



Partners

Dr R Shrouder—3614576, MBChB 1992 (University of Leicester), MRCGP

Our Senior Partner, Dr Shrouder, is our Dispensary Lead, Safeguarding Lead, Learning Disability and Mental Health Lead. He has a special interest in Drug Misuse.

Dr P Kasinathan—5179969, MBBS 1990 (University of Madras), MRCGP

Dr Kasi became a partner in July 2020 and is our CQC Manager. He is also our Clinical Lead, Complaints Lead, Federation and PCN Lead and is also responsible for staff welfare. He has a special interest in Cardiology and Dermatology.

Dr A Revu—6047673, MBBS 2000 (NTR University of Health Sciences, Vijayawada)

Dr Revu became a partner in February 2022 and is our Minor Surgery Lead, Audit Lead and is also responsible for providing support for visiting Medical and Nursing students. He has a special interest in Emergency Medicine.

Clare Shrouder—9110094E, NMC Registered 1994

Clare is our Lead Practice Nurse and she manages all treatment room duties and is the Infection Prevention and Control Lead. She is also responsible for the day to day management of student nurses and apprentices and is also the Line Manager for Dispensary. She has a special interest in diabetes care.

Patient Confidentiality

We respect your right to privacy and keep your 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



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

Website: www.millviewmedicalcentre.co.uk

Millview Medical Centre



Heckington

1 Sleaford Road
Heckington
Lincolnshire
NG34 9QP

Tel : 01529 460213



Sleaford

29 Handley Street
Sleaford
Lincolnshire
NG34 7TQ

Tel : 01529 305595

Surgery Clinics

GPs & Nurse Practitioners

All of our clinics are now booked via Ask My GP and may vary from telephone consultations to face to face appointments. 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)

Health Care Assistants

We have 1 phlebotomist and 3 HCAs who support the practice at both sites with a range of skills from taking bloods, blood pressures and ECGs to changing dressings and healthchecks.

Blood results will be available after 2 weeks, please phone the surgery after 2pm for results.

Sleaford Medical Group Minor Injuries

If you sustain a minor injury such as a 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 clinic is open 08:30 – 20:00 Monday to Friday. The injury must have happened within 48 hours prior to attending.

Enhanced Access appointments outside of core hours available at SMG.

Saturday Cervical screening clinics—monthly at Sleaford.

Out of Hours Service

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

Additional Services

Minor Surgery

Dr AJ Revu performs minor surgery procedures for our patients.

Musculoskeletal Services

MSK Practitioner, Owais (Oz), provides specialist care for musculoskeletal conditions.

Mental Health Services

Senior MH Practitioner, Paul, provides specialist care involving Mental Health.

Clinical Pharmacist Services

Nikki and Amy provide specialist pharmaceutical advice.

Wellbeing Team

Registered General Nurse Alex leads the Wellbeing Team consisting of Health Care Support Worker, Paula and administrators, Ruth and Shelley .

Other Information

District Nurses

The Community Nursing Team assists with housebound & palliative care patients and liaises regularly with Doctors and Nurses at the Practice. To access the team please call 01522 307234

Midwife

You can make midwifery appointments via the Community Midwife Team Office at Grantham Maternity Unit on 01476 464334. Appointments are held at the Sleaford Childrens Centre, 3-4 Carre Street, Sleaford, NG34 7QT. Pregnancies are registered at www.betterbirth.lincolnshire.co.uk

To chase a referral made to Grantham, Lincoln or Boston please call the New Appointments Office : 01522 573200 and select Option 1.

To chase a referral made to Nottingham (City or QMC) please call the New Appointments Office : 01159 249942 and enter extension 65392.

Opening Hours

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

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 in full, 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. We accept patients living within the Practice Boundary agreed with NHS England.

Dispensary Heckington (Open 08.30—17.30)

We can not take requests over the telephone

Repeat prescription ordering can be done by dropping off your repeat slip at either site in the box provided, by post, on line through our website or on your downloaded NHS App.

Please allow 72 hours for collection.

We are a 28 day prescribing Practice

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