

Choice Policy

You will be allowed to take part in decisions about your care and be treated with dignity and respect. You will be encouraged to participate in these decisions, understand the care you are getting, be treated properly and well and encouraged to give feedback.

Patient choices and preferences are respected but where your preferred treatment cannot be followed or approval is needed the reasons are explained fully.

Discussions will take place in an environment where conversations are not overheard and every effort is made to ensure that you feel comfortable and relaxed.

If you require communication aids, including the use of interpreters, these will be provided to ensure that you fully understand your explanations and discussions and can make informed choices.

The reason for and outcome of diagnostic tests and assessments will be explained to you. These include, for example, radiographs, and blood tests.

All staff at the practice understands the principles of patient confidentiality and routinely follows the practice procedure for ensuring confidentiality of your information.

The practice provides General Medical Services under a contract with the Lincolnshire Integrated Care Board.

Harrowby Lane Surgery Patient Leaflet



Harrowby Lane Surgery

Tel: 01476 579494

**Email: harrowbylanesurgery@nhs.net
www.harrowbylanesurgery.co.uk**

Harrowby Lane, Grantham, Lincs, NG31 9NS

Opening Times

Monday to Friday 8.00am to 6.30pm
Saturday & Sunday — Closed

Emergency & Out Of Hours Calls

In an emergency please call 999 without delay.
If you need help outside of our normal surgery open hours the please call 111 for the Out of Hours GP Service

Surgery Team

Doctors

Dr Ian Allsebrook - *Senior Partner*

Dr Liam Broughton - *Salaried GP*

Advanced Clinical Practitioner

Mrs Nicola Pretty

Nursing Team

Mrs Sara McKee - *Minor Illness & Practice Nurse*

Mrs Sallyann Gilber - *Healthcare Support Worker*

Mrs Susan Swann - *Healthcare Support Worker*

Miss Louise Colley - *Nurse Associate*

Additional Healthcare Staff

Mrs Julie Jones - *Care Co-ordinator*

Mrs Nisha Ladva - *Clinical Pharmacist*

Miss Catriona Law - *Clinical Pharmacist*

Management

Mrs Nicola Walker - *Practice Manager*

Mrs Joanne Allen - *Office Manager*

Administration Team

Miss Olivia Pulfrey - *Administration Lead*

Mrs Lisa Deighton - *Secretary/Administrator*

Reception Team

Mrs Zoe Weston

Mrs Donna Goodman

Miss Helen Humphreys

Miss Carly Giles

Mrs Yvonne Sellars

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you.

For further information please speak to Reception Team .

General Data Protection Regulations

- We collect and hold data about you for the purpose of providing safe and effective healthcare
- Your information may be shared with our partner organisations to audit services and help provide you with better care
- Information sharing is subject to strict agreements on how it is used
- We will only share your information outside of our partner organisations with your consent
- If you are happy with how we use your information you do not need to do anything
- If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately
- You can object to sharing information with other health care providers but if this limits your treatment options we will tell you
- Our guiding principle is that we are holding your information in the strictest confidence
- For more information about who are our partner organisations and how your data is used please see the privacy notice on our website or ask at reception.

Unless the health & safety of others is at risk, the law requires it or it is required to carry out a statutory function

Further information can be found on our website

Summary Care Record

There is a Central NHS Computer System called the Summary Care Record (SCR). The Summary Care Record is meant to help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies.

Later on as the central NHS computer system develops, (known as the 'Summary Care Record' – SCR), other staff who work in the NHS will be able to access it along with information from hospitals, out of hours services, and specialists letters that may be added as well.

Your information will be extracted from practices such as ours and held on central NHS databases. Please contact reception if you require further information.

You and Your General Practice

You and your general practice (YYGP) has been developed to help patients understand what to expect from their general practice and how they can get the best from their GP team. YYGP also enables patient to provide feedback or raise concerns with their GP Practice, Healthwatch or the integrated care board (ICB).

Further information can be found on our website.

Safe Surgeries

We are proud to be a safe surgery for everyone in our community. We promise to make sure everyone in our community receives quality healthcare.

Working with Doctors of the World UK, our practice welcomes everyone. Patients can join our practice:

- even if they do not have ID
- even if they do not have proof of address
- regardless of immigration status.

Further information can be found on our website.

Our Practice Vision

Our Vision

To deliver safe, effective and compassionate care with excellent clinical outcome, ensuring every patient feels supported, respected and cared for throughout their health journey.

Appointments

Routine Appointment

Appointment can be requested online via Accurx or by calling the surgery to speaking to our Reception Team. The online system is open for Routine and administration requests (including routine appointment requests, fit to work note requests, prescriptions from 8.00am until 6.30pm, from 1st October 2025.

Urgent Appointment

You can submit your requests through this system from 08.00 am Monday – Friday. When the practice is exceeds safe working capacity, the option to submit urgent requests may be switched off for patient safety, however if your request is medically urgent please telephone the surgery during the opening hours of 08.00 am– 6.30pm for assistance.

Home Visits

If you feel you need to be seen and really cannot get to the surgery, please send your request using our Online Patient Contact system. Request should be made as early as possible - ideally before 10am.

Appointment Duration

We aim to see you at your specified time however there will be occasions where our team are running late - if you have been waiting for 30 minutes then please alert our reception team.

Cancelling Appointments

If you are unable to attend an appointment, please could you let us know as soon as possible so that your appointment time can be offered to someone else.

Helpful Tip: You can get medical advice anytime by Telephoning 111 for non-emergency medical advice or from NHS Choices at www.nhs.net

Complaints Procedure

If you have any complaints please ask for our **Complaint Leaflet** available from Reception or look at our website for further information. Nicola Walker is Practice Manager & is our main lead for all complaints

Practice Information

Your Health Information

The practice keeps patient health information on our IT system. This is kept secure and allows only the relevant staff to have access to the information they need about your medical history

Chaperones

All patients are entitled to have a chaperone present during any examination where they feel that one is required - for example during an intimate examination. All members of the Nursing and Health Care Assistants, together with some members of reception staff, have appropriate training to act as chaperones

Carers

Do you look after someone? Does someone look after you? If the answer to either of these questions is 'Yes' then we should know so we can help you to get the appropriate care and support. Our Practice Care Co-ordinator Julie Jones is our designated "Carers Champion" who will be happy to help. We also have Carers Packs available at Reception.

Disabled Access

Our surgery has been carefully designed for the needs of the elderly and disabled. There is disabled parking outside the entrance. The entrance has wheelchair access and there are disabled toilet facilities as well as a lift to enable access to all areas of the building. If you require a wheelchair, we have these available at Reception.

Family & Friends

Family and Friend's cards are available in reception to provide anonymous feed back. There is also a link on the website.

Zero Tolerance

In keeping with the NHS, this practice operates a 'zero tolerance' policy with respect to the protection of **its entire** staff. This means that anyone who is violent or abusive in any way to **any** member of staff may be removed from the practice list with immediate effect and without a second chance. Extreme cases will result in being reported to the Police. This applies to **all** patients and **all** members of staff, not just the GP's and includes contact over the phone.

Interpreting Service

If you require an interpreter when attending the surgery please let the reception know and this can be arranged. The surgery also welcomes you to be accompanied by an English speaking family member or friend if you prefer.

Armed Forces Personal

Harrowby Lane Surgery is proud to be an Armed Forces Veteran Friendly accredited GP Practice. Our Veteran Champion is Dr Ian Allsebrook, Senior Partner. If you are an Armed Forces Veteran, please inform us so that we can update your records.

Patient Participation Group

We welcome enquiries from patients who would like to join our Patient Participation Group.

The PPG gives patients a voice and allows the surgery to take into consideration the ideas and advice of the local community to give our patients the best care possible.

If you have an enquires please email harrowbylanesurgery@nhs.net

Practice Area & Registration

Please see the interactive map on our website for details. Alternatively, you can speak to Reception Team who will be able to advise you.

If you live in the area and wish to register with us, you will need to complete a PRF1 Registration Form, to include your NHS number (which you can obtain from your previous GP Surgery). PRF1 is available to be completed online at surgery website or you can collect a paper copy at reception.

Prescriptions

Patients on regular medication can order repeat prescriptions in a number of ways:

- **Online** – Please speak to one of our receptionists who will register your online request
- **Online** - Via our online service accurx (routine contact)
- **Telephone** – 01476 579494 Option 1

Please allow **three full working days** for prescriptions to be ready for collection. For all other medication requests please use our Patient contact system.

Patients who require their prescriptions to go to a chemist should make sure that they have a pharmacy nominated.

Medication needed for immediate problems dealt with during a surgery consultation or after a home visit will usually be issued straight away.

If the practice is closed, please call 111 and you can be put through to the out of hours service who will be able to help you.

Alcohol Screening

All newly registered patients over 16 years of age will be offered alcohol screening and provided with appropriate intervention