

**THE KILLINGHOLME SURGERY  
TOWN STREET  
SOUTH KILLINGHOLME  
DN40 3EL  
Tel 01469 540786**

Website [www.killingholmesurgery.nhs.uk](http://www.killingholmesurgery.nhs.uk)

## **PRACTICE LEAFLET**

- Name of GP:** Dr Syed Khawar Naeem MBBS DFFP
- Practice Nurse:** Mrs Angela Elsom, Nurse Practitioner and Practice Manager.
- Dispensers:** Ms Peta Crawford  
Mrs Debbie French
- Receptionists:** Miss Shelly Roberts  
Mrs Della Jeffrey
- New Patients:** The practice is able to take new patients. Patients are asked to fill out a new patient registration form and associated paperwork and an appointment will be made with the Doctor or nurse to complete your registration with our panel.
- Disabled Access:** The practice has the use of a ramp for disabled patients to access the practice. Please ask at reception.

### **PRACTICE OPENING HOURS:**

#### **Reception**

**Monday, Tuesday, Thursday, Friday:** 8.00am – 6.30pm

**Wednesday:** 8.00am – 1.00pm

#### **Dispensary**

**Monday, Tuesday, Thursday, Friday:** 8.30am – 6.30pm

**Wednesday:** 8.30am – 1.00pm

## **CAR PARK AT REAR FOR STAFF AND PATIENTS**

The Surgery covers Immingham and the villages of North and South Killingholme, East Halton and Ulceby (including Thornton Curtis, Wootton and Habrough).

### **APPOINTMENTS**

Patients can telephone or call in and make appointments via the receptionist on duty. If you are registered with the online service you may also book appointments online.

There are appointments with the doctor available to pre book and there are appointments that are available on the day every day.

Clinic appointments for the Nurses are by prior appointment.

Patients are expected to keep all appointments made where possible. Notice of cancellation should be given, where appropriate, as soon as possible.

### **HOME VISITS:**

Calls are taken by the receptionist on duty and visits are reviewed by the Doctor and are done according to need.

Emergency calls are dealt with immediately.

### **OUT OF HOURS:**

**Please ring 111 when you need advice or medical treatment quickly.**

**Please ring 999 in a medical emergency – if someone needs medical help to save their life.**

### **REPEAT PRESCRIPTIONS:**

**48 HOURS NOTICE (TWO working days)** is required to issue a repeat prescription safely.

These can be ordered by bringing the repeat slip into the surgery and placing it in the box provided or if you are registered these may be ordered online.

We do not take orders by telephone as it can lead to mistakes.

For patients who are housebound or having difficulty managing their medications we offer a blister pack service with home delivery on a weekly basis.

### **DISPENSING**

Dispensing for all eligible patients is done by the dispenser on duty. Only medication on repeat slips will be dispensed by the dispenser. Any other medication has to be authorised by the Doctor.

### **Access to Records**

Information that can be seen by other organisations is kept in a summary care record. If you are registered online you will be able to view this for yourself.

### **Patient Participation Group**

We have an active participation group that meets bimonthly to discuss matters arising within the surgery. This is the opportunity for patients to bring any matters to our attention that they feel need to be discussed. The Chairperson is Mr John Berry and if you want to contact him you can leave a message in reception and this will be passed on to him.

### **General Information**

The surgery does not tolerate violent or abusive patients and the patients will be notified prior to them being removed from the doctors list.

All the information is treated as confidential and is available only to the surgery staff or health professional that are entitled to access the computers. Information is only passed to a third party with written permission of the patient.

### **Complaints**

Should a patient wish to make a complaint concerning any aspect of the surgery or treatment, complaints may be made in writing to the Practice Manager at the following address:

**Practice Manager:** Mrs Angela Elsom

**Address:** The Killingholme Surgery  
Town Street  
South Killingholme  
Immingham  
DN40 3EL

**Email:** [nl.b81648@nhs.net](mailto:nl.b81648@nhs.net)

All such complaints will be dealt with promptly by the doctor.

### **SERVICES AVAILABLE**

Monday to Friday Clinics are held by our Nurse Practitioner for cervical screening, diabetes, coronary heart disease, respiratory disease, family planning, follow up clinics and immunisation for babies and travel immunisation (by appointment).

Monday and Tuesday Dr Naeem can perform minor surgery or joint injections if he feels they are needed. This is strictly by prior arrangement.

All of the above clinics are held in the surgery premises. The surgery is compliant with current Infection Control Policies.

**Please contact your midwife for information regarding your nearest midwifery clinics**

**RULES OF THE PRACTICE**

In order for the receptionist to:

- Offer an emergency appointment fairly to those who really need one
- Offer as many emergency appointments as possible
- Deal with your visit to the surgery appropriately
- Be fair to patients who have booked appointments
- Have appointments in the evening for people who work
- Avoid medical letters going astray or being unable to contact you regarding your appointment
- Allocate your appointment with the correct clinician
- Keep your waiting time to a minimum
- Assist with your medical certificates
- Ensure that your medication is continuous
- Be polite to you

Please make sure that you:

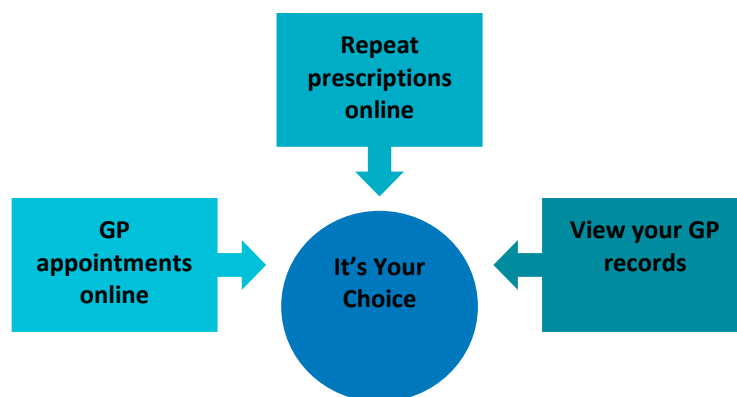
- Ask the receptionist for a self certification form; do not waste the doctor's time.
- Cancel your appointment if booked and no longer required.
- Inform them of any adverse changes in the condition of the patient upon arrival.
- Do not just turn up and expect to be seen immediately.
- Make your appointment in the morning if you do not work.
- Notify us of any changes in any name/address/phone number as soon as possible.
- Inform us of the reason for reason for your visit.
- Arrive on time for your appointment, one problem per appointment slot.
- Do not ask for certificates to be Back dated.
- Give the receptionists 48 hours notice for repeat prescriptions, notifying us of chemist collection where necessary.
- are polite to the receptionists.

**THANK YOU**

## Patient Online: Records Access

### Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.



Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. In general this decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

**It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.**

**If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.**

**If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.**

**The practice has the right to remove online access to services for anyone that doesn't use them responsibly.**

## Communication Consent

Would you like to be included in the following services?

- SMS text messages
- Email messages

We have the facility to use the above services to contact you. These may be used to notify you of, for example:

- Appointment reminders or changes to your booked appointment
- National issues such as flu pandemics
- The practice being closed due to unforeseen circumstances
- Cancelled clinics including GP, nurse and health care assistant
- Other notifications the practice deem necessary to your health care provision.

If you are happy for the GP Practice to contact you by these means, please complete the form enclosed and provide your contact telephone numbers and email address, including the area code for your landline number.

Disclaimer:

1. The mobile phone number and email address will only be used by the GP Practice and will not be passed to any other parties.
  2. If at any time you would like to opt out of the above services, please make a personal request to the GP Practice and you will be opted out of the service within 48 hours. You may also like to include your reason for opting out, to help us review and improve this service in future.
  3. Your mobile phone number and email address will solely be used by the GP Practice in relation to the health care services offered by the practice. You will be contacted in relation to any other types of products or services.
  4. No personal details will be included in the message to identify you.
- Whilst the GP Practice will regularly check your contact details with you, please be aware that the onus of keeping your contact details current with the practice rests with you.

If you do not consent to us sharing any special communication needs you have with any referral we make please tell us.

## Patient Access Online Services



### **Book your next appointment**

You can view, book and cancel appointments at your convenience.

- Quick and easy to use
- Avoid busy telephone lines
- Access out of practice hours
- Electronic management of your appointment.



### **Request repeat prescriptions**

Access a list of your repeat medication and request a repeat prescription.

- Minimise your trips to the practice
- Your request is authorised online by the practice, so you know when it is ready to collect
- Avoid queues and busy telephone lines.



### **Patient.co.uk**

Patient Access contains links to [www.Patient.co.uk](http://www.Patient.co.uk), a trusted comprehensive source of GP-authored health information leaflets for patients.



### **How to register**

To register, ask at reception for details.



### **Mobile app**

The free Patient Access app provides greater convenience for patients who are away from a computer, with access to a Smartphone. Download at [patient.co.uk/accessapp](http://patient.co.uk/accessapp)



### **Safe and secure**

All data contained within Patient Access is protected using the highest standard internet security so you can be sure all your personal information is safe and secure.