



# LAKESIDE HEALTHCARE

at Yaxley

**The Health Centre  
Landsdowne Road, Yaxley, Peterborough.**

**PE7 3JL**

**Telephone: 01733 240478**

**[www.yaxleygp.nhs.uk](http://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**

January 2018

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# WELCOME TO OUR PRACTICE

## Introduction

We are a semi-rural practice, part of the Cambridge and Peterborough Clinical Commissioning Group which is made up of a group of GP practices providing medical services to the patients of Cambridgeshire and Peterborough. We currently provide services to approximately 15,800 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.

## Partners

### Yaxley

Dr Richard Withers

Dr Alison Graham

Dr Audrey Daphne Hammersley

Dr Jasdeep Bhari

Dr Peresh Gela

Dr Suzanne Moldon

Dr Jaspreet Bhatia

Dr Madhuri Gupta

Dr Mitesh Thanki

Dr Stephanie Betts-Masters

### **Lakeside Surgeries, Corby**

Dr Richard Baxter  
Dr Ian Bowie  
Dr James Burden  
Dr Adam Crowther  
Dr John Delaney  
Dr Sanjay Gadhia  
Professor Robert Harris  
Dr Amardeep Heer  
Dr Harish Kundaje  
Dr Radha Kurapati  
Mrs Janita Mackin  
Dr Peter Wilczynski  
Dr Stuart Maitland-Knibb  
Dr John Mellor  
Dr Martin McGrath  
Dr David Palmer  
Dr Lynette Patino  
Dr Tony Penney  
Dr Akhtar Rasool  
Dr Sudeep Rai  
Dr Shalini Singh  
Dr Debbie Smith  
Dr Emily Taylor  
Dr Andy Ward  
Dr Kevin Williams

### **Headlands Surgery, Kettering**

Dr Aisha Durrani  
Dr John Hart  
Dr Adeel Iqbal  
Dr Michael Slip

### **Oundle Medical Centre**

Dr David Clayton  
Dr Penny Hipwell  
Dr Sabine Lijesen  
Dr Kathryn Newell  
Dr Mike J Richardson

### **Rushden Medical Centre**

Dr Glyn Williams  
Dr Swati Negi  
Dr Mike Hanspaul  
Dr David Purdy

### **Stamford**

Dr Anne Banner  
Dr Sian Dronfield  
Dr Tom Eames  
Dr Catherine Fitt  
Dr Sara Hall  
Dr Miles Langdon  
Dr Dan Petrie  
Dr John Williams  
Dr Mary Chorbadian  
Dr Helen Little  
Dr Stella Lowry  
Dr Robert Mitchell  
Dr Angus Macdonald  
Dr Kate Noble  
Dr Stephen Reiss  
Dr Melanie Denton

### **Cedar House, St Neots**

Dr Robin Baxter  
Dr Claire Murphy  
Dr Hasitha Perera

### **Eaton Socon, St Neots**

Dr Michael Moor  
Dr Timothy Mears  
Dr Anna Trigell  
Dr Thong Ho  
Dr Kate Scoffings  
Dr Camilla Tilbury

# 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](http://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 LHY?**

**Yes...** If you are living in the Lakeside Healthcare at Yaxley 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 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 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.

Alternatively, why not book your appointment on line using **SystemOnline** (see below).

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 a team of Practice Nurses, Nurse Practitioners, Emergency Care Practitioner and doctors with a wide range of skills.

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

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.

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

## **SystemOnline**

**SystemOnline** 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).

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 including at home or at work.

You can register via our website at [www.yaxleygp.nhs.uk](http://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
- 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 48hrs to dispense the medication. Therefore please allow sufficient time when ordering your prescriptions.**

They can also be requested on line via **SystemOnline**, by telephone 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 Lakeside Healthcare at Yaxley 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 or telephone. 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 2pm.

## Handing in samples

If handed in before 4.00pm, they will usually be delivered to the laboratory that day.

If one of the clinicians has asked you to bring a sample in then please ensure it is **correctly labelled** otherwise the lab **will** reject it and **the sample will be disposed of untested.**

## 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:

- **Weekdays: 6.00pm – 8.00am the following day**
- **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.

## **Clinics and Services**

### **Antenatal**

Regular clinics are held by our midwives. Please book via reception.

### **Asthma**

All asthma patients should have an annual check with one of the specially trained nurses. This can be done via telephone with Angela Lawrence, Caroline Brear and Rachel Cruickshank. Angela Lawrence runs regular asthma clinics, please book via reception or SystemOnline.

### **Diabetes**

Our specially trained Diabetic Team run regular weekly clinics. Appointments can be booked via reception or SystemOnline. 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 SystemOnline.

### **Community Nursing**

Provide nursing services to patients who are unable to attend the surgery. Their services include application of dressings and wound care, dealing with catheter and stoma problems, blood tests and managing palliative care patients. They can also arrange for loan equipment such as commodes, mattresses and other aids.

### **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. The Doctors and Health Visitors are available to discuss any queries.

### **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 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 jobs you need depends on which country you're visiting and what you're doing.

Please ask at reception for a Travel Health questionnaire; one has to be completed for each person who is travelling. When completed return to reception and they will give 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](http://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.

### **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.

### **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.

### **Cervical Smear Tests**

Cervical smears are booked with the Practice Nurse according to the national screening guidelines.

### **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.

### **Improving access to general practice: evening and weekend appointments now available**

Patients who are registered at this practice can now book an appointment to see a GP or nurse on weekday evenings (after 6.30pm) or at the weekends (on Saturday and Sunday). Appointments will either take place at this practice or at another NHS setting nearby. Talk to the practice receptionist to find out more or book an appointment.

By March 2019 everyone in England will benefit from access to general practice appointments in the evenings and weekends at a time that is most convenient to them. This is part of a national drive to help improve access to general practice and get the best possible outcomes for patients. Further information is available at [www.england.nhs.uk/gpaccess](http://www.england.nhs.uk/gpaccess)

## Greater Peterborough GP Hub

The GP Hub is a new GP led evening and weekend service where local GPs and practice nurses offer a range of services for patients registered with a GP surgery in Greater Peterborough.

Appointments are available to registered patients between 18:30 and 20:30 Monday to Friday and from 09:00 till 17:00 at weekends and Bank Holidays

If you struggle to get to your GP surgery during opening hours then ask your GP surgery reception for an appointment at the GP Hub

The GP Hub is run by a group of GP surgeries in Greater Peterborough called the Greater Peterborough network.

If you would like to find out more about the Greater Peterborough Network please pick up a leaflet from the surgery or go to: [www.greaterpeterboroughgps.nhs.uk](http://www.greaterpeterboroughgps.nhs.uk)

The GP Hub provides services from:

Boroughbury Medical Centre  
Craig Street  
Peterborough  
PE1 2EJ

\*Boroughbury Medical Centre is easily accessible and provides free parking for patients.\*

# NHS Choices

NHS Choices is the country's biggest health website and gives all the information you need to make choices about your health.

<https://www.nhs.uk/aboutnhschoices/pages/nhschoicesintroduction.aspx>

## 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.

# Complaints and Comments

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. A copy of our complaints procedure is available on our notice boards, on request and also on our website. 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](http://www.nhs.uk), share your experience on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk) or complete a Friends and Family test on our website [www.yaxleygp.nhs.uk](http://www.yaxleygp.nhs.uk).

# Website

Lakeside Healthcare at Yaxley website [www.yaxleygp.nhs.uk](http://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.

New initiatives are explained there such as eConsult which we hope to be piloting later this year and further information about our novel appointments system Dr First.

## Useful Telephone Numbers and Contact Information

Lakeside Healthcare at Yaxley ..... 01733 240478  
Fax ..... 01733 244645  
[www.yaxleygp.nhs.uk](http://www.yaxleygp.nhs.uk)

### **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](http://www.cpft.nhs.uk)  
 CAMQUIT (Stop Smoking Support in Cambridgeshire) 0800 018 4304  
[www.camquit.nhs.uk](http://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