

### **Practice Personnel**

**Salaried GPs:** Dr Tessa Jenkins MB.Ch.B, Dr Joe Chan MB Ch.B, FRCS, MRCGP, DFSRH

**Nurse Practitioner:** Julie Hunt BSc Hons, RN, Post Graduate Diploma in First Contact Care

**Nurse Manager:** Carol Crewe RN, Nurse Prescriber

**Practice Nurses:** Carol Maynard RN, Bev Buckle RN, Emma Jones RN and Carina Marshall RN.

**Health Care Assistant:** Shirley Hodges

We also employ a Business Manager, Data Manager, Dispensary Manager, Patient Services Manager, 6 Dispensers, and 7 people in our Patient Services team. Attached staff include Community Nurses, Health Visitors and Midwife.

### **Research**

This Practice participates in study and research.

### **Students**

We train undergraduate students from Leicester University.

### **Private Fees**

Certain services are not covered by the NHS (e.g. Insurance claim forms, sports and employment medicals). Our Patient Services team will give details of fees payable and any appointment necessary.

We are VAT registered: No. 878677933.

### **Comments**

We aim to give the best possible service to all our patients and welcome your comments. Please address any comments or complaints to Claire Forster Patient Services Manager. There is a Suggestion Box in the Waiting Room and also a leaflet to explain how you can make a formal complaint.

***Empingham Medical Centre operates a zero tolerance policy and will not accept patients who are violent or abusive to its staff***

### **Access**

Empingham Medical Centre has suitable access for wheelchair users.

### **Patient Participation and Reference Group (PPRG)**

If you would like to be involved in shaping the future of healthcare in Rutland and have a voice in services provided at our practice, please join our PPRG. Contact the Patient Services Team to register your interest.

### **GP Friends and Family test**

How likely are you to recommend our GP practice to friends and family?

Please complete the forms in the practice or the online survey via our website.

May 2019



## ***Empingham Medical Centre***

**Main Street, Empingham,  
Oakham, Rutland. LE15 8PR**

### **Dr Alison E Guthrie**

MB.Ch.B., DRCOG., MRCGP., DCH., MFFP  
Registered Edinburgh 1985

### **Dr James Thorpe**

B.Sc., B.Med.Sci., BMBS, MRCS, MRCGP  
Registered Nottingham 1999

### **Dr Michael Eaves**

B.Sc., MB.Ch.B, DRCOG, DFFP  
Registered Leicester 1992

### **Appointments, Enquiries and Dispensary**

Tel: (01780) 460202

Fax: (01780) 460283

**Website: [www.empinghammedicalcentre.co.uk](http://www.empinghammedicalcentre.co.uk)**

### ***In an Emergency***

**Monday-Friday** 8am - 6.30 pm

**Tel: 01780 460202**

**Night-time** 6.30 pm - 8am

**Tel: 111**

**Weekends and Bank Holidays**

**Tel: 111**

# Welcome to Empingham Medical Centre

Empingham Medical Centre has 5 Doctors, 2 female and 3 male. Patients are allocated a 'named' GP but may request to see any Doctor. It may be helpful to see the same Doctor for a particular problem. Doctors' absences will be covered by the other Doctors, or a Locum Doctor.

## **How we use your medical records**

This practice handles medical records in line with laws on data protection and confidentiality and we share medical records with those who are involved in providing you with care and treatment. You have the right to be given a copy of your medical record and you have the right to object to your medical records being shared. For more information please ask at Patient Services.

## **Surgery Opening Times**

The Surgery phones lines are open **Monday to Friday 8am to 6.30pm**  
The Surgery is open **Monday to Friday 8.00 am to 6.30 pm**  
Saturday: pre booked appointments only 8.00 am to 10.30 am

## **Appointments 01780 460202 Option 2**

Routine and urgent consultations are by appointment only. When you request an appointment we will ask for details so that you can be directed towards the right clinician. You will also be offered the opportunity of a telephone consultation. Urgent on the day appointments are made with the Duty Team. Routine book ahead appointments can be made with any Doctor, and some are available to be booked online - see **Patient Online Access**

**Chaperone** is available during a consultation. Please ask at Patient Services.

## **How to access a doctor when the Surgery is closed**

### **Emergency Out of Hours Service— please call 111.**

The 111 service offers medical advice 24hrs per day. If you need a Doctor when the surgery is closed please call 111— it is a free call number.

## **Minor injuries and minor illness**

We offer these services Monday to Friday. Telephone us first to make an appointment.

When we are closed the services below can help with **minor injuries:**

**Stamford Hospital: Minor Injury Unit 01733 678238** Monday-Friday 9am to 5pm.  
**Rutland Memorial Hospital, Oakham and Melton Mowbray Hospital** Urgent Care Centres  
Open Weekdays 6.30pm to 9pm and Weekends and Bank Holidays 9am to 7pm  
**Peterborough City Hospital: 01733 678000** Always open  
**Peterborough Walk-In Centre:** City Care Centre, Thorpe Rd, Peterborough PE3 6DB  
Tel: 01733 776100 Open 8am-8pm, 7 days a week  
**Leicester Royal Infirmary: 0300 303 1573** Always open  
**Grantham Hospital: 01476 565232 Ext 4291 / 4294** 8am-6.30pm 7 days a week

## **Home Visits 01780 460202 Option 2**

Please telephone before 11.30am if you feel a home visit is necessary. Please be prepared to give an idea of the problem so that the Doctor can assess urgency. The Doctor may telephone you before the visit.

## **Test results 01780 460202 Option 2**

Please allow a week for test results to come back to us. Patient Services team will do their best to help you but they have not received training to interpret test results and you may need to speak to a GP.

## **Dispensary 01780 460202 Option 1**

### **Opening times - Monday to Friday 8.35 am to 6.30 pm.**

Prescriptions from consultations with the Doctor will be dispensed during surgery time.

### **Repeat Prescriptions - Please allow 72 hours (3 working days) before collecting your repeat medication.**

The Dispensary telephone line is open from 9am until 1pm each day to receive requests for repeat prescriptions. Alternatively you can deliver or post your repeat request slip to the Surgery or use our website [www.empinghammedicalcentre.co.uk](http://www.empinghammedicalcentre.co.uk).

**Oakham and Stamford Patients** - we are unable to issue medication to patients who live within 1.6km of a Pharmacy.

## **How to Register**

Complete the registration form during surgery working hours and/or via our website. You will be asked to provide photo identification/proof of address.

## **Patient Online Access**

To be able to book appointments, request repeat medication, view your detailed coded record, allergies, adverse reactions to medications and your immunisations record via our website, you will need to apply in person with photo identification to request a PIN number. This is available for patients aged 16 and over.

## **Clinics and Services**

Practice Nurses and the Health Care Assistant carry out a variety of services including routine blood tests, ECGs, blood pressure checks, health checks, stitch removal, warfarin monitoring, dressings, baby immunisations, smear tests, travel vaccinations.

Antenatal Clinic  
Minor Surgery  
Coil/Implanon Clinic  
Smoking Cessation  
Skin Problems

Community Midwife Thursday am by appointment  
By appointment with the Doctor  
By appointment with the Doctor/Nurse  
Please see our website for details of Providers  
Dr Eaves has a specialist interest in Dermatology

Call NHS 111 for further advice