



Dr. G Li Wan Po and Dr. R Li Wan Po

Newland Health Centre

34 Newland

Lincoln

LN1 1XP

General Enquiries: 01522 543943

Appointments: 01522 543943

Repeat Prescriptions: 01522 543943

Fax: 01522 538088

Website: www.brayfordmedicalpractice.co.uk

Updated March 2019



Providing NHS Services



Introduction

Welcome to Brayford Medical Practice. We are a well respected, family run Practice. The Doctors and nursing team are dedicated to providing first class healthcare to every patient, supported by a loyal team of support staff.

We aim to provide an excellent standard of care in a friendly and professional manner. This guide has been designed to help you make the most from a visit to the Practice. You can help us achieve this aim by reading this guide and follow the suggestions made to ensure that we can provide you with the appropriate services when you need them most.

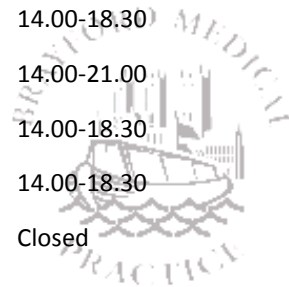
The Doctors

Dr. George Li Wan Po	MB, ChB (Dundee) GMC No: 2344649
Dr. Rachel Li Wan Po	MB, ChB (Leeds), MRCGP GMC No: 7015241
Dr. Puneet Mehrotra	MBBS (Kanpur, India), MRCGP (UK) GMC No: 6036039
Dr. Mosamyan Moszuti	MB ChB (Dundee), DRCOG, MRCGP GMC No: 2549248

Surgery Hours

Doctors clinics times are as follows:

Monday	07.30-11.30	14.00-18.30
Tuesday	08.30-11.30	14.00-18.30
Wednesday	07.30-11.30	14.00-21.00
Thursday	07.30-11.30	14.00-18.30
Friday	07.30-11.30	14.00-18.30
Weekend	Closed	Closed



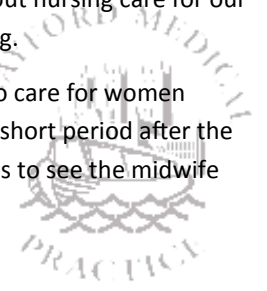
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The Nurse Team

Mrs. Rebecca Coe	Registered Nurse and Prescriber. (Nottingham) 2004. NMC Pin: 01C1181E
Mrs. Joanne Towers	Registered Nurse. (Lincoln) 1993 NMC Pin: 89G125E
Mrs. Lisa Harris	Health Care Assistant

The Practice Team

Mrs. Tracey Baggott	Practice Manager. Oversees the main responsibilities for the running of the Practice.
Miss. Victoria Trumper	Practice Secretary. Deals with the day to day administration of the Practice and processes referrals.
Mrs. Sharon Casburn	Notes Summariser. Ensures new patient records are accurately transferred and new data added correctly.
Mrs. Tracey Marshall	Medical receptionist. The reception team are trained to promptly assist you with telephone and front desk queries. They are also trained chaperones.
Miss Simona Charitonova	Medical Receptionist
Mr. James Gough	Medical Receptionist
Mr. Adam Sleight	Medical Receptionist
Miss Sophie Dixon-Pickard	Medical Receptionist
Community Nurses	The District Nursing team carry out nursing care for our patients in the community setting.
Community Midwife	A midwife attends the Practice to care for women throughout pregnancy and for a short period after the baby is born. Initial appointments to see the midwife can be arranged via reception.



Expectations of the Patient

- **Keep your appointment and arrive on time**—if you are unable to keep an appointment please let us know as soon as possible so it can be offered to somebody else. If you arrive late for your appointment (10 minutes), you will be asked to rebook.
- **Respect the staff**—we value our team highly and we are all trained and committed to providing the best care. We understand that on occasion emotions can run high but we do however ask that you treat the team with respect and courtesy. It is not acceptable to verbally or physically abuse members of the Practice team. The team come to work to offer care to others, not to become victims of violence, physical, verbal, racial abuse, threatening behaviour or discrimination. It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based solely on discriminating grounds. In such instances we will review whether you can remain registered with the Practice. We should all work together to build a mutual respect and trust.
- Request home visits in a timely manner, ideally before midday.
- Switch off your mobile phone and electronic devices before your consultation.
- Contact the practice as soon as you have a query, to give us the opportunity to work with you to resolve it.
- **Keep personal details up to date**—it is vital that addresses, contact details, names, next of kin are kept up to date. We will regularly ask for you to confirm these details are correct.
- **Please be patient**—sometimes clinics can run late due to unexpected events/emergencies or complex needs of a patient. We will endeavour to keep you informed if a clinic is running later than 20 minutes. Please do not disturb the Doctors when you see them passing through the reception area.
- Please note we do not offer clinical advice by email as it is much safer for you to be seen face to face or via the telephone where interaction can take place between yourself and the clinician.

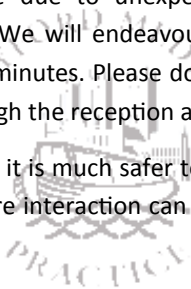
Useful Addresses

Brayford Medical Prctice, Newland Health Centre, 34 Newland, Lincoln, LN1 1XP

Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY

Lincolnshire Primary Care Walk In Centre, 63 Monks Road, Lincoln, LN2 5HP

NHS Lincolnshire West Clinical Commissioning Group, Cross O'Cliff, Bracebridge Heath, Lincoln, LN4 2HN



Useful Websites

Brayford Medical Practice	www.brayfordmedicalpractice.co.uk
Care Quality Commission (CQC)	www.cqc.org.uk
Department of Health	www.dh.gov.uk
Health Protection Agency	www.hpa.org.uk
Carers UK	www.carersuk.org
General Medical Council	www.gmc-uk.org
Nursing and Midwifery Council	www.nmc.org.uk
NHS Complaints Advocacy	www.pohwer.net
Trusted Medical Information	www.nhs.uk
Family Planning Advice and Support	www.fpa.org.uk

Useful Telephone Numbers

Brayford Medical Practice	01522 543943
NHS England: Lincolnshire	01522 513355
Lincoln Social Services	01522 689000
Lincoln County Hospital	01522 512512



Appointments

Appointments at the Practice can be made by calling 01522 543943, at the reception desk or by registering online (more details later in this guide). Routine appointments with the Doctors can usually be made 1 week in advance. Routine appointments with the nursing team can be made 12 weeks in advance.

Please note that a standard Doctors appointment is 10 minutes. This includes time to read and review your record and at the end record a summary of your current consultation. We kindly ask that you only bring **one** problem to your appointment, this ensures your problem is thoroughly dealt with and helps the Doctor to run on time.

Please cancel your appointments as soon as you can so we can then offer this time to someone else. To cancel your appointment please call 01522 543943.

During 2015 the NHS has asked that each practice updates patients records to ensure you have a named accountable/usual GP. We have done this. This does not prevent you from seeing any GP.

Home Visits

If you are housebound due to a clinical condition, please let the receptionist know in order that a Doctor will telephone you back to discuss the need for the visit. It is not always possible for you to speak to the Doctor at the time you call, so please ensure you leave the correct contact details with the reception team for the Doctor to contact you. Please try and call before midday if requesting a home visit.

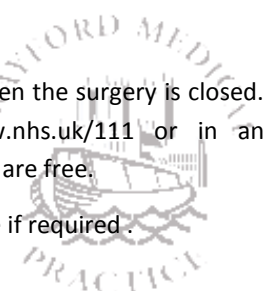
Carers

If you would like to be registered as a carer with us, or a patient with a carer, please let a doctor, nurse or receptionist know. Further information and support is available and can be found on the Carers UK website; www.carersuk.org

When we are Closed

Out of Hours Service is provided by 111 when the surgery is closed. Advice can also be sought from www.nhs.uk/111 or in an emergency you should dial 999. Calls to 111 are free.

111 will refer to the GP Out of Hours Service if required.



Repeat Prescriptions

Requests for repeat prescriptions can be made by telephoning the practice on 01522 543943 and leaving a detailed message on the dedicated answer machine. They can be posted to the Practice or left in the repeat prescription box which can be found near to the reception in the practice waiting room. You can also order repeat prescriptions online. Please see section related to online prescription for details about this.

Please give 2 FULL WORKING DAYS notice for medications needed. If you have nominated a pharmacy to receive your repeat requests electronically (EPS) the medications will be waiting for you there after 48 hours. If you haven't nominated a pharmacy, then your paper prescription will be waiting for at the Practice to collect after 48 hours, for you to take to a pharmacy. If you would like to register a nominated pharmacy to receive your prescriptions electronically, please speak to the reception team. Please be aware that some controlled medications cannot be processed by EPS.

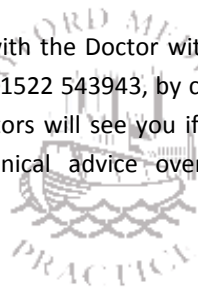
How to Register as a Patient

If you wish to join the Practice as a patient you will need to complete a registration form. Please be aware that a new form is required for each person wishing to register. Once you return the completed forms and personal identification the process of registering you here as a patient will begin. You will also be invited to attend for a new patient health check with the HCA. If you take any medications on a repeat basis, please ensure you supply us with a list so these can be added to your record at the New Patient Check appointment.

Should you need to see a healthcare professional you will be able to whilst your registration is processed.

How to see the Doctor

It is our aim to offer a non-urgent, routine appointment with the Doctor within 3 working days. Appointments can be made by telephoning 01522 543943, by calling in at the Practice or by registering online. Any of the Doctors will see you if your usual Doctor is not available. The opportunity for clinical advice over the telephone is available.



Freedom of Information

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible. For further information please refer to our website.

Comments, Suggestions and Complaints

Comments on any aspect of the Practice will be received with interest. Please pass any such comments onto our team or the Practice Manager. If you would like a personal response, please give your name and address. There is also a suggestions box located in reception for you to leave your comments.

We are keen to provide a high standard of service. Please help us to do so. Complaints or grievances should be passed either to a receptionist or given directly to the Practice Manager.

The NHS Complaints Advocacy (www.pohwer.net) on 0300 456 2370, are available to support you.

If you wish to complain on behalf of a patient please ensure we have written consent from the patient. Patients are not discriminated against when complaints are made. The practice has systems in place to ensure that patients, carers and relatives are not treated adversely as a result of having complained.



The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

Social Services, the Benefits Agency and others may require medical reports on you from time to time. Failure to cooperate with these agencies can lead to patients' loss of benefit or other support. However, if you have not given your signed consent we will not normally disclose information about you.

If you agree, your relatives, friends or carers may be kept up to date with the progress of your treatment. Please complete a "Consent for Release of Medical Information" form. Once this is returned we will add a message to your records. These can be requested at reception.

You have the right to request access to your health records. If you wish to see your notes there are 3 steps:

Step 1 - Complete a Practice Application to Access Medical Records Form. Speak/meet with the Practice Manager who will explain the procedure and make the other appointments for you. This may be a telephone call.

Step 2 - View your records. A receptionist will sit with you whilst you look through your notes. A private room will be made available to you for up to an hour.

Step 3 - Opportunity to meet with your usual doctor. This will allow you to discuss any queries you may have.



Online Booking and Repeat Prescriptions

The Practice now accepts appointments to see a Doctor booked online through SystemOnline. This service allows you to view, book and cancel Doctors appointments via the internet 24 hours a day. Repeat prescription ordering is also available online.

To access this service you must register, in order to do this please speak to the reception team at the Practice.



Emergencies take Priority

If you believe your concern is of a more urgent nature and there are no routine appointments left, please inform the reception team who will discuss the options available to you. This could include an appointment with either the Doctor or Nurse or a telephone call from the Doctor.

Rash— If you have a rash of any description, please inform the reception team either on the telephone when booking the appointment or when presenting at the surgery, you will need to be isolated as a possible infectious illness could be very dangerous to some of our patients.

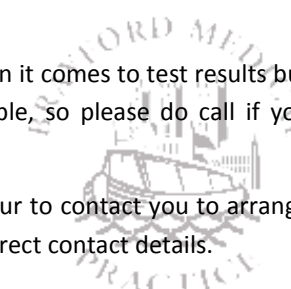
Urinary Symptoms—If you attend an appointment with the Doctor or Practice Nurse for urinary symptoms, it would be very helpful if you could bring a urine sample along with you to your appointment.

Notification of Test Results

If you have had some tests taken at the practice and you do not have a follow up appointment with either the Doctor or Practice Nurse, you may telephone to enquire about the results. Results tend to take no longer than 7 days to return but there are exceptions to this.

We try to operate a 'no news is good news' service when it comes to test results but we understand the anxiety this may cause some people, so please do call if you wish.

If your results need further discussion, we will endeavour to contact you to arrange a suitable appointment. Please ensure we have your correct contact details.



Facilities Available at Brayford Medical Practice

- ◆ We operate a no smoking policy, this includes e-cigarettes and inhalators.
- ◆ Please turn off all mobile phones and electronic devices to avoid disruption of the consultation.
- ◆ Baby changing facility can be located in the patient toilet in the waiting area.
- ◆ Patient toilet which is suitable for wheelchair users.
- ◆ A portable induction loop system is available. Please ask at reception.
- ◆ A wheelchair is available by request, please ask at reception.
- ◆ There is parking, including disabled parking at the side of the building.
- ◆ Automatic doors to the entrance of the building.
- ◆ Health information leaflets and displays in the waiting area.
- ◆ Hand sanitiser gel on entrance to the Practice, we promote its use on entering and exiting of the Practice.
- ◆ Child friendly chairs and table for our younger patients whilst in the waiting area.
- ◆ If you would like a glass of water, please ask at reception.
- ◆ Private room for breast feeding can be made available on request.
- ◆ Private room for confidential discussion can be made available on request.

Please keep all your personal belongings with you at all times.



In addition to using your information for your care and treatment, it may also be needed for other reasons, such as:

- Helping staff to review the care they provide to make sure it is of the highest standard.
- Training and education but you can choose whether or not to be involved personally.
- This General Practice is research active. Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best. In this practice, you might be asked to take part in a clinical research study. Alternatively, ask our staff about clinical studies suitable for you. Taking part in a clinical research study is voluntary and can be a rewarding experience.
- Looking after the health of the general public, ie The Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, ie identify or investigate infectious diseases, hazardous chemicals and notifiable diseases. Reports are published regularly on the HPA website, www.hpa.org.uk
- Making sure that our services can meet patients' needs in the future.
- Preparing statistics on NHS performance and activity.
- Investigating complaints or legal claims within the NHS.
- Financial controls and NHS Auditors.
- GP2GP Electronic Transfer of Medical Records is the transfer of all patient records between practices, when a patient registers or de-registers (not including temporary registration). We intend, working with our NHS Information Service, to ensure that we are able to transfer records electronically between all clinical systems and practices.



Chaperones

If you wish a chaperone to be present during your consultation, please advise the reception team, clinician or manager who will arrange this for you. On occasion the clinician may ask for a chaperone to be present.

Patient Information

We recognise that there may be times you wish to discuss sensitive matters. If you are not comfortable at the reception we will find a private area for this discussion.

We keep televisions playing in our waiting area to mask conversations at and behind the front desk. Please bear with us on choice of station, it's not always your personal choice.

The practice uses technology in almost all aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the Data Protection Act.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a GP. The Register does not contain information about your health.

As a Practice we are registered with the Information Commissioners Office,

Registration No: Z7432865



Nursing Services

The Practice Nurses are available

Monday	08.30-14.00	14.00-16.10
Tuesday	09.30-12.40	14.00-17.40
Wednesday	09.30-12.40	13.30-17.40
Thursday	08.30-12.40	14.00-16.10
Friday	08.30-12.40	14.00-17.40

The Health Care Assistant is available

Tuesday	08.00-12.40	13.30-17.10
Wednesday	09.00-12.10	13.00-18.10
Thursday	08.00-12.40	13.30-17.40
Friday	08.00-12.40	13.30-14.40

The nursing services offered at the Practice include:

- * Blood tests
- * Infant, Child and Adult Immunisations
- * Cervical Cytology (Smears)
- * Wound care, including removal of clips and sutures
- * Ear irrigation
- * Chronic disease reviews; such as Asthma, Hypertension, Diabetes, COPD, Hypothyroidism, Chronic Kidney Disease, Heart Conditions to name a few

Minor Illness: One Practice Nurse is a prescriber and can see you for a variety of minor conditions. If necessary she will write you a prescription to take away. She offers minor illness appointments on the days she is at the Practice and these are only offered on the day.

Lifestyle Health Checks: From age 5 years onward. They offer simple checks such as height, weight, smoking, alcohol, blood pressure and urine testing. If aged between 40-74 you will be invited to have an NHS Health Check which includes blood tests.

Travel Advice and Vaccinations: A range of immunisations are available for travel. A completed travel form is required prior to your appointment with the Practice Nurse. These are available from reception. An appointment for the consultation will be booked by reception once the completed travel form has been returned. It is recommended you aim to come approximately 6 weeks before the date of travel.

Minor Injury: The Practice Nurse may be able to help with minor injuries, especially those that require steri-strips. Please contact the reception and book an on the day appointment.

Housebound: The Practice Nurse visits patients in their own homes to carry out chronic disease and medication reviews . This is only available to patients who have been clinically assessed as housebound by the Doctors.

Other Services Available

- Minor Surgery:** Some minor surgery procedures are carried out here with Dr. R Li Wan Po and the HCA to assist. The Doctor will inform you if an appointment is required.
- Family Planning** Dr. R Li Wan Po runs a weekly clinic where she offers insertion of IUD/IUS (coils) and Contraceptive Implants. Discuss with reception if you would like to arrange an appointment.
- Midwife:** Every Monday 09.40-16.30pm and Wednesday 13.00-17.00 by appointment only.



Private Services

Outside of our NHS contract, we do support our patients with some private services. We do use the information stored in your medical record with your consent to undertake this. Examples of private services available:

- The administration of some travel vaccinations
- Signing of passport applications
- Writing and signing private prescriptions, including anti-malaria
- Medical examinations; such as HGV, employment, firearms or sports applications
- Medical reports to insurance companies
- Letters of support or letters of fitness to participate

These services are all non-NHS services and therefore chargeable. The time the team need to invest in making this happen for you needs to be funded. A list of fees can be requested at receptions.

Patient Participation Group

Patient Participation Groups were developed as a way to extend patient involvement. A format that encourages people to engage with the NHS at the same time as engaging in their own health care. They can provide practical support for the practice and they can contribute to the continuous improvement of services.

If you would like to join our PPG group please speak to one of our members of staff.

