

**healthwatch**

North East  
Lincolnshire

# GP Directory

## Quayside



## Opening Hours

Monday: 08:00-18:30

Tuesday: 08:00-18:30

Wednesday: 08:00-18:30

Thursday: 08:00-18:30

Friday: 08:00-18:30

## Extended Access

Evenings: 18:30-20:00

Weekends: 08:00-12:00

## Appointment Booking

To book or cancel appointments please call the practice and speak to the reception team. Alternatively you can use SystmOnline, which is an online system where you can manage your appointments, and view your records. For further information or to register, please speak to your Practice Reception Team.

## Enhanced Summary Care Records

The NHS *Summary Care Record* (SCR) is an electronic summary of key clinical information (including medicines, allergies and adverse reactions) about a patient, sourced from the GP record. It is used by authorised healthcare professionals, with the patient's consent, to support their care and treatment.

Fill in a consent form at your surgery so additional information can be added and you can decide what you would like healthcare professionals to see. It may be that you are a carer or have specific needs regarding your long term health condition.

For further help or information please visit your GP practice.

## Care Navigation

Receptionists and clerical staff are now trained to help patients by identifying the most appropriate place or health clinician for your care.

Care navigation is about getting you the right advice and the right service. This is often quicker than waiting to see the GP and staff may even be able to advise of another service which could see you straightaway. Working in this way helps to free up time for GPs to care for patients with complex or serious health conditions that can only be managed by the GP. More importantly though, it means people are first seen by the clinician that is best placed to manage their clinical problem.

## Services Available

The following services are offered by the practice, though some may require a referral from a GP and appointments may be made at an alternative surgery.

Please note that the following services all require an appointment.

- NHS Health Checks
  - Diabetes Clinics
  - Cervical Screening
- Minor Illnesses (EG skin rash)
  - Practice Nurse clinics
- Student counselling service (self-referral)
- Tuberculosis (TB) community clinic
  - Positive health clinics

## Polite Notice

If you have an appointment that you no longer require or can no longer attend. Please ensure that you can cancel it by contacting the practice or using SystemOnline, which is your Practice's online system.

Each missed appointment costs the NHS around £30 and missed appointments in our area cost the taxpayer a total of £121,980 per month.

More importantly, waiting times are being badly affected by 'no shows', meaning some people are unable to get an appointment due to people not cancelling when they should.



## Practice Contact Details

Telephone: 01472 722 000

Address: Quayside

Open Door Surgery

Albion Street

Grimsby

North East Lincolnshire

DN32 7DL

Website: [www.opendoorcare.co.uk](http://www.opendoorcare.co.uk)

## Further Information

If you require any further information on local health and social care services you can contact us in the following ways:

Call us on: 01472 361 459      Twitter & Facebook @HealthwatchNEL

Email us at: [enquiries@healthwatchnortheastlincolnshire.co.uk](mailto:enquiries@healthwatchnortheastlincolnshire.co.uk)

