

CEDAR MEDICAL PRACTICE

Dr M J Dwyer, Dr P Tandon & Dr H Gandhi

www.cedarmedicalpractice.co.uk

MAIN SURGERY

275 Ashby Road, Scunthorpe, North Lincolnshire DN16 2AB
Telephone: Scunthorpe 843375 (24 hours)
Fax: 01724 270101

BRANCH SURGERY

The Ironstone Centre, West Street, Scunthorpe DN15 6HX
Telephone: Scunthorpe 292011 (Surgery hours only)
Fax: 01724 292012



Welcome To Our Practice

We are a three-doctor practice conveniently situated on Ashby Road (with a branch surgery in the Ironstone Centre on West Street). All surgeries are by **appointment only** and as a patient with our practice you may attend either our main surgery on Ashby Road or our Branch Surgery in the Ironstone Centre for your medical care.

We are also a Training Practice, which means we are responsible for the training of qualified doctors who wish to become general practitioners.

Over the last few years the building has seen several changes to accommodate our growing list size and provides comfortable and pleasant surroundings. There are ample car parking facilities at the rear of the building and easy access for the disabled.

THE PRACTICE TEAM

DOCTORS

Dr Martin J Dwyer

MA (Cantab), MBBS (1986)

Dr Pavan Tandon

MBBS, MRCP, FRCS (ENT), MS (ENT), DRCOG, DFFP
(GP Special Interest in ENT)

Dr Hardik Gandhi

MBBS, MRCP, DFFP, MRCS, MS (Orthopaedic)
(GP Special Interest in Orthopaedics)

Practice Manager

Helen Rubie

Secretary

Gillian Russell

Administrators

Clare Pawley

Denise Gleadhill

Carol McNevin

Practice Nurses

Julia Clark

Samantha Ashmore

Nicky Martin

Health Care Assistant

Sandra Birkett

Senior Receptionist/Repeat Prescription Administrator

Paula Clay

Diana Johnson

Anne Cook

Receptionists

Carol Longden

Paula Kelly

Surinder Dovey

Lorraine Balderson

Nicola Wilkinson

For the latest information click to: www.cedarmedicalpractice.co.uk

ATTACHED STAFF

Staff attached to the practice can be contacted as follows:

Midwives	-	Scunthorpe (North) 747263, (South) 847362
District nurses	-	Scunthorpe 331103
Health visitors	-	Scunthorpe 07772 682227 (temporary until further notice)

GENERAL SURGERY TIMES

ASHBY ROAD SURGERY

DAY	MORNING APPOINTMENTS	AFTERNOON APPOINTMENTS
MONDAY	8.30 - 11.00	3.00 - 5.00
TUESDAY	8.30 - 11.00	3.00 - 5.00
WEDNESDAY	8.30 - 11.00	3.00 - 5.00
THURSDAY	8.30 - 11.00	3.00 - 5.00
FRIDAY	8.30 - 11.00	3.00 - 5.00
SATURDAY	9.00 - 12 noon	

Saturday morning surgeries are intended for patients who are unable to attend during the week. This is purely a surgery for patient consultations, which can be booked up to two weeks in advance, and the surgery will remain closed for all other services, eg prescription collections etc. The front door will remain closed and patients with appointments are requested to press the buzzer to gain entrance.

On occasion the practice may be closed for training, during which time access to out-of-hours services will be available. A notice will be displayed at the surgery entrance as necessary.

NB: All surgery times are subject to change.

1) The doctors advise that requests for non-urgent needs eg sick notes, results etc can be made over the telephone. For review of chronic illness, discussion of results and letters, patients should attend morning surgery or, if necessary, an evening surgery other than Friday.

2) The doctors request that every effort is made to attend morning surgeries wherever possible.

Visit our website on: www.cedarmedicalpractice.co.uk

BRANCH SURGERY AT THE IRONSTONE CENTRE

DAY	MORNING APPOINTMENTS	AFTERNOON APPOINTMENTS
MONDAY	8.30 - 11.00	3.00 - 5.00
TUESDAY	8.30 - 11.00	
WEDNESDAY	8.30 - 11.00	
THURSDAY	8.30 - 11.00	
FRIDAY	8.30 - 11.00	

SURGERY OPENING TIMES

These will be Monday to Friday 8.00am - 6.30pm at Ashby Road and at the Branch Surgery 8.00am - 12 noon Monday to Friday and Monday afternoon 2.30 - 5.30pm. Emergency access only is available between the hours of 12 noon - 1.30pm at Ashby Road Surgery.

PRIMARY CARE TRUST

You can contact your local Primary Care Trust via the following address/telephone number: NHS North Lincolnshire Primary Care Trust, Health Place, Wrawby Road, Brigg DN20 8GS. Telephone: 01652 251000.

ACCESS TO PATIENT INFORMATION

Access to patient information is available to all clinical/ administration staff at the practice. Any disclosure of such information is not permitted without the patient's written consent.

RESULTS

It is the responsibility of the patient to contact the surgery to obtain any investigation/test results.

For the latest information click to: www.cedarmedicalpractice.co.uk

CLINIC INFORMATION

CERVICAL SMEARS

We would like all ladies to have one of these performed every three years from the age of 25 (usually) to 50 years and five yearly between the ages of 50 and 65. The test is usually carried out by the practice nurse or sometimes the doctors. The smear test is quick and should be painless. It allows abnormalities of the cervix to be detected early and treated safely without risk to your health. Results will always be sent to patients through the post.

CHILD VACCINATIONS

It is important that infants and children are kept up to date with their vaccinations. Appointments can be made with the practice nurse.

INFLUENZA VACCINATION

We offer the influenza vaccination annually between October and December. Priority is given to those over 65 and those with chronic illness eg asthma, bronchitis and diabetes. These are by appointment.

ASTHMA AND COPD CLINICS

The practice nurse runs regular asthma clinics. These are by appointment only.

DIABETIC CLINICS

Regular diabetic clinics are held by the nurse. These are by appointment only.

HEART DISEASE CLINICS

Regular clinics are held by the nurse. These are by appointment only.

MINOR SURGERY CLINICS

A number of selected procedures are offered including joint injections, removal of cysts, moles and small skin growths, together with soft tissue injections and removal of foreign bodies etc.

CONTRACEPTIVE ADVICE

All aspects of contraception including contraceptive implants and coils may be discussed with the doctors/nurse during general surgeries.

Visit our website on: www.cedarmedicalpractice.co.uk

ADULT VACCINATIONS

Tetanus infection may develop in wounds which occur in the garden or in the street. We recommend that if patients are in doubt as to their immunity, they should contact the practice nurse for advice. Patients in "at risk" occupations may be vaccinated against Hepatitis B, for which there would be a charge (details on request). Please make an appointment with the nurse.

TRAVEL VACCINATIONS

Our practice nurses are able to give detailed advice on all travel vaccinations, yellow fever and malaria prevention as well as general advice for travellers. Please contact the surgery well before your departure date to allow plenty of time for the vaccinations to be given. There may be a charge for certain vaccinations.

The practice is a registered yellow fever vaccination centre.

OTHER SERVICES

In addition to the above our practice nurses are also available for dietary advice, blood pressure checks and smoking cessation advice. Please telephone the surgery for an appointment.

ANTENATAL SERVICES

Booking forms are completed at the surgery and sent to the Scunthorpe Midwifery Team who then liaise with the patient to arrange antenatal care.

NHS DIRECT 24-HOUR HELPLINE

This is available on 0845 4647 or online at www.nhsdirect.nhs.uk

PRACTICE INFORMATION

IMPROVED ACCESS

This practice operates Improved Access. This is a system which improves patients' access to our doctors and nurses and means that patients can telephone on the day of illness and appointments will be available. There are also a number of appointment slots available for patients to book up to two weeks in advance.

It is the right of all patients to express a preference to which doctor they receive care from. However, if that particular GP is unavailable you will be offered an alternative doctor.

For the latest information click to: www.cedarmedicalpractice.co.uk

TELEPHONE AVAILABILITY

The doctors and nursing staff are available to speak with patients via the telephone at the end of morning and afternoon surgery. Patients should telephone the surgery when the receptionist will take a brief description of the problem and the urgency. If the request is non-urgent, the doctor or nurse will be requested to ring the patient back at the end of surgery. Should the request be urgent, either the doctor or the nurse will be requested to ring the patient back as soon as possible.

APPOINTMENTS

Appointments may be made by telephoning Scunthorpe 843375 for Ashby Road, or Scunthorpe 292011 for the Branch Surgery or by calling at the surgery. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

HOME VISITS

Please make every effort to attend surgery as we can offer more comprehensive care here for examination and treatment. Priority is always given to urgent cases.

If you need a home visit please telephone Scunthorpe 843375 (before 10.00am if possible) giving as much information as you can to the receptionist as this allows the doctor to assess the urgency of the visit.

REPEAT PRESCRIPTIONS

We are computerised for repeat prescriptions, which helps both the patients and ourselves. However, we do ask for a minimum of 48 hours' notice when requesting them. They can be requested by ticking off the appropriate medication in the box on the counterfoil and either posting it to the surgery or placing your request in the box in our waiting room. You can also contact your local chemist and make arrangements for them to collect, dispense and in some cases deliver the medication to you. We now have an email address specifically for repeat prescription requests - nlp-pct.prescriptionscedarmedical@nhs.net

RESULTS OF TESTS

Most results of investigations should be back within one week of the test being performed. Please telephone between 10.00 and 11.45am or between 2.00 and 4.00pm. Results can only be given to the patient direct.

It is important that you **ALWAYS** contact the surgery for your result, either by telephone or by seeing the doctor again in the surgery.

Visit our website on: www.cedarmedicalpractice.co.uk

ANSWERPHONE

If you need to contact a doctor urgently between the hours of 12 noon and 1.30pm you should ring the surgery telephone number and you will be given the emergency number to ring to contact a doctor.

GP EMERGENCY CENTRE

The practice is part of the Scunthorpe area GP Emergency Centre. The out-of-hours emergency service is located to the rear of Accident & Emergency in Scunthorpe Hospital. If you require a doctor between the hours of **6.30pm and 8.00am Monday - Friday, and from 6.30pm Friday to 8.00am Monday, and during Bank Holidays, the number of the General Practice Emergency Centre to ring is 0345 604 7341**. Or, alternatively, you can ring the practice on **01724 843375** and your call will be diverted to the Scunthorpe area GP Emergency Centre.

NHS DIRECT 24-HOUR HELPLINE

Is available in 0845 4647 or online at www.nhsdirect.nhs.uk

8-8 WALK-IN CENTRE

The local walk-in centre is located in the Ironstone Centre, West Street, Scunthorpe. Tel: 01724 292000 and is accessible to any person requiring to see a doctor between 8.00am and 8.00pm seven days a week.

NEW PATIENTS

Patients wishing to register with this surgery will be given forms to complete which gives our practice some information on your medical history together with a letter detailing our practice requirements. They will also be given an appointment with our Health Care Assistant for a routine health check. This examination is brief but gives us useful information until your complete medical records arrive from your previous doctor. Patients should bring a urine sample with them for this appointment. All children over the age of five should be brought in to see the nurse also. Formal registration is always at the discretion of a doctor.

If the new patient has very limited English language they are requested to be accompanied by either a relative, friend etc who is able to interpret for them.

For the latest information click to: www.cedarmedicalpractice.co.uk

SICKNESS CERTIFICATION

A sickness certificate completed and signed by your doctor is **ONLY** required when a period of consistent absence from work due to illness is **longer than seven days'** duration.

Absence from work due to illness of **up to seven working days** will be covered adequately by a " Self Certification " (form SC2) available from your employer. Self-employed patients should obtain form SC1 from reception.

NON-NHS EXAMINATIONS AND REPORTS

Examinations for employment, HGV, PSV fitness to drive, insurance examinations etc are not part of our NHS work. We charge BMA recommended rates for these examinations.

We also charge the recommended fee for signing certificates such as passport applications, shotgun licences, private medical certificates etc.

COMPUTERISATION

Our practice is now computerised. All information held is strictly confidential.

PATIENT PARTICIPATION

Cedar Medical Practice is encouraging patients to give their views on how the practice is doing and would like to receive the opinions of as many patients as possible in order for us to maintain the best possible delivery of care.

As a patient with our practice your point of view is important and will enable us to enhance your experience when you come to the surgery.

The following patient groups have been developed to improve communication between patients and the practice and will assist us in obtaining your comments/suggestions to help shape and develop the services we provide.

'**Patient Participation Group**', this consists of volunteer patient representatives who attend quarterly meetings to discuss current issues raised by the practice or patients; and a '**Patient Reference Group**' which is a virtual group set up to run in conjunction with the Patient Participation Group. This group consists of patients who do not wish to attend meetings but would like to be contacted on occasion via email or post for their feedback and suggestions.

All patients registered with our practice are welcome to join either of our patient groups. If you are interested in joining please let us know.

Visit our website on: www.cedarmedicalpractice.co.uk

COMMENTS/COMPLAINTS

If you have any suggestions for improvement of the service we provide, kindly contact our practice manager, Mrs H Rubie in writing.

Complaints should be made through the practice manager. Complaints will be treated seriously and acknowledged usually in writing within five working days of receipt.

You can also make a complaint through the NHS North Lincolnshire PCT by writing to or speaking with Ms Zoe Wray on 01652 251000.

ZERO TOLERANCE

The practice operates a zero tolerance policy. Verbal or physical abuse of either staff or patients will result in your removal from our list and possible prosecution.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

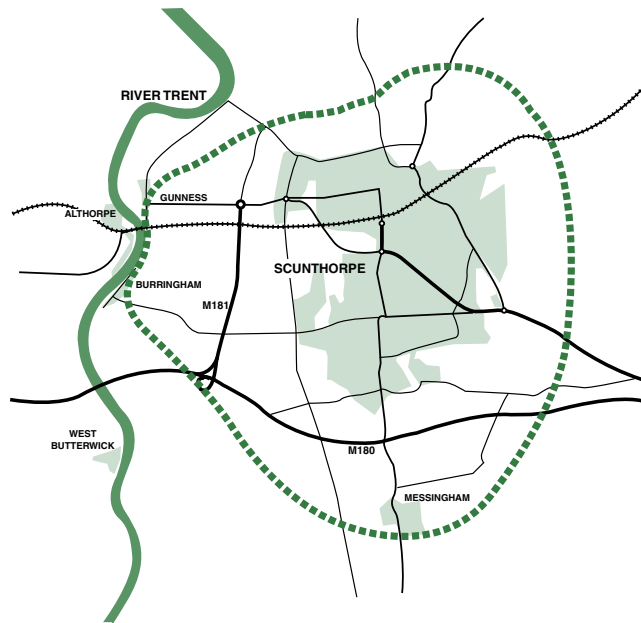
FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

For the latest information click to: www.cedarmedicalpractice.co.uk

THE PRACTICE AREA MAP



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER
Tel: 01253 722142 Fax: 01253 714020
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



Useful Telephone Numbers

NHS Direct	0845 4647
8-8 Walk-in-Centre	Scunthorpe 01724 292000
GP Emergency Centre	Scunthorpe 0345 604 7341
Scunthorpe General Hospital	Scunthorpe 01724 282282
Hull Hospital	Hull 01482 328541
NHS North Lincolnshire PCT	Brigg 01652 251000
Citizens Advice Bureau	Scunthorpe 01724 870941
Registrar of Births and Deaths	Scunthorpe 01724 843915
Age Concern	Scunthorpe 01724 849819
Scunthorpe Police	0845 606 0222