

# WESTGATE SURGERY

## **PARTNERS**

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

## **HEALTH PROFESSIONALS**

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

QUEENSGATE CENTRE  
PETERBOROUGH  
PE1 1NW

Web site address [www. westgatesurgery.co.uk](http://www.westgatesurgery.co.uk)

The Doctors and staff of Westgate 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, 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 NHS Peterborough 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


We are situated in Boots Queensgate upstairs on the 1<sup>st</sup> Floor. Entrance is through Boots, or the entrance on Long Causeway.

**Telephone** 01733 318440

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

**Fax Number** 01733 318441

## Surgery Opening Hours

	Monday	Tuesday	Wednesday	Thursday	Friday		
	8.30am – 6.30pm	8.30am – 6.30pm	8.30am – 6.30pm	8.30am – 6.30pm	8.30am – 6.30pm		
	8.30am – 6.00pm	8.30am – 6.00pm	8.30am – 6.00pm	8.30am – 8.00pm	8.30am – 6.00pm		
Please use our Long Causeway entrance when Boots is closed.							

We also offer separate surgeries as follows for **pre- booked appointments only**. There will be no telephone service available and one doctor only will be available with each working on a rotation basis

Thursday 6.30pm to 7.30pm

Saturday 8.30am -12.00pm

## Clinics

Baby Clinic on Fridays (12-2pm)

Minor Surgery sessions are held at times agreed with the patient and doctors.

## Primary Health Care Team

The Practice Nurses are in the surgery each weekday. They provide a full range of nursing duties, including cervical screening, dressings and injections. They 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, Midwife and Podiatrist who is attached to the Diabetic Clinic. Also provided are physiotherapy and counselling services.

## Appointments

The practice operates a system in which the patient has the choice to see a specific doctor by booking up to two weeks in advance or ringing on the day when an appointment with a doctor will be made although not always with a specific doctor of your choice. 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 11AM WITH REQUESTS FOR VISITS. After 11AM, requests for home visits will be put down for the next day, except for urgent requests, when the duty doctor will be contacted.

## **Out of Hours**

Please phone 01733 318440. 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**

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](http://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 from 11am onwards. During these times a member of staff is employed to look up your results. We are sorry that we are unable to look for results at other times. If you have attended a cervical screening test, you will be written to 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 the Peterborough area as defined on the map overleaf. 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 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 patients rights for obtaining information are set out in the Data Protection Act 1998. These rights are explained in leaflets displayed in the surgery

### **Suggestion Box**

We welcome constructive suggestions for the improvement of our service. Please put these in writing addressed to the Practice Manager or leave a note in the Suggestions Box at Reception.

### **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