

# ABBNEYVIEW SURGERY

Crowland Health Centre, Thorney Road, Crowland, Peterborough PE6 AL

Telephone: 01733 210254

Fax: 01733 210256

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

**PARTNERS:** **DR ABHIJIT BANERJEE**, MBBS, MRCS, DFRH, PGDPD (Cardiff)  
Special interest in Minor Surgery, ENT and Dermatology

**ASSOCIATE DOCTOR:** **Dr OLA FALAYAJO** MBBS, MRCP, DRCOG, DFRH  
Special interest in Women's health and Palliative care

**BUSINESS MANAGER:** **MRS HELEN HERBERT**  
**DEPUTY MANAGER:** **MRS EMMA SMITH**

Our list is open to patients residing in Crowland and the surrounding area, including the villages of Cowbit, Eye (part), Deeping St Nicholas, Gedney Hill, Moulton Chapel, Newborough, Shepeau Stow, Thorney, Weston Hills (part) and Whaplode Drove

If you are currently registered at the Practice and relocate to Spalding, please contact the Reception team to ascertain whether your new home lies within our Practice boundary as you may be able to remain registered if you so choose.

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## OPENING HOURS

	Reception	Dispensary	Clinics	Telephone Call Back Service
<b>Monday</b>	8.00am – 6.30pm	9am – 6.30pm Closed for lunch 12.30-1.30	8.00am – 6.30pm	8.30am – 11am 2pm – 4.30pm
<b>Tuesday</b>	8.00am – 6.30pm	9am – 6.30pm Closed for lunch 12.30-1.30	8.00am - 6.30pm	8.30am – 11am 2pm – 4.30pm
<b>Wednesday</b>	8.00am – 6.30pm	9am – 6.30pm Closed for lunch 12.30-1.30	8.00am – 6.30pm	8.30am – 11am 2pm – 4.30pm
<b>Thursday</b>	8.00am – 6.30pm	9am – 6.30pm Closed for lunch 12.30-1.30	8.00am – 6.30pm	8.30am – 11am 2pm – 4.30pm
<b>Friday</b>	8.00am – 6.30pm	9am – 6.30pm Closed for lunch 12.30-1.30	8.00am – 6.30pm	8.30am – 11am 2pm – 4.30pm

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**OUT OF HOURS, IN AN EMERGENCY : DIAL 999**  
**If you need medical advice fast : Dial 111**

We understand that there may be times when you are unable to attend for a booked appointment.

**PLEASE LET US KNOW**

if this is the case so we can offer the appointment to another patient.

## **ANTICOAGULATION AND SHARED CARE TESTING**

We offer regular testing for patients taking anticoagulation drugs and for whom the hospital has prescribed specialist drugs.

## **CALDICOTT PRINCIPLES**

Patient information will be respected as confidential and will not be divulged to any third parties without patient consent.

## **CARE CO-ORDINATOR SERVICE**

Our Care Co-ordinator works within the Practice team supporting patients who have complex needs and may need to access support from multiple services. The Care Co-ordinator is supported by a **SOCIAL PRESCRIBER** who offers for patients who may benefit from befriending or support accessing the community or local groups.

## **CARER**

A Carer is someone who (paid or unpaid) looks after a family member or friend who would have difficulty coping without support. Please let us know if you are a Carer. See our Carers Board in the waiting area or Carers Page on the Practice website for useful information and advice.

## **CERVICAL SMEAR TESTS**

A letter will be sent to invite you to make an appointment with the Practice Nurse. You will be notified of your results by post.

## **CHRONIC ILLNESS ANNUAL REVIEWS**

To try and reduce the number of visits necessary for patients who may have multiple illnesses, the Practice is now offering a 'month of birth' annual review service. This means that, for most patients, only one visit should be necessary to the Practice clinical tests, eg blood test, blood pressure, etc, which may then be followed up by a telephone consultation with an appropriate physician.

## **CLINICAL PHARMACIST**

Our Clinical Pharmacists and Pharmacy Technician are part of the Practice Team. They may contact you to discuss changes to your medication, medication reviews, medication advice or to discuss use of a blister pack.

## **COMMENTS AND COMPLAINTS**

Our patient's views are important to us and we aim to provide an excellent service. However if you feel we can improve a service we offer or have any comments or complaints, please address them to the Business Manager, Helen Herbert, in the first instance. We follow the recommended NHS complaints procedure.

## **CONTRACEPTION**

Contraceptive pill checks and advice may be given by the Practice Nurse. We also provide an IUCD (coil) fitting and removal service and Implanon (contraceptive implant) insertion and removal service at the Practice.

## **DISABLED FACILITIES**

The building is on the ground floor only with no steps. All doors are wide enough for wheelchair access. Toilets equipped to aid our patients with disabilities are available. There is a hearing loop in Reception which can be used in consultation rooms; please ask if you would like to utilise this service.

## **DISPENSARY SERVICES**

Patients who live more than one mile from a Pharmacy may be eligible to have their medication dispensed by the Surgery. The Practice has an approved dispensing area and is unfortunately not able to dispense to any patient not residing within it. Please contact our Dispensary for full details.

The Dispensary offers a pill tray service. Please ask if you are a dispensing patient and would like to use the service.

## **HOME VISITS**

Our doctors typically see 4 patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice.

To request a home visit, please telephone the surgery on 01733 210254. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery.

If you do require a home visit, please telephone **before 10:30** and give as many details as possible. This will enable the doctors to plan calls and deal with urgent visits promptly.

## **MINOR SURGERY**

We offer a variety of minor surgical procedures and diagnostic biopsies at the Practice. Your GP can refer you for these where indicated.

## **MUSCULO-SKELETAL SERVICE (MSK)**

We are pleased to be able to offer inhouse MSK specialist service for patients suffering with musculo-skeletal problems, eg back pain, muscle pain, etc.

#### **NAMED GP**

NHS guidelines require us to allocate a named GP to each patient and we have divided the practice list. Our list has been divided according to surname but patients are free to make an appointment with any Doctor at the Practice.

#### **NURSING SERVICES**

Nursing care – our team of Practice Nurses and Healthcare Assistants provide best quality nursing services. Each have differing area of expertise and our Receptionist will guide you to the most appropriate person to help you.

Blood pressure monitoring	Minor Illness/Injuries	Smears	Travel Vaccinations
Contraception	Phlebotomy	Smoking Cessation	Wound care
Chronic Disease Reviews	Skin Infections	Sutures	

#### **NURSING TEAM**

Most appointments take only ten minutes but some require 20 or 30 minutes with the Nurse or may require the Doctor to be present. Some of our Nurses have received training in a particular speciality. Due to the variety of appointment requests made for the Practice Nurse, the Reception team may ask the reason why you are requesting an appointment. This is to ensure your appointment is with an appropriate medical professional for the correct amount of time.

#### **ADVANCED CLINICAL PRACTITIONERS**

Our Advanced Clinical Practitioners are highly skilled clinicians who work in a similar role as a GP. They are able to help with a wide range of acute and chronic conditions.

#### **DIABETES NURSE PRACTITIONER**

The Diabetes Nurse Practitioner has extensive, advanced experience in supporting patients with Diabetes. Diabetic patients should book with her annual reviews and for support with any concerns and all problems relating to the management of their Diabetes.

#### **PATIENT PARTICIPATION GROUP (PPG)**

The Practice works closely with our Patient Participation Group with the aim of improving communication between patients and the Surgery with a view to making changes and improvements to the services offered.

Further information, including contact details, is available on the Practice web site and the PPG notice board within the waiting area.

The PPG also run a Facebook site where current information about the Practice may be found.

#### **PHLEBOTOMY SERVICE**

Appointments for phlebotomy are available Monday – Thursday throughout the day and on a Friday morning.

#### **PRIVACY**

Our reception area is adjacent to the waiting area. If you have something you wish to discuss privately with the Receptionist, please ask and we will be pleased to speak to you away from the Reception area.

#### **PRIVATE WORK**

Some of the services we offer, such as insurance reports, medical certificates and some private prescriptions are not available under the NHS and may incur charges. Details of charges are available upon request from the Reception Team. Our NHS commitments to providing patient access and care take precedence over private work and, consequently, there may occasionally be a waiting period for work to be completed.

#### **REPEAT PRESCRIPTIONS**

Prescriptions may be ordered by returning the right hand side of a previous prescription, in writing or online.

You can arrange your repeat prescriptions and appointments online and/or access parts of your medical records. Please ask at Reception for details of how to register for this service.

Patients who have difficulty using the above methods of ordering may phone the Reception team who will be pleased to help with your request.

PLEASE ALLOW A MINIMUM OF 48 HOURS FOR YOUR REQUEST TO BE PROCESSED.

Wastage – please order only what you need. Any medication returned, even if unopened, must be destroyed.

#### **PHYSIOTHERAPY SERVICE**

A physiotherapist works within the Practice twice a week offering quick, local access to patients with musculo-skeletal problems.

## **RESULTS**

All results are checked by one of the Doctors. If you have had a test, please telephone the Surgery for results after 2pm. A Receptionist will advise you of the comments made by the GP. If you have any questions following this, you may be requested to speak to a doctor or nurse in the phone in or to see a doctor.

## **CONSULTATIONS**

The Surgery offers telephone, face to face and eConsult appointments daily.

A Doctor, Clinical Practitioner or Paramedic will be available to answer queries which may not require attendance at the Surgery over the telephone or via eConsult. Some face to face appointments are available to book directly and some are booked at the discretion of the clinician where clinically indicated.

All appointments are available on the day and bookable in advance.

## **REMOTE CONSULTATIONS SERVICE**

In addition to the telephone call back service, we also offer eConsultations via our Practice website allowing non urgent medical queries to be sent to our clinical team at any time. We aim to respond to these queries within 48 hours.

Video consultations are also available, initiated by the Doctor or other clinician, and where it is not necessary to attend the Practice in person but is felt to be helpful to have sight of a presenting condition.

## **SICKNESS NOTES**

An NHS sickness certificate may be issued after seven days of illness. If you request a sick note for the first week of absence, this is not part of NHS services and will incur a charge payable by yourself or your employer.

## **TRANSLATION**

Please let the Reception Team know if you require the services of a translator.

## **VIOLENT AND ABUSIVE BEHAVIOUR**

The Practice has a zero tolerance to abusive or threatening behaviour. The Practice will consider removal from the Practice List of a patient in all cases of verbal or physical aggression towards members of staff.