

LONG BENNINGTON MEDICAL CENTRE

GPs

Dr Shauna R W Longfield - MB ChB 1991 (Bristol) MRCGP DRCOG DCH DFFP—Senior Partner

Dr Peter G Watson - MB BS 2001 (Newcastle) Bmed Sci MRCP DRCOG MRCGP—Partner

Dr Elizabeth A Montague - MB BS 1995 (London) MRCGP (2005) - Partner

Dr Louise Roscoe—MB ChB 2004 (Leics) MRCGP DCH DRCOG

Dr Emma Watson—MB BS 2003 (Newcastle) MRCGP DFFP DRCOG

Dr Christine Phillips— MB ChB (2005 Manchester) MRCGP



Long Bennington Medical Centre , 10 Valley Lane, Long Bennington, Newark, Nottingham, NG23 5FR

Tel: 01400 281220 www.longbenningtonmedicalcentre.nhs.uk

SURGERY HOURS: The Reception is open from 8.00am-6.30pm, Monday to Friday



askmyGP

Routine enquiries eg prescriptions and results of tests are best requested via askmyGP —register via our website: www.longbenningtonmedicalcentre.nhs.uk

askmyGP is the easiest and fastest way to get any kind of help. It saves us time too, so please help us to help you. If you do not have internet access then please contact the surgery on 01400 281220.

- The service is available to all our registered patients generally between the hours of 7am and 12 noon Monday to Friday. However on the day medical requests that need to be actioned by a doctor will cease once reached capacity. This is in order to allow GPs to practice safely. The messages are updated regularly with on the day information.
- We aim to respond within the working day, but your request may be referred to the following day.
- All our registered patients are welcome, parents and carers on behalf of patients too.
- You can name a GP if you wish (as long as they are working the day of your request)
- You may prefer a message, telephone, video or face to face response
- You can sign up now, with no paperwork
- Patients can contact the surgery on 01400 281220 after 12 noon Monday to Friday if their medical query cannot wait until the next day.

WELCOME TO OUR PRACTICE

The Medical Centre serves the village of Long Bennington and its surrounding villages. Our clinical team includes 6 GP's , 2 Practice Nurses, a Health Care Assistant, Phlebotomist and Care Coordinator. We are also fortunate enough to have assistance from 2 Clinical Pharmacists and a Musculoskeletal Practitioner. The Practice team consists of the Practice Manager, Secretaries, Administrators, Receptionists and Dispensary staff. We offer a full general practice service and run specialist clinics to include: baby clinics, antenatal clinics, disease management clinics, minor surgery and offer a basic travel clinic service. We also offer an on-site Dispensing service to our Dispensing patients. We aim to treat all our patients promptly, courteously and in complete confidence within friendly and welcoming surroundings.

We are open 8am until 6.30pm Monday to Friday.

OUR STAFF

Practice Manager: Karen Turner

Available Monday to Friday.

Dispensary Manager: Mahendranath Dhaniyala is the Manager responsible for dispensary services.

He is available Monday to Friday.

Practice Nurses: Liz Andrew, RGN

Beverley McCheyne, RGN

Margaret Sinclair, Healthcare Assistant

Phlebotomist: Jackie Foster

Care Coordinator: Nicola Bland

Our Nurses can advise patients on many minor problems. They also provide general nursing services such as blood testing, wound dressings, ear syringing, ECG's, sexual health, teenage issues, cervical smears, health checks etc. Requests for appointments can be via AskMyGP or by calling Reception.

Community Nurses: The team is available to provide nursing care at a patients' home at the request of a Doctor or the Hospital. The team can be contacted on 01476 567352.

Community Midwives: For Maternity Services or to book an antenatal appointment please contact the midwives; they are based at Grantham District Hospital. They can be contacted on 01476 464334 (Grantham Health Clinic)

Health Visitor: The Health Visiting team are based on your geographic location. Patients in Lincolnshire can contact the health visiting team by ringing 01522 843000 or emailing: bs_healthservices@lincolnshire.gov.uk or if living within the Melton Borough, the Melton Health Visiting team can be contacted on 01164 855560.

NON NHS Services: Some services provided are not covered in our contract with the NHS and therefore incur a charge. Examples include: HGV medicals, fitness to undertake sporting activities, pre-employment medicals, insurance claims etc. Some of these services require an appointment outside of normal clinics and are arranged via Reception. A list of charges is available at Reception.

Social Services: If you require assistance with help at home or need advice, please contact 01522 782155 for Adult Care or if you are concerned about a child or young person contact 01522 782111.

Parking: The Practice does not accept responsibility for any damage to vehicles whilst parked at the Medical Centre. Owners park entirely at their own risk.

Disabled Access: Patient services are provided at ground level. A disabled patients' toilet is provided. If access proves difficult for any of our disabled patients we would be happy to give any assistance required. We also provide a portable induction loop to assist patients with a hearing deficiency.

NEW PATIENT REGISTRATION

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure.

New patients are asked to complete a registration form (GMS1) and a medical questionnaire. Both forms are available from Reception together with registration forms for Online Services as well as a form to let us know if you are a Carer.

Please give us as much accurate information as possible as it will help us whilst we are waiting for your records to come through. If you are on regular medication please attach a copy of your repeat slip to your questionnaire and make an appointment with a GP when you return your completed paperwork.

Medical treatment is available from the date of registration. Please contact reception for further information.

TEMPORARY RESIDENTS

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

SUMMARY CARE RECORD

This is used in emergency care or out of hours and contains information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely. Your Summary Care Record will be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. Existing patients will have been assumed that they wish their records to be uploaded to the Central NHS system unless they actively opt out. You have a choice and the Practice holds both opt-in and opt-out forms. Please speak to a Receptionist if you wish to complete either form.

Further information is available at: www.nhscarerecords.nhs.uk

GENERAL PRACTICE EXTRACTION SERVICE

The General Practice Extraction Service (GPES) is a new centrally managed service that securely extracts information from General Practice IT clinical systems for a wide range of purposes. These include supporting medical research, increasing local and national understanding of health priorities and improving the quality of care provided by local health services as well as forming part of the new system for providing payment to GP's and Clinical Commissioning Groups (CCGs). The information used includes your NHS number and postcode. You have a choice. If you are happy for your information to be used in this manner you need not do anything. If, however, you do not wish your data to be used in this way, please ask Reception for a Dissent from Secondary use patient identifiable letter. You will need to sign this letter and return it to us where we can then record the necessary exclusion codes. Further information about GPES can be found at:

www.hscic.gov.uk/gpes

FRIENDS AND FAMILY TEST

As of December 2014 every GP Practice in England has to offer their patients the chance to complete the Friends and Family test. The question you are asked to complete is: “How likely are you to recommend our service to friends and family if they needed similar care or treatment”. The feedback will help the NHS to learn more about what you think of your experience, what you like and what we can improve upon. You can complete the question anonymously if you wish. You are invited to make any comments about your experience which may be published within the practice. We do care about what you think and we strive to provide the best service we can. Your views matter.

We also have a suggestions box located on the Reception desk and you are welcome to complete a suggestion form either anonymously or with your personal details if you wish.

NAMED ACCOUNTABLE GP

From 1st April 2015 onwards Practices were required, under the GMS contract, to allocate a named accountable GP to all patient, including children.

This does not change the way in which we operate or affect your ability to make an appointment or speak with any of the GPs in the practice. Patients can and should feel free to choose to see any GP in the Practice. However seeing your usual GP will maintain continuity of care.

New patients registering with the Practice will be informed of their named GP within 21 days of registration. Patients can check at any time who their named GP is by asking a member of staff.

Should you express a wish to change your named GP we will do our best to accommodate your wishes wherever possible. Please contact Reception to request the change.

GP NET EARNINGS

All GP Practices are required to declare the mean earnings (e.g average pay) for GP’s working to deliver NHS services to patients at each practice.

10 March 2020

Previous Earnings:

The average pay for GPs working in Long Bennington Medical Centre in the last accounts year end date 30th September 2017 was £65,303 before tax and national insurance. This is for 1 full time GP and 3 part time GPs who worked in the practice for more than six months.

28 March 2019

The average pay for GPs working in Long Bennington Medical Centre in the last financial year ending 30th September 2016 was £54,787 before tax and national insurance. This is for 1 full time GP and 3 part time GPs who worked in the practice for more than six months.

LONG BENNINGTON SURGERY AND SERVICES

APPOINTMENT SYSTEM

- [askmyGP](#) is the easiest and fastest way to get any kind of help. It saves us time too, so please help us to help you.
- Routine enquiries e.g. prescriptions and results of tests are best requested via askmyGP—register via our website
- If you do not have access to the internet please contact Reception on 01400 281220
- Cancelling appointments—it is requested that at least 48 hours is given if you need to cancel an appointment.

EXTENDED HOURS SURGERIES

We can now offer our patients access to routine, pre-booked appointments at evenings and weekends. The new service is part of an extended access service which has been commissioned by NHS Lincolnshire Clinical Commissioning Group (South West branch).

Extended hours runs between 6.30pm and 8pm weekdays, and 09:00am and 12:00 noon on Saturday and Sunday. The service is also available on bank holidays and across the Easter, Christmas and New Year periods.

Appointments are for pre-bookable, non-urgent consultations with a GP, Nurse or Physiotherapist. Further information about what can be booked with the Nurse or Physiotherapist is available in Reception.

The service is being delivered & managed by our federation of GPs in the Grantham area. This means that the appointment could be with a health professional from any of the Grantham federation practices.

To book an appointment patients can request via askmyGP or speak to one of our Receptionists.

HOME VISITS

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. With this in mind, if you do need a home visit, you can help us by requesting via askmyGP before 10.30am or calling reception.

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

TEST RESULTS

Test results can be requested via askmyGP.

CARERS

We value the important role carer's play and recognise that carers are an important source of information about those they care for. We aim to engage with and support carers. Please let us know if you are a carer by completing one of our "Am I a Carer?" forms or inform any of our staff.

ACCESSIBLE INFORMATION

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read. We want to know if you need a British Sign Language interpreter or advocate.

We want to know if we can support you to lip-read or use a hearing aid or communication tool.

MINOR OPERATIONS

We are able to perform a range of minor procedures including removal of 'lumps and bumps' and incision of abscesses. Appointments will only be made after a doctor advises the procedure is appropriate.

MUSCULOSKELETAL PRACTITIONER— If you have any of the following you can request a consultation via askmyGP directly with the MSK Practitioner

All soft tissue injuries, sprains, strains or sports injuries – upper and lower limb

Arthritis – any joint

Possible problems with muscles, ligaments, tendons or bone eg tennis elbow, carpal tunnel syndrome, ankle sprains

Spinal pain including lower back pain, thoracic and neck pain

Spinal pain including arm / leg symptoms +/- neurological symptoms eg pins and needles

Mobility changes

OUT OF HOURS COVER

If you need medical assistance please dial 111. Your problem will be triaged and if necessary you will be given advice, and treatment by either a Doctor or Nurse with specialist training. To find your local NHS Walk-In Centre you can speak to 111 or look online at www.nhs.uk. To locate a pharmacy out of hours, you can either use the online 'find pharmacy services' via www.nhs.uk or speak to someone at the 111 service.

DISPENSARY

Dispensary opening times: Monday to Friday 8.30am-6.00pm, however they do close on the second Tuesday of each month for Practice staff meetings/training. We would advise checking on our website for up to date information. If you need to contact a member of staff in the Dispensary please request this via askmyGP or by telephoning the surgery if you do not have internet access.

REPEAT PRESCRIPTION

To order a repeat prescription you can either complete the repeat slip and post in the box outside, post it to us via Royal Mail or if you have signed up for our Online Services, order through the internet. You may also request repeat prescriptions in person at the Dispensary. You will need to allow 3 working days for your medication request to be completed (this does not include weekends) unless you have posted it via Royal Mail in which case you need to allow 7 working days. You will need to have a regular medical review with a Clinical Pharmacist, Nurse or Doctor to enable us to continue prescribing your repeat prescription safely.

ONLINE SERVICES

Our online services allow you the choice to make routine appointments with a Doctor, order repeat medication and allow you access to your full medical record. You will need access to an individual email address and terms and conditions apply. These are stated on the application form which is available from Reception.

CHILD HEALTH CLINICS

Contact with the Health Visiting team can be made by telephoning 01522 843000 or if living within the Melton Borough, the Melton Health Visiting team can be contacted on 01164 855560. 6 week checks are carried out by our GP team and 8 week childhood immunisations can be booked with the Practice Nurse via askmyGP or by a member of the reception team if you do not have internet access. A receptionist will contact you to book the appointment.

One You is your free local health lifestyle Service

"We can help to get you back to a healthier you. Offering you support to make simple changes towards a longer and happier life."

Visit: <https://www.oneyoulincolnshire.org.uk/> or telephone: 01522 70 51 62 for further information on how to eat well, move more, be smoke free and drink less.

SEXUAL HEALTH SERVICES

We offer a full range of emergency and continuous contraceptive services. The service is fully confidential and advice is available through our normal routes; by askmyGP or by telephoning Reception on 01400 281220 if you do not have access to the internet. Emergency contraception is most effective the sooner it is accessed, please do not wait unnecessarily, contact us and discuss.

Sexual Health Services are also available at the Grantham Health Clinic (8 St Catherine's Rd, Grantham NG31 6TT). Please ring the Booking Line at 01522 309309 for more information.

TRAVEL ADVICE & IMMUNISATION

Travel vaccinations need to be completed at least 6 weeks, and in some cases 8 weeks prior to travel in order to be fully effective. The Practice does not undertake any private vaccinations and patients are advised to re-search their trip via www.nathnac.org which launches the patient website www.travelhealthpro.org.uk and enter each destination in order to establish what vaccinations may be required. We recommend that patients then follow the advice below:

Contact one of the following in order to arrange an appointment for your private vaccinations and Malaria medication. Malaria medication, including for children under 5 years old will always need to be sourced privately:

MASTA at www.masta-travel-health.com for information on how to find your nearest Travel Centre.

Boots Travel Clinics—appointments can be made via their website—www.boots.com. They have travel clinics at the following branches:

Boots Newark—Northgate Retail Park

Boots Nottingham—11-19 Lower Parliament Street

Boots Melton Mowbray—1-2 Cheapside

Boots Lincoln—311-312 High Street

Patients should make a 20 minute appointment with the Practice Nurse in the next available Travel Clinic (if this proves to be less than 2 weeks before travel we will be unable to provide any vaccinations). The Practice Nurse can then administer any of the NHS scheduled vaccines that you may require (Diphtheria/Tetanus/Polio, Typhoid and Hepatitis A).

COUNSELLING — If you have a problem which requires counselling, please discuss with your Doctor who can make the necessary arrangements through the Community Mental Health Team.

Adults (over 18s) can self refer for counselling by contacting Steps2Change 0303 123 4000

Children/Parents of children can self refer by phoning Lincolnshire Here For You 01522 309120 or visiting www.lpft.nhs.uk/young-people

COMPLAINTS — If you have a complaint or concern about the service you have received from the Doctors or any of the staff working in the practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN — We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to the Practice Manager, or any of the Doctors. Alternatively you may ask for an appointment with the Practice Manager to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be very helpful if you are as specific as possible about your complaint.

WHAT WE SHALL DO

We look to settle complaints as soon as possible. We will acknowledge receipt of your complaint within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this then we will let you know, and keep you informed as the investigation progresses. Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A letter signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO NHS ENGLAND

We hope that if you have a problem, you will use our Practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. However, this does not affect your right to approach the local health authority if you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation. You should contact:

NHS England, PO Box 16738, Redditch, B97 9 PT. Telephone: 0300 311 22 33

You may also approach PALS (Patient Advice and Liaison Service) on 0845 602 4384, email: info@lincspals.nhs.uk

POhWER is a statutory NHS Complaints Advocacy Service that can help you to use the NHS complaints process. It is free, confidential and independent, working within the NHS complaints regulations.

Telephone: 0300 4562370, email: pohwer@pohwer.net or by post to: POhWER, PO Box 14043, Birmingham, B6 9BL

You have the right to approach the Ombudsman. The Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP Telephone: 0345 0154033, www.ombudsman.org.uk

PATIENT CONFIDENTIALITY

We regard all information concerning patients to be strictly confidential and we will ensure that this requirement is maintained at the highest level by all staff. This includes patients under the age of 16.

Patients turning 16 will be sent a letter with information about additional services available. Patients turning 16 are also advised to update their mobile number and email address to their own.

CONFIDENTIALITY OF PATIENT RECORDS

We ask you for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. The practice complies with the Data Protection Act 2018 and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g., from district nurses and hospital services
- To help you get other services e.g., from the social work department. This requires your consent.
- When we have a duty to others e.g.. In child protection cases.
- Anonymised patient information will also be used at local and national level to help the Health
- Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

The Practice Management team, Dispensary, Reception and Administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

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 on request.

ZERO TOLERANCE

In keeping with the NHS, this practice operates a 'zero tolerance' policy with respect to the protection of its entire staff. Extreme cases will be reported to the police which may mean that anyone who is violent or abusive in any way to any member of staff may be removed from the practice list with immediate effect and without a second chance. This policy applies to all patients and all members of staff, not just the GP's and includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

STANDARDS OF CARE

The Practice is devoted to achieving and maintaining a quality health service to meet your requirements.

CHAPERONE

It is our policy to respect the dignity and privacy of our patients. If you wish to have a chaperone present during a physical examination or consultation, or if you would like to be examined by a health professional of the same gender as yourself, please let us know and we will do our best to comply with your wishes. The chaperone in attendance may be another health professional (Nurse, Healthcare Assistant) or a member of our Reception team who has successfully completed their Chaperone training. If you do not wish a Receptionist to act as your Chaperone please let us know and again, we will do our best to comply with your wishes.

SAFEGUARDING

Safeguarding is about protecting children, young people and vulnerable adults whose circumstances make them particularly vulnerable to harm, neglect or abuse. It is our Practice policy to ensure that our staff are trained in recognising issues and signs associated with safeguarding. However, we all have a responsibility in protecting the vulnerable and if you see something, say something. You can always discuss any concerns you may have with any of our staff or you can contact the following:

Lincolnshire Children Services Safeguarding Team - 01522 782111

Emergency Duty Team Children's Services - 01522 782333

Lincolnshire Adult Services Safeguarding Team - 01522 782155

Police Public Protection Unit - 01522 947 590

Further information can be found on the Lincolnshire Clinical Commission Group website:

<https://lincolnshireccg.nhs.uk/>

GP RESPONSIBILITIES

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially. Respect for religious, social and cultural beliefs will be honoured. You will be given a choice in your treatment and included in decisions about your care and you will be encouraged to give feedback. If your case is urgent you will be able to see/speak to a Doctor on the same day. On registering as a new patient you will be offered a health check with the Practice Nurse. If your Doctor believes you need a specialist opinion then they will offer you a choice of provider through the e-referral system where this is available. You will be given a unique identifying number and a password during the consultation. Please contact the given telephone number within the required timescale to make your appointment.

PATIENT RESPONSIBILITIES

We ask that you treat our Doctors and staff with courtesy and respect. Please remember that staff are working under Doctors' orders. The first couple of hours of the morning can be extremely busy, please use askmyGP whenever possible to request appointments or medical advice. Please keep telephone calls brief and if at all possible leave routine calls until later in the day. Please attend appointments on time or give the Practice adequate notice if you wish to cancel. You can opt to receive text messages to remind you of your appointment. An appointment is for one person only, where another member of the family needs to be seen or discussed, a separate appointment should be made. If you change your address, name, telephone number, mobile number or email address please let us know immediately. It does affect how we contact you, potential referral letters etc. and may mean a delay in your care.

ONLINE SERVICES – PATIENT RECORDS

Long Bennington Medical Centre currently offers all registered patients:

- Transfer relevant information to a patient's Summary Care Record (SCR)

- Electronic transfer of patient's records between practices when patients register or deregister (GP2GP)

- Online appointment bookings and cancellations (GP only)

- Online access to repeat prescriptions

- Online access to a summary of their medical record i.e. medications, allergies and adverse reactions.

- Online access to all full clinical record—as from 1.4.2020. Please note only medical information from the date the form is received will be available. Retrospective clinical information can be requested via a Subject Access Request (SAR). Please contact reception for a SAR form.

To access these services please contact the Reception team for an application form or request via askmyGP. Please note that photographic ID and a separate proof of current address will be required when submitting your form in person.

If you have any queries about registering for online services or wish to register on behalf of someone else (Proxy Access), please speak to a member of our Reception team or contact us via askmyGP.

If you would like the surgery to contact you via a text message for appointments confirmation or reminders please inform the reception team via askmyGP or by telephoning the surgery.

USEFUL TELEPHONE NUMBERS

Long Bennington Medical Centre	01400 281220
NHS 111	111
Grantham & District Hospital	01476 565232
Newark Hospital	01636 681681
Lincoln County Hospital	01522 512512
Queens Medical Centre	0115 9249924
Nottingham City Hospital	0115 9691169
BMI The Park Hospital	0115 9662000
BMI The Lincoln Hospital	01522 578000
Boston Pilgrim Hospital	01205 364801
Addaction	01476 512950
Age UK	0800 1696565
Alcoholics Anonymous	0845 7697555
PALS (Patient Advice & Liaison Service)	0845 6024384
Relate	0845 1664110
Social Services (Adults)	01522 782155
Social Services (Children)	01522 782111
Steps2Change Lincolnshire	0303 123 4000
Social Services Emergency Service	01522 782333
NHS England (Leicestershire & Lincolnshire)	01522 513355
Samaritans	08457 909090
St Barnabas Hospice, Grantham	01476 591010
Beaumont House Community Hospice	01636 610556
Lincolnshire Carers Service (Adult and Young Adult Carers)	01522 782224
Lincolnshire County Council Young Carers Team (under 18s)	01522 553275

USEFUL TELEPHONE NUMBERS AND WEBSITES

www.nhs.uk

www.111.nhs.uk

www.patient.co.uk

www.oneyoulincolnshire.org.uk—Health and well-being service

www.kooth.com — Counselling for young people

www.lpft.nhs.uk/steps2change—Self-referral counselling service (over 18s)

www.nathnac.org (for travel advice)

www.ageuk.org.uk

www.longbenningtonmedicalcentre.nhs.uk

www.nhs.uk/Livewell/LGBhealth/Pages/Gayandlesbianhealth.aspx

Long Bennington Medical Centre—Practice area

The Practice covers the following villages:

Bottesford	Easthorpe	Muston	Normanton
Alverton	Cotham	Elston	Flawborough
Kilvington	Orston	Shelton	Sibthorpe
Staunton-In-The-Vale	Allington	Allington Gardens	Barkston
Brandon	Claypole	Dry Doddington	Foston
Gelston	Hougham	Long Bennington	Marston
Sedgebrook	Stubton	Westborough	

South West Lincolnshire Clinical Commissioning Group:

Long Bennington Medical Centre is one of the 19 Practices that make up the South West Lincolnshire Clinical Commissioning Group who are working together to improve the quality and delivery of health services for our patients and to help people live longer and healthier lives.

They are based at:

NHS Lincolnshire Clinical Commissioning Group

Bridge House

The Point

Lions Way

Sleaford

NG34 8GG

Tel: Tel: 01522 573939

Email: lccg.office@nhs.net