

RAINBOW SURGERY RAMSEY

1 STOCKING FEN ROAD, RAMSEY
HUNTINGDON, CAMBS PE26 1SA

PATIENT INFORMATION

Dr Arun Aggarwal
MRCP, MRCGP, DRCOG
Oxford (1984)

Dr Rita Aggarwal
MRCGP, DRCOG
London (1985)

Dr Sandy Nashef
MRCGP, DRCOG
Glasgow (1984)

Dr John Richmond
MRCGP, DRCOG, DFFP
Dundee (1998)

Appointments & Enquiries	(01487) 710980
Emergencies	(01487) 710981
Fax	(01487) 710982
Huntsdoc	(01480) 447800

THE RAINBOW CHARTER

Patients can expect the following rights from our team:



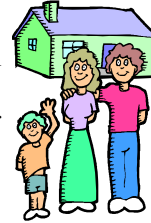
1. Patients have a right to be greeted courteously
2. Patients have a right to absolute confidentiality.
3. Patients with urgent medical conditions will be given priority and will be seen the same day.
4. Patients should be able to consult a Doctor within two working days.
5. Doctors and nurses will begin surgery at the appropriate time. Any delay will be due to medical necessity. Where there is a delay in excess of thirty minutes, patients have a right to be informed and to make an alternative appointment.
6. All appointments are for 10 minutes routinely.
7. Patients shall be referred to a consultant acceptable to them when their GP thinks it necessary. Patients have a choice of hospital within the limits of local NHS contracts
8. Any suggestions to improve the service will be considered by the appropriate team members and a response always given.
9. A full and prompt reply to a written complaint will be made by a partner within ten working days.
10. Repeat prescriptions will be processed within forty eight hours.
11. Referral letters and insurance reports will aim to be done within five working days of the receipt of payment.
12. Access to health records is available, subject to any limitation by law.
13. Patients will never be removed from our list unless there has been a serious breakdown in the doctor-patient relationship. Costs of drugs or hospital services will never be criteria for removing any patient.

With these rights come responsibilities, and for patients this means:

1. Courtesy to the staff at all times.
2. To attend appointments on time or to give the practice adequate notice that you wish to cancel. Lateness or non-attendance inconveniences other patients and wastes appointment time.
3. An appointment is for one person only—where another member of the family needs to be seen or discussed, another appointment should be made.
4. Patients should make every effort to consult at the surgery or by telephone to make the best use of nursing and medical time. Home visits should be medically justifiable and not requested for social convenience.
5. Out-of-hours calls (evenings, nights and weekends) should only be requested if your problem cannot wait till the next working day. Please be prepared to attend an alternative centre if asked to do so. Use Huntsdoc rather than A&E except in significant emergencies
6. Please leave the waiting room as tidy as you found it, and help keep the surgery safe and clean.
7. Please notify us of any change in address or telephone number promptly.

Welcome

Welcome to the Rainbow Surgery. All members of our small team work closely together to offer a personal and comprehensive range of health care services for you and your family. The services available are outlined in this booklet. The surgery was purpose-built in 1994 and has full disabled access and a large car park.



How to Register

Please bring your medical card if you have one. Alternatively you can fill in a form at our reception desk. Newly registered patients may be offered an appointment with a nurse to have a Health Check. This is a useful opportunity for us to find out about your medical history and gives you the chance to discuss your needs. Visitors to the area who are staying with our registered patients can be seen or receive phone advice, for emergencies, as “temporary residents”.

Surgery Hours

The reception desk is open from 8.30 am to 6.00pm every weekday. In addition we have an early start from 8.00am on Tuesdays and Fridays. The building is closed between 12.30 and 1.30 (2.30 on Tuesdays to allow for staff training).



	Morning	Afternoon
Monday	Dr Rita Aggarwal Dr Sandie Nashef	Dr Arun Aggarwal Dr John Richmond
Tuesday	Dr Arun Aggarwal Dr John Richmond	Dr Rita Aggarwal
Wednesday	Dr Rita Aggarwal	Dr Arun Aggarwal (emergencies only)
Thursday	Dr John Richmond Dr Rita Aggarwal	Dr Arun Aggarwal
Friday	Dr Sandie Nashef Dr John Richmond	Dr John Richmond

These arrangements will vary during holiday time school holidays, and for planned training afternoons or special meetings.

Appointments

Consultations are normally by appointment- usually for ten minutes. Longer consultations can be arranged when appropriate. We encourage you to see the same doctor for any ongoing problem, to get the best care. Urgent problems will always be seen the same day. We operate 'advanced access', so routine appointments (available with any doctor within 2 working days) should not be difficult to make.

Phone Advice



If you have a problem which you feel can be managed over the telephone, please let us know. If the doctor is busy, please leave enough details with the receptionist so that your call can be returned. Please ensure the surgery has your phone number for any urgent matters – even if you are ex-directory. If we return a call to a mobile number, we will ask you to ring us back immediately. Please switch off mobile phones in the surgery and do not use them in the waiting room.

Visits

Home visits are reserved for the housebound and at the doctors discretion where medically appropriate. Please ring **01487 710981 at all times** for emergencies. From 8.00am to 6.00pm on weekdays, your problem will be dealt with by one of the Rainbow doctors, or a Paramedic may come to your help first in an emergency.



Out of hours emergencies

We are all part of the HUNTSDOC group of GPs who offer an emergency service during evenings and weekends. You can reach the centre by dialling our emergency number or directly ringing **01480 447800**. You may receive phone advice, a consultation in Huntingdon, or a home visit if medically appropriate. Details of your emergency care will be transferred to the surgery by the following morning. We always have appointments available each morning for patients who have had problems during the night or weekend.

This service is based at Hinchingsbrooke's new Emergency Care Centre (EEC) adjacent to casualty.

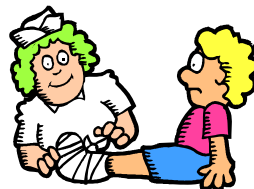
PRACTICE TEAM

Receptionists

Our Receptionists are trained in medical administration and can advise on a wide range of issues (appointments, messages, results, medicals, forms, certificates, hospitals, transport, doctors letters, insurance, referral choice etc). They are bound by the same rules of confidentiality as doctors and nurses. To ensure you receive the most appropriate help they may need to ask a few questions. They are here to help you. We have a confidential booth we would encourage you to use, particularly if you need to discuss personal matters.

Nurses

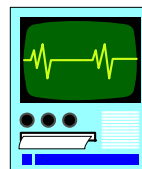
Our two Nurses work alongside the doctors during most surgeries. They see patients by appointment and are experienced in a wide range of health topics. They can deal with problems such as:



minor injuries	dressings	vaccinations
cervical smears	ear syringing	hearing tests
removal of stitches	holiday injections	blood pressure
ECGs	dieting	Pill and HRT checks
blood tests	contraception	lifestyle advice
diabetes	menopause	asthma

Their sessions include an early start (from 8.00am on Tuesdays and Fridays) to meet the needs of those unable to attend during normal hours. Specialist smoking advice is available on Wednesday evenings. (Telephone 01480 415279)

Health Care Assistant



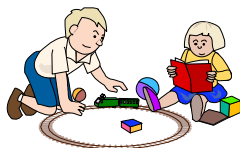
Our healthcare assistant helps our nurses with blood tests, ECGs, audiograms and ear-piercing.

Home Nursing

Patients who are confined to their homes and need nursing assistance may arrange with the doctor for a community nursing sister to call. She will be able to help assess your needs and give information and support. Practical nursing care may include injections, blood tests, bathing, dressings and help for patients with incontinence.

Midwife

Our midwife is here every Friday morning and is happy to discuss all aspects of antenatal care, including classes, scans, hospital tours, choices in labour, post-natal care, and feeding. She can be contacted via our surgery or Ramsey Health Centre. Dr Rita holds an antenatal clinic on a Thursday morning.



Health Visitor

We have a clinic every Tuesday morning for development checks and immunisations, as well as discussion of pre-school childhood issues with our health visitor. Invitations will be sent to parents with children due for checks or injections. The Health Visitor can be contacted via reception any day.

Other Visiting Professionals

We have a full range of attached staff who support us in your care including psychologist, physiotherapist, dietician, Community Psychiatric Nurse and chiropody . Your doctor will refer you when appropriate. In addition, private osteopathy and chiropody are available at the Rainbow Surgery. The receptionists can advise on prices and their availability. Details of other complementary therapists are available too.



PRESCRIPTIONS

Patients on regular treatment can request repeat prescriptions by telephone (01487 710980), by posting or delivering the computer request slip, or in person. Please try to phone repeat prescription requests **after 11.00am** and avoid Monday mornings. You can also phone all evening, night and weekends using our automated answerphone service. Requests received by 3.00pm will result in the medicine being ready to collect after 3.00pm two days later at the adjacent branch of Lloyds Chemists or the surgery. If you live more than one mile from a chemist, your medicines will be available from the dispensary in the Rainbow Surgery. Electronic requests will be available via our website using EMIS Access in the near future.



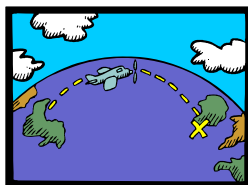
SERVICES

Family Planning

We offer advice on all types of contraception. Urgent appointments are always available for emergency contraception. The “morning after” pill can be taken up to 72 hours after unprotected intercourse, but is much more effective in the first 24 hours. We can refer you to other teams who can fit coils, implanons or carry out vasectomies.

Cervical Smears

Invitations will be sent to women due a smear. We leave it to you to make an appointment at any time when you are not on your period. The new liquid based cytology technique does not require mid-cycle timing. All smear results are sent by post as soon as they are available.



Travel Advice

Our simple questionnaire will enable you to obtain useful advice and protection. Please complete this and arrange a nurse appointment 6 weeks before travelling.

Minor Illnesses

Many conditions get better on their own and can be treated successfully at home. The pharmacist may be able to help you with these and advise about medicines you can buy over the counter. We also have a very useful booklet on minor illnesses which is available on request.

Tests and Results

Please hand specimens to the receptionist by 11.30am. Make sure that each specimen is carefully labelled with your name and date and that the container is tightly closed. Please ask the doctor or nurse when the results are likely to be available. You will be contacted if your result is abnormal and needs some action.



Computers

A modern computer system helps us to provide a high quality service. We would like to assure you that all the information on computer is available only to authorised practice staff, and that confidentiality is respected. We are registered under the Data Protection Act and comply fully with its requirements. Anonymised data is made available for carefully vetted medical research purposes. Increasingly we need to exchange computerised personal data with our local hospitals, to enable seamless high quality care. Such exchanges are encrypted.

Patient Library

We have a large and growing collection of books and video tapes on many health issues. They are kept in the Confidential Booth and you are encouraged to browse and borrow items, there is a charge of £1 for late returns. The receptionists, doctors and nurses can all advise on suitable items for you. We also have equipment available for short term loan (eg, BP monitors, nebulisers, commodes, wheelchair, crutches and TENS machines), some of which need a cheque deposit. These items have been purchased using donations to the Rainbow Fund so please ensure they are not late or lost.



Medicals and Private Fees

If you need a medical examination for insurance purposes, HGV etc, please make an appointment. We have no private patients but we do charge a fee for various services outside our NHS work. These include certain medical examinations, private certificates and passport applications. We have a policy of always charging at the lowest end of the scales recommended by the British Medical Association. The list of fees is displayed at the Reception Desk. Visitors from abroad usually have to pay to see the doctor or nurse. Details are available on request. From April 2006, we have to add VAT to many of these services.

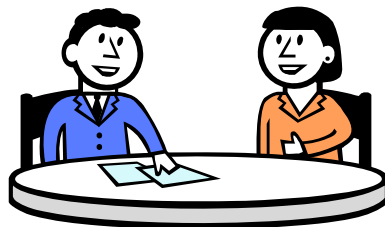
Older Patients

We hold exercise classes which are of particular benefit to those with heart problems, arthritis or previous mild strokes. These are held weekly in the Resource Centre on Mondays. Flu vaccinations are on offer every October. If you or your family feel you need additional help, or might benefit from attending a Day Centre, please talk to your doctor or contact Social Services.



Social Worker

Advice is available from Social Services on the general enquiries number 0845 045 5201 Benefits and housing advice are available on alternate Tuesday mornings at the surgery by appointment. (Telephone 01480 356778). The Citizens Advice Bureau is now only available at Huntingdon.



Suggestions and Complaints

We are always keen to hear of any ideas to further improve the services we offer. Please feel free to talk to any of the team in confidence or to send your comments in writing.

Should a problem arise, our practice staff will ensure that you are taken to a private area so you may discuss your concerns in complete confidence. Most problems can be sorted out quickly and informally in this way. If you wish to make a complaint, we would like you to let us know as soon after the incident as possible. Your complaint will be fully investigated and you will receive a response within ten working days. A leaflet explaining the surgery complaints procedure can be obtained from any member of staff.

Patient Link Group

We encourage patients to influence the continuing development and services available from the Rainbow Surgery. All patients are invited to join the group and to attend meetings. Meetings have included speakers on topics such as acupuncture, depression, tinnitus and first aid training. These meetings are also an opportunity to discuss new ideas and obtain feedback from patients.



USEFUL PHONE NUMBERS

Surgery appointments & enquiries	01487 710980
Emergencies	01487 710981
Fax Line	01487 710982
Huntsdoc	01480 447800
Ramsey Health Centre (messages for Community Nurse and physiotherapist)	01487 812611

Addenbrookes Hospital	01223 245151
Benefits Agency	01733 297600
CRUSE counsellor for the bereaved	01480 414511
DASH (Drugs and Alcohol Service for Huntingdon)	01480 415231
Dental Helpline (for help to find a local dentist)	01223 415126
Edith Cavell Hospital - Peterborough	01733 874000
Emergency Dentist at Hinchingsbrooke Hospital (Monday to Friday only)	01480 363760
Healthlink (Health Information Service)	0800 665 544
Hinchingsbrooke Hospital	01480 416416
Hinchingsbrooke Hospital - X-Ray Department	01480 416132
Huntingdon District Council	01480 388388
NHS Direct	0845 46 47
Peterborough District Hospital	01733 874000
Papworth Hospital	01480 830541
Quit Smoking Helpline	01480 415279
Relate	01733 568551
Samaritans	0345 90 90 90
Social Services	0845 045 5201
Social Services Blue Badge enquiries	0845 045 5204

July 2006

USEFUL WEBSITES

www.patient.co.uk

www.mind.org.uk

www.direct.gov.uk

www.rainbowsurgery.co.uk