



Yaxley Group Practice

Mission Statement

The aim of this practice is to provide general medical services to our patients to a consistently high standard in a friendly & caring manner.

We shall endeavour to work as a team in partnership with our patients for the benefit & welfare of the community.

We will support our staff in continuing education & personal development in pursuit of excellence.

The Health Centre
Landsdowne Road, Yaxley, Peterborough. PE7 3JL
Telephone: 01733 240478
www.yaxleygp.nhs.uk

Opening Times

Monday – Friday – 8.00am to 6.00pm

Saturday – 8.00am to 12.00pm

Appointments on Saturday by prior arrangement only

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Contents

Welcome to our Practice – Introduction	3
Doctors	3
How do I register?	5
How do I make an appointment?	5
SystemOnline	7
How do I order my medication?.....	8
Electronic Prescription Service (EPS)	8
Repeat Dispensing.....	9
How do I get my results?	9
Handing in samples	9
Home Visits.....	10
Out of Hours Medical Service.....	10
Greater Peterborough GP Hub.....	10
Clinics and Services	11
Training Medical Staff	14
Disabled Access	15
Confidentiality.....	15
Zero Tolerance	15
Complaints and Comments	15
Website.....	16
Donations.....	16
Facebook.....	16
Patient Participation Group.....	16
Useful Telephone Numbers and Contact Information	18

WELCOME TO OUR PRACTICE

Introduction

We are a semi-rural practice, part of the Greater Peterborough Local Commissioning Group (LCG) which is made up of a group of GP practices on the borders of the Cambridgeshire and Peterborough. We currently provide services to approximately 15,700 patients and our catchment area extends between Hampton, Yaxley Fen, Conington, Luton and Farcet. This practice leaflet is to help you obtain the service you require from the Health Centre. Keep it to refer to as necessary but if you have any questions, please do not hesitate to ask the staff who will do their best to help. **Remember to notify us if you change your address, email or telephone number as we may need to contact you.** There is a strict **NO SMOKING** policy in force throughout the Health Centre.

Doctors

Dr Richard Withers

Graduated from University College, London in 1983. Joined Yaxley Group Practice in 1988. Dr Withers has special interests in Dermatology and Occupational Health. Usually works Tuesday, Thursday and Friday.

Dr Alison Graham

Graduated from Newcastle University in 1989. Joined Yaxley Group Practice in 1994 and has special interest in Primary Care service development. (How can we do better with increasing demand and dwindling resources) On the Executive Board of GPN (Greater Peterborough Network) who are administering the Prime Ministers Challenge Fund. Usually works Monday, Tuesday and Thursday.

Dr Daphne Hammersley

Graduated from St. Thomas's London in 1984. Joined Yaxley Group Practice in 1997, and has special interests in GP Education and Women's Health. Usually works Monday, Wednesday and Friday.

Dr Jasdeep Bhari

Graduated from Leicester in 1994. Joined Yaxley Group Practice in 2002 and has special interests in Acupuncture, Women's Health, Mental Health and GP Education. Usually works on Monday, Tuesday and Friday.

Dr Peresh Gela

Graduated from Nottingham in 2004. Joined Yaxley Group Practice in 2010 and has special interests in Men's Health, Paediatrics and GP Education. Usually works Monday, Tuesday, Wednesday and Thursday.

Dr Suzanne Moldon

Graduated from Leeds in 2000. Joined Yaxley Group Practice in 2010 and has special interests in Palliative Care, Women's Health, Paediatrics, Elderly Care and GP Education. Usually works Tuesday, Wednesday and Friday.

Dr Jaspreet Bhatia

Graduated from Chennai (India) in 2001. Joined Yaxley Group Practice in 2012 and has special interests in Diabetes and Medicine for the Elderly. Usually works Monday, Tuesday and Friday.

Dr Madhuri Gupta

Graduated from Southampton in 1996. Joined Yaxley Group Practice in 2015 and has special interests in Paediatrics. Usually works Monday, Wednesday and Thursday.

Dr Mitesh Thanki

Graduated from Prague in 2005. Joined Yaxley Group Practice in 2015 and has special interests in Medicine for the Elderly. Usually works Monday, Wednesday, Thursday and Friday.

Dr Stephanie Betts-Masters

Graduated from Edinburgh 2009. Joined Yaxley Group Practice in 2016. Usually works Monday, Tuesday, Wednesday and Friday.

How do I register?

When registering with the Practice you will be required to complete a medical questionnaire and a GMS1 (Family Doctor Registration Form), which are available to download from our website www.yaxleygp.nhs.uk. You will also be asked to provide proof of identity and proof of address. Details of all services provided by the Practice are available on our website or, if preferred, we can give you a printed copy. All patients over the age of 5 years will be asked to attend for a New Patient Medical.

Named GP for our Patients

All patients registered at this Practice have a named GP.

Initially your registered GP will be your named GP, but you can request for this to be changed if you wish.

All of our patients are still able to consult with any GP of their choice in the usual way. If your usual doctor is not your named GP you can still continue to see them just as you do now.

Temporary Residents

Can I be seen as a temporary resident at YGP?

Yes... If you are living in the Yaxley Group Practice catchment area for greater than 24 hours but less than 3 months e.g. staying with family, you are eligible to be registered and seen as a temporary resident. You will need to provide us with the temporary address that you are staying at.

While we will endeavour to provide the same services that your own GP would, in reality this may not be possible (e.g. minor operations and referrals).

If you need to be seen for a non-urgent problem and are not resident in the area for longer than a 24 hour period – please contact your own GP surgery for an appointment.

How do I make an appointment?

We use a system called **Dr First**, which aims to do “today's work today” and means there is no waiting list to see a doctor and we are never full.

If you require an appointment with a **Doctor or Nurse Practitioner** simply arrange a telephone call-back appointment **online** (appointments become available from **6.30pm** the night before) or **ring** on the day you

wish to be seen at any time during our opening hours from **8.00am to 6.00pm** whether your problem is urgent or routine.

It is helpful to avoid Monday mornings for non-urgent matters as this is a busy time.

If you are certain you will need to be seen face to face it is also helpful to ring before 4.00pm if possible.

The doctors arrange all their own appointments so reception will firstly book a call with the doctor of your choice who will discuss your needs and plan your care accordingly.

We have a FAQ leaflet that explains more about Dr First available on request.

We guarantee that you will speak to a Doctor or Nurse Practitioner that day, often within an hour or two of your call or at a specified time that is convenient for you. It may even be possible to put your telephone call straight through to a Doctor or Nurse Practitioner if they are free. If you need or want to be seen you will usually be offered an appointment the same day with one of our clinicians. We have team of Practice Nurses, Nurse Practitioners, Emergency Care Practitioner and doctors with a wide range of skills.

Appointments for **Treatment Room Services** such as injections, blood tests and smear tests will continue to be booked in advance by reception or on-line. **Private Medicals and Minor Operations** can be booked in advance by reception.

We will also continue to offer a **Minor Injuries Service** throughout the day to avoid Accident & Emergency attendances.

Patients who use the Community Car Service can be reassured that their needs will be met. They simply need to let the Doctor/Nurse Practitioner know that this is how they will be coming to the surgery. If they need a surgery appointment the Doctor/Nurse Practitioner will make the necessary arrangements.

Why not book your telephone appointment electronically using SystmOnline website or app? It is a quicker, cheaper and more convenient way to access our services 24/7.

If you have any questions or difficulties with our appointment system, please speak to a member of staff.

SystmOnline

SystmOnline is the practice system offering online access to appointment booking and cancellation for a range of clinics; online repeat prescription ordering, access to summary records (recent medication list, allergies and adverse reactions).

Access to full detailed coded medical record can be requested by the patient and this may take up to 30 working days to review your application and grant access if appropriate. The practice will not approve online access to detailed coded information if it is deemed that it may cause physical and/or mental harm to the patient.

Using our online services will allow you to make your appointments at a time suitable to you and avoid our busy phone lines, particularly on a Monday morning. This should ensure quicker access to the practice and prevent long waits on the telephone. Many patients are finding the online ordering of repeat prescriptions to be quicker and much easier than manual ordering via the practice.

Registering for the new system is straightforward and you can book appointments and doctor call backs from almost any computer or smartphone at home or at work.

You can register via our website at www.yaxleygp.nhs.uk and go to Online Services Application Form.

Doctors' telephone call-backs are now available to book online. These can be booked the NIGHT BEFORE from 6.30pm for the following day meaning you can book in the evening without a long queue on the telephone each morning. This is in addition to the appointments already available to book online:-

- NHS Health Checks
- Routine Blood Tests
- INRs Appointments
- Smears
- Asthma (Face to Face Appointment or Telephone Call Back)
- Diabetes Annual Reviews
- Chronic Heart Disease Appointments
- Purple Clinics (for patients who have been informed they are part of this programme with more than one long term condition)
- Smoking Cessation Clinic

How do I order my medication?

When ordering repeat prescriptions please allow 2 working days for us to generate a signed prescription. It may then take your pharmacy at least 48hours to dispense the medication. Therefore please allow sufficient time when ordering your prescriptions.

They can also be requested on line via **SystemOnline**, or in writing, using the re-order form on the right hand side of your prescription, (please make sure you tick the items required).

Repeat prescriptions are not processed on weekends and Bank Holidays.

Electronic Prescription Service (EPS)

GPs can now send your prescription to your pharmacy of choice electronically and not generate a paper prescription. This may mean that you no longer have to come to the surgery to collect your repeat prescription as they can be sent directly to your nominated pharmacy. To 'nominate' your pharmacy please speak with the pharmacy of your choice in order to sign a consent form.

Please note that Rowlands Pharmacy is not part of Yaxley Group Practice and you are entitled to use any pharmacy of your choice.

Repeat Dispensing Service

Repeat Dispensing is a national service set up by the NHS whereby patients who have stable conditions and receive regular medicines can have better access to their repeat prescriptions.

Providing you are a suitable candidate, your GP will authorise a set of prescriptions that could be valid for up to a year.

Simply collect your medication direct from your chosen pharmacy every month with no need to visit your GP and no need to order your prescription.

When you collect your medication the Pharmacist will ask you a few questions to ensure the medicines are still suitable for you and that your condition remains stable.

If you would like more information about this service, please ask a member of staff at the Practice or pharmacy.

How do I get my results?

If the result is abnormal or further treatment is required, we will contact you by letter, telephone or email. If the result is normal you will not be contacted. All cervical smear tests are notified by letter. If you wish to enquire about your results please call the practice after 2.00pm.

Handing in samples

If handed in Monday to Friday before 4.00pm, they will usually be delivered to the laboratory that day. Please ensure that your urine sample bottle is full to the top of the label (This is for Adults and Children) and that you enter your full name and date of birth on the bottle and the slip which is enclosed.

Home Visits

Home visits are for those patients that, due to a medical reason are unable to attend the surgery. Please telephone before 10.00am if possible to request a visit.

Out of Hours Medical Service

If you require medical care during the following times:

- **Monday to Thursday: 6.00pm – 8.00am**
- **Weekends: 6.00pm on Friday until 8.00am Monday**
- **Public and Bank Holidays**

Please call NHS 111 Service – Contact 111 when in need of medical help fast, but it isn't a 999 emergency. You'll be asked some questions so that they can assess your symptoms, then direct you straightaway to the service that can help you best. 111 is available 24 hours a day, 7 days a week, 365 days a year and calls from landlines and mobile phones are free.

Greater Peterborough GP Hub

If you struggle to get to your GP surgery during opening hours then ask for an appointment at the GP Hub. Appointments are available Monday to Friday 6.30pm till 8.30pm and on Weekends and Bank Holidays.

The GP Hub provides services from:

Boroughbury Medical Centre
Craig Street
Peterborough
PE1 2EJ

To make an appointment Telephone: 01733 240478

Clinics and Services

Asthma

All asthma patients should have an annual check with one of the specially trained nurses. This can be done via telephone. Sara Thornton and Angela Lawrence run regular asthma clinics, please book via reception or SystmOnline. Children and adolescents under the age of 18 will require a face to face appointment.

Diabetes

Our specially trained Diabetic Team run regular weekly clinics. Appointments can be booked via reception or SystmOnline. We also have a visiting diabetes specialist nurse and diabetes technician.

Purple Clinics

Are designed especially to manage people with several long-term conditions. They have been set up to offer a single annual health review. Appointments can be booked via reception or SystmOnline.

NHS Health Checks

We are now offering NHS health checks to patients aged between 40 and 74 years of age. Generally, these are aimed at people who are not regularly seen in the practice and do not have any on-going illnesses. Appointments are available all week including Saturday mornings. Please ask if you are interested and reception will check if you qualify.

Learning Disability Annual Checks

These can be arranged via reception. Appointments are also available at the GP Hub

Health Visitors

Provide advice and support to families with children aged 5 years and under. They have a drop in clinic at the surgery every Tuesday afternoon and can provide support with issues regarding sleep, feeding and behaviour management. A large part of their role is safeguarding children.

Childhood Young Person Immunisation

The UK Immunisation schedule starts at two months of age. Your child will receive an appointment via the Health Authority computer for one of our regular Thursday pm clinic. Please book appointments in advance via our reception.

Smoking Cessation

Our smoking cessation advisor provides one to one support and encouragement to people who wish to stop smoking. There are regular clinics on Thursday afternoons which can be booked directly online or via Reception. You do not need to see a doctor first.

Travel Abroad

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world. Vaccinations are available to protect you against many travel-related infections, such as yellow fever, typhoid and hepatitis A.

You don't always need vaccinations to travel abroad. If you do, the type of travel jabs you need depends on which country you're visiting and what you're doing.

Please ask at reception for a Travel Health questionnaire or download from the website; one has to be completed for each person who is travelling. When completed return to reception and they will book you an appointment with one of our nurses to discuss and give you the vaccinations required for your destination.

If travelling to Europe please look on the Fit for Travel Website where you will find all the information you need www.fitfortravel.nhs.uk/home If vaccinations are required then please contact Reception who will make you an appointment to attend one of our clinics.

Please allow at least **4 weeks** before you are due to travel, because some vaccinations need to be given well in advance to allow your body to develop immunity and some involve multiple doses spread over several weeks.

PLEASE DO NOT LEAVE IT UNTIL THE LAST MINUTE!

Please note that travel vaccinations and antimalarials are a chargeable service. Details of charges are available at reception.

Family Planning and Contraceptive Services

The full range of contraception and pregnancy counselling service are available including emergency contraception and fitting and removal of coils and implants. These can be offered to patients of other practices if necessary. All appointments and consultations are completely confidential at any age. We also offer chlamydia screening and condoms as part of the C-card scheme to 13-24 year olds.

Antenatal

Regular clinics are held by the midwife. Please book via reception.

Self Blood Pressure Monitoring

An automatic blood pressure monitor is available for patient use in waiting room D along with a set of electronic scales. Any readings obtained are printed out by the machine and this printout can then be handed to our reception team for entry onto the clinical record and review by a clinician. If you plan doing a series of readings please hand them all in together at the end. This saves a lot of time for our staff. There is no need to check your blood pressure any more than every few months unless directed to do so by a health professional.

Ambulatory Blood Pressure Monitoring

This may be recommended by your doctor if it is suspected that you may have high blood pressure. The monitor is fitted by one of our practice nurses and checks your blood pressure approximately 14 times throughout one day. The doctor will then review the readings and decide on any treatment needed. This is helpful if your blood pressure varies a lot.

Weekly Blood Pressure Monitoring

BP Monitors are loaned to patients at home where the clinician or the patient would like more evidence before altering blood pressure lowering medication. They are intended for reviewing BP management NOT for diagnosis of hypertension.

Cervical Smear Tests

Cervical smears are booked via Reception or online with the Practice Nurse according to the national screening guidelines. Appointments are available Monday – Friday and on Saturday morning.

Smear Clinic appointments are also available at the Greater Peterborough Hub on Wednesday evenings and all day Saturday. To book an appointment Call 01733 240478 and request a Hub Smear Appointment.

Non-NHS Examinations, Private Reports and Certificates

Occupational Health, Insurance, adoption, HGV and pre-employment medicals can be arranged by appointment. A fee will be charged in accordance with the British Medical Association's recommendations. The receptionist will book the appointment and advise the fee to be paid. Often a double appointment is required with both the Nurse and Doctor. It is important to ensure that the relevant documentation is available in the surgery prior to any appointment.

A fee will be charged for the completion of private medical reports and certificates. Payment may be made by cash or cheque (accompanied by a valid banker's card).

Other Services

Excell Ultrasound, Counselling, Physiotherapy, Podiatry, Continence Advisor and Dietician also run Clinics at YGP.

Training Medical Staff

As a practice we have a strong commitment to medical education and we often have GP Registrars attached to the Practice. These are fully qualified doctors who have chosen General Practice as a career. Some consultations are recorded on a video as part of their training. This will only be done with your prior consent and the information obtained will only be viewed by medical staff. Confidentiality is maintained at all times and doctors in training are closely supervised.

We are an approved teaching practice for Cambridge University Medical School and have medical students attached to the Practice throughout the year. As well as training Doctors we may have other health care workers

in training attached to the practice. If a health care worker or medical student is present during a consultation this will be made clear to you when booking your appointment.

Please let us know if you would prefer not to have a clinician who is training present during your consultation.

Disabled Access

There are two designated parking bays for patients with disabilities with access to the practice by the door from the car park. Please use the bell to gain access to the building.

Confidentiality

The Practice may be required to supply personal health information relating to our patients for quality assurance and research purpose. In all cases, any information leaving the practice is anonymised such that individual patients are not identifiable. As a Practice, we take patient confidentiality very seriously. All staff employed by the practice and visitors to the practice are required to sign a confidentiality agreement to ensure that they adhere to the standard of confidentiality set by the NHS.

Zero Tolerance

The NHS has zero tolerance to violence. GPs have the right to remove, with immediate effect, any patient who has been violent or threatened violence to a GP or a member of their staff.

Comments and Complaints

If you have any comments or complaints about these facilities or any aspect of your care, please see our Practice Manager who will try to help you or this can be done online via our website. A copy of our complaints procedure is available on our website or on request. If you are pleased with

your care and wish to thank our staff, we are grateful if you could spare a few moments to add a comment to the NHS Choices website www.nhs.uk, complete a Friends and Family test on our website www.yaxleygp.nhs.uk or give your review on our Facebook page. You can also share your experience on the CQC website www.cqc.org.uk.

Website

Yaxley Group Practice website www.yaxleygp.nhs.uk is designed to help our patients obtain information and services they require from the Health Centre, such as useful information about the Practice, services, opening times, contact numbers, health advice and information, online repeat prescription requests, access to the Practice newsletters and much more including further information about our novel appointments system Dr First.

Donations

Any donation which the surgery receives is used to purchase medical and other equipment for use by the doctors, nurses and patients.

Facebook

We have our own Facebook page which is intended mainly to share practice related information and news. Please note that it is a public page and comments posted will be visible to all.

Patient Participation Group

The practice is setting up a Patient Participation Group to give us feedback on the range and quality of our services and tell us where we can improve.

The purpose of the Patient Participation Group is to promote close working with the Practice, encouraging development and quality of Health Promotion and Health Care Services.

We are proud of Yaxley Group Practice and hope you agree that we do a good job most of the time. That said, we are always seeking new ways to improve the service and are keen to hear patient's views. We encourage patient participation from those who are interested in healthcare issues and want to get involved with the support and improved operation of the Practice.

Our aim is to reach a wide range of patients so we get views from across our population. To make it as easy as possible for you and us, it will be a virtual group. This means most of the communication will be through email or text messaging. The main role of the group is to give us feedback and suggestions.

If you are interested in giving your views and taking part then we would be delighted to hear from you. Please email your name, age and contact details to ppg.ygp@nhs.net secure email address*, or complete form on our website (<https://yaxleygp.secure-gpsite.nhs.uk/join-our-patient-participation-group>) your information will be treated confidentially and not shared with any third parties.

* Please note this email address will not be regularly monitored. No medical information or questions will be responded so please do not make/cancel appointments or request prescriptions here. Please visit our website or call us.*

Useful Telephone Numbers and Contact Information

Yaxley Health Centre	01733 240478
Fax	01733 244645
www.yaxleygp.nhs.uk	
Community Nurses.....	01733 847247
Health Visitors (Huntingdon).....	01480 418645
Health Visitors (Peterborough).....	01733 746828

Hospitals

Addenbrooke's Hospital.....	01223 245151
Peterborough City Hospital.....	01733 678000
Fitzwilliam Hospital.....	01733 261717
Hinchingbrooke Hospital	01480 416416

Other Agencies

Rural Cambs Citizens Advice Bureau	0344 2451292
Huntingdonshire District Council	01480 388388
Huntingdonshire Registration Office	01480 372790
iCaSH Peterborough (Integrated Contraception and Sexual Health Service)....	0300 300 30 30
Social Services (contact centre) Health & Social Care....	0345 045 5202
Walk in centre - Out of hours.....	01733 293838
City Care Centre, Peterborough Healthy Living Centre.....	01733 773100
Age UK Cambridgeshire.....	0300 666 9860
Drinksense Alcohol Service	01733 555532
Drinksense Young People's Team	01733 567998
Frank-Friendly, Confidential drugs advice	0300 123 6600
Peterborough Drugs Services	01733 314551
Peterborough's Women's aid	01733 552200
(Refuge Helpline).....	08454 103 123
Cruse Bereavement	0844 477 9400
The Psychological Wellbeing Service	0300 300 0055
www.cpft.nhs.uk	

CAMQUIT (Stop Smoking Support in Cambridgeshire) 0800 018 4304
www.camquit.nhs.uk

Pharmacies

Boots, Hampton.....	01733 893528
Hampton Pharmacy (Hampton Vale).....	01733 248371
Halls The Chemist, Farcet.....	01733 311611
Halls The Chemist, Stilton.....	01733 229090
Landsdowne Pharmacy.....	01733 244555
Rowlands Pharmacy, Yaxley.....	01733 242580
Rowlands Westgate.....	01733 319398
Tesco Pharmacy.....	01733 462847
