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**Opening hours Kirton**

|  |  |  |
| --- | --- | --- |
| Mon–Friday | 8.00am  | 6.30pm  |
| Saturday | CLOSED  | CLOSED  |
| Sunday | CLOSED  | CLOSED |

**Opening hours Scotter**

|  |  |  |
| --- | --- | --- |
| Mon–Friday | 8.00am  | 6.30pm  |
| Saturday | CLOSED  | CLOSED  |
| Sunday | CLOSED  | CLOSED |

**Extended hours**

Monday 6.30pm – 8.00pm (Kirton)

Thursday 6.30pm – 8.00pm (Scotter)

**Patient Information Leaflet**



Kirton Lindsey & Scotter Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Kirton Surgery Scotter Surgery

Traingate Scotton Road

Kirton in Lindsey Scotter

Gainsborough Gainsborough

Lincolnshire Lincolnshire

DN21 4PQ DN21 3SB

01652 648214 01724 700218

Email address: nl.b81033@nhs.net or nlccg.b81099001@nhs.net

Website: <https://www.kirtonlindseyandscottersurgery.co.uk/>

**GP services are provided
to the following areas:**

**Services we provide**

Along with routine appointments, the practice offers the following services:

* **Family planning –** All our GPs and the practice nurse offer a full range of family planning services
* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations.
* **Minor surgery –** Your GP will advise on minor operations.
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Well-Man and Well-Women clinics –** Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population.
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension and heart disease.
* **Other services –** Please visit our practice website for more details on other services.

We also offer the following clinics and checks: post-natal, travel health

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**Training practice**

The practice is an approved training practice and occasionally GP Registrars, FY2 Doctors or Medical Students may, as part of their training, see patients independently or they may be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

**How to register at the practice**

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. You can use the interactive map and post code checker tool on the website to check this. If you are unable to use the website, please contact the practice for information about how to register.

**Patients’ rights and responsibilities**

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP. However, you will be registering with the practice rather than an individual GP.

All newly registered patients will be asked to have a consultation with a Health Care Assistant within one month of registering.

**Patients with Particular needs**

Our practices are both accommodated in a single storey building and are accessible to patients using a wheelchair. We also have parking spaces at the front of both sites which are reserved for patients displaying a disabled sticker.

**Reviewed Oct 24**





**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**Dispensing practice**

The practice is a dispensing practice and can issue prescriptions as outlined if you meet the requirements to be registered as a dispensing patient.

Details are available from reception and on the practice website.

**Comments, suggestions, and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call [before 10.00 am]. A clinician will then telephone you to discuss your request.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

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**Appointments and accessing practice services**

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, please ring **01652 648214** or **01724 700218** and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

**Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

**Patient** **Participation Group**

We are in the process of forming a Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our practice website.

Alternatively, contact Stephanie Grant who is the nominated point of contact for all PPG matters.

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

**The practice team**This practice operates under a GMS partnership agreement and provide services on behalf of the NHS.

**Dr Satpal S Shekhawat (m)**

GP Partner

MB BS (2000) MRCGP DFFP DRCOG PG dip clinical medicine (Cam)

GP Trainer Honorary HYMS Tutor

**Dr Saima Magrabi (f)**

General Practitioner

MB BS (1997) MRCGP, DFSRH, Dip Pall, Diploma in Diabetes

**Dr Tahira I Cheema (f)**

General Practitioner

MB BS (1999), DRCOG, DFSRH, MRCGP

**Dr Rana M Ahmad (m)**

General Practitioner

Vrach 2003 (Vitebsk Medical Institute)

**Dr Kerry Leadbetter (f)**

Salaried GP

MB ChB(2006), MRGP DRCOG DFRSH.

**Dr Chris Lowe (m)**

Salaried GP

MB BS (2014)

**Dr Rachel Keighley (f)**

Salaried GP

**Nurses**

Annie Pound – ANP

Oliver Poole – NP

Laura Griffiths – TACP

Tori Green – RGN, Dip Asthma/COPD ARTP – Spirometry

Victoria Diston – RGN

Sophie Rayner – RGN

Rhea Martinez - RGN

**Other healthcare staff, Management and Reception Staff details can be found on the practice website.**

**Practice manager [Insert name] [optional to add PM details]**

**NHS England Contact**

Kirton Lindsey & Scotter Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at either site.
* By telephone – Please call the practice on **01652 648214 Option 3** or via the new 24-hour automated service on **01652 241164.** (You will need to contact the surgery to register for a pin to access the automated service.)
* Online – via the NHS APP or SystmOnline (You will need to visit the practice in person to register for our SystmOnline service.

**Please allow at least 3 working days to collect a prescription to take to a chemist. (excluding weekends and bank holidays) when ordering repeat prescriptions.**

**Your nominated pharmacy will advise how long they need to dispense your medications ready for collection.**