

Practice Staff

Practice Manager Jacqueline Jacobs
BA (hons), Dip Midwifery, LL.M

Advanced Nurse Practitioner Rebecca Ireland

Paramedic Kyla Haythorn

Practice Nurses Nicola Whitehead
Bethany Shuck
Melissa Hetherington

Reception Managers Hayley Salvin and
Lynsey Martin

Midwife Catherine Pell

Data protection

The Practice is registered with the Information Commissioner's Office and is committed to keep your data safe. For information on how we meet the requirements of the GDPR, your rights, how we handle your information, privacy and fair processing, please see our website www.stpetershillsurgery.co.uk

Our Data Protection Officer can be contacted by email at agem.dpo@nhs.net

Out of Hours

Out of hours the surgery number is diverted to the 111 answering service. The out-of-hours GP service in Grantham is provided by Lincolnshire Community Health Services NHS Trust. For urgent medical advice, contact NHS 111 by calling 111 or visiting 111.nhs.uk. This service can provide advice, help identify symptoms, and book appointments for you to see a clinician, often at the Grantham Hospital Urgent Treatment Centre.

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days.

Please contact Jacqueline Jacobs, Practice Manager if you have a request.

CCTV / Call Recording

The Practice operates a CCTV system for the security of its patients and staff. Calls are recorded for the benefit of both patients and staff. Further information can be requested from the Practice Manager.

Disabled Access

We have ramped access to the front of the building. Disabled toilets and a lift.

NHS Lincolnshire Integrated Care Board

To obtain details of all primary medical services available within the Lincolnshire Area please contact:

NHS Lincolnshire Integrated Care Board (ICB)
HQ Bridge House,
The Point
Lions Way
Sleaford
NG34 8GG

Tel: 01522 573939

For general enquiries, please email: LICB.office@nhs.net

St Peters Hill Surgery is a GMS practice and a training practice therefore we **do** undertake the training of healthcare professionals



15 St Peter's Hill, Grantham, NG31 6QA
Telephone 01476 850123
www.stpetershillsurgery.co.uk

Practice Leaflet Information for patients

Partners

Dr A Pilbeam Qualified Cambridge 1993 MB BChir DFFP
MRNZCGP GMC 3675452

Dr J Pardoe Qualified Leicester 2001 BSc MB ChB
DRCOG 2004 MRCGP GMC 6024429

Dr S Finlan Qualified Leicester 1998 MBChB MRCP
DFFP GMC 4512077

Salaried GP's

Dr R Hashlamon Qualified Bahrain 2018 MB BCh BAO
RCSI GMC 7663491

Dr R Indluru Qualified India 1995 MBBS GMC 5199224

Dr S Sapele Qualified Nigeria 2017 MBBS GMC 7661515

Opening Times

Monday	8 am – 6.30 pm
Tuesday	8 am – 6.30 pm
Wednesday	8 am – 6.30 pm
Thursday	8 am – 6.30 pm
Friday	8 am – 6.30 pm

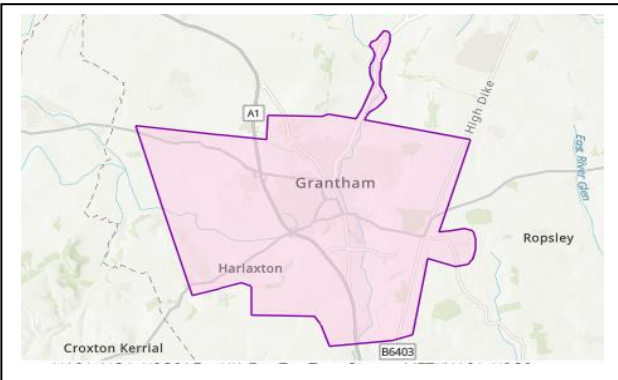
The enhanced access hub provides appointments at the Practice in the evening and on a Saturday.

Visit our website at www.stpetershillsurgery.co.uk

How to Register as a Patient

The Practice welcomes new patients from within its catchment area. To join the practice you may fill in and return a registration form or you can register online at [Register with a GP surgery](#). You do not need to inform your current GP that you are leaving, your notes will be transferred straight to our practice. You can find more information on our website.

Our Catchment Area



All patients have an accountable GP. You can, of course, express a preference for any GP.

Appointments

You can submit your request via askmyGP (link available on our website), telephone or by attending the practice.

We can arrange appointments in the evening between 6.30 and 8pm and Saturdays between 9am and 5pm. Ask our reception team if you would prefer one of these appointments.

Other healthcare professionals

We work as part of a multi disciplinary team. Your care will be provided by the most appropriate healthcare professional and this may be by a Nurse Practitioner, Paramedic, Pharmacist or Physiotherapist.

Home Visits

These should only be requested for patients who are terminally ill, housebound or patients who are severely ill in bed and cannot get in to the surgery. Please request before 11am. The following ARE NOT valid reasons for a home visit:

Transport issues
Childcare issues
Poor mobility
Unwell child
Requests from carers
Care home residents

Repeat Prescriptions

The easiest way to order repeat prescriptions is via the NHS App/website or using SystmOnline. You can also fill out a repeat prescription request form, bring a paper copy to the surgery at any time. We will only take repeat requests over the phone in exceptional circumstances when patients are not able to do any of the above.

You can usually collect your prescription from the pharmacy 2 working days after you have ordered it.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

Services Available

- Childhood immunization
- Influenza and Covid vaccinations
- Travel vaccinations
- Minor surgery
- Family planning
- Cervical screening
- Maternity services
- NHS Health Checks
- Chronic disease management

Test Results

Results of tests may be sent to you via text message. You may also see results via the NHS App. You may be asked to make an appointment to discuss test results.

For results from tests taken in other places, such as the hospital, patients should contact the hospital directly.

Car Parking

We do not have a car park for use by the public. There is limited parking at the front of the building, with some disabled parking spaces. There is street parking nearby as well as a number of public car parks.

Feedback and Complaints

Feedback on any aspect of the practice is always welcome. If you have any suggestion or are unhappy about any aspect of our service, fill in a feedback card and drop it in the box at reception.

If you want to make a formal complaint you may do so by telling our reception team, who will pass it on to the Practice Manager, email the practice on licb.C83040@nhs.net or put it in writing to the Practice Manager.

Patients' rights and responsibilities

- | | |
|--|---|
| <ul style="list-style-type: none">• Be treated with respect and courtesy• Be treated as an individual• Be informed of our services• Appropriate care by qualified staff• Refer you to other services when necessary• To give you access to your health records, subject to any limitations in the law | <ul style="list-style-type: none">• Treat our staff with respect and courtesy• Tell us if you are unsure about the treatment we are offering• Ask for a home visit only when eligible• Order your repeat medication in plenty of time• Keep your appointment or cancel• Notify us of changes to personal details |
|--|---|