

CEDAR MEDICAL PRACTICE

Dr M J Dwyer, Dr P Tandon, Dr H Gandhi & Dr Kamath

www.cedarmedicalpractice.co.uk

MAIN SURGERY

275 Ashby Road, Scunthorpe, North Lincolnshire DN16 2AB
Telephone: Scunthorpe 843375 (24 hours)
Fax: 01724 270101

BRANCH SURGERY

The Ironstone Centre, West Street, Scunthorpe DN15 6HX
Telephone: Scunthorpe 292011 (Surgery hours only)
Fax: 01724 292012



Welcome To Our Practice

We are a three-doctor practice conveniently situated on Ashby Road (with a branch surgery in the Ironstone Centre on West Street). All surgeries are by **appointment only** and as a patient with our practice you may attend either our main surgery on Ashby Road or our Branch Surgery in the Ironstone Centre for your medical care.

We are also a Training Practice, which means we are responsible for the training of qualified doctors who wish to become general practitioners. Over the last few years the building has seen several changes to accommodate our growing list size and provides comfortable and pleasant surroundings. There are ample car parking facilities at the rear of the building and easy access for the disabled.

Cedar Medical Practice is registered with the Care Quality Commission (CQC) under the Health and Social Care Act 2008.

THE PRACTICE TEAM

DOCTORS

Dr Martin J Dwyer

Dr Pavan Tandon

Dr Hardik Gandhi

Dr Neetha Kamath

Practice Manager

Secretary

Administrators

Practice Nurses

Health Care Assistant

Phlebotomist/Receptionist

Head Receptionist

Receptionist/Repeat Prescription Administrator

Receptionists

MA (Cantab), MBBS (1986)

MBBS, MRCCGP, FRCS (ENT), MS (ENT), DRCOG, DFFP

(GP Special Interest in ENT)

MBBS, MRCCGP, DFFP, MRCS, MS (Orthopaedic)

(GP Special Interest in Orthopaedics)

MBBS, MRCP, MRCCGP, DFSRH

Helen Rubie

Gillian Russell

Clare Pawley

Denise Gleadhill

Kayrun Nessa

Julia Clark

Samantha Ashmore

Nicky Martin

Sandra Birkett

Paula Kelly

Rachel Lewin

Paula Clay

Carol Longden

Diana Johnson

Anne Cook

Lorraine Balderson

Sarah Edenbrow

Nicola Wilkinson

ATTACHED STAFF

Staff attached to the practice can be contacted as follows:

Midwives	-	Scunthorpe (North) 747263, (South) 847362
District nurses	-	Scunthorpe 331103
Health visitors	-	Scunthorpe 03033 306771

For the latest information click to: www.cedarmedicalpractice.co.uk

GENERAL SURGERY TIMES

ASHBY ROAD SURGERY

DAY	MORNING APPOINTMENTS	AFTERNOON APPOINTMENTS
MONDAY	8.30 - 11.00	3.00 - 5.00
TUESDAY	8.30 - 11.00	3.00 - 5.00
WEDNESDAY	8.30 - 11.00	3.00 - 5.00
THURSDAY	8.30 - 11.00	3.00 - 5.00
FRIDAY	8.30 - 11.00	3.00 - 5.00
SATURDAY	9.00 - 12.15	

Saturday morning surgeries are intended for patients who are unable to attend during the week. This is purely a surgery for patient consultations, which can be booked up to two weeks in advance, and the surgery will remain closed for all other services, eg prescription collections etc. The front door will remain closed and patients with appointments are requested to press the buzzer to gain entrance.

On occasion the practice may be closed for training, during which time access to out-of-hours services will be available. A notice will be displayed at the surgery entrance as necessary.

NB: All surgery times are subject to change.

1) The doctors advise that requests for non-urgent needs eg sick notes, results etc can be made over the telephone. For review of chronic illness, discussion of results and letters, patients should attend morning surgery or, if necessary, an evening surgery other than Friday.

2) The doctors request that every effort is made to attend morning surgeries wherever possible.

BRANCH SURGERY AT THE IRONSTONE CENTRE

DAY	MORNING APPOINTMENTS
MONDAY	8.30 - 11.00
TUESDAY	8.30 - 11.00
WEDNESDAY	8.30 - 11.00
THURSDAY	8.30 - 11.00
FRIDAY	8.30 - 11.00

Visit our website on: www.cedarmedicalpractice.co.uk

SURGERY OPENING TIMES

These will be Monday to Friday 8.00am - 6.30pm at Ashby Road and at the Branch Surgery 8.00am - 12 noon Monday to Friday. Telephone access is restricted to emergencies only between the hours of 12 noon - 1.30pm and 6.00 and 6.30pm at Ashby Road Surgery between these times an automated message will instruct you how to contact the practice if you need a GP in an emergency.

NHS ENGLAND - NORTH YORKSHIRE & HUMBER AREA TEAM

You can contact NHS England North Yorkshire & Humber Area Team via the following address/telephone number: NHS England North Yorkshire & Humber Area Team, PO Box 16738, Redditch, B97 9PT

Telephone: 03003 112233. Email: england.contactus@nhs.net

ACCESS TO PATIENT INFORMATION

Access to patient information is available to all clinical/administration staff at the practice. Any disclosure of such information is not permitted without the patient's written consent.

RESULTS

It is the responsibility of the patient to contact the surgery to obtain any investigation/test results.

CLINIC INFORMATION

CERVICAL SMEARS

We would like all ladies to have one of these performed every three years from the age of 25 (usually) to 50 years and five yearly between the ages of 50 and 65. The test is usually carried out by the practice nurse or sometimes the doctors. The smear test is quick and should be painless. It allows abnormalities of the cervix to be detected early and treated safely without risk to your health. Results will always be sent to patients through the post.

CHILD VACCINATIONS

It is important that infants and children are kept up to date with their vaccinations. Appointments can be made with the practice nurse.

INFLUENZA VACCINATION

We offer the influenza vaccination annually between October and December. Priority is given to those over 65 and those with chronic illnesses eg asthma, bronchitis and diabetes. These are by appointment.

ASTHMA AND COPD CLINICS

The practice nurse runs regular asthma clinics. These are by appointment only.

DIABETIC CLINICS

Regular diabetic clinics are held by the nurse. These are by appointment only.

For the latest information click to: www.cedarmedicalpractice.co.uk

HEART DISEASE CLINICS

Regular clinics are held by the nurse. These are by appointment only.

MINOR SURGERY CLINICS

A number of selected procedures are offered including joint injections, removal of cysts, moles and small skin growths, together with soft tissue injections and removal of foreign bodies etc.

CONTRACEPTIVE ADVICE

All aspects of contraception including contraceptive implants and coils may be discussed with the doctors/nurse during general surgeries.

ADULT VACCINATIONS

Tetanus infection may develop in wounds which occur in the garden or in the street. We recommend that if patients are in doubt as to their immunity, they should contact the practice nurse for advice. Patients in "at risk" occupations may be vaccinated against Hepatitis B, for which there would be a charge (details on request). Please make an appointment with the nurse.

TRAVEL VACCINATIONS

Our practice nurses are able to give detailed advice on all travel vaccinations, yellow fever and malaria prevention as well as general advice for travellers. Please contact the surgery well before your departure date to allow plenty of time for the vaccinations to be given. There may be a charge for certain vaccinations.

The practice is a registered yellow fever vaccination centre.

OTHER SERVICES

In addition to the above our practice nurses are also available for dietary advice, blood pressure checks and smoking cessation advice. Please telephone the surgery for an appointment.

ANTENATAL SERVICES

On confirmation of pregnancy the patient will be given the Scunthorpe Midwifery Teams contact details and advised to telephone them to arrange antenatal care.

NHS 111 SERVICE 24-HOUR HELPLINE

This is available by dialling 111.

PRACTICE INFORMATION

IMPROVED ACCESS

This practice operates Improved Access. This is a system which improves patients' access to our doctors and nurses and means that patients can telephone on the day of illness and appointments will be available. There are also a number of appointment slots available for patients to book up to two weeks in advance.

It is the right of all patients to express a preference to which doctor they receive care from. However, if that particular GP is unavailable you will be offered an alternative doctor.

Visit our website on: www.cedarmedicalpractice.co.uk

TELEPHONE AVAILABILITY

The doctors and nursing staff are available to speak with patients via the telephone at the end of morning and afternoon surgery. Patients should telephone the surgery when the receptionist will take a brief description of the problem and the urgency. If the request is non-urgent, the doctor or nurse will be requested to ring the patient back at the end of surgery. Should the request be urgent, either the doctor or the nurse will be requested to ring the patient back as soon as possible.

APPOINTMENTS

Appointments may be made by telephoning Scunthorpe 843375 for Ashby Road, or Scunthorpe 292011 for the Branch Surgery or by calling at the surgery. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

You can also book an appointment to see a GP through systmonline via our practice website. Appointments are available to book up to two weeks in advance. Please note you will only be able to book one appointment at a time. You can also cancel an appointment online up to two hours before the appointment time. In order to have access to the online service you must present in person at reception with photographic ID (i.e. passport). On receipt the receptionist will issue you with instructions and your username and password to create an online account.

HOME VISITS

Please make every effort to attend surgery as we can offer more comprehensive care here for examination and treatment. Priority is always given to urgent cases.

If you need a home visit please telephone Scunthorpe 843375 (before 10.00am if possible) giving as much information as you can to the receptionist as this allows the doctor to assess the urgency of the visit.

REPEAT PRESCRIPTIONS

We are computerised for repeat prescriptions, which helps both the patients and ourselves. However, we do ask for a minimum of 48 hours' notice when requesting them. They can be requested by ticking off the appropriate medication in the box on the counterfoil and either posting it to the surgery or placing your request in the box in our waiting room. You can also contact your local chemist and make arrangements for them to collect, dispense and in some cases deliver the medication to you. We have an email address specifically for repeat prescription requests - NLCCG-PrescriptionsCedarMedical@nhs.net

Repeat prescription can now be ordered online via systmonline located on our practice website. In order to have access to the online service you must present in person at reception with photographic ID (i.e. passport). On receipt the receptionist will issue you with instructions and your username and password to create an online account.

RESULTS OF TESTS

Most results of investigations should be back within one week of the test being performed. Please telephone between 10.00 and 11.45am or between 2.00 and 4.00pm. Results can only be given to the patient direct.

It is important that you **ALWAYS** contact the surgery for your result, either by telephone or by seeing the doctor again in the surgery.

For the latest information click to: www.cedarmedicalpractice.co.uk

ANSWERPHONE

If you need to contact a doctor urgently between the hours of 12 noon and 1.30pm or between 6.00 and 6.30pm you should ring the surgery telephone number and you will be given the emergency number to ring to contact a doctor.

NHS 111 SERVICE (OUT-OF-HOURS / 24-HOUR HELPLINE)

If you require urgent medical assistance between the hours of 6.30pm and 8.00am Monday - Friday, and from 6.30pm Friday to 8.00am Monday, and during Bank Holidays, please dial 111. Calls to the NHS 111 service are free from both landlines and mobiles. NHS 111 is a telephone service for people in Yorkshire and the Humber to call outside their GP Surgeries normal opening hours if they need medical help fast but are not in a life-threatening situation.

The easy-to-remember, free-to-call number has been introduced across England to help reduce the pressure on A&E departments and the 999 service.

Available 24 hours a day, 365 days a year, the service is for people who aren't sure if they need to go to A&E, don't have a GP to call or generally need reassurance and advice. On dialling 111 a team of fully trained advisers and experienced nurses will assess your condition and direct you to the local service that can help you best, when you need it.

There are now three numbers you need to know: your GP surgery, 111 for urgent healthcare advice and 999 for life-threatening emergencies. For more information on 111 visit: www.nhs.uk/111

ONLINE SERVICES

We now have the following patient services available online via the 'systmonline' link on our practice website.

Appointment Booking - Doctor's appointments are available to book up to two weeks in advance. You will only be able to book one appointment at a time. You can also cancel an appointment online up to two hours before the appointment time.

Repeat Prescription Ordering - Please remember to allow notice of 48 hours for your prescription requests.

Access to Medical Records - You can view a 'Summary of your Patient Record'. The summary will contain the following information only: Allergies and Sensitivities, Acute Medication (issued in the last 12 months), Current Repeat Medication, Past Repeat medication (discontinued in the last six months).

Access to detailed coded records - You may now request access to your coded medical records via systmonline - this is your full coded medical records held on our clinical IT system only, any historical paper records will not be included. (If you require access to your historical paper records this must be requested in writing to the Practice Manager and there will be a charge associated with this service). Following receipt of your request to access your online coded records please be advised it may take the practice up to 10 working days to review your application and grant access if appropriate. This is a guide only and in some circumstances may take longer and will therefore be placed on a waiting list.

In order to have access to the online service you must present in person at reception with photographic ID (i.e. passport). On receipt the receptionist will issue you with instructions and your username and password to create an online account.

Visit our website on: www.cedarmedicalpractice.co.uk

PATIENT TEXT MESSAGING SERVICE

If you would like to receive appropriate text messages regarding i.e. appointments, relevant reviews, vaccine eligibility and other practice information; please advise us of your mobile number giving consent for this service. Please note this is an additional service and reminders may not be sent on all occasions and the responsibility of attending/cancelling appointments still rests with the patient. These text messages are generated using a secure facility but they are transmitted over a public network onto a personal telephone, as such they may not be secure, and therefore the practice will not transmit any information which would enable an individual to be identified.

NEW PATIENTS

Patients wishing to register with this surgery will be given forms to complete which gives our practice some information on your medical history together with a letter detailing our practice requirements. They will also be given an appointment with our Health Care Assistant for a routine health check. This examination is brief but gives us useful information until your complete medical records arrive from your previous doctor. Patients should bring a urine sample with them for this appointment. All children over the age of five should be brought in to see the nurse also. Formal registration is always at the discretion of a doctor.

If the new patient has very limited English language they are requested to be accompanied by either a relative, friend etc who is able to interpret for them.

SICKNESS CERTIFICATION

A sickness certificate completed and signed by your doctor is **ONLY** required when a period of consistent absence from work due to illness is **longer than seven days'** duration.

Absence from work due to illness of **up to seven working days** will be covered adequately by a " Self Certification " (form SC2) available from your employer. Self-employed patients should obtain form SC1 from their local Jobcentre Plus office or by telephoning 0800 6688.

NON-NHS EXAMINATIONS AND REPORTS

Examinations for employment, HGV, PSV fitness to drive, insurance examinations etc are not part of our NHS work. We charge BMA recommended rates for these examinations.

We also charge the recommended fee for signing certificates such as passport applications, shotgun licences, private medical certificates etc.

COMPUTERISATION

Our practice is now computerised. All information held is strictly confidential.

For the latest information click to: www.cedarmedicalpractice.co.uk

PATIENT PARTICIPATION

Cedar Medical Practice encourages patients to give their views on how the practice is doing and would like to receive the opinions of as many patients as possible in order for us to maintain the best possible delivery of care.

As a patient with our practice your point of view is important and will enable us to enhance your experience when you come to the surgery. The following patient groups have been developed to improve communication between patients and the practice and will assist us in obtaining your comments/suggestions to help shape and develop the services we provide.

'**Patient Participation Group**', this consists of volunteer patient representatives who attend quarterly meetings to discuss current issues raised by the practice or patients; and a '**Patient Reference Group**' which is a virtual group set up to run in conjunction with the Patient Participation Group. This group consists of patients who do not wish to attend meetings but would like to be contacted on occasion via email or post for their feedback and suggestions.

All patients registered with our practice are welcome to join either of our patient groups. If you are interested in joining please let us know.

COMMENTS/COMPLAINTS

If you have any suggestions for improvement of the service we provide, kindly contact our practice manager, Mrs H Rubie in writing.

Complaints should be made through the practice manager. Complaints will be treated seriously and acknowledged usually in writing within five working days of receipt.

You can also make a complaint through via Patient Relations, Health House, Grange Park Lane, Willerby, East Yorkshire, HU10 6DT. Tel no: 01652 251125, email: NLCCGPALS@nhs.net

ZERO TOLERANCE

The practice operates a zero tolerance policy. Verbal or physical abuse of either staff or patients will result in your removal from our list and possible prosecution.

CONSENT PROCEDURES

The practice consent protocol is to set out the practice's approach to consent and the way in which the principles of consent will be put into practice. It is not a detailed legal or procedural resource due to the complexity and nature of the issues surrounding consent.

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. This will include the nature, purpose, and risks of the procedure, if necessary by the use of drawings, interpreters, videos or other means to ensure that the patient understands, and has enough information to give 'informed consent'.

If you would like to obtain a full copy of our consent protocol please contact the surgery.

Visit our website on: www.cedarmedicalpractice.co.uk

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

NAMED ACCOUNTABLE GP FOR ALL PATIENTS

From 1 April 2015, practices are required under the GMS contract to allocate a named accountable GP to all patients (including children). The named accountable GP will take lead responsibility for the coordination of all services required under the contract and ensure they are delivered to each of their patients where required (based on the clinical judgment of the named accountable GP).

All patients registered with Cedar Medical Practice are allocated a named accountable GP.

'Your named GP will have overall responsibility for the care and support that our surgery provides you. They will also work with other relevant health and care professionals, who are involved in your care, to ensure that your care package meets your individual needs'.

Please contact the practice or ask at Reception if you wish to know who your named accountable GP is.

If you would like to express a preference as to which GP you would like to have assigned to you, please let us know and the practice will make reasonable efforts to accommodate your request.

Although the named GP will have overall responsibility for the patient's care and patients may request to see their named GP, it does not prevent patients from seeing any GP in the practice as they currently do.

If you have any questions or wish to discuss this further please contact us on the usual surgery number or via our practice email at nl.b81113@nhs.net

ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard aims to ensure that disabled people have access to information they can understand and the communication support they may need. The Standard applies to service providers across the NHS and adult social care system. As organisations that provide NHS services, GP practices are required by law to follow the Standard under Section 250 of the Health and Social Care Act.

This applies to patients and their carers who have information and/or communication needs relating to a disability, impairment or sensory loss. It also applies to parents and carers of patients who have such information and / or communication needs, where appropriate.

Individuals most likely to be affected by the Standard include people who are blind or deaf, who have some hearing and / or visual loss, and people with a learning disability. However, this list is not exhaustive.

All Patients/Carers registered at Cedar Medical Practice - do you have any specific Information or Communication needs? If the answer is yes, then please ask Reception for a Communication/Information needs form. Please complete the form and return to the practice and upon receipt this information will be added to your medical records to assist us in supporting your needs.

For the latest information click to: www.cedarmedicalpractice.co.uk

OUT OF AREA REGISTRATION

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list.

GP practices have always had the ability to accept patients who live outside their practice area. Regardless of distance from the practice, the practice would still provide a home visit if clinically necessary.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

Out of area registration (with or without home visits) is voluntary for GP practices meaning patients may be refused because they live out of area.

If your application is considered the GP practice will only register you without home visits if it is clinically appropriate and practical in your individual case. To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend)

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit where necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way. In these circumstances we may offer you registration with home visits, for example, if you live just outside the practice area or we may not register you and advise you should seek to register (or remain registered) with a more local practice.

If accepted but your health needs change we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home.

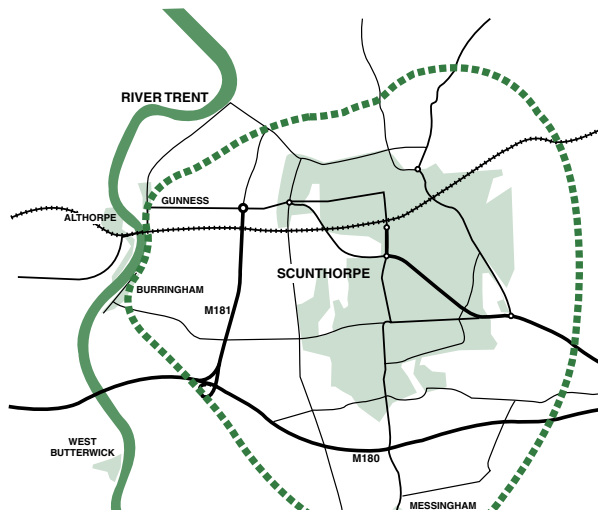
This new arrangement only applies to GP practices and patients who live in England. For further information visit the NHS Choices website (www.nhs.uk)

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

THE PRACTICE AREA MAP



USEFUL CONTACTS

NHS 111 Service	111	
NHS Choices Website	www.nhs.uk	
Scunthorpe General Hospital	Scunthorpe	01724 282282
Hull Hospital	Hull	01482 328541
NHS England North Yorkshire & Humber Area Team		0300 311 2233
Citizens Advice Bureau	Scunthorpe	01724 870941
Registrar of Births and Deaths	Scunthorpe	01724 843915
Age Concern	Scunthorpe	01724 849819
Scunthorpe Police	101	
Care Quality Commission (CQC)		03000 616161

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

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