



## **LONG BENNINGTON**

Medical Centre

**10 VALLEY LANE, LONG BENNINGTON, NEWARK,  
NOTTINGHAM, NG23 5FR**

**01400 281220**

**[www.longbenningtonmedicalcentre.nhs.uk](http://www.longbenningtonmedicalcentre.nhs.uk)**



**SURGERY HOURS: RECEPTION IS OPEN  
8.00AM-6.30PM MONDAY TO FRIDAY**

**MEDICAL AND ROUTINE ENQUIRIES (EG TEST RESULTS) ARE EASILY  
ACCESSED VIA ACCURX ON OUR WEBSITE:  
[WWW.LONGBENNINGTONMEDICALCENTRE.NHS.UK](http://WWW.LONGBENNINGTONMEDICALCENTRE.NHS.UK)**

Patient services are provided at ground level. A disabled patient toilet is provided. If access proves difficult for any of our disabled patients we are happy to give assistance. a portable induction loop is available to assist patients with a hearing deficiency.

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

# Welcome

We serve Long Bennington and some of its surrounding villages. Our clinical team includes 6 GP's, 1 Advanced Nurse Practitioner, 3 Practice Nurses, 3 Healthcare Assistants, and a Care Coordinator. We also have assistance from 2 Clinical Pharmacists, a Neighbourhood Coordinator and a Musculoskeletal (MSK) 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, disease management clinics, minor surgery and a basic travel clinic service. We also have an on-site Dispensing service for our Dispensing patients. We aim to treat all our patients promptly, courteously and in complete confidence within friendly and welcoming surroundings.



## Meet the Team

### GP Team

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  
Dr Alexander Courtier. MB ChB (Hons) 2016 (Leicester) MRCGP

### Nursing Team

Emma Lambon ANP  
Avril Irwin. RGN  
Sally Priest. RGN  
Charlotte Allwood-Spencer. RGN  
Emma Dawson. Healthcare Assistant  
Helen Mascard. Jr. Healthcare Assistant  
Margaret Sinclair. Healthcare & Community Assistant  
Nicola Bland. RN(Adult) Care Coordinator

### Practice Team

Our Practice Team includes: Reception, Administration, Medical Secretary, HR & Training, Operations, Compliance & Contracts, Dispensary and Finance. All of these teams are supported by our Practice Manager: Mrs E Kay-Stott

Community Nurses:  
01476 567352

Community Midwives:  
01476 464334

Health Visitor:  
01522 843000 or email:  
[bs\\_healthservices@lincolnshire.gov.uk](mailto:bs_healthservices@lincolnshire.gov.uk)

Social Services:  
01522 782155 (Adult Care)  
01522 782111 (Young Person Care)



## New Patients

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 an online registration that can be found on the practice website.

Please give us as much accurate information as possible to help us whilst we are waiting for your records to come through. If you are on regular medication please supply us with a copy of your repeat slip and make an appointment with a GP when your application has been accepted.

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 not registered with a doctor and need to see one you can receive emergency treatment from us 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 our practice list and still remain a permanent patient at your GP. After three months you will have to re-register as a temporary patient or permanently register with us. Practices do not have to accept you as a temporary patient although we do have an obligation to offer emergency treatment. Please note: 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](http://www.nhscarerecords.nhs.uk)

## General Practice Extraction Service

The General Practice Extraction Service (GPES) is a 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 Integrated Care Boards (ICBs). 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](http://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.



## 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.

## 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 AccuRx 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 through an administration request on AccuRx or through the NHS App.

## Carers

We value the important role carers 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.



## Musculoskeletal Practitioner

If you have any of the following you can request a consultation via AccuRx directly with the MSK Practitioner

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

Arthritis & mobility changes.

Possible problems with muscles, ligaments, tendons or bone

Spinal pain including lower back pain, thoracic and neck pain.

## 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](http://www.nhs.uk). To locate a pharmacy out of hours, you can either use the online 'find pharmacy services' via [www.nhs.uk](http://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 AccuRx or by telephoning the surgery if you do not have internet access.

## Repeat Prescriptions

To order a repeat prescription you can either complete the repeat slip and post in the box outside, use the NHS App, or if you have signed up for our Online Services, order through the website. 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 an annual medication 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 AccuRx or by a member of the reception team if you do not have internet access. A receptionist will contact you to book the appointment.

## Local Health Lifestyle Advice

One You is our free local health lifestyle advice service who 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 AccuRx 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 8 weeks prior to travel in order to be fully effective. The Practice does not undertake any private vaccinations and patients are advised to research their trip via [www.nathnac.org](http://www.nathnac.org) which launches the patient website [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk) and enter each destination in order to establish what vaccinations may be required.

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](http://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](http://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](http://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](mailto: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](mailto: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](http://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.

# 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 AccuRx 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.

Automatic online access to full clinical record (commenced 27.10.2023) for those aged 16+ years. Please note only medical information from this date forwards 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. 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.

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



## Lincolnshire Integrated Care Board

Long Bennington Medical Centre is one of the 19 Practices that make up the Lincolnshire Integrated Care Board 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 Integrated Care Board

Bridge House

The Point

Lions Way

Sleaford

NG34 8GG

Tel: Tel: 01522 573939

Email: [licb.office@nhs.net](mailto:licb.office@nhs.net)

## 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 Websites

[www.nhs.uk](http://www.nhs.uk)  
[www.111.nhs.uk](http://www.111.nhs.uk)  
[www.patient.co.uk](http://www.patient.co.uk)  
[www.oneyoulincolnshire.org.uk](http://www.oneyoulincolnshire.org.uk)—Health and well-being service  
[www.kooth.com](http://www.kooth.com) — Counselling for young people  
[www.lpft.nhs.uk/steps2change](http://www.lpft.nhs.uk/steps2change)—Self-referral counselling service (over 18s)  
[www.nathnac.org](http://www.nathnac.org) (for travel advice)  
[www.ageuk.org.uk](http://www.ageuk.org.uk)  
[www.longbenningtonmedicalcentre.nhs.uk](http://www.longbenningtonmedicalcentre.nhs.uk)  
[www.nhs.uk/Livewell/LGBhealth/Pages/Gayandlesbianhealth.aspx](http://www.nhs.uk/Livewell/LGBhealth/Pages/Gayandlesbianhealth.aspx)