

## Millview Medical Centre

### Partners

#### **Dr R Shrouder MBBS (M)**

Dr Shrouder became a partner in April 2014  
He has a special interest in Drug Misuse

#### **Dr R Kasinathan MRCGP, MBBS, MRCP, MD (M)**

Dr Kasinathan became a partner in July 2020  
He has a special interest in Cardiology and Dermatology

### **Patient Confidentiality**

We respect your right to privacy and keep you information confidential and secure. This information is only available to those involved in your care. You have a right to know what information we hold about you. If you require a member of family or friend to make any enquiries about yourself, we require a signed agreement.

### **Complaints Procedure**

We aim to give a friendly and professional service to all of our patients. However, if you should have any concerns please let us know. Our reception staff and Practice Manager will be happy to help. In the majority of cases, concerns can be resolved quite easily. If you felt we have not dealt with issues you have raised, you may write to:

NHS England  
PO Box 16738  
Redditch B97 9PT  
Telephone: 0300 311 22 33

(Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: [NHS England Complaints Manager at england.contactus@nhs.net](mailto:NHS England Complaints Manager at england.contactus@nhs.net)



### **Heckington**

1 Sleaford Road, Heckington  
Sleaford  
Lincolnshire  
NG34 9QP

Appointments: 01529 460213  
Dispensary: 01529 461964



### **Sleaford**

29 Handley Street  
Sleaford  
Lincolnshire  
NG34 7TQ  
Appointments: 01529 305595

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



Online access to your healthcare with  
SystemOne  
Book and cancel appointments  
Request repeat medication  
Update your personal information

## Surgery Clinics

### **GPs & Nurse Practitioners**

All of our clinics are now booked via Ask My GP and will vary from Face to Face, Telephone Call or Video Consultation. Ask My GP is accessed via our website or by contacting one of reception team.

Please call by 11am to discuss a home visit.

### **Nurses**

Times will vary day-to-day our Nurses will:

- Change dressings.
- Suture removal
- Contraception Advice
- Monitor Diabetics Hypertension & Asthma
- Childhood Immunisation
- Travel Vaccinations
- Perform cervical smears
- Provide advice on weight-loss & smoking
- INR (Warfarin Clinic)

### **HCA**

We have 1 Healthcare assistant working across both sites who perform blood tests & support nurses clinics. Blood results will be available after 2 weeks, please phone the surgery after 2pm for results.

### **Minor Injuries**

If you sustain a minor injury such as burn, scald, minor cuts that may need stitching or a minor head injury, there is a walk in centre at Sleaford Medical Group (47 Boston Road, Sleaford, Tel. 01529 303301). The injury must have happened within 48 hours of attending.

### **Out of Hours Service**

Please call 111 who will advise on how to deal with your situation.

## Additional Services

### **Flu Clinic**

A seasonal clinic if you are eligible you can book an appointment in September for clinics during October-December.

### **District Nurses**

The District Nursing team assists with housebound & palliative care patients and liaises regularly with Doctors and Nurses at the Practice. To access the team please call 0300 123 4868

### **Midwife**

You can make midwifery appointments via the Community Midwives Office at Grantham Maternity Unit on 01476 464334. Appointments are held at the Sleaford Childrens Centre.

## Opening Hours

You can speak to a receptionist by telephone or attend in person during the following times:

### **Heckington**

Monday	08:00-18:30
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:30
Friday	08:00-18:30
Extended Hours	18:30-20.00 Mondays

### **Sleaford**

Monday	08:00-18:00
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-13:00 (Half Day)
Friday	08:00-18:00

### **To Register**

Registration forms can be collected from reception, to be completed along with allergy form, repeat medication form and returned with medical card if available. You will then be registered and notes from previous surgery requested. Following this you will be asked to make an appointment for a new patient check and a Doctor's appointment to initiate repeat medication.

### **Dispensary Heckington (08.30-13.00 & 14.00-17.30)**

To request repeat medication, you can either tick the boxes of the medicines required and post through the letter box or the box in front of the dispensary/reception at Sleaford, or order online via our website. Please ask at reception to register for this online service.

Please allow 72 hours for collection.

We are a 28 day prescribing Practice

For Urgent Medication queries out-of-hours, please ring NHS 111.