



Welcome to

Nettleham Medical Practice

Easy Read Practice Leaflet

Address

We have 2 buildings and you can choose which to go to for some appointments. Nettleham is our main surgery, so there are some appointments that can only be done there.

Main Site

Nettleham Medical Practice
14 Lodge Lane
Nettleham
Lincoln
LN2 2RS



Branch Surgery

Cherry Willingham Surgery
The Parade
Cherry Willingham
Lincoln
LN3 4JL



How to contact us

- **Telephone us on 01522 751717**

You will hear some options and need to press the number for the team you want to talk to.

For example option 2 is for appointments and enquiries.



- **Come to the surgery and talk to one of our Receptionists**

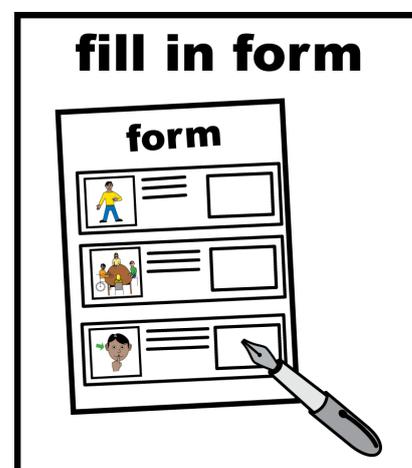
- **Visit our website**

www.nettlehammedical.co.uk



How to register as our patient

- Firstly check that you live in the practice area by putting your postcode into the checker on our website
- Ask our Reception Team about registering
- Fill in the forms given to you and return them to the practice

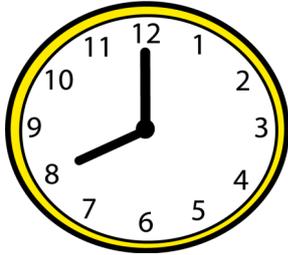


Open Times

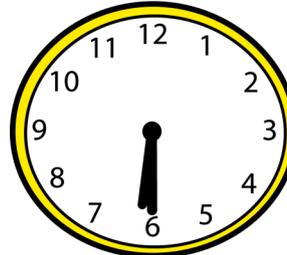
Nettleham Surgery

Monday, Tuesday, Wednesday and Friday

Open 8am

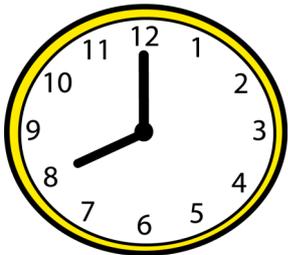


Close 6.30pm

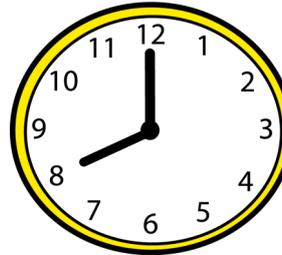


Thursday

Open 8am



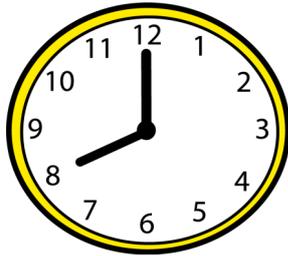
Close 8pm



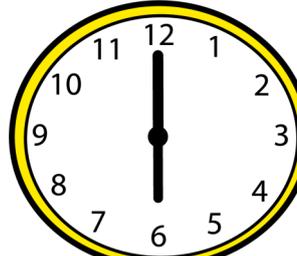
Cherry Willingham Surgery

Monday

Open 8am



Close 6pm

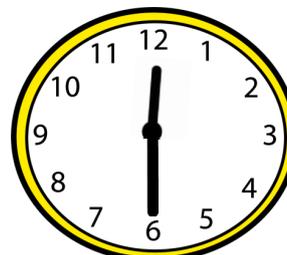


Tuesday, Wednesday, Thursday and Friday

Open 8am



Close 12.30pm



Weekends and Bank Holidays

We are closed on weekends and Bank Holidays except when we notify you that we are open.



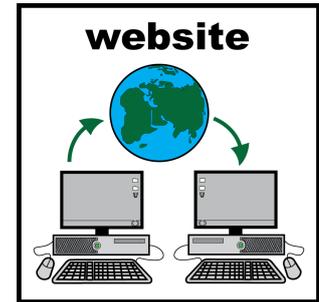
Who can help when we are closed

If you need urgent medical help when we are closed **telephone 111**.



Booking an appointment with a GP or Nurse Practitioner

- Go to our website
www.nettlehammedical.co.uk.
- Click on the Ask My GP logo on the home page.
- You will be asked for your details including your name and date of birth and why you need to see a doctor.
- This information will be sent to a GP to decide what to do next.
- The GP will contact you either by replying on the Ask My GP system or telephoning you.
- They may be able to deal with your problem without seeing you or they may arrange an appointment at the surgery for you.
- If you are unable to use the internet you can telephone our reception team and they will do this for you.



Booking an appointment with a Nurse or Health Care Assistant

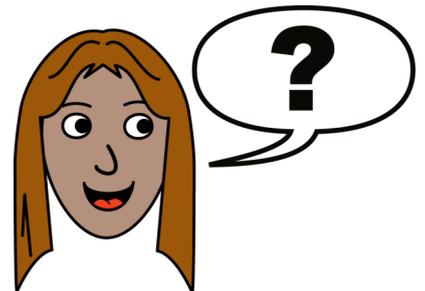


- You will speak to a Receptionist by telephone or in person.

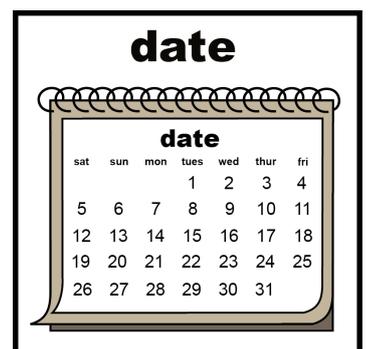
- Tell them your name and address and ask to book an appointment.



- The Receptionist will ask you some questions about why you want an appointment. This helps them to book you in with the right person for the right amount of time.



- The Receptionist will give you a date and time for your appointment.



- Make a note of the date and time. If you have said it is OK we can send you a text message with these details.



Who you will see at your appointment

We have a big team of clinicians who you may see. It depends on what your appointment is about.

Doctor

- Our Doctors can help you with most medical issues
- They may refer you to a different doctor or member of the team who is more appropriate to help you
- They can see you at the surgery or telephone you, depending on the problem



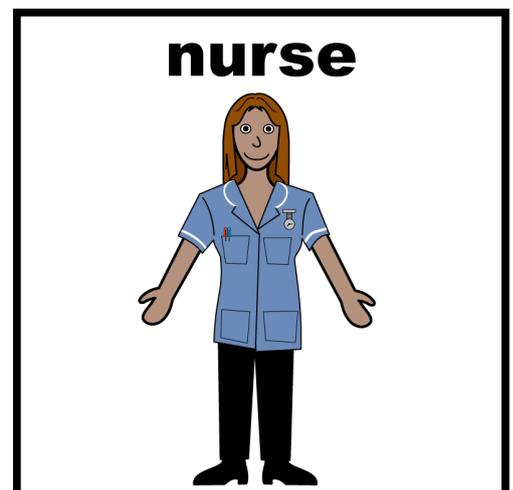
Nurse Practitioner

- Nurse Practitioners are similar to doctors
- They can help with most medical issues and are the best people to help with 'minor illnesses' such as infections



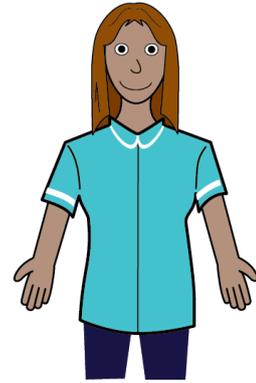
Nurse

- Nurses can help with:
- Reviews for patients with long term problems such as asthma or diabetes
- Vaccinations
- Wound management



Health Care Assistant

- Healthcare Assistants are part of the Nurses Team and can also do vaccinations
- They also do some tests such as blood tests, tests on patients hearts (ECGs) and blood pressure



Pharmacist

- Pharmacists can help you with questions you have about your tablets
- They can see new patients who are on repeat medications
- They also help to add or change medications where the doctor or hospital have asked for this



Student

- Our practice helps to train doctors and nurses
- You may be asked to see a trainee, or they may sit in on your appointment
- If you do not want to see a student please just let the Receptionist know



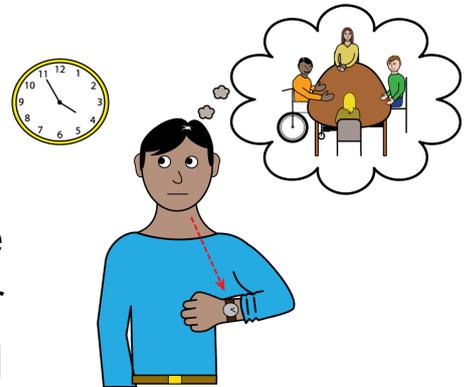
Arriving for your appointment

- Let us know when you arrive.

Tell the Receptionist or use the machine on the wall.



- Sit down in the waiting room. Your clinician will come and call your name.



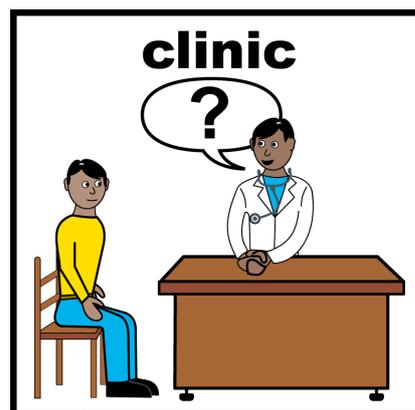
- If you would prefer to wait in the quieter reception area, just let our reception team know and they will tell your clinician. Your clinician will come and collect you from reception.

- You'll be taken to a private room for your appointment.

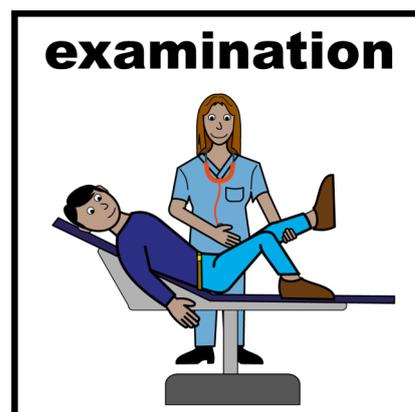


What may happen during your appointment

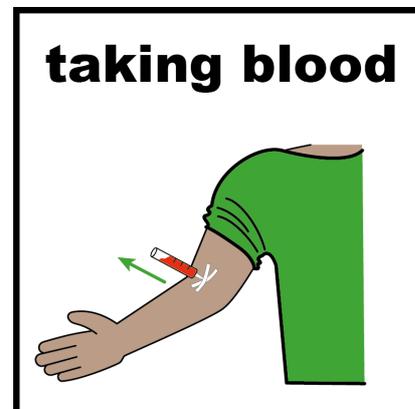
- You will talk to your clinician about your problem. They may ask some questions to make sure they understand.



- Your clinician may want to do an examination, where they feel or look at parts of your body. They will tell you what they are going to do and ask if it is OK.



- You may have some tests, such as a blood test. Your clinician will explain any tests to you before doing them.

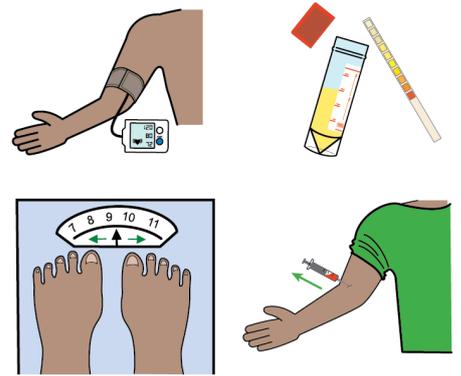


- You can ask to have somebody else in the room with you to make you feel more comfortable. This could be another staff member or your relative, friend or carer.



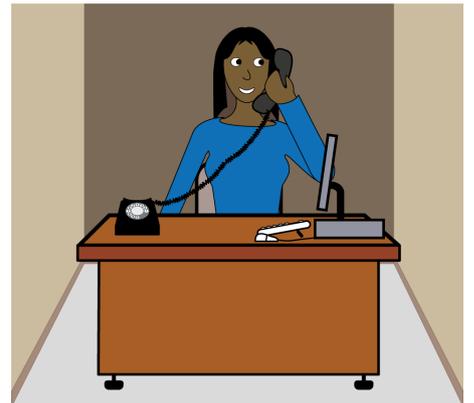
Test Results

After you have a test done at the surgery, our doctors will look at it and decide if they need to do anything else. They may sometimes do another test or want to see you at the surgery for an appointment.



You can ring to ask for your results and our staff can help by:

- Telling you if a result is normal, satisfactory, borderline or abnormal.
- Telling you what the doctor has written on the result.
- Sometimes a doctor would like to tell you themselves about a test result. This does not always mean it is bad news and just means the doctor would like to explain it to you themselves.



To ask for your results telephone the reception team on **01522 751717**.



Referrals and Hospital Tests

Sometimes your Doctor or Nurse Practitioner may send a referral to the hospital for you to see a specialist.

The hospital will contact you to arrange an appointment. If you have not received a phone call or letter from them after 4 - 6 weeks of your appointment at the surgery, you should ring them to check.



The telephone numbers you may need are:

Lincoln County Hospital

01522 707071

Grantham and District Hospital

01476 464861

Pilgrim Hospital

01205 446243

If your hospital specialist asks you to have a test the results will be sent back to them and not to the surgery.

If you would like to check the results of these tests you can phone the specialist's secretary directly to check.



Keeping your information secure

We ask for personal information about you so that we can give you the right treatment and care that you need.

We keep this information secure and do not give it to anyone without you telling us it is OK.

Sometimes, the law requires us to pass information on but whenever we can we take out details that identify you, such as your name.

You might find it helpful for us to

Sharing information with your relative/friend/carer

be able to talk to one of your relatives, friends or carers about you and your health care.

Ask our Reception Team for a form to tell us this is OK.

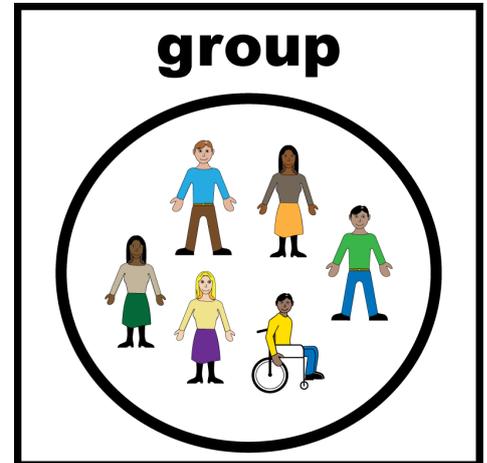


Patient Participation Group

The practice has a support group of patients who:

- Have meetings to talk about the quality of health care and developments in the practice
- Support the practice with new projects
- Help the practice with fundraising

If you are interested in joining the group please ask our Reception Team.

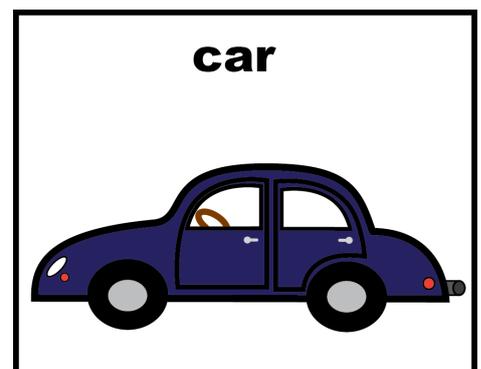


Voluntary Drivers' Scheme

Our patient support group runs a programme to help patients who find it hard to get to the surgery for their appointment.

If you would like transport for your appointment please ask the Receptionist when booking it.

There is a small charge for this service.



Access to the Surgery Buildings

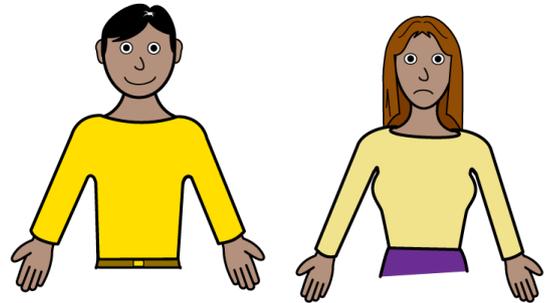
- If you need help coming in to the building press the doorbell.
- Our surgeries are single storey and we have wheelchairs for your use.
- We have automatic doors at Nettleham Surgery.
- There is free car parking at both surgeries.
- There are two accessible toilets at Nettleham Surgery.
- A loop system is available for people with hearing difficulties at Nettleham Surgery.
- There are baby changing facilities in the accessible toilets at Nettleham Surgery.
- We have adjustable couches at both surgeries.



Comments and Complaints

- There are suggestion boxes at both surgeries for any comments you would like to make.
- If you are unhappy about the service we provide, please ask to talk to our Practice Manager.

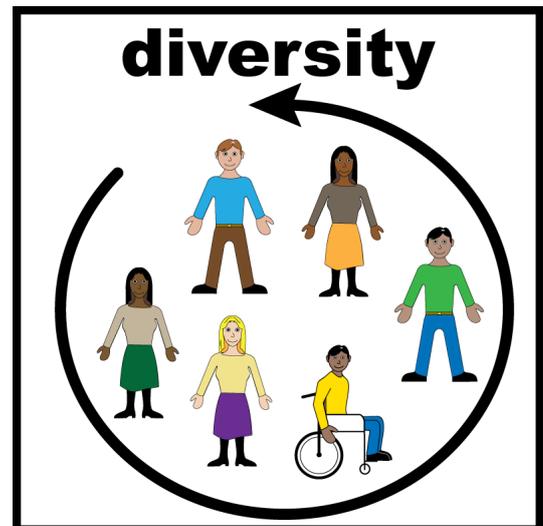
comments



Discrimination Statement

This Practice does not discriminate anyone on the grounds of:

- Nationality
- Skin colour
- Age
- Religion
- Marital status
- Sexual orientation
- Disability



We do not tolerate any form of discrimination harassment against our staff or patients. Anyone who acts in this manner will be asked to leave the premises and may be removed from our practice list.

Accessible Information

You can find lots of our patient information leaflets in the surgery waiting rooms or on our website.

If you would like any of our leaflets in a different format, such as easy-read or large print, please ask our Reception Team.

