

MILLFIELD SURGERY

PARTNERS

Dr Neil P Sanders BM BCh DCH
Dr Jose Lopez Longas LMS,GPt
Dr Rupa Kamath MBBS, MRCP,DRCOG, DFFP
Dr Francis Bailey MD,MRCP,DFFP

HEALTH PROFESSIONALS

Sue Thorpe -Nurse Practitioner
Jenny Wisniewski -Practice Nurse
Susan Cons -Practice Nurse
Debbie Tarrant--Practice Nurse
Health Assistant Carol Alban

10 SEARJEANT STREET
PETERBOROUGH
PE1 2LR

The Doctors and staff of Millfield Surgery strive to maintain the long traditions of medical care within this practice, while keeping abreast of advances in medicine. We look forward to working with our patients in continuing to provide an efficient, appropriate and accessible service to people in the Greater Peterborough area. We provide general medical care, health promotion, and care during pregnancy, family planning, child health surveillance, continuing care in chronic disease, minor surgery and travel vaccination and advice.

If we are unable to provide services you require or lead you in the right direction to other service providers you may contact the Peterborough Primary Care Partnership at the Second Floor, Town Hall, Peterborough, PE1 1FA (Telephone number 01733-758500) who will be provide details of where services can be provided in the area.

Telephone number 01733 563051
Fax number 01733 563338

This line is staffed 8.00am–6.30pm weekdays. At other times please listen to the answerphone message to hear how to contact a doctor in an emergency.

Surgery Opening Hours

Mondays - Fridays 8.30am - 6.00pm

Primary Health Care Team

The Practice Nurse is in the surgery four days a week. She provides a full range of nursing duties, including cervical screening, dressings and injections. She will also see patients for Well Person, Asthma and Diabetes checks and for travel vaccinations. The Health Care Team also includes a Health Visitor, District Nurse and Midwife. Also provided are counselling services. One day a week we provide phlebotomy services

Appointments

The practice operates a system in which the patient has the choice to see a doctor by booking up to two weeks in advance or ringing on the day when an appointment with a doctor will be made. Appointments to see the Practice Nurses can be booked up to two weeks in advance for routine appointments.

Please do not embarrass us by asking to see more than one patient in each appointment. We have a duty to all the other patients who have made appointments to try to run to time.

While we are aware of the frustrations of trying to book appointments during busy periods, please remember that up to 5% of all appointments are wasted by non-attendance or late cancellation. Please let us know as soon as you know you will not be coming: Others may well want that appointment!

Visits

Home visitors will be made when the patient is too ill or frail to travel to the surgery. Unfortunately we cannot visit for transport or social reasons. If in doubt, the receptionist will ask you to speak to the duty doctor first. PLEASE PHONE US BEFORE 12.00 NOON WITH REQUESTS FOR VISITS. After 12 noon, requests for non-urgent home visits will be put down for the next day, except for emergencies, when the duty doctor will be contacted.

Out of Hours

Please phone 01733-563051. An answer phone will give you a second telephone number to contact the emergency doctor. Please do not call this number if your problem can wait until the surgery is open. We are part of the Peterborough Out of Hours Service which can be contacted when the Practice is closed on 01733-293838. Do not make a convenience of this out of hour's service. The service is there for real emergencies only. All other routine non-urgent medical problems must be dealt with within surgery hours. If you require out of hours advice you can contact NHS Direct on telephone number 0845-4647 or visit the NHS Rivergate Walk in Centre at 10 Viersen Platz, Peterborough which is open till 10pm daily.

Repeat Prescriptions

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Repeat prescriptions may be requested either by post, fax, on line or in person using the computer slip attached to your original prescription using the request box in reception or the letter box when the practice is closed..

It is important that you give us 48 hours notice to deal with your request (two working days excluding weekends). Please remember that we do not work Sundays or bank holidays and you should order well in advance to ensure your prescription is ready for collection.

If you wish to use the on line facility please contact the practice and we will provide you with a form so that you can register to order prescriptions using our web site
www.westgatesurgery.co.uk

Please note there is a review date on the computer slip, if you have reached this date you will need to consult with the doctor as no further repeats will be given until you have done so.

Results

For results of tests, please phone 01733 563051. If you have attended a cervical screening test, you will be written with the results within six weeks of the test.

Blood Pressure and Tetanus

Please remember your blood pressure should be checked every three years and tetanus injections are kept up to date.

Registration of patients

We will register patients within a defined area of Peterborough which reception will advise you of. Patients wishing to register from outside our area will be considered on an individual basis. If the Practice list is closed to new patients we will only accept an application for an immediate family member of an already registered patient.

The practice will try to comply with any preference to see a preferred clinician for appointments booked in advance but has the right not to do so if there are reasonable grounds for refusing to provide services to the patient or the clinician does not routinely perform the service in question within the Practice.

Removal of patients

In certain cases there may be the need to remove patients from the Practice list, which will be explained at the time and will be subject to strict procedures, which will vary dependant upon the circumstances. This includes specific action, which will be taken where a patient is violent or abusive towards staff or patients, which may involve the police being called. Such behavior will not be tolerated.

Change of address

Please let us know in writing as soon as you change address. It is vital that we keep our records up to date. A telephone number / Email address is of great help to us in case we need to contact you urgently. If you are under, or awaiting an appointment from the hospital, you will also need to inform them.

Complaints Procedure

We run an in-house complaints service. If you have a complaint or concern about the doctors, staff or the service you are receiving, please discuss this with or write to the Practice Manager. All complaints are considered in depth and we will write to you or ask to meet you to answer your concerns. If unable to resolve the issue we have procedures in place, which will be explained to you at the time.

Medical Information and the Data Protection Act 1998

To provide the best standards of medical care patient information is stored both by paper and computer. We have a legal responsibility to keep confidential all information held about you. These obligations together with patient's rights for obtaining information are set out in the Data Protection Act 1998. These rights are explained in leaflets displayed in the surgery

Sick Notes

- You do not require a Doctor's sickness certificate for any illness lasting seven days or less.
- Your employer may however require you to complete a self-certification form (SC2) which is available from your employer.
- If they will not accept SC2, your Doctor will supply a private certificate at the BMA approved fee.
- For any illness lasting longer than seven days you will need to see the Doctor for him/her to issue a sickness certificate (F.med3) and for any subsequent renewal of the certificate