

# OUR PRACTICE CHARTER - Help us to help you

## We will:

- Treat you with courtesy, respect and as an individual at all times.
- Maintain confidentiality at all times.
- Endeavour to see you as near to your appointment time as possible. Should there be any delay we will inform you of this.
- Deal with any suggestions or complaints that you may have, and inform you of our findings.

## We ask that you:

- Treat our staff with courtesy and respect.
- Let us know if you are unable to keep an appointment.
- Keep us informed of any changes of name, address, telephone number, or email address.
- Please keep all telephone calls brief and try to avoid calling during the peak morning time (8am — 9:30am) for non-urgent matters.
- Remember that you share responsibility for your own health and that of your children.

You can treat many minor illnesses such as colds and coughs, sore throats, and upset stomachs easily at home. Make sure you keep stocked up with health care essentials such as pain relief (paracetamol), cough and sore throat remedies, a first aid kit, upset stomach treatment, rehydration treatment and heartburn / indigestion treatment. Having these essentials at home will not only save you time and help you feel better quicker, but will also help save the NHS much needed resources.

Your local pharmacist can also offer you advice and guidance on the best treatment for you – no appointment needed. Pharmacists are available on every high street and in supermarkets with many open evenings and weekends.

## Useful Contacts:

### **Cambridgeshire & Peterborough Clinical Commissioning Group (CCG)**

Clarendon Road, Cambridge, CB2 8FH  
Tel: 01223 725400

### **NHS Cambridgeshire**

Ida Darwin, Fulbourn, Cambridge, CB21 5EE  
Tel: 01223 884008

### **NHS Direct**

Tel: 111  
Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### **Addenbrooke's Hospital**

Hills Road, Cambridge, CB22 0QQ  
Tel: 01223 245151

### **Brookfield's Hospital**

351 Mill Road, Cambridge, CB1 3DF  
Tel: 01223 603051

### **Hinchingbrooke Hospital**

Parkway, Hinchingbrooke, PE29 6NT  
Tel: 01480 416416

### **Lister Hospital**

Coreys Mill Lane, Stevenage, SG1 4AB  
Tel: 01438 314333

### **Royal Papworth Hospital**

Lakeside Crescent, Papworth Everard, CB23 3RE  
Tel: 01480 830541

### **Princess of Wales Hospital**

Lynn Road, Ely, CB6 1DN  
Tel: 01353 652000

### **Saffron Walden Community Hospital**

Radwinter Road, Saffron Walden, CB11 3HY  
Tel: 01799 562900

# Welcome to

# **GRANTA** Medical Practices

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

## **Sawston Medical Centre**

London Road, Sawston, CB22 3HU

Tel: 0300 234 5555  
Option 2

## **Linton Health Centre**

Coles Lane, Linton, CB21 4JS

Tel: 0300 234 5555  
Option 3

## **Barley Surgery**

High Street, Barley, Royston, SG8 8HY

Tel: 0300 234 5555  
Option 4

## **Market Hill Surgery**

Market Hill, Royston, SG8 9JN

Tel: 0300 234 5555  
Option 5

## **Shelford Medical Practice**

Ashen Green, Great Shelford, CB22 5FY

Tel: 0300 234 5555  
Option 6

If you need urgent medical assistance when we are closed, please call NHS 111

**In case of emergency please ring 999**

### **Registered Office**

Granta Medical Practices, London Road, Sawston, Cambridge, CB22 3HU

Please visit our website for a full list of GPs and staff. Accredited by the Royal College of General Practitioners as Research Active Practices.

## How to Register

To register with Granta Medical Practices please speak to one of our receptionists who will give you appropriate advice and paperwork. You will be asked to complete a "New Patient Questionnaire". There is often a delay in receiving your medical notes and we prefer to be able to discuss your immediate needs as soon as possible. If you are taking 3 or more medications please make an appointment for a medication review. Please remember to sign up for SMS to receive appointment reminders and results.

## Online Access

Once registered the easiest way to manage your health care needs is to apply for online access. Online services allow you to book, cancel and change your appointments, request repeat medication and view test results. Application forms are available in our new patient pack and on our website. Please take your completed form, with some photo ID, to your local Granta surgery where your request will be processed and approved within 5 working days.

## Urgent Appointments

Granta Medical Practices run Rapid Access Clinics to deal with all issues that require attention on the day. You will either be offered a phone call from a clinician or given a time to attend an appointment. Please note that the clinician will only deal with that one issue on the day and may advise you to make a routine appointment for ongoing or chronic problems. Please be ready to give our receptionists brief details about your issue in order for them to direct you to the most appropriate member of staff.

## Routine Appointments

All routine appointments are based on a 10 minute consultation period and can be booked by 'phone or online. Longer appointments can be requested if needed. For ongoing medical conditions we recommend you pre-book appointments with the doctor of your choice.

## Housebound Patients

For housebound patients we can offer a home visiting service. When booking a visit for routine reviews and medication queries please advise the reception team who can then ask the most appropriate clinician to schedule a visit within a week. For urgent issues we may offer an on-the-day service. It is helpful if visits can be requested by 10:30am.

## Repeat Prescriptions

Only medicines that have been authorised by a GP can be issued as repeat prescriptions. Please leave 2 clear working days for these to be processed. For example, if you request your medication on a Monday, it will be ready for collection on the Thursday. Where possible please use our online service as it is the easiest way to order repeat prescriptions.

## Sawston Pharmacy

Our pharmacy is open to everyone and we provide a dispensing service as well as over-the-counter medications to all our patients who wish to have their medicines from us, regardless of their address.

The pharmacy opens at 8am daily and in line with the medical centre, remains open until 8pm on Mondays and until 6pm from Tuesday to Friday.

## Dispensing

We provide dispensing services in Sawston, Linton, Barley and Market Hill which are available to all, whether registered patients or not. There is no dispensing service at Shelford.

We can make deliveries of medicines to some villages, e.g. Duxford, Ickleton, Whittlesford and Thriplow where there are central collection points. Granta is very grateful to all the volunteers who help to provide this service. Please ask about this facility if you are interested.

## **Facilities for Patients with Health Conditions or Impairments**

Our GP and nurse consulting rooms are all on the ground floor. There is a lift at Sawston to the first floor and assistance dogs are welcome in our buildings. Each surgery has wheelchair access. Please contact a member of staff if you have concerns or difficulties.

## **Clinics**

Regular clinics and services are held at the various Granta sites including NHS health checks for adults aged 40-74, long-term medical conditions (asthma, diabetes, coronary heart disease and hypertension), antenatal clinics, baby development checks, childhood immunisations, family planning, travel vaccinations, smoking cessation, cervical smears, weight management, and minor surgery, including vasectomies.

## **Community Support**

In conjunction with Cambridgeshire County Council Granta employ a “Social Navigator” to focus on tackling loneliness and other non-medical issues. Our Social Navigator links support available in the community to socially isolated residents, and those who need assistance with issues including exercise, diet and anxiety. Your GP can refer you to this service.

## **Training**

We train doctors for general practice (Registrars) and also host medical students (undergraduates who are training to be doctors) as part of their training programme. On occasion you may be asked if you would mind a Registrar or student sitting in your consultation. This is completely voluntary and if you would prefer this not to happen please be assured that we will treat you the same, regardless. We are very grateful to those patients who agree to help us train the next generation of doctors.

## **Access to Medical Records**

It is really useful for continuity of your health care if other health professionals can have access to your medical details. Please let us know one way or another whether you give consent to this.

## **Research**

We are a registered medical research practice and you may on occasion be invited to take part in a medical research project—this is entirely voluntary.

## **Patient Involvement**

Would you like to be involved in helping shape the way health services are delivered in your community? If so, why not become a member of our Patient Participation Group (PPG). You can be a “virtual” group member and / or attend our quarterly PPG meetings.

We like our PPG to be a reflection of the diversity of the whole Granta patient population with all ages, ethnic groups and sexes represented - everyone is welcome.

We also produce a patient newsletter which can be found in our waiting rooms and on our website.

## **Zero Tolerance**

Granta Medical Practices operates a zero tolerance policy for any patient that may be violent or abusive towards any member of our staff, or any other person on practice premises.

## **If you have a problem with our service to you:**

We are keen to resolve any issues as soon as possible and will work with you to ensure that issues are investigated and resolved. “Tell us what you think” cards and feedback forms are available at all of our reception desks. If we have done something really well we would love to hear about that too.