



# Montague Medical Practice

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Dr N Korishetti   Dr S Bhasme   Dr S Murphy  
Dr J Gopal         Dr S Revadi

MONTAGUE MEDICAL PRACTICE  
FIFTH AVENUE  
GOOLE  
DN14 6JD

[www.montaguemedicalpractice.co.uk](http://www.montaguemedicalpractice.co.uk)

**PATIENT INFORMATION BOOKLET**

# WELCOME TO MONTAGUE MEDICAL PRACTICE

## General Practitioners

<b>Dr Korishetti, Naina M</b> (F)	MB BS (Bangalore 2001) DFRSH MRCGP Part time
<b>Dr Bhasme, Shashikant</b> (M)	MB BS (Bangalore 2001) DFFP MRCGP Part time
<b>Dr Murphy, Susan F</b> (F)	MB ChB (Leeds 2003) MRCGP DGH DCH DFFP Part time
<b>Dr Gopal, Jayanthi</b> (F)	MB BS (Nagpur 1991) DRCOG MRCGP Full time
<b>Dr Revadi, Sapna</b> (F)	MB BS (Bangalore 2000) MRCGP DFRSH Part time

## Opening times

The surgery premises are open Monday to Friday 8.00am to 6.00pm  
(except for Wednesday between 12.30 and 1.30 when we close for staff training)

## Telephone

<b>Main Surgery Telephone Number</b>	<b>01405 762830 / 01405 800600</b>
<b>Fax for Repeat Prescription Requests</b>	<b>0844 477 2597</b>
<b>Out of Hours Emergency Numbers</b>	<b>111</b>

Practice Manager: Ms A Robinson

## WELCOME TO MONTAGUE MEDICAL PRACTICE

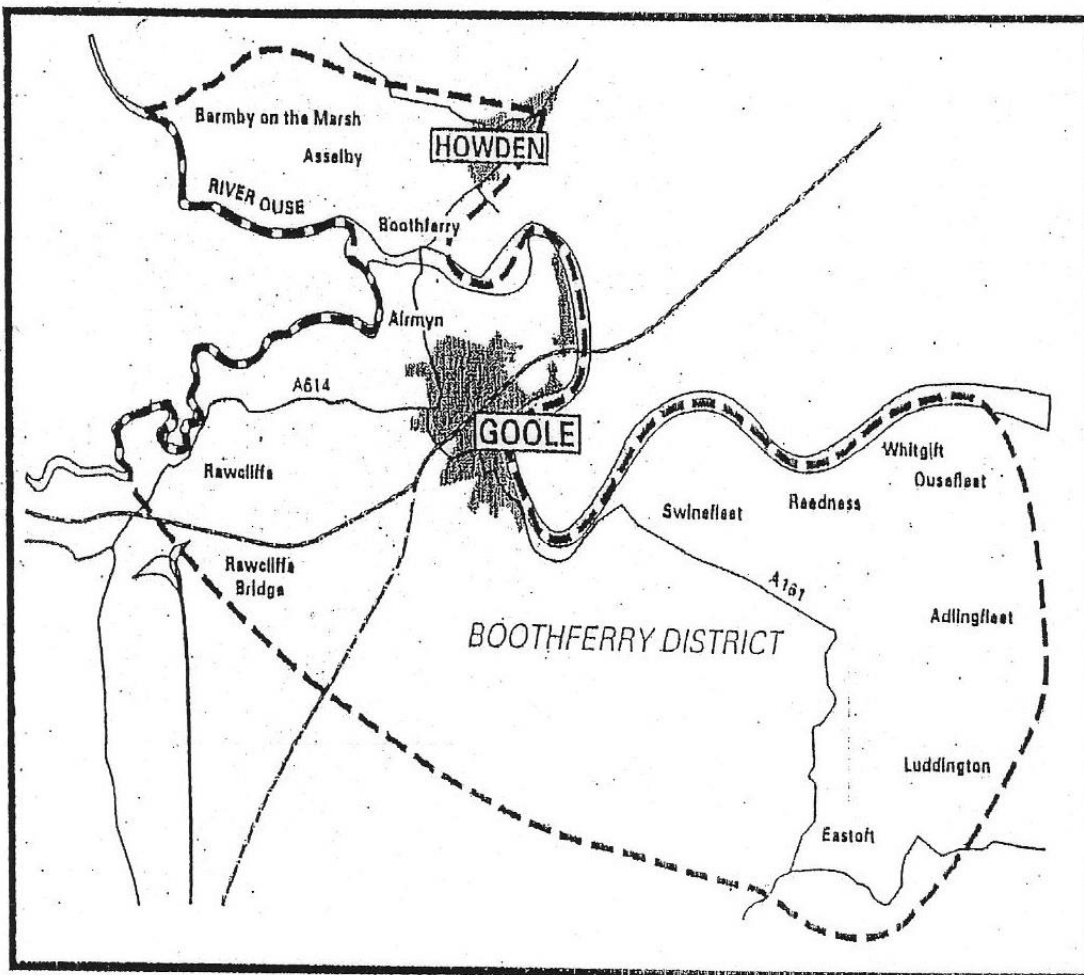
This booklet has been prepared as a guide to the services the Practice offers to patients. We hope that you will find this information helpful. Please keep this booklet for future reference.

### Practice Area

The practice boundary, common to all the doctors in Goole is:

North of the River Ouse: The whole of Barmby Road, the whole of Howden south of the old Hull and Barnsley railway line and north of the M62 motorway.

South of the River Ouse: All places including Goole between Goole, Garthorpe and Eastoft, Rawcliffe and Rawcliffe Bridge excluding those parts of the Parish of Rawcliffe Bridge south of a line 100 yards south of the Dutch River. See enclosed map.



## **Registration**

To register with the Practice you must live within the Practice boundary.

To register with the Practice patients should:

- collect a registration pack from the surgery
- fill out the forms and return them to the surgery
- once we have received your completed forms we can process this within 2 working days
- once registered, patients can follow the standard procedure to book appointments and order prescriptions

You will be asked to bring identification such as your medical card and/or other proof e.g. passport/driving licence, and evidence of your address, such as a utility bill.

Please note the following points:

- if a patient is not yet registered and the person or their representative claim that the condition is "urgent" then we may consider providing some advice for their call or condition to be discussed with NHS 111
- until we receive your medical records from your previous doctor, it is the patients responsibility to provide the practice with details of any medication you are taking. This can be done by producing the right hand side of your prescription or obtaining a list of your medications from your previous GP.
- The registration process must be completed before you can see a doctor at the surgery
- Registering as a new patient is a routine process, and not an urgent or emergency procedure.

If you move out of our Practice area you will need to register with another Practice.

## **Appointments**

We operate an appointments' system at this Surgery which is as follows:

- Appointments can be booked in advance (eg, for the next day or the following week)
- Appointments that are made available to be booked on the day that patients contact us
- Telephone appointments

If you wish to book an appointment in advance please telephone after 9.30am as the lines are generally less busy after this time.

### **Urgent Appointments**

For an appointment for the same day, you will need to contact us when the Surgery opens at 8am. These same day appointments are intended primarily for patients with acute problems. We would appreciate your assistance in not booking same day appointments for non-urgent matters. If your need to see a GP is genuinely urgent, we will ensure that you are seen on the same day. Please do not insist on an urgent appointment unless you are in genuine need as you could be preventing a person with a serious condition from seeing the doctor at that time. If you attend without an appointment you may be asked to book one in the normal way, unless you feel your condition justifies immediate medical attention.

For routine matters we cannot guarantee that you will be seen on the same day.

Delays in the surgery may occur if the doctor/nurse has to deal with an urgent or particularly complex problem.

### **Cancelling An Appointment**

If you are unable to attend an appointment please contact us to cancel this as soon as possible so that we can use the time for another patient.

### **Text message reminders for appointments**

As part of our continuous process to improve service to our patients, we are introducing an SMS Text Messaging service. This means we will be able to send text messages to a mobile phone of your choice to remind you of appointments

In order for us to be able to send you messages, we may need to update our records to include an up to date mobile telephone number and also have consent in order for us to send messages to your mobile phone. Please note it is your responsibility to keep your medical records up to date. Therefore, if you change any of the contact details we hold for you it is important to inform us. This includes your mobile telephone number.

If you would like to sign up for text message reminders for appointments please ask at reception

### **Practice Nurses**

The role of the practice nurse has expanded greatly in recent years. In addition to traditional nursing duties our nursing staff are trained in health education, disease prevention and

management of chronic illnesses such as asthma and diabetes. An increasing part of your routine healthcare will be provided by the practice nurses.

The nursing service is available by appointment for dressings, ear syringing and other treatments as requested by your doctor.

### **Health Care Assistant**

The role of the health care assistant is to support the nursing team and they are responsible for your general health maintenance checks including blood pressure, height and weight, smoking cessation advice and dietary advice.

### **Receptionists**

Our team of receptionists have a demanding job. Please be patient if you are kept waiting or appear to be asked some apparently irritating questions as we need to assess the urgency of calls and ensure full details are available to the doctor to aid the smooth and safe running of the practice.

### **Removing a patient from the practice list**

We have an information sheet for patients which details the circumstances in which we would remove a patient from the Practice list. These include :

- Unacceptable behaviour (e.g violence, abuse or threatening behaviour whether directed towards Practice personnel or other patients)
- Crime and deception (e.g, theft from Practice premises)
- Relocation outside of the Practice area
- Moving to live or work abroad
- Failure to attend pre-booked appointments
- Irretrievable breakdown of the doctor/patient relationship

Please ask at Reception for a copy of this information sheet.

The doctors, nurses and staff at Montague Medical Practice treat all patients with courtesy and we expect you to behave in a similar manner towards them. For example, it is your

responsibility to ensure that you keep medical appointments and follow the medical advice given to you.

### **Home Visits**

These are intended only for patients who are unable to attend the Surgery because of their medical condition. Where possible, please contact the Surgery before 10.30am to enable us to plan our visits.

Home visits are at the discretion of the GPs.

If you can attend the Surgery please do so as we are better equipped to take care of you there and it saves valuable GP time.

### **Out of Hours Emergency Visits**

On weekdays between the hours of 6.00 pm and 8.00 am and all day and night at weekends and on Bank holidays, services are commissioned by the NHS East Riding of Yorkshire CCG.

If you need to see a doctor urgently telephone NHS111 by dialling 111 from your telephone. Calls to NHS111 are free from landlines.

A recorded telephone message provides this information when the surgery is closed.

If you require health information or advice, you may also phone NHS 111.

### **Medical Certificates**

If you attend a hospital A & E or outpatient department, it is the responsibility of the doctors there to provide a medical certificate if this is medically indicated. This also applies when a patient is admitted for inpatient treatment.

If you are absent from work for less than seven days you may certify yourself.

### **Repeat Prescriptions**

To order a repeat prescription, you should tick the items you need on the prescription tear-off slip and either:

- Post it in the white mailbox situated in the entrance lobby

- Post your request to us – if you would like your prescription posted back to you, please enclose a stamped addressed envelope
- Telephone or post your request slip to the chemist of your choice. They will then pass the request to us to be processed
- Fax your request to us on 0845 477 2597
- We now use the Electronic Prescription Service which enables us to send your prescription electronically to a chemist of your choice.

This means you do not have to visit the surgery to collect your prescription. Instead we send it electronically to the place you choose, saving you time.

Please speak to the chemist of your choice to set this service up, or collect a nomination form from the reception.

To give us time to process your prescription, **please allow 48 hours (2 working days) from receipt of your request.**

### **Community Pharmacy Minor Ailment Scheme**

This service is available to patients who are exempt from paying prescription charges. An information leaflet detailing the conditions about which a pharmacist can advise is available from Reception and includes, for example, colds, hay fever, acne, diarrhoea.

### **Test Results**

The Surgery and telephone lines are busiest first thing in the morning so please telephone between 11.30 am and 3.00 pm for results of blood tests, X-rays etc. Please note that we will give out results to the patient only.

### **Family Planning and Contraception**

The practice offers a full range of family planning and contraceptive advice including the fitting of coils (IUCDs) and Nexplanon, prescribing the oral contraceptive pill and advice regarding various other methods of contraception. We also prescribe emergency contraception. This advice is available to women of all ages, but particularly young females, and is entirely confidential.



### **Cervical Smear Tests**

We advise a routine smear test every three years for women between 25 and 49 years and every five years for women between 50 and 64 years as per national guidelines. East Riding Health will write to you when your routine smear test is due inviting you to contact us to make an appointment for this. If you have not had a smear test within these guidelines, please make an appointment as this is an essential part of the preventative care programme. Most smears are taken by our Practice Nurses.

### **Mammography**

Routine mammography is carried out every three years by the Breast Screening Service when their mobile unit comes to Goole. This is for female patients from the age of 50 to 70 years. You will receive an appointment direct from the Breast Screening Service.

If you are ever worried about any breast problem, or notice any changes in your breasts that are unusual for you, you should make an appointment to see a doctor without delay.

### **Sexual Health Clinic**

This clinic is run as a walk-in service and is based at Goole Health Centre. The clinic runs from 9.00am – 6.30pm every Tuesday in the community area of the Health Centre. The practice is not affiliated to these clinics but it is available for our patients.

### **Child Health Surveillance**

For children from birth to five years old.

Please remember to bring the patient-held records to each attendance.

New babies will be invited for an eight week check by the doctor, followed by the first set of immunisations with the practice nurse. The practice will send you an appointment for this.

This is a well-baby clinic so if your child is unwell when immunisations are due, please contact the Surgery. For further information regarding childhood vaccinations please visit [www.patient.co.uk/health/immunisation-usual-uk-schedule](http://www.patient.co.uk/health/immunisation-usual-uk-schedule)

### **Travel Vaccinations / Immunisation**

You may need travel vaccinations depending on the country or countries you intend to visit.

You will need to:

- Complete a Holiday Vaccination Form
- Return the form to the surgery

- Make an appointment with the Practice Nurse for Holiday Vaccinations
- You may need travel vaccinations depending on the country or countries you intend to visit. To help us advise you on the protection you need, please see a practice nurse at least **8 weeks** before you travel and ideally **12 weeks** ahead to provide time to discuss travel advice.

Please note that the practice provides a basic travel vaccine service for travel to the following countries:

- Europe
- Australia
- New Zealand
- Caribbean Cruises (island cruises, NOT Brazil and South American countries)
- Mexico
- Dominican Republic
- Egypt
- Cape Verde
- Goa
- Greece
- Turkey
- Thailand

For travel to all other areas you will be advised to attend a dedicated travel vaccine clinic for complex travel advice. Please find details of the nearest travel clinics at:

[www.masta-travel-health.com](http://www.masta-travel-health.com)

- **NB: There is a charge for some vaccinations, so please make sure you have a method of payment when you attend your first appointment as you will be asked for payment in advance.**

Useful websites and link for People Travelling abroad

[www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

[www.malariahotspots.co.uk](http://www.malariahotspots.co.uk)

[www.passport.gov.uk](http://www.passport.gov.uk)

[www.patient.co.uk](http://www.patient.co.uk)

### **Flu Vaccination**

We recommend annual influenza vaccine for patients with chronic heart, lung or kidney disease, diabetes and some other chronic illnesses and for those over 65.

Residents of residential homes and nursing homes are also offered immunisation as are some carers of elderly or disabled persons.

Immunisation is currently also recommended for pregnant women.

The annual vaccination programme usually starts in the autumn, and will be advertised in the surgery.

### **Pneumococcal Vaccination**

It is recommended that all patients over the age of 65 are offered this vaccination. It is usually a once only injection and can be given at any time of the year and will provide protection against pneumonia.

This is also recommended for younger patients with chronic heart, renal or liver disease, diabetes and some other chronic conditions (including some respiratory conditions) as well as patients who have had their spleen removed. Please contact the Surgery if you are unsure if you are eligible for this.

Please make an appointment to see the Practice Nurse for this vaccination.

### **Minor Surgery**

Some of our GPs perform minor operations. We also provide cryosurgery for warts and other skin lesions. Please see your doctor for further advice.

### **Antenatal Care**

All our doctors undertake antenatal care usually shared with a midwife and hospital staff. Home deliveries are undertaken by the Community Midwives for selected patients if medical, obstetric and social circumstances are suitable.

### **Private Medical Services**

The Surgery provides a number of services that are not covered by the NHS and therefore there is a charge for these. These include Holiday Cancellation forms, Insurance forms, HGV and Elderly Driver medical etc.

### **Podiatry (Chiropody)**

#### **Private Treatment**

A Chiropody Clinic is held at the surgery on a regular basis. As this is a private service, you will have to pay the Chiropodist for your appointment. Please contact the surgery to make an appointment.

## **NHS Treatment**

You may apply for NHS Podiatry (Chiropody) by completing an application form which is available from Reception. Following your application you may be invited for an assessment and given a treatment plan. Only patients with medical conditions which put their feet at risk of serious complications will be provided with on going care. Other patients will be given an episode of care or a one off treatment with advice on self care and will be discharged.

NHS Podiatry Services are provided at Goole Health Centre (in the grounds of Goole & District Hospital)

## **RECORDS & INFORMATION**

We collect information about you to help in the provision of your health care and treatment, and to assist staff in reviewing the care they provide for you to ensure that it is of the highest standard.

The information is stored on computerised systems and also on paper records.

We need to keep this information to ensure that appropriate care is given and that continuity of care is maintained when you return for treatment, or see a different health professional.

## **Training Days**

To continue to provide you with the levels of service you receive, doctors, nurses and staff must keep up to date with the latest developments within general practice. Training days are key dates when the practice is closed for half a day in the afternoon, in order for training to be carried out.

**These are notified well in advance but please call the Out of Hours service if you need a doctor urgently whilst we are closed.**

## **Premises**

These are modern and purpose built with access for wheelchairs, baby-changing facilities and car parking.

## **Violent Patients - Zero Tolerance**

The NHS operates a zero tolerance policy towards violent patients. Violence in this context includes actual or threatened physical violence or verbal abuse. Violent patients will be reported to the police and removed from our list with immediate effect and in these circumstances NHS England will make arrangements for further medical care to be provided. Patients who are repeatedly abusive to the clinical or administration team, either face to face or over the telephone, will be asked to find another doctor.

## **Patient Participation Group**

Do you have any views about the services we provide ?

Are you interested in being involved in the range and quality of services we provide ?

If so, you may wish to join our Patient Participation Group (known as the PPG).

The PPG has been set up to bring a sense of ownership and partnership to the practice and its patients. The PPG allows open, constructive discussion and analysis of the services we provide, enabling patients to make suggestions about the Practice and the care we provide. We hope that this forum enables us to work more closely with our patients and create a more rounded and inclusive service to all users of our Practice.

If you are interested in joining our Patient Participation Group, please contact Amanda Robinson, Practice Manager for further information.

## **Practice Complaints Procedure**

The Practice operates an informal in-house complaints procedure in line with NHS guidelines. If you have a complaint about any aspect of the service you have received please address this to the Practice Manager. We are always pleased to receive compliments on our service and these should also be addressed to the manager.

The complaints procedure does not deal with legal liability or compensation matters and, if the in-house procedure is not an appropriate form of investigation, you will be referred to the appropriate authority.

For confidential advice you may contact the Patient Relations on (01482) 672047.

## **Clinical Commissioning Group**

NHS East Riding of Yorkshire CCG

Health House

Grange Park Lane

Willerby HU10 6DT

(01482) 650700

## **Confidentiality And The Data Protection Act (1998)**

Everyone who works for the NHS has a legal duty to keep information about you confidential. You may be receiving care from other people as well as your doctor, eg NHS Hospital Trusts, Social Services, private hospitals, District Nurses etc. In order for us to all work together for your benefit we may need to share some of your health information. We will only do this if there is a genuine need for it.

Anyone who receives information from us is also under a legal duty to keep it confidential.

## **Access To Your Health Records**

You have a right of access to your health records. The Data Protection Act 1998 gives you the right to access information held on computer and in certain manual records. If you want to see your records you should make a written request to the NHS organisation where you are being, or have been, treated. You should give your full details in order that information about you may be located. There will be a charge if you require a copy of the information.

## **Practice Charter**

### ***Our Responsibility To You***

1. We endeavour to provide a friendly and efficient service with patients treated in a professional and helpful manner by all members of staff.
2. Practice premises will be kept clean, safe and tidy. Wheelchair access is available. Disabled toilets are also available.
3. Patient confidentiality will be observed by all members of staff at all times.
4. Any request for an urgent visit will be passed to the duty Doctor for appropriate action. Less urgent visits will be seen on the day of request or later by agreement with the patient.
5. Patients with an urgent problem will be offered a consultation that day, though not necessarily with their Doctor of choice.
6. Patients attending the surgery will be seen as near to their appointment time as is possible. We believe an appointment system with a flexible approach is, on balance, the best method of arranging consultations for patients and Doctors. However, patients do present with a wide variety of problems which can sometimes be complex and time consuming. Where there is undue delay patients will be informed and an explanation given.
7. Telephone calls will be answered with the minimum possible delay and the name of the staff member given if requested. Telephone lines are busiest before 11.00am, especially on Monday mornings. For non-urgent matters it will be easier to get through to the surgery after 11.00am.

### ***Your Responsibility To Us***

1. Help us to help you.
2. Please let us know if you change your name, address or telephone number.
3. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot attend. Your appointment can then be offered to another patient.
4. Home visits should only be requested for patients who are seriously ill. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped surgery.
5. Many problems can be solved by advice alone, therefore patients should not always expect a prescription at every consultation.
6. We ask that patients treat the Doctors and staff with courtesy and respect.
7. Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.