

**"Holistic family
healthcare,
accessible to
all..."**

CONTACT US

**ASHBY TURN PRIMARY CARE
CENTRE**

The Link, Ashby, Scunthorpe, North Lincolnshire,
DN16 2UT.

01724 842051

www.ashbyturnprimarycarecentre.nhs.uk



Ashby Turn⁺
**PRIMARY CARE
CENTRE**

Mission Statement

To provide holistic family healthcare,
accessible to all of our patients and
our community.



Practice Leads

- **Information Governance Lead** - Dr Jane Widders
- **Data Protection Officer** - Paul Couldrey
- **Caldicott Guardian** - Dr Muhammed Nadeem Akhtar
- **Senior Information Risk Owner** - Dr Jane Widders
- **Accountable Emergency Officer** - All Partners
- **Safeguarding Lead** - Dr Javed Sethi
- **Mental Health Capacity and DOLS** - Dr Javed Sethi
- **Freedom To Speak Up Guardian(s)** - Janice Keilthy



Useful Information

Our Partners

Useful Contacts

| Service | Contact Number |
|-----------------------------------|----------------|
| NHS 111 (non-life threatening) | 111 |
| Adult Social Services (over 65's) | 01724 297000 |
| Physical Disability Services | 01724 298000 |
| Learning Disability Service | 01724 298385 |
| Mental Health Service | 01724 297000 |
| Crisis Team | 01724 382015 |
| Social Services (Emergency) | 01724 297979 |
| District Nursing Team | 0303 3305194 |
| Health Visitors (Ashby Team) | 0303 3306771 |
| Macmillan Nurses | 0303 3305372 |
| Carer's Support Group | 01652 650585 |
| Community Midwives | 03033 303088 |



Dr Jane Widders
(Female)
BMedSci, BM, BS,
(Nottingham 1988)
MRCGP,PGCME



Dr Muhammed N Akhtar
(Male)
MBBS (Pakistan 1994),
MRCGP, MRCS



Dr Javed Ahmed Sethi
(Male)
MBBS (Pakistan 1994),
MRCGP

Choice Of GP

If you have a preference to see a particular GP, where possible we will always try to accommodate you.

Salaried GP's

Dr A Gabel

Dr S Malik

Regular Locums

Dr C Trueman

Dr O Terreros

Trainee's

We are a teaching practice offering placements to student nurses, trainee GP's, medical students, physician associates and paramedics.

You may be offered an appointment with the above trainees.

Disabled Facilities



- Disabled parking bays located right outside the surgery (separate to surgery car park)
- Automatic entrance doors
- Lower reception desk for accessibility
- We also have our own wheelchair which is available to all patients, when needed. (please ask at reception)
- Lift access to first floor

Data Protection & Confidentiality

The practice complies with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

-When you register with the practice you will be given the option to share consent (with all other NHS providers).

-Consent can also be changed at any time.

- To view our Privacy Policy to understand how and why we use your data, please visit our website, URL below.

www.ashbyturnprimarycarecentre.nhs.uk



We Welcome Your Feedback

We welcome all feedback positive or negative as this helps us to improve and strive to become a better practice and provide a better service to our patients.

We have many ways that you can provide feedback;

- Friends and Family Feedback
- Google Reviews
- Verbally over the Phone/In House
- Complaints/Compliment Form (located in reception)

Please don't hesitate to ask to speak to either our Practice Manager or Assistant Practice Manager.



Practice Opening Hours

Monday to Friday 08.00am - 18.30pm

Improving Access service: 18.30pm - 20.00pm or 08.00-14.00 pm Saturdays (Pre bookable appointments only)

Telephone lines: Monday to Friday 08.00am - 18.30pm
(Lines Closed 12.00-13.30pm)



Our Team

Making Appointments

To improve patient access and enable us to deal with on the day demand, we have introduced an Advanced Nurse Practitioner (ANP) Reception triage system. The ANP is based in reception to support the care navigation team with clinical patient queries and appointments. Please expect Reception to ask you some questions regarding the problem you are calling with so the ANP has sufficient information for the clinical triage.

We would also encourage patients to use the Accurx online consultation service which is accessible through our website and the NHS app. All online consultations will be triaged in the same way as telephone calls.

Pre-bookable appointments are available for up to 2 weeks in advance and will be booked following the clinicians advice.

If you cannot keep your appointment, please inform us as soon as possible to enable us to offer the appointment to another patient.



Access to the Surgery

Contact Us

- Telephone Contact - You can make appointments, obtain results and any general enquires by calling the practice on 01724 842051
- Online contact- Using SystmOnline and Accurx online consult
- In surgery- You may pop in and use our front desk for any enquires or booking of routine appointments

Prescriptions

There are many ways to order your prescriptions with us, please see below

- Use our post box for prescriptions located outside the surgery (24 hours access)
- SystmOnline to order your repeat medications through our online service
- At our front reception desk with one of our receptionists

Please note we cannot take prescriptions over the phone unless it is under exceptional circumstances, whereby you must speak to the Practice Manager/Asst Practice Manager.

Advanced Nurse Practitioners

An Advanced Nurse Practitioner is a registered nurse who has undertaken masters degree level training in order to develop a knowledge base and clinical competencies to manage both acute and chronic medical conditions within their scope of practice.

They are qualified to assess and examine patients with undiagnosed illness, prescribe medication and make referrals for a wide range of medical conditions where appropriate.

Jayne Barker - RGN, BSc, Advanced Nurse Practitioner
Michelle Martin - RGN, BSc, Advanced Nurse Practitioner
Vicky Woodhouse - Advanced Nurse Practitioner
Stuart Delves - RGN, BSc, Advanced Nurse Practitioner

Practice Nurses

Our practice nurses can provide cervical smears, contraceptive advice, contraceptive pills, dietary advice, ear syringing, health checks, immunisations, stitch/staple removal, travel advice, weight management, wound dressings and asthma and diabetes checks and advice.

Kirstie Store RGN - Practice Nurse
Debbie Bell RGN - Practice Nurse
Rebecca Mills RGN - Practice Nurse

Our Team

For More Information

The PCN also provide us with Nurse Practitioners who support us with enhanced health in care homes including end of life care and a Care Coordinator, who is involved in various services provided by the practice such as over 75's assessments and monitoring BP at home.

For more information on South PCN, visit their website

<https://www.nlspcn.nhs.uk/>

Members of our PCN

- Ashby Turn Primary Care Centre
- Ancora Medical Practice
- Cedar Medical Practice
- West Common Lane Teaching Practice
- Cambridge Avenue Medical Practice
- Kirton and Scotter Surgery



Primary Care Network

Introduction

We are part of the NL South PCN (Primary Care Network)

North Lincolnshire South PCN is a large, forward-thinking Primary Care Network comprising of 6 practices across Scunthorpe and the surrounding area. Their aim is to provide exemplary patient care; finding innovative solutions in general practice to deliver the best care we can to our patients.

PCN Services

Services provided by the PCN, based in the practice, comprise of

- First Contact Physiotherapy
- Community Pharmacy Team
- Social Prescriber
- Physician Associate

Health Care Assistants

Health care assistants provide a range of services such as blood tests, blood pressure checks, ECG's and assist new patients with the registration process.

Emma Hill - Senior Healthcare Team Leader

Hannah Curtis - Healthcare Assistant

Victoria Wilks - Healthcare Assistant

Reception Team

These are the first people you meet when you come into the surgery. It is their job to answer the telephone, arrange appointments with the doctor or nurse and deal with your enquiries. They are there to help you, so please ask when you have any queries. When you come in for an appointment always let the receptionist know you have arrived, or alternatively use the 'Self Check-in' screen. The Reception can be very busy so please be patient.

Admin Team/ Secretarial Team

These are the people behind the scenes who ensure all follow up action from clinical staff is followed up and to support our clinical staff.

This includes letters coming in from secondary care, where our staff will code appropriately and inform GP's of any follow up action or medication changes.

Our secretarial team are there to make sure you get referred appropriately to the right department and consultant. Both teams work very hard to ensure our patients care and needs are met.

Our Team



Online Services

All patients have the opportunity to register for SystmOnline. This allows you to:

- book and cancel appointments online
- order your repeat prescription
- view test results and your medical record

You will need a unique username and password that can be obtained from the reception desk. You will need photographic identification to request access.

Patients can now consult online at our practice as part of a new online service, Accurx, which could save you time and a journey.

Using the online consultation service makes it easier for us to quickly decide how we can best help you with the least amount of disruption to your day. The service is free and confidential and medical consultations are always reviewed by a GP or ANP.

Simply answer questions about your symptoms online and we'll get in touch within 48 hours with general advice or signposting, a telephone consultation or, if necessary, we'll get you booked in for an appointment.

You can also use the system to send administrative queries if you have a question relating to test results, letters, medical reports or have a general enquiry.

The service also offers access to reliable and trustworthy self-help generic information that may help you to avoid an appointment altogether.

Both services can be found on our website
<https://ashbyturnprimarycarecentre.nhs.uk>

Our Services

Home Visits

Home visits are strictly for patients who are seriously ill and whose medical condition prevents them from attending the surgery. Please telephone before 11.30am if you think you need a visit.

Minor Surgery

Ashby Turn offer a Minor surgery and steroid injection service for all eligible patients. This service includes cryotherapy, excisions and steroid injections.

Please note you must consult with a GP before booking into one of these clinics.

Improving Access

Improving access is a service led by the PCN, the aim of the service is to increase access to Primary Care.

We provide extended hours on Tuesday and Wednesday 18.30 until 20.00pm and Saturdays 08.00 until 17.00pm.

The Practice Manager

Is responsible for the administration, finance and smooth running of the practice. If you have any suggestions about the surgery, or any problems with the service you receive, the Manager will be happy to see you.

The Assistant Practice Manager

Provides operational support to the Practice Manager to ensure the smooth running of the practice, including dealing with complaints and leading on various projects within the practice.

The Practice Boundary

Registering with the Practice

The practice does not discriminate patients on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

To register as a patient please visit the Practice to complete the required registration documents or our website. You will need to provide proof of identity and address, your NHS number and proof of any repeat medication from your previous surgery, when you return your completed forms to the practice.

Once forms are completed and returned you will be offered a 'New Patient Healthcheck' which will give you the opportunity to discuss any medication queries or health problems you may have.

