

Welcome to Thistlemoor Medical Centre

❖ Thank you for choosing the Practice to look after you and your family. We will try our best to provide a good service to you, and in return, we request you keep all appointments and attend for checks and immunisation appointments for your family and yourself.

❖ This letter and the accompanying leaflet are designed to help you make the best use of the services at the Practice and in Peterborough. Please keep them safe for future reference.

❖ **Updating contact details:** We need to be able to contact you whenever necessary so we request you to let us know if you move to a new address or change telephone numbers.

❖ Please tell us of the best way to contact you. All information given to the surgery is governed by the data protection act. All information is confidential.

❖ **Are you a carer?** Please let the staff know by registering as a carer with the social services, there is a large range of services you are able to access. We need your permission to make a referral – please discuss this with a staff member.

❖ **Children's immunisation:** We need to know the immunisation dates and details of your children up to age 18 years – please bring the immunisation record within 1 week of registering at the Practice so we can inform the child health department.

❖ This might mean you have to get the details from your home country – but we need your full cooperation to get the details when requested to do so.

❖ **Are you a Military Veteran?** Military Veterans are eligible for priority treatment within the NHS – please do let us know so we can use this information for your benefit.

❖ **If you are on medication for management of any long term medical condition:** We will not be able to prescribe any medication without you first seeing a doctor or nurse so they can authorise the medications – please try and give us as much information as possible about how long you have had the problem and the original packing of the medications you need – we will try to give you the same medication if possible or a suitable equivalent alternative.

❖ You will need to attend for regular checks as long as we prescribe the medications to you and we would like you to bring all your medications with you when you attend for the review appointments.

❖ **Stop smoking clinics:** Smoking is harmful to health – we have trained staff who can help you to stop smoking – please ask to have an appointment so this can be arranged.

Making best use of surgery facilities:

Morning surgery:

❖ We operate an open surgery system in the mornings – which means that if you attend the surgery between 8.30 a.m. and 10:30 a.m. you will be seen. You are not required to ring before attending.

❖ All appointments are for 10 minutes and each member of the family needs a separate appointment. Try not to bring too many problems at any one time.

❖ All patients are asked who they wish to see (before 10 a.m.) – for continuity of care, you may request to see the

same nurse/doctor for an ongoing problem – we will try to respect your wish as far as practicable.

❖ Arrive early as appointments are given on first come basis and you will not be able to see the doctor/nurse you preferred if their appointment slots become full.

❖ You will be told the time of your appointment and which area you need to be seated in. If the wait is long, you may leave the surgery and return nearer the time of your appointment but we request you to let reception staff know when you leave and return.

❖ We expect all patients who do not go to work to attend morning surgeries. These surgeries are longer and there is a full complement of staff available to help you. Even for working patients, attending surgery in the morning is especially important when you have been unwell for some time and will be likely to need further investigations – blood samples, referral to hospital clinics, x-ray facilities etc.

Afternoon appointments:

❖ In the afternoon, pre-bookable appointments with doctors and nurses are available. Appointments should be booked in advance for your convenience in person or over the phone (01733 551988). We will fit in emergencies in between booked appointments.

❖ If you need to see a doctor in an emergency please ring and let the receptionist know before coming to the surgery. Surgery is closed for routine appointments on Thursday afternoons. If you have an emergency, contact the surgery for the emergency doctor on call until 6:30 p.m.

Home visits:

❖ We encourage all patients to visit the surgery where we have a full range of facilities available to sort out your problems efficiently. Only housebound and bedridden patients will be visited unless there are exceptional circumstances.

❖ Decision to visit is made on clinical need rather than social circumstances. All requests for home visits should be made before 11 a.m., where possible.

Repeat prescriptions:

Prescriptions may be ordered by any one of these means: post, e-mail, fax or by coming to the surgery – **NOT by phone.**

❖ Fax number: 01733 707702

❖ E-mail: reception.thistlemoor@nhs.net

❖ We require 48 working hours' notice for repeat prescriptions. When ordering prescriptions please provide your current phone number in case we need to contact you.

❖ Repeat prescriptions may be collected from the surgery or any chemist in town providing the patient has made arrangements for the chemist to collect the prescription from the surgery. Once you choose a chemist this will be logged in our system, therefore, if you want to change your pharmacy you have to let us know.

When the Surgery is closed

❖ If you call out of hours, you will get a recorded message, which will give you the number of the emergency 111 service who will advise you what to do.

❖ The answering machine message will be long at times. Please be ready to listen to the whole message carefully before ringing emergency numbers. We expect all our patients to be willing and able to travel to the emergency

centre when they need to use the service, unless there are exceptional circumstances.

Private fees:

❖ Certain non-NHS work attracts fees. These include private sick notes (for first 7 days of illness), insurance forms, HGV medicals, fitness to travel certificates etc. There is an up to date private fees chart at reception. Please check with the reception staff.

❖ Hospital forms, passport forms, DHSS forms etc. will not be completed during consultations with doctors. You will need an appointment with our Fees Admin Clerk Ana Decianu.

Services available:

Treatment Room procedures

❖ You may book an appointment with a nurse for cervical smears, removal of stitches, immunisation for babies, dressings for wounds, vaginal swabs, etc.

Contraceptive services and minor operations:

❖ We provide full range of contraceptive services including implants and coils for which you need to see the doctors and nurses in surgery before the procedure can be carried out. You need to see a doctor for Minor operations such as joint injection and removal of skin tags, small lumps, etc.

Monitoring of chronic conditions

❖ Anyone with a condition such as hypertension (high blood pressure), diabetes, asthma, chronic lung problems, heart disease (previous stroke or heart attack), underactive thyroid or epilepsy are required to attend the surgery on a regular basis (as discussed with your healthcare professional) to have any checks and investigations for you carried out.

❖ Most checks for conditions are carried out on once a year to check that your symptoms are under control and you do not have any problems with your medication. Please book an appointment after April each year. Please do not wait for an invitation to book your appointment.

❖ It is very important to keep these appointments when they are arranged, please notify us if you cannot attend and rebook your appointment.

❖ You need to bring all your medications with you at the time of your appointment.

Travel immunisations

❖ Thistle Moor Medical Centre is a centre for YELLOW FEVER vaccinations.

❖ Let reception staff know your travel plans and the nurse will ring you back with list of immunisations you need and an appointment.

❖ You need to have travel vaccinations at least 6 weeks before you travel. Please ask at reception for prices.

Seasonal flu vaccine

❖ Each year the seasonal flu vaccine is delivered after the 15th of October.

❖ Any patient over 65 or with asthma, COPD, diabetes, and certain heart conditions is welcome to come in for a seasonal flu vaccination on any morning between 11 a.m. and 12 p.m.

❖ You do not need an appointment for this. Please do not wait for an invitation to come to the surgery. You can ring and book your appointment every year from the start of October.

Health Visitors

❖ They help to look after babies from birth to 5 years of age and are happy for you to contact them for any problems with feeding, speech and language development checks for your baby.

❖ They have regular clinics at Fulbridge School and Lawn Avenue.

❖ Please contact Health Visiting team on - (01733) 891338 or 343716.

Services for women:

❖ **Pill checks:** We also invite women who are taking the contraceptive pill to attend the surgery for a yearly "pill check" and to discuss alternatives such as the implant and the coil which are long term reversible contraception methods.

❖ **When you are pregnant:** A trained midwife is attached to the practice who provides complete maternity care in association with the doctor. If you present yourself to the practice we will inform the midwife who will contact you – she books her own appointments.

❖ **Cervical smear appointment:** There are national screening programmes in England to screen for cervical cancer and breast cancer. All women between age 25-65 are eligible to have cervical smear which can detect early cancer or changes leading to cancer before this becomes dangerous – please keep your appointment for a smear if it has been booked.

❖ **Breast mammogram:** Helps to detect breast cancer before it becomes obvious to you – women are sent appointments after age 50 every 3 years – please keep the appointment when you receive one.

Correct use of other services

A&E department:

❖ A&E department should not be used for routine out of hours consultations, however for certain conditions listed below, you could go directly there. Trauma cases (especially severe injuries and suspected fractures), severe burns, severe soft tissue injuries requiring stitches, severe head injuries, foreign bodies in the eyes and nose and overdose of medication or alcohol.

Ambulance Service

❖ If you need transport for hospital appointments please check with the receptionist at least 3 days in advance. In the case of emergencies you could dial 999 for their assistance.

You may contact them directly in cases of:

❖ Acute chest pains (or shortness of breath) in a patient known to have a heart problem, possible stroke, epileptic fits, falls resulting in injuries to the elderly and any case of unconsciousness.

Minor Illness & Minor Injury Unit

❖ This is a nurse led service provided for health advice and treatment of minor accidents and illnesses. This is also based at the City Care Centre on Thorpe Road, Peterborough. They are open 8 a.m. – 8 p.m.