

## Patient Information Leaflet

Glenside Country Practice provides Services under an NHS England General Medical Services Contract.

### Corby Glen

St. John's Drive, Corby Glen,  
Grantham, Lincolnshire NG33 4LY  
Tel: 01476 550251

### Castle Bytham Surgery

12b High Street Castle Bytham,  
Lincolnshire NG33 4RZ  
Tel: 01780 410205

### Website:

[www.glensidecountrypractice.com](http://www.glensidecountrypractice.com)

### Clinic timings Castle Bytham

Monday	08.30 to 13.00	14.00 to 18.30
Tuesday	08.30 to 13.00	14.00 to 18.30
Wednesday	09.00 to 13.00	14.00 to 18.30
Thursday	08.30 to 13.00	Closed
Friday	08.30 to 13.00	14.00 to 18.30

### Clinic timings Corby Glen

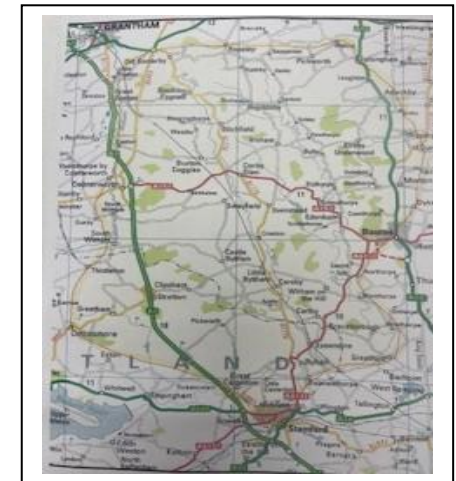
Monday	08.30 to 13.00	14.00 to 18.30
Tuesday	08.30 to 13.00	Closed
Wednesday	08.30 to 13.00	14.00 to 18.30
Thursday	08.30 to 13.00	14.00 to 18.30
Friday	08.30 to 13.00	Closed

We are closed at weekends

### Are you using the right service?

<p><b>SELF-CARE</b></p> <p>What's in your medicine cabinet? Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a> Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p> <p>Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p> <p>Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day</p>
---	---	--

<p><b>GP ADVICE</b></p> <p>Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p> <p>Minor injury or illness Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p> <p>Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
--	--	---



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

This information is available in larger print.

### Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP Dr Ray during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

### How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

**We operate our service from two locations with the opening times for clinics listed within this leaflet. When one centre is closed, you can access our services at the other location.**

### Lincolnshire Integrated Care Board

A statutory organisation bringing our health services together.

Tel: 01522 573939

Web: [lincolnshire.icb.nhs.uk](http://lincolnshire.icb.nhs.uk)

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP, who is Dr Ray.

You will also be offered a health check when you join the practice for the first time.

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services.
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations.
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services**  
NHS Health checks for eligible patients, travel vaccination  
Baby Checks and Post Natal examination  
Smoking Cessation, Counselling and Substance Misuse through 3<sup>rd</sup> party providers.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

### Carers

If you care for someone informally, please let us know. We will be able to provide you with additional information and signpost you to services who can support you. **Veterans** If you have served in the armed forces, we can provide information of specialist services who can support you.



We are a Dementia Friendly Practice

### The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

### Partners

Dr Ritabrata Ray (Male)

### Salaried GPs

Dr David Banjo (Male)

Dr Zainaeb Salam (Female)

### Practice Nurse

Julia

### Nurse Associate

Kirstie

### Phlebotomist

Suzie

### Practice Manager

Anna

### Dispensary Lead

Nic

### Appointments and accessing practice services.

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website. Should you be unable to access the website, please ring the practice and a member of our administrative staff will be able to assist you.

We are a member of K2 Healthcare Primary Care Network (PCN) and work collaboratively with our colleagues across the locality to develop additional services to meet the needs of our population. We work across other locations to offer additional appointments out of normal operational hours with GP, Practice Nurses, and Paramedics etc. You may be referred for suture removal/wound care and leg ulcers treatment.

Alternatively, for **non-urgent issues** please contact us via 'AskMyGP' through our website. Please be mindful that we monitor the demand for appointments against our capacity. and we will adjust the availability accordingly. The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence.

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website. Alternatively, contact our Practice Manager who is the nominated point of contact for all PPG matters. We would welcome your input to help us shape our future services.

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

### NHS England Contact

Glenside Country Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

We also offer the following clinics and checks across our locality: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

### Prescriptions/repeat prescriptions

Glenside Country Practice dispenses medications to patients who live more than a mile from a Chemist.

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the Pharmacy Receptions
- Online - Please log in to the NHS App or order via our website.
- **Please allow 5 working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

### Comments, suggestions, and complaints

Our aim is to give the highest possible standard of service. Please feedback through Friends and Family Test. We welcome your opinion and if you have a concern, please talk to one of our team who will be happy to assist. If you wish to submit a formal complaint, please address it for the attention of the Practice Manager. We adhere to the NHS complaints procedure and timelines.

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call [before 10.00 am. A clinician will then telephone you to discuss your request.

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is **life threatening, dial 999**. If it is **not life-threatening, contact NHS 111 by calling 111** or accessing via [www.nhs.uk](http://www.nhs.uk)

### NHS APP

To avoid having to call the practice, you can download the NHS APP which will allow you to access services including 111 online, health advice, view your medical record, letters and results, order prescriptions and manage health services for others. Please visit the NHS website for more information.

**Web:** [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)