

**healthwatch**

North East  
Lincolnshire

## **GP Directory**

# **The Roxton Practice Pilgrim Primary Care Centre Immingham**



## Opening Hours

Reception	Surgery
Monday: 08:00-18:30	Monday: 08:40-12:20/14:00-18:30
Tuesday: 08:00-18:30	Tuesday: 08:40-12:20/14:00-20:00
Wednesday: 08:00-18:30	Wednesday: 08:40-12:20/14:00-18:30
Thursday: 08:00-18:30	Thursday: 08:40-12:20/14:00-20:00
Friday: 08:00-18:30	Friday: 08:40-12:20/14:00-18:30

## Extended Access

Evenings: 18:30-20:00

Saturday: 09:00-12:00

Sunday: 09:00-12:00

Please note appointments may be offered at an alternative surgery

## 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.

- Mental health team
- Physiotherapy
- Baby Clinic
- Chronic disease management
- Family planning
- Well woman clinic
- Minor surgery
- Retinal screening (eye examination)
- Counselling Services
- Drug and alcohol services

## Online Consultation

The Practice also offers an online consultation service. You can save time and don't need to travel to the practice to receive medical advice. You can simply input your symptoms online and receive a response from the practice. Typically, you will receive a response the same day if your request is received between 06:30 and 14:00.

The online service also gives you access to the reliable self-help generic information portal 24 hours a day.

## Minor Injuries Unit

The Minor Injuries Unit is located at this practice. It is a walk in centre which provides emergency care for minor injuries to the local area. Please note you do NOT need to be a registered patient to use this service.

This service is open weekdays 09:00-16:00

## 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 SystmOnline, 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: 01469 572 058

Address: The Roxton Practice

Pilgrim Primary Care Centre

Pelham Road

Immingham

DN40 1JW

Website: [www.theroxtonpractice.nhs.uk](http://www.theroxtonpractice.nhs.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)

You can find this and our other directories on our website:

[www.healthwatchnortheastlincolnshire.co.uk](http://www.healthwatchnortheastlincolnshire.co.uk)