

## Drs Chalmers & Meier

# A guide to our services

### Contacting us

Drs Chalmers & Meier  
Weelsby View Health Centre  
Ladysmith Road  
GRIMSBY  
DN32 9SW  
Open from 8:00am – 6:30pm  
Monday – Friday  
Tel: **01472 255166**  
Fax: 01472 255165  
**(please see inside for consulting times)**

### Evenings & Weekends

For urgent advice and treatment between 6:30pm – 8:00am, call Grimsby Area Primary Care Emergency Centre on **01472 256256**.

### Other local NHS services

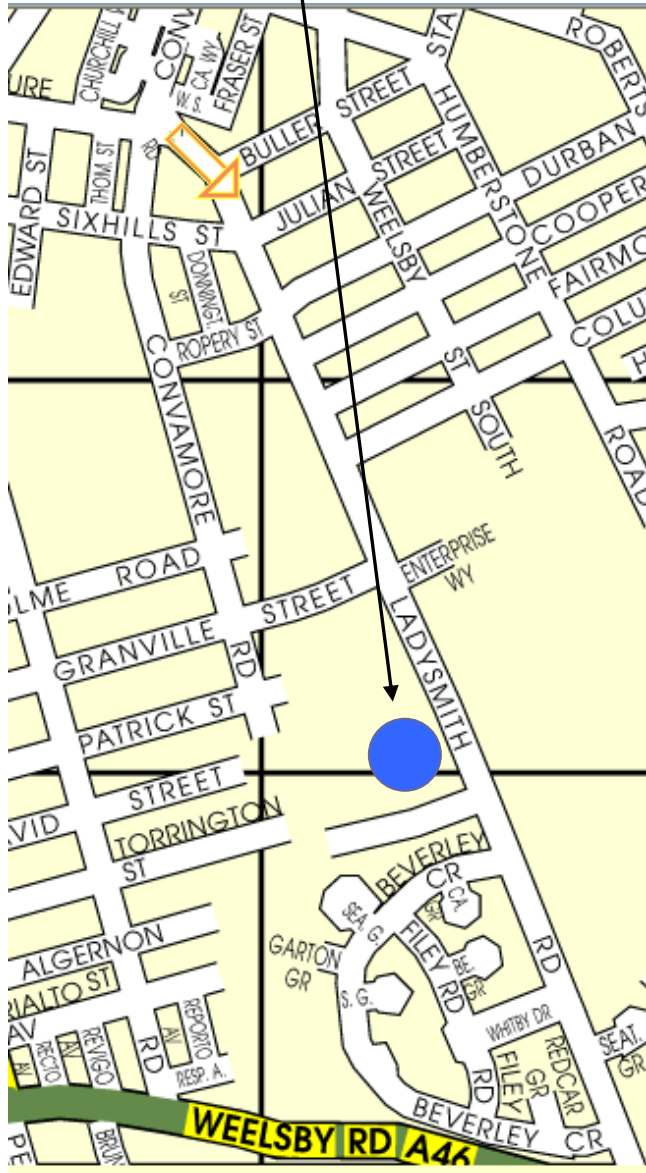
- Call NHS **111** for free expert NHS advice and information, 24 hours a day. Or go to [www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx)
- Your local pharmacist will be able to give you free health advice and you don't need an appointment.
- Your local CCG is responsible for ensuring you get all the services you need. For details call **0300 3000 400**

Open 8:00am – 6:30pm Monday to Friday  
Telephone: 01472 255166  
[www.drschalmersandmeier.me.uk](http://www.drschalmersandmeier.me.uk)  
Evenings and Weekends **01472 256256**

This Practice is within the North East  
Lincolnshire Clinical Commissioning Group area

**NHS**

## Weelsby View Health Centre is to the right of Lidl Supermarket on Ladysmith Rd



### Patients with particular needs

Our surgery is accessible to patients using wheelchairs from both the rear and the front of the building. We also have an in-house wheelchair for those patients with motorised scooters, for use within the surgery. Please ask for details.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English.

### Patient Confidentiality

We respect your right to privacy and keep all of your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatments so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved with your care.

**Patients Rights and Responsibilities** - The practice will strive to maintain and improve the range and quality of service provided to our patients and treat patients as individuals showing courtesy and respect at all times. All members of staff will work to strict guidelines and be aware of the boundaries within which they must operate. Patients will receive the care most appropriate to their needs from suitably qualified people. No care or treatment will be given without the patient's informed consent. We will endeavour to keep waiting times to a minimum, patients will be kept informed of the services offered by the practice through practice leaflets and patients newsletters.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similar way. If you are unable to keep an appointment, please let us know immediately to allow us to give this time to another patient. The Practice of Drs Chalmers & Meier will not tolerate any threatening, abusive or violent behaviour against any of our staff. We reserve the right to remove patients behaving in such a manner, from our list of patients.

## Your CCG

The area served by The Practice of Drs Chalmers & Meier is in the district covered by North East Lincolnshire CCG.

North East Lincolnshire CCG is responsible for ensuring you get all the services you need. For details of all Primary Care services in the area, look at your CCG Guide to Primary Care Services at [www.northeastlincolnshireccg.nhs.uk](http://www.northeastlincolnshireccg.nhs.uk) or get the information you need at [www.nhs.uk](http://www.nhs.uk)

The CCG also produces "Your Guide to Local Health Services".

### **To Contact your local CCG:**

North East Lincolnshire Clinical Commissioning Group  
Athena, Saxon Court. Gilbey Road, Grimsby,  
DN31 2UJ

Telephone: 0300 3000 400  
[www.northeastlincolnshireccg.nhs.uk](http://www.northeastlincolnshireccg.nhs.uk)

### **PALS Contact number:**

Tel: 0300 3000 500

[NELCCG.ASKUS@NHS.NET](mailto:NELCCG.ASKUS@NHS.NET)

## Other information

### **Complaints**

The Practice of Drs Chalmers & Meier aim to give a friendly and professional service to all our patients.

However, if you have any concerns about any aspect of your care, please let us know.

You can speak to whomever you feel most comfortable – your GP, our Practice Manager or our Reception staff will be happy to help.

More often than not, concerns can be resolved quite easily within the Practice. However, if you do not feel that is the case, you can contact the Complaints Manager at your local CCG (address on the left).

The CCG also operates a Patient Advice and Liaison Service (PALS), which can often help resolve any problems before they become a formal complaint. To contact the PALS officer adjacent details.

## Welcome

The Practice of Drs Chalmers & Meier serves the Hainton & Heneage area of North East Lincolnshire and the surrounding villages.

Our team consist of two GPs, three Practice Nurses, one Health Care Assistant as well as our Practice Manager and reception/clerical staff. We offer a full general practice service and run specialist clinics for pregnant women, chronic diseases including heart disease & diabetes and for patients requiring minor surgery.

At The Practice of Drs Chalmers & Meier we aim to treat all of our patients promptly, courteously and in complete confidence.

This leaflet is designed for existing patients but also for those considering registering with us. It tells you about our services, how to access them and some general information about how our Practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception or downloadable on the internet.

## Services we provide

Apart from the general medical services you would expect to receive, we also provide the following services:

### Family Planning & Teenage Drop-in

We have dedicated nurses delivering contraceptive advice. We offer contraceptive service including post-coital contraception & provision of condoms. We also offer a confidential sexual health service for young people.

### Ante-Natal Care

This clinic is run by midwives. If you become pregnant you will be given an appointment at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at Weelsby View Health Centre or at the local hospital.

## Child Health & Immunisation

These clinics are run by our Practice nurses. All new babies are invited for regular check-ups from eight weeks old. These clinics are run from Weelsby View Health Centre

## Minor Surgery

The surgery carries out a range of minor procedures, following assessment by your doctor. Please ask for details.

## Five-Yearly NHS Health Checks

General health examinations are offered to patients aged 40 - 74.

## Your Local Pharmacist

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Please call NHS **111**.

## NHS 111

NHS Direct offers free expert health information and advice 24-hours a day on **111** or at their website, [www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx) which offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on **111**. If English is not your preferred language, you can choose to use a confidential translation service.

## Accident & Emergency

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**

## Other local NHS Services

As well as our practice, there are many other local NHS services you can contact for health advice, information and treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol & aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Indigestion remedy (e.g. antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (e.g. calamine)
- Tweezers & sharp scissors
- Plasters, cotton wool, elastic bandages and dressings.

### Remember

- **Keep the medicine chest in a secure, locked place out of reach of small children.**
- **Always read the instructions and use the suggested dose.**
- **Watch expiry dates – don't keep or use medicines past their sell-by date.**

## Repeat Prescriptions

Please use the counterfoil provided on the reverse of your prescription to order your repeat medication:

In person – Using the counterfoil.

By Post – Send us your completed counterfoil and you could arrange for your local Pharmacy to collect or send a stamped addressed envelope and we will post your prescription back to you.

Local Pharmacy – Most local Pharmacies will arrange, process and deliver your repeat prescription for you.

Prescriptions Online – If you have access to the internet at home or at work you can now order your repeat prescription online.

Please allow 48 hours (2 working days) for processing of repeat prescriptions

## Appointments

The Practice operates an appointment system for GPs during surgery hours.

Every effort will be made to allow you to see your GP of choice, however, during holiday periods you will be offered an appointment to see another.

Our Practice Nurses operate an appointment system during surgery hours. Just ask one of our receptionists for an appointment. Remember you can always see a nurse for dressings, suture removal, holiday vaccinations, injections, contraception advice and medication reviews.

## Home Visits

All home visits are based on clinical need. This will be assessed by a phone call to the patient and a home visit will be made if deemed appropriate.

Please note the following **does not** guarantee a home visit: age, lack of transport, time of day or residents of nursing/residential home. If you require a home visit, please ensure that you telephone the practice **before 10.00am**.

## Surgery Opening Times

A GP is available from 8:00am – 6:30pm Monday to Friday, either via telephone or at the Practice - call 01472 255166 should you need to speak to a GP.

## Consulting Times – GPs

Monday	8:00 – 11:30	4:00 – 6:30
Tuesday	8:00 – 11:30	4:00 – 6:30
Wednesday	8:00 – 11:30	4:00 – 6:30
Thursday	8:00 – 11:30	GP on call
Friday	8:00 – 11:30	4:00 – 6:30

A number of appointments are available outside of these times for patients not able to attend during normal working hours, please ask Reception for details.

Please be aware that any **samples** need to be delivered to the surgery weekdays before **4:00pm**.

## Out of Hours

The Practice is part of the Grimsby Area Primary Care Emergency Centre. If you require urgent advice or treatment between 6:30pm – 8:00am, please call the Emergency Centre on **01472 256256** or telephone the surgery number 01472 255166, where you will hear a recorded message giving details of when and how to contact a GP.

## Our Team

### Dr. Iain Chalmers MBChB 1986 (Edinburgh)

Dr Chalmers is originally from Edinburgh, where he commenced his medical training. He subsequently moved to Hull where he trained in anaesthetics. Dr Chalmers joined the Grimsby Vocational Training Scheme to train as a General Practitioner in 1989 and joined the Practice in 1992.

### Dr. Valentijn Meier Artsexamen 1984 (Free University, Amsterdam)

Dr Meier was born in Holland and studied medicine in Amsterdam until 1984. He moved to England in 1990 where he became a locum doctor. Dr Meier began his G.P. training with the Grimsby Vocational Training Scheme from 1991 to 1994 and joined the Practice in 1999.

### Our Nursing Team

- Tracy
- Michelle
- Ros
- Trish – Health Care Assistant

Our highly qualified nurses deal with a range of conditions and health concerns. They are skilled in many areas of chronic disease management such as diabetes, heart disease and asthma.

### Practice Manager

The Practice Manager and Practice Secretary will be able to help you with any administrative problems you may have with the way our practice operates.

### Reception Staff

Reception are here to help you. They answer the telephone, deal with enquiries and take repeat prescriptions. Their job is very demanding so please be patient.