

REGISTERING WITH THE PRACTICE

Peninsula Medical Practice welcomes any new patients who wish to register with us for medical care. If you wish to register as a patient, please call in at either of our surgeries whenever we are open. Our reception staff will be pleased to help you complete the simple form required. You will also be offered an initial health check consultation with the practice after you register to make sure that we can fulfil all your health care needs.

Patients from throughout the Cartmel Peninsula area may register with the practice (Grange-over-Sands, Allithwaite, Flookburgh, Cartmel, Newby Bridge, High & Low Newton, Cartmel Fell, Witherslack and Meathop).

Temporary residents can also receive care from us under the NHS; any visitor to the area needing a consultation with a GP or nurse should simply call the surgery to make an appointment with one of our clinical team.

PATIENT PARTICIPATION GROUP

The Patient Participation Group meets with the practice regularly to discuss both successes and concerns. If you would like to get in touch with them please ask for contact details at the reception desk, or email: peninsulappg@gmail.com

ONLINE SERVICES

Full details of all our policies and procedures, and regularly updated news from the practice can be found on our website: www.peninsulamedicalpractice.co.uk

If you wish to access our online repeat prescription request, secure messaging and appointment booking services please contact the surgery to be issued with a password. You may also use our secure online service to read summaries of your electronic records.

CARE QUALITY COMMISSION

We are regulated by the Care Quality Commission (CQC). The CQC is responsible for checking that we meet agreed national standards. These standards can be viewed on CQC's website: www.cqc.org.uk

The practice holds a certificate of registration (provider ID I-199687190).

The registered manager is Dr Robert Nicolas Gent who holds a certificate of registration (manager ID CONI-544655722).

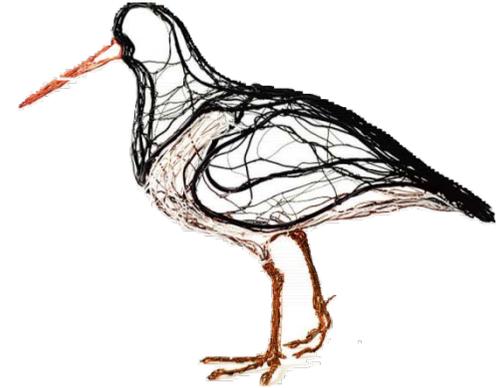
These certificates and our statutory statement of purpose that sets out in more detail the services that we offer and the locations at which we provide care are available for downloading from our website.

Please leave *Friends & Family Test* feedback on

www.iwantgreatcare.org

Peninsula Medical Practice July 2015

PENINSULA MEDICAL PRACTICE



The Health Centre
Kents Bank Road
GRANGE-OVER-SANDS
LA11 7DJ

Fairfield Surgery
Station Road
FLOOKBURGH
LA11 7JY

Tel 01539 715715

Fax 01539 777230

www.peninsulamedicalpractice.co.uk

PENINSULA

MEDICAL PRACTICE

Dr Diane Ruell,

MB ChB, MRCGP, DRCOG, DFSRH, DPD

Dr Michael Bunter, MB ChB

Dr Sheelagh Donnelly

MB BS, Dip Palliat Med, DFSRH

Peninsula Medical Practice is a highly experienced, friendly team. The GPs are supported by our nurses Gwen Bolton, and Alison Brown, and our phlebotomist Louise Barton.

- **‘Choose & Book’ / ‘e-Referral Service’** is an appointment system that we offer if you need to see a hospital specialist. Our doctors can immediately reserve you a convenient appointment with the hospital of your choice directly from the surgery. We also have electronic access to pathology test results so that we can speed up the time it takes to investigate your problems
- **Family planning** and women’s health (including cervical cytology, HPV immunisation, contraception, coils and implants)
- **Minor surgery** and minor accident / injury treatment
- **Child health surveillance**
- **Childhood immunisations**
- **Maternity services**

- Immunisations for elderly people and vulnerable people including shingles, pneumococcal and ‘flu immunisation, and travel immunisations (including Yellow Fever immunisation)
- Joint injections & ear syringing
- Specialist clinics for warfarin blood checks which are analysed immediately at the surgery
- Computerised lung function testing & ECGs
- Heart disease, asthma, COPD and diabetes clinics
- NHS Health Check clinics for people aged between 40 - 74 years of age to identify, and manage, risk factors for heart disease, stroke, kidney disease or type 2 diabetes

Both surgeries are open from 8.00 am to 6.30 pm, apart from afternoon closures at Flookburgh on Tuesday and Thursday, and at Grange on Wednesday.

- Same-day appointments are available every day, Monday to Friday, for urgent cases
- Home visits are offered, when appropriate, for people unable to travel to the surgery
- Best access for disabled people is at our Grange-over-Sands surgery, which offers all clinical services on the ground floor, with wide doors and corridors, disabled toilets and reserved disabled parking
- Early and late appointments are available outside normal working hours
- Telephone consultations can be held with the GPs
- Specialist examinations, which are not covered by the NHS, including HGV medicals, elderly driver

medicals, pre-employment medicals and insurance work are offered. Our tariff for these services is published at our surgeries and on our website.

The partners are committed to retaining the GP services at Fairfield Surgery in Flookburgh alongside those that they offer at the new Grange-over-Sands Health Centre.

- All patients can request to be seen at either our principal surgery in Grange-over-Sands or at our branch surgery in Flookburgh. Appointments for either surgery can be made using our single telephone number that serves both sites.
- The practice operates strict policies on patient confidentiality and the protection of children and vulnerable people.

SUGGESTIONS AND COMPLAINTS

Please tell us about any suggestions that you would like to make by calling, or writing to, the senior receptionist. Please also contact the senior receptionist if you wish to make a complaint.

DUTY OF CANDOUR

We abide by the NHS ‘Duty of Candour’ – that is we promise that if something goes wrong with the care we give you, we will apologise, and tell you what has gone wrong; even if you did not know and no harm resulted from the error.