

Practice Booklet



THE DEEPINGS

practice 

www.deepingspractice.co.uk

do not destroy - keep in a safe place

THE DOCTORS

Dr Kenneth S Rigg MB ChB MRCGP DRCOG

- Qualified Leicester University 1982

Dr Jeremy S K Phipps MA MB BChir MRCGP

- Qualified Oxford and Cambridge Universities 1987

Dr Stephanie A Nolan-Hughes MB ChB DFFP MSOM

- Qualified Leicester University 1983

Dr Nicholas S Wilson MB ChB DTM&H

- Qualified Leicester University 1986

Dr Eamon J Asplin MB ChB DFFP

- Qualified Leeds University 1989

Dr David N Herbert BMedSc BM BS MRCGP

- Qualified University of Nottingham 1985

Dr Majid Akram MB ChB MRCGP MRCP DRCOG PGCME

- Qualified Leicester Warwick Medical School 2004 - Training Partner

Dr Louise Davies MA (Cantab) MB BChir MRCGP DRCOG

- Qualified University of Cambridge 2005 - Training Partner

Dr Faiz A Ismail MBBS BSc MRCGP MRCP DRCOG

- Qualified University College London (UCL) 2003

Dr Yasser Chaudhry BMedSc MB ChB MRCGP DRCOG

- Qualified University of Aberdeen 2004

EMPLOYED GPS

Dr Susan Rieser MB BS DCH DRCOG MRCGP DTM&H FPA(Cert)

- Qualified Royal Free School of Medicine 1985

Dr Mohammed Majed Kebbeh MD MRCP (UK) DFFP PGCME (ARU) (London)

- Qualified Aleppo University, Syria 1988

Dr Daniel Wade MB ChB MRCGP

- Qualified Sheffield Medical School 2006

WELCOME

The Deepings Practice serves the whole of Market Deeping as well as its surrounding villages, and has a branch surgery at Glington. We have a large team of dedicated staff who assist with the provision of both clinical and non clinical duties.

We offer a full range of general Practice services and run specialist clinics for diabetes, maternity services, sexual health/contraception, Child Health Surveillance and minor surgery. More details about the services we offer can be found on the Practice website: www.deepingspractice.co.uk

We aim to treat our patients promptly, courteously and in complete confidence. We feel it is important that you know who you are speaking to, so our staff wear name badges and where possible will identify themselves on the telephone.

The Deepings Practice is a "Training Practice". This means that hospital doctors wanting to enter general practice spend time with us in order to gain the experience they need to become a family doctor. As a Training Practice your medical records may be used for education purposes. As and when this is the case you will be asked to sign a consent form giving permission for your records to be used in this way. From time to time registrar's consultation will be videoed to aid their training programme. You will be asked if you give consent to this at the time of making the appointment.

This booklet is for both existing patients and those who are about to register with us. It tells you about our services, how to access them and some general information about how our Practice operates.

REGISTRATION

If you live in our Practice area, which is shown on the back of this booklet, and you wish to register with our Practice you should present at reception and complete one of our registration forms. You will be required to provide ID and proof of address. You can also download the form on our website. Our staff are always willing to offer assistance. You have a right to express a preference of a particular doctor to register with. This request will be accommodated where possible but will depend on the availability at the time. Please indicate this to staff at the time of registration.

We operate a Zero Tolerance Policy towards physical violence and verbal abuse in order to protect our Doctors and Staff. If a patient becomes violent or abusive towards any Doctor, Staff or other person present on Practice premises, we reserve the right to arrange their immediate removal from our list.

SURGERY HOURS / TELEPHONE NUMBERS

OPENING HOURS

Market Deeping: Monday - Friday 8.00am - 6.30pm

Glington Surgery: Monday - Friday 8.00am - 1.00pm and 2.00pm - 6.30pm

(At the present time, Doctors Phipps, Nolan-Hughes, Ismail and Akram hold regular surgeries by appointment).

Car parking, access and facilities for the disabled are available at each surgery site. Please do not use these spaces unless displaying the appropriate badge.

BOOKING APPOINTMENTS

For Doctor appointments:

Market Deeping: 01778 579001

Ginton: 01733 252246 (calls diverted to Market Deeping between 1.00pm and 2.00pm).

We have designed surgery appointments in order to improve access for those who are unable to attend during the working week. Every Saturday there is a morning surgery at our Glington branch for both Market Deeping and Glington patients. This Saturday morning surgery is for advance booked patients only and walk-in patients will NOT be seen during this session.

SELF CHECK-IN

Patients are encouraged to use the self-service check-in kiosks when arriving at the Market Deeping surgery for their appointment. There are 2 kiosks at the main reception and 1 kiosk at the treatment room reception.

The self-service check-in kiosk allows automatic check-in for appointments (not emergency appointments) without having to queue at reception. You can use any of the 3 kiosks to check-in upon your arrival and after having entered your details you will see a message confirming your appointment time and the Doctor you are booked in to see; your name will then be displayed on the TV screens in the appropriate waiting room when your Doctor calls for you. Unfortunately, this service is not yet available at our Glington surgery where you will be required to book-in at reception for all appointments.

PATIENT ACCESS ONLINE SERVICES

Patient Access is a 24 hour online service that enables you to view, book and cancel appointments at both the Market Deeping and Glington Surgeries, order your repeat prescriptions as well as view your immunisation record and allergy information from home, work or on the move - wherever you can connect to the internet, day or night, 24 hours a day. In order to access the Patient Access services you are required to complete the relevant form and hand it into your local surgery, where your application will be processed and a letter produced with your registration details. Alternatively you can register by following the link to patient access on our website.

This service is now available for children up to 13 years of age and for those who are 16 years of age and older. Parents/ Guardians are able to register their children under the age of 13 years but once the child reaches their 13th birthday this access will be removed; this is to ensure that the patient confidentiality is maintained as best as possible and you will receive prior notification from the Practice before this access is removed. The requesting

parent/ guardian must be registered at the same address as the child in order to access this service. For now, this service is not available for 13 to 15 year olds, although they will be able to re-register in their own right from their 16th birthday. More information can be found on the Practice website www.deepingspractice.co.uk

SMS TEXT MESSAGING

We are always looking at ways to improve our communication to patients. SMS text messaging is currently being used by other organisations (including dentists, banks and schools) for appointment reminders and release of general information and from 1st May 2014, we are able to use this facility, with your permission. Care will be taken to ensure that no personal information is released using this service and the Practice will continue to observe the strictest controls with regard to holding your personal information in confidence. Initially, an SMS text message will be sent containing your appointment details once you have booked an appointment. A further message will be sent 48 hours before the appointment is due as a reminder.

In the future, we will be looking to introduce a more interactive form of SMS text messaging which will allow you to cancel your appointment by text if you are no longer available to attend. This facility will also allow us to send you health promotion initiatives such as flu jabs and NHS Health Check invitations. If you have a mobile phone, and are over 16 and would like to receive SMS messages then please complete the relevant form and hand it in at reception. You may withdraw your consent at any time by notifying reception either verbally or in writing.

FOR NURSING AND PHLEBOTOMY APPOINTMENTS

Market Deeping: 01778 579020 (8.30am - 1.00pm and 2.00pm - 6.00pm)
Phlebotomy Appointments 8.00am - 3.30pm

Glinton: 01733 252246 (8.00am - 1.00pm and 2.00pm - 6.00pm)

GP APPOINTMENTS

All consultations are by appointment unless there is a true emergency. Patients presenting without first telephoning will be offered the next available routine appointment. If your condition is non urgent you can usually expect to see a GP within two working days, this will not always be your usual GP. You may have to wait longer if you wish to wait to see a particular Doctor. If your need is urgent, please tell the Receptionist. An appointment is for one patient only. If you are unable to attend, please let us know as soon as possible so that the appointment may be offered to someone else. An average of 150 patients each month fail to keep their appointments without notifying us of their inability to attend.

TELEPHONE ADVICE

If you feel an appointment is not necessary but would like to speak to your own Doctor or the Doctor on call, please leave a message with a member of the Reception team.



HOME VISITS AND EMERGENCIES

For DAYTIME VISITS ONLY (8.00am- 6.00pm)

Our Doctors typically see 4 patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. To request a home visit, please telephone the surgery on 01778 579000, and select option 5. Please do not ask the Doctor to call unless the patient is genuinely too ill to come to the surgery. If you do require a home visit, please try to telephone before 10.30am and give as many details as possible to our secretary. This will enable the Doctors to plan calls and deal with urgent visits promptly.

DENTAL PROBLEMS

Please contact your registered Dentist or NHS Direct on 111.

EVENINGS, WEEKENDS AND BANK HOLIDAYS

If you or a member of your family is taken ill out of our normal GP Surgery opening hours, and it cannot wait until we re-open, you should call the NHS 111 service if you need medical help fast, but it's not a 999 emergency. You will be assessed, given advice and directed straightaway to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

THE DEEPINGS AND GLINTON PATIENT PARTICIPATION GROUP (PPG)

The aim of the PPG is to liaise with patients and Practice staff in all aspects of health care. The PPG represents all parishes within the Practice area and the name and telephone number of your own representative is displayed on the PPG notice boards at each surgery. If you are interested in being involved in this group, please contact the surgery. Meetings are held regularly and members are keen to receive suggestions from patients.

You are also able to submit your views about the Deepings Practice through the Patient Reference Group: a virtual participation group working through PPG who are interested in being part of a forum through surveys, on-line interaction. Please contact the surgery or see our website for further details.

VOLUNTEER CAR SCHEME

The Patient Participation Group are responsible for this very valued service to patients registered with The Deepings and Glinton Practices. Transport can be arranged for hospital appointments/admissions, surgery appointments, etc. at the discretion of the Co-ordinator. A minimum mileage charge is payable to the driver on the day of the journey. If you need to make use of this scheme, or would like to offer your services as a driver, please contact Gordon Stewart or Alan McKie on 07858 373912.

THE DEEPING MEN'S GROUP CHARITIES FUND

This local volunteer group can provide wheelchairs, walking frames, commodes, bath-lifts and other miscellaneous medical aids to patients of The Deeping Practice. The equipment is available free of charge on a short-term loan basis of up to 3 months and is subject to suitability for the case in question. The group also has battery powered scooters and recliner chairs. Initial enquiries to The Charity Officer on 01778 348144.

NHS HEARING AID BATTERIES

Patients with NHS hearing aids may obtain replacement batteries from the Community Clerk at Market Deeping, 9.00am - 1.00pm and 2.00pm - 4.00pm, or from a member of Reception at Glinton. New batteries will only be supplied upon presentation of the Peterborough City Hospital log book and return of old batteries to the surgery.

NHS TRANSPORT

This is only available for patients who are unable to use public transport or the volunteer car scheme and is reserved for patients with specific medical needs. If you feel you qualify, please ring and discuss your request with NSL Transport Line on 0843 3571556.

FIT NOTES

You do not need a Doctor's sickness certificate for any illness lasting seven days or less. Your employer, however, may require you to complete a Self Certification form (SC2) which is available from your employer. If this is not acceptable, your Doctor will supply a private certificate for which a fee is payable. For any illness lasting longer than seven days, you will need to contact your Doctor for a medical certificate. Please see our website for further information or visit www.gov.uk/government/collections/fit-note

SPECIMENS

Please take fully labelled specimens with full name and date of birth to Main Reception before 3.00pm Monday to Friday.

RESULTS OF INVESTIGATIONS

You may telephone for results between noon and 3.00pm. To safeguard confidentiality, results are only given to patients, and staff will ask for identification.

NON-NHS SERVICES

Certain medical services are not provided by the NHS and therefore attract charges. A current list of fees is available at Reception or on the Practice website. All fees are payable at the time of submission and receipts will be given. Please try and give as much notice as possible when arranging these appointments. Driving licence and passport applications do not have to be signed by a Doctor. Other acceptable professionals may be contacted and may not make a charge. Hepatitis B cover for occupational reasons is chargeable. Please see our website for more details.

COMMENTS AND COMPLAINTS

The Deepings Practice aims to give a friendly and professional service to all our patients. However if you have any concerns about any aspect of our service please contact Miss Jackie Wright, who will explain the In-House Complaints Procedure and provide further information as necessary. A copy of our Complaints Procedure is available upon request.



DISPENSARY SERVICES

Dispensary Opening Hours, Monday To Friday:

Market Deeping: 8.30am - 6.30pm

Please see our website for details of training closing times.

Glington: 8.30am - 1.00pm and 2.00pm - 6.30pm

Ordering a repeat prescription may be done in several ways:

- Online at www.deepingspractice.co.uk
- Using the white repeat prescription form accompanying your drugs. This can be posted in the usual way or left at the surgery at which you are registered. A box is available at Rainbow Pharmacy (for Market Deeping patients only).
- Fax: Market Deeping 01778 349473
Glington 01733 252042
- By Telephone: Market Deeping 01778 579002 (9.00am - 5.00pm)
Glington 01733 252246 (8.30am - 1.00pm and 2.00pm - 6.30pm)

By reducing the number of telephone requests, we can hopefully process all prescriptions more efficiently.

It is important that we receive 48 hours (2 working days) notice of your requests and would be grateful if all repeat items could be ordered simultaneously. Please remember that we do not open at weekends or Bank Holidays and that you should order well in advance to ensure that you have adequate medication during these times.

It is very important to see your Doctor BEFORE your review date. If you have not attended as requested, your prescription request may be refused.

If you have recently been to hospital as an in-patient or out-patient and your drugs have been changed, it may be wise to check that your repeat prescription screen has been changed by your Doctor BEFORE your next prescription is due. Staff do not have the authority to implement any changes or requests without Doctor approval.



PRACTICE MANAGEMENT TEAM

In such a large Practice we can offer a wide range of services and many trained professionals work with the doctors as a team.

Business Manager, Mrs Jo Kevan joined the Practice in 1996 as the Fund holding Manager. With the demise of Fund holding in 2000 the role was changed to Business Manager. Jo is responsible for all the overall financial, budgetary planning for the Practice. Jo leads the Senior Management Team (SMT) and is Chair of the Finance Subcommittee Group.

Other Members of the **Senior Management Team** (SMT) are as follows:

Miss Jackie Wright, **Operations & Facilities Officer** joined the Practice in June 2011. Jackie is responsible for the smooth day to day running of the Practice and the premises. Patient complaints, Health & Safety matters and significant events should also be reported to Jackie in the first instance. Dr Asplin is the lead GP for significant events and complaints.

Mrs Judy Yarham, **Nurse Team Leader**. This post is responsible for the management of a team of seventeen staff. The team is made up of nurses and health care support workers. Nursing services are provided at both Market Deeping and Glington sites. Drs Akram and Davies are the Lead GPs for the nursing department.

Mrs Carol Stevens, **Senior Dispenser** joined the Practice in 2002 as a dispenser but took up her current role in 2006. Carol manages a team of ten staff and is responsible for liaising with pharmaceutical representatives and the Prescribing Pricing Authority (PPA) on behalf of the Practice. Dr Ismail is the Lead GP for dispensing matters. Dr Davies is the Lead GP for prescribing matters.

Mr Dean Fisher, **Technical Admin Support** is responsible for supporting and facilitating Information Governance with the Practice. He is also responsible for ensuring that all the practices IT Systems are running smoothly on a day to day basis.

Mrs Gemma Wright, **Senior Receptionist (job share)** joined the Practice in April 2015 in an administration role. She took over her current position in June 2016. Gemma works closely with Tracey ensuring our team of 17 receptionists are available to provide front of house support to the practice team across both sites.

Ms Tracey Murray, **Senior Receptionist (job share)** joined the Practice in October 2016 and works closely with Gemma to ensure front of house runs smoothly. Lead GP for Reception is Dr Herbert.

ATTACHED STAFF

COMMUNITY CLERK

Direct line 01778 579010, 9.00am - 1.00pm and 2.00pm - 4.00pm.

COUNSELLORS

In house counselling can be arranged in consultation with your GP. Also by self referral. (Forms are available from reception)

HEALTH VISITOR AND DISTRICT NURSES

Can be contacted via the Community Clerk between 9.00am - 1.00pm and 2.00pm - 4.00pm
There is a Well Baby Clinic on Thursday between 10.00am - 11.30am.
Telephone 01775 652177 for an appointment.

MIDWIVES

Ante-natal clinics are held at the Practice. Please ask the Community Clerk for more details.

SPEECH THERAPIST

Referrals can only be made via your GP or Health Visitor.

SCHOOL NURSE

Takes over from the Health Visitor when a child starts school, providing a link between school, home and Primary Health Care Team. She will offer regular health checks to your child with your consent and will always be willing to discuss any concerns and queries with you.

PODIATRIST

Appointments are necessary and can be made via the Community Clerk.

PHYSIOTHERAPY

Referrals to this service can only be made by your GP or other Health Care Professional.

CLINICS

The Practice provides a variety of clinics:

CHRONIC DISEASE MANAGEMENT CLINICS

Held at both sites by appointment only and include Asthma, Diabetes, Coronary Heart Disease, Chronic Obstructive Airways Disease, Hypertension, Smoking Cessation.

SEXUAL HEALTH/CONTRACEPTION

A range of sexual health services are offered at the surgery including:

- Contraception and contraception advice
- Emergency contraception and emergency contraception advice
- Testing and treatment for sexually transmitted infections (STIs), such as chlamydia, gonorrhoea and genital warts.

Please see our website for further details.

TRAVEL CLINIC (MARKET DEEPING)

Please note that the practice has no obligation to provide last minute travel clinic appointments and due to demand we usually cannot help at short notice. We strongly recommend that you book appointments at least six weeks before you travel as a vaccination does not give immediate effective coverage. Before travelling overseas, it is important to be aware of the possible health risks and how to prevent problems, or minimise the chances of them occurring.

Most importantly, you should know whether there are any specific health risks in the country you are travelling to for which you need to take precautions - for example, malaria.

- How to avoid becoming ill when you are abroad
- What to do if you do become ill when you are abroad
- How to get emergency medical treatment when you are abroad

Our travel clinics offer advice on travel illnesses and a full range of vaccinations.

BOOKING AN APPOINTMENT IN OUR TRAVEL CLINIC

Prior to ringing the practice to book an appointment in our Travel Clinics, patients are asked to complete and submit a Travel Health Questionnaire to enable us to offer the best advice possible. Once you have submitted the questionnaire a member of the practice travel clinic team will contact you within 3 days to book an appointment. Please ensure that the Practice has your up to date contact details and allow at least four weeks before travel where possible.

CHILD HEALTH CLINICS

These are usually arranged with your Health Visitor.

MINOR SURGERY

Minor surgery can be arranged via your GP.

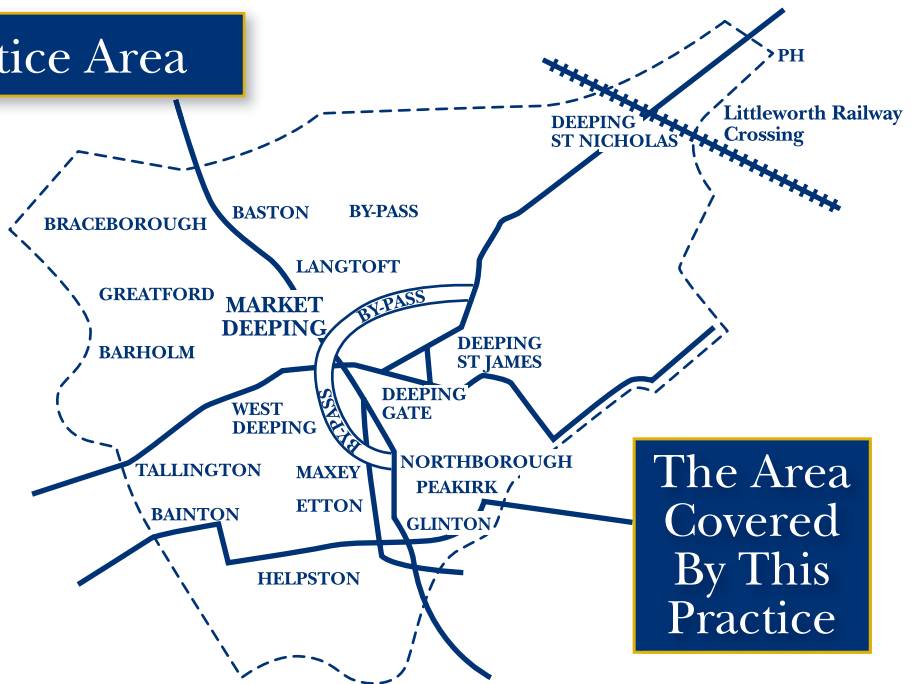
INFLUENZA

Our Influenza Programme starts in October each year, targeting primarily our diabetic and asthmatic patients and those with chronic illnesses, in addition to the over 65's, carers and patients whose GPs specifically ask that they should be vaccinated.

USEFUL TELEPHONE NUMBERS

Alcoholics Anonymous	0800 9177650
Carers Sitters Service	01780 481480
CRUSE - Peterborough	01733 348439
Stamford & Bourne	01780 751162
National Helpline	0808 8081677
Hospitals - Peterborough	01733 678000
Stamford	01733 678200
Fitzwilliam	01733 261717
Hospital Patient Advice & Liaison Service (PALS) (Cambs)	01733 673405
Hospital Patient Advice & Liaison Service (PALS) (Lincs)	0845 6024384
Lincolnshire CCG	01522 573939
Macmillan Cancer Support	0808 8080000
NHS Direct	111
Peterborough City Council	01733 747474
Police - Non Urgent	101
Rape Crisis Line	0808 8029999
Samaritans	01733 312727
Sexual Health Clinic	0300 3003030
Social Services (Adults) Lincs	01522 782155
Social Services Peterborough	01733 747474
Stamford Social Services (Adults)	01780 751821
Walk In Centre, City Care Centre, Thorpe Road, Peterborough	01733 293800
Women's Aid (Peterborough)	0845 4103123

Practice Area



Contact Details

Godsey Lane, Market Deeping
Peterborough PE6 8DD

Main Line Tel: 01778 579000

Appointments Only Tel: 01778 579001

Glinton Branch Surgery

3/4 The Green, Glinton, Peterborough PE6 7JN

Tel: 01733 252246

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