

RAF LINTON ON OUSE



STATION MEDICAL CENTRE PRACTICE INFORMATION LEAFLET

EMERGENCY TELEPHONE NUMBERS

For serious medical emergencies call an ambulance:

Civilian Telephone 999
Military Telephone 222(during normal working hours)

For less urgent medical assistance between 8am and 6pm Mon – Fri call the Medical Centre Reception:

Civilian Telephone 01347 847272
Military Telephone 95871 7272

At all other times a duty doctor is provided by Nestor Primecare Services Limited, which can be contacted directly on 0330 123 9068 (6pm to 8am weekdays, 6pm Friday to 8am Monday, and bank holidays).

**A large print version of this leaflet
can be requested from 01347 847272**

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FOREWORD BY SENIOR MEDICAL OFFICER

This Practice Information Leaflet aims to provide you, in one convenient document, with all the information that you might need about the Station Medical Centre (SMC) at RAF Linton on Ouse. We hope that it will help you to make the best use of our services.

As well as providing medical services for the Station, we offer individual patients and families a full range of Primary Health Care services. Our objective is to provide care that is at least as good as, and where possible better than, the standards that you could expect from a comparable NHS practice. We also aim to provide a service that is friendly, efficient and professional. The ultimate judge of our success will be you, the patient, and we are committed to carrying out a survey of patient satisfaction at least once a year. Of course you don't need to wait till the annual survey to let us know your opinion. We are constantly working to improve the service we provide and all feedback that we receive is welcome. If you have any comments or suggestions for improvement to any aspect of our service, including this leaflet, please let us know (see [COMMENTS AND SUGGESTIONS](#) and [COMPLAINTS](#) on page 8).

The Practice Leaflet is available in printed form from the SMC and HIVE. It is also available on the Station intranet web page.

Lesley M Macdonald
L M MACDONALD
Wg Cdr
SMO
Ext 7272

MEDICAL CENTRE PERSONNEL

CLINICIANS

| | |
|----------------|--|
| Doctors: | Senior Medical Officer Wg Cdr L M Macdonald BSc MBChB MRCP Qualified: St Andrews University 1977 Manchester University 1980 |
| | Senior Medical Officer Sqdn Ldr A Dawson MBChB MRCP DA (UK) DRCOG Dip Therapeutics RAF Qualified: Liverpool University 1990 |
| Nurse | Practice Nurse Sgt Claire Taylor RGN PMRAFNS Qualified: Hull University 2000 |
| HCA | Healthcare Assistant Mrs Beverley Mannion |
| Pharm Tech | Mrs Yvonne Inkester Registered Pharmacy Technician Qualified: York 1984 |
| Physio | Ms Claire Bambrook MCSP Qualified: University of Bradford 2007 |
| JSERI | Cpl Ian Cooper Qualified: Joint Services Exercise Rehabilitation Instructor Course July 2009 |
| Health Visitor | Mrs Susan Deery RGN BSc Community Health Care Nursing Qualified: Guys Hospital London 1989 |
| Midwife | Mrs Carmel Burton RN RM Qualified Nurse |

MANAGEMENT AND ADMINISTRATION

| | |
|-------------------------|----------------------|
| Practice Manager | FS Peter Hall |
| Deputy Practice Manager | Sgt Pat Goulden |
| JNCO Office | Cpl Dan Swales |
| JNCO QA | Cpl James Fawcett |
| JNCO Med Boards | Cpl Stephanie Irvine |
| Receptionist | Julia Lippett |

There are also 9 RAF Medics at the SMC, who deal with the day to day medical administration and provide emergency cover to the airfield and personnel during normal working hours.

SMC (INCLUDING DISPENSARY) OPENING TIMES (For clinic times see page 6)

| | <u>AM</u> | <u>PM</u> |
|-------------------|------------------|---|
| Mon – Tues | 0800 – 1200 | 1300 – 1700 |
| Tues | 0800 – 1200 | 1300 – 1800 (1600 – 1700 Emergencies only due to Compulsory PT). |
| Wed | 0800 – 1200 | 1300 – 1700 |
| Thu | 0800 – 1200 | Closed (Emergencies only due to Staff Training and Compulsory PT). |
| Fri | 0800 – 1200 | 1300 – 1700 |

Between 1200-1300hrs the SMC is closed for EMERGENCIES only (including Calls).

OUT-OF-HOURS CARE

Out of hours care (that is between 6pm and 8am weekdays, and all day on weekends and bank holidays) is provided by Nestor Primecare Services Limited. They can be contacted directly on **0330 123 9068** .

In addition you can contact the NHS Direct on **0845 4647** for advice on all medical matters. NHS Direct is a confidential 24 hour advice and health information service staffed by nurses and professional advisers. NHS direct is also available on-line at www.nhsdirect.nhs.uk.

TELEPHONE NUMBERS

All telephone numbers are given as extensions. To dial from a civilian line, all extensions beginning in 7 can be reached by dialling (01347) 84- followed by the extension. All extensions can be reached from a touch tone telephone by dialling the Station on (01347) 848261 and entering the extension number when prompted. If you wish to contact either the doctors, nurses, midwife, Health Visitor or medical administrative staff, for medical and administrative advice over the telephone, please leave a message at Reception and they will return your call.

| | | |
|-------------------------------|-----|------|
| Reception / Appointments | | 7272 |
| Doctors | via | 7272 |
| Practice Manager | | 7048 |
| Deputy Practice Manager | | 7047 |
| Dispensary | | 7667 |
| Office Manager | | 7270 |
| Medical Boards (Downgradings) | | 6881 |

CLINIC INFORMATION

| | | | |
|------------------|-------------------------|------------------------------|-------------|
| MONDAY | Doctors' Clinic | Aircrew | 0830 - 0900 |
| | | All patients | 0900 - 1100 |
| | | Medicals | 1230 - 1430 |
| | Nurse/HCA Clinic | | 0830 - 1130 |
| | | | 1330 - 1600 |
| | Medic Clinic | | 0815 - 1030 |
| TUESDAY | Doctors' Clinic | Aircrew | 0830 - 0900 |
| | | All patients | 0900 - 1100 |
| | | Medicals | 1230 - 1430 |
| | Nurse/HCA Clinic | | 0830 - 1130 |
| | | | 1330 - 1600 |
| | Medic Clinic | | 0815 - 1030 |
| | Midwife | Every 2 weeks | 0900 - 1230 |
| | St Christopher's Clinic | | 1700 - 1800 |
| WEDNESDAY | Doctors' Clinic | Aircrew | 0830 - 0900 |
| | | All patients | 0900 - 1100 |
| | | Medicals | 1230 - 1430 |
| | Nurse/HCA Clinic | | 0830 - 1130 |
| | | | 1330 - 1600 |
| | Medic Clinic | | 0815 - 1030 |
| THURSDAY | Doctors' Clinic | Aircrew | 0830 - 0900 |
| | | All patients | 0900 - 1100 |
| | Nurse/HCA Clinic | | 0830 - 1130 |
| | Health Visitor | 1 st Thu of month | 1400 - 1530 |
| | Medic Clinic | | 0815 - 1030 |
| FRIDAY | Doctors' Clinic | Aircrew | 0830 - 0900 |
| | | All patients | 0900 - 1100 |
| | Nurse/HCA Clinic | | 0830 - 1130 |
| | Medic Clinic | | 0815 - 1030 |
| | Vaccinations Clinic | | 1330 - 1500 |
| | HCA Clinic | | 1330 - 1500 |

ENTITLEMENT TO TREATMENT

The conditions for entitlement to treatment at public expense are laid down in Queen's Regulations for the Royal Air Force and in Air Publication 1269 – Medical Management and Administration. This entitlement only applies to Service personnel and their dependants in official quarters or residing within a reasonable distance of the station boundary.

Definitions:

Dependants

- a. Spouses, children, step children and adopted children under the age of 18 years who are normally resident in the household.
- b. Children, step children or adopted children who are permanently physically or mentally incapacitated irrespective of age.
- c. Children, step children or adopted children over the age of 18 years, who are in full time education.

Reasonable distance

This has been determined by the Station Commander as including all Station Families' Quarters plus the villages of Linton-On-Ouse and Newton-On-Ouse.

Please note that we are not allowed to treat children over the age of 18 years, who are not in full time education, or families that live beyond Newton on Ouse.

APPOINTMENTS

The SMC runs an appointment system. Please book appointments through Reception on ext 7272. We will always see emergencies immediately. We will see urgent problems the same day and routine problems within 48 hours.

We strive to provide "on the same day" appointments, but occasionally in times of high appointment demand we may run a Triage clinic. The clinic would be held by the Practice Nurse/HCA who are trained to treat minor illnesses. If the nurse/HCA feels that the patient needs to see a doctor, they will be reviewed by the Duty Doctor as soon as possible.

We aim to carry out routine medicals in the month they are due.

WHAT WE ASK FROM YOU

Please help us to prioritise our care for those who need it most. Book ahead for routine appointments and well in advance for medicals.

Please be on time for your appointments and if possible let us know if you will be unable to attend.

Most importantly, please follow the "One Appointment – One Patient – One Problem" rule. If you need more time, please ask for a double appointment. (Please see also [WAITING TIMES](#) on page 12).

ACCESS TO RECORDS

In accordance with the Data Protection Act 1998 and the Access to Health Records Act 1990, any patient may request to see their medical records. Should you wish to see your notes, please make a written request to the Practice Manager. Unless we are under legal obligation to do so, information to third parties is only released after written consent from the patient. (Please see also [HEALTHCARE GOVERNANCE ASSURANCE VISITS](#) and [GENERAL PRACTITIONER TRAINING](#) on page 9).

CERVICAL SMEARS

These are performed by a female nurse on Mondays, Tuesdays and Wednesday afternoons from 1330 – 1530hrs. If you have received a letter, please book an appointment for your smear via Reception on ext 7272. Alternatively, if you have any further queries please contact the Practice Nurse via the same number.

CHILDHOOD VACCINATIONS

Appointments are available on Monday, Tuesday, Wednesday and Friday between 1400 – 1600hrs. Please contact the Practice Nurse on extension 7272 if you have any queries.

COMMENTS AND SUGGESTIONS

Constructive comments and suggestions are always welcome. We prefer that all comments and suggestions are made in writing to the Practice Manager but if you would prefer a more informal approach please call the Practice Manager on ext 7048.

COMPLAINTS

There is an established complaints procedure at the SMC. Please put all complaints in writing to the Practice Manager. We treat all complaints seriously and deal with them promptly. All complaints are brought to the attention of the SMO.

It is human nature to make mistakes but when errors do occur we make every effort to learn from them and improve our practice.

Details of the complaints procedure are available on request.

WHAT WE ASK FROM YOU

Please address any complaints in writing to the Practice Manager. If you would like to discuss the matter before you write please call the Practice Manager on ext 7048.

CONFIDENTIALITY

All members in the Practice are required to maintain strict confidentiality at all times. The matter of confidentiality is taken extremely seriously.

WHAT WE ASK FROM YOU

If you ever feel that your confidentiality has not been adequately protected, please report the circumstances to the Practice Manager so that it can be investigated.

GENERAL DUTIES MEDICAL OFFICER TRAINING

Occasionally we have junior doctors working with us in the practice. These doctors are here for orientation training in the air force before moving on to specialist training in a hospital environment. Both of our permanent doctors are associate trainers and will be taking part in the GDMO training packages.

HEALTHCARE GOVERNANCE ASSURANCE VISITS

Medical staff from HQ Air Command carry out regular inspections of all RAF Medical Centres in order to assure the Surgeon General that the running of each Medical Centre is up to Standard. These Healthcare Governance Assurance Visits (HGAV) include checks on a proportion of our medical records. Members of the inspecting team are bound by the same code of confidentiality as Practice members.

You have the right to deny access to your medical records to the HGAV team. Please inform the Practice Manager in writing if you wish to take this course of action.

HEALTH PROMOTION

The SMC runs various health promotions throughout the year and stocks a range of health promotion leaflets.

If you are unable to find any information that you are looking for please speak to a member of staff. (Please see also [SMOKING CESSATION CLINIC](#) on page 11 and [WEIGHT LOSS](#) on page 13).

HOME VISITS

We prefer to see patients at the SMC where we have all the facilities to properly assess patients and can issue medication immediately, if required. If, for any reason, you feel unable to come to the SMC please contact us and we will make the necessary arrangements to see you either by providing transport to bring you to the SMC or by making arrangements to see you at home.

PATIENT SATISFACTION SURVEY

Every year we undertake a Patient Satisfaction Survey. This is a questionnaire that should provide us with feedback on our strengths and weaknesses.

WHAT WE ASK FROM YOU

Your comments and complaints are appreciated and all the feedback we receive is important. Remember, that the SMC is your general practice and as well as our commitments to the Station, we aim to provide exemplary health care to you.

PHYSIOTHERAPY AND EXERCISE REHABILITATION INSTRUCTOR CLINICS

A Physiotherapist and Exercise Rehabilitation Instructor are available to treat service personnel who have injuries, or problems with joints, muscles etc. Appointments are available throughout the week and the wait for an appointment is normally short. Urgent problems can often be seen the same day. Services provided range from the treatment of acute injuries to the design of advanced rehabilitation programmes. A doctor's referral is required.

PRACTICE AUDIT

Audit is the review and monitoring of the service that we provide. The Practice is committed to a cycle of audit that is intended to ensure the maintenance of high standards.

REFERRALS

Sometimes it may be necessary to refer you to consultants or other specialists for further care. We undertake to fax or send urgent referrals within 1 working day. Routine referrals will be sent within 1 week.

WHAT WE ASK FROM YOU

We are subject to NHS waiting times, so please be realistic about a delay before being seen at the hospital. If you do not receive an appointment that you are expecting, please let us know so that we can find out what has happened.

Please keep us informed if you are going away and will be unable to attend appointments we have arranged for you.

Most importantly, please attend for outpatient appointments that have been arranged for you. Missed appointments are a serious problem for the NHS and delay everybody waiting to be seen.

PRESCRIPTIONS

Prescriptions are free to Service personnel. Dependents are required to pay the standard NHS charge per item, unless they have a valid reason for exemption. The current charge is displayed in the Medical Centre.

REPEAT PRESCRIPTIONS

We will generally aim to provide repeat prescriptions for you on the day that you request it. Occasionally supply problems make this impossible. **We therefore ask you to allow up to 48 hours for completion of your repeat prescription.** Simply drop off your repeat prescription form. If your prescription review date has expired you will need to see a doctor to re-authorise your medication.

WHAT WE ASK FROM YOU

Please do not wait until you are on your last few tablets before ordering your repeat prescription. If the doctor asks to see you before issuing your medication it is to check on your condition and ensure you are on the right medication at the correct dose.

RESPECT AND COURTESY

Patients can expect to be treated with respect and courtesy regardless of rank, gender, colour, orientation, creed, class or ethnic origin.

WHAT WE ASK FROM YOU

Please afford mutual respect and courtesy to members of the Practice.

Please remember that junior staffs are following the instructions of the SMO and Practice Manager. If you are unhappy about any aspect of your treatment, please address your comments to senior staff.

We recognize that patients can sometimes be distressed by medical problems. However, we adopt a policy of zero tolerance of verbal or physical abuse.

RESUSCITATION POLICY

It is our policy to resuscitate personnel when clinically indicated.

SMOKING CESSATION CLINIC

If you would like guidance and support to give up smoking, as well as nicotine replacement therapy please book a double appointment with the Practice Nurse or HCA on Monday, Tuesday and Wednesday afternoons.

STAFF TRAINING

The training of junior members of staff can be greatly helped by their getting involved in consultations and treatment. If staff members under training are to be involved in your care you will be asked for your consent. Your co-operation would be greatly appreciated. However, if you have any doubts or reservations you can choose not to be involved in their training. This will not affect your treatment or care at the SMC in any way.

TELEPHONE CALLS TO THE SMC

We aim to answer all calls promptly and courteously. Staff will identify themselves to you by name and deal with your enquiry without delay.

TESTS AND RESULTS

When it is necessary to carry out tests we will undertake them promptly and advise you of when you can expect your results. We will write to you with the results of your tests and invite you to make an appointment if we need to discuss things further.

WHAT WE ASK FROM YOU

Please do not expect us to give results over the phone – this is intended to protect your confidentiality. If you do not receive results that you are expecting, please let us know so that we can find out what has happened.

TRANSPORT

The SMC has an ambulance that is primarily to provide emergency cover for the airfield. We may use it for other medical emergencies at our discretion.

Emergency transport to hospital will always be in an NHS ambulance.

Urgent transport can be by a patient's own car, taxi or, for entitled servicemen, MT may be arranged.

For servicemen, routine journeys to hospital are duty journeys; therefore, the appropriate approval for travel application should be submitted prior to travel.

Unfortunately, we do not have the facilities to arrange transport to hospital for dependants except in an emergency. (Please see also [HOME VISITS](#) on page 9)

WAITING TIMES

All the clinicians endeavour to run on time. Sometimes, though, delays are unavoidable.

Reception staff will inform you if there is a significant delay.

WHAT WE ASK FROM YOU

Please be on time for your appointment and remember to book in with reception when you arrive. Please be patient and understanding if delays occur.

If you are running late or unable to attend your appointment please try to phone and let us know. If you arrive late for your appointment we will do our best to see you as soon as possible but sometimes, if you are very late, this may not be possible and we will ask you to re-arrange the appointment. (Please see also [APPOINTMENTS](#) on page 7).

FS P HALL
PRACTICE MANAGER
SMC
95871 Ext 7048
01347 847048