical conditions and information on the quality of health services

www.selfcareforum.org - empowers people to take care of their own health

www.fitfortravel.nhs.uk - advice on how to stay healthy when you travel abroad

Lincolnshire.connecttosupport.org - information and advice for resident who are looking for support in the community

MENTAL HEALTH INFORMATION

www.moodjuice.scot.nhs.uk - a website full of advice and support for people with mental health problems

www.kooth.com - online counselling for people aged 11 to 25 years old

WOMEN'S HEALTH AND SEXUAL HEALTH

www.menopausematters.co.uk - lots of advice on the menopause and the various ways of managing symptoms

www.ccard-lincolnshire.co.uk - local scheme to provide free condoms to teenagers

www.doyouhaveit.co.uk - information on sexually transmitted infections

www.fpa.org.uk - information on contraception

NETTLEHAM MEDICAL PRACTICE

14 Lodge Lane

Nettleham

Lincoln

LN2 2RS

Tel: 01522 751717

Website: www.nettlehammedical.co.uk