

Practices, opening times and contact details



Granta Sawston

Sawston Medical Centre, London Road, Sawston, Cambridge CB22 3HU

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:00 - 20:00	08:00 - 18:00	08:00 - 20:00	08:00 - 18:00	08:00 - 18:00	09:00 - 17:00*	Closed

Tel: 0300 234 5555, option 2 *open for pre-booked appointments only, phone lines closed

Granta Linton

Linton Health Centre, Coles Lane, Linton, Cambridge CB21 4JS

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:00 - 18:00	08:00 - 20:00	08:00 - 18:00	08:00 - 18:00	08:00 - 20:00	Closed	Closed

Tel: 0300 234 5555, option 3

Granta Barley

Barley Surgery, High Street, Barley, Hertfordshire SG8 8HY

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:30 - 20:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	Closed	Closed

Tel: 0300 234 5555, option 4

Granta Market Hill

Market Hill Surgery, Market Hill, Royston, Hertfordshire SG8 9JN

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	Closed	Closed

Tel: 0300 234 5555, option 5

Granta Shelford

Shelford Health Centre Ashen Green, Great Shelford, Cambridge CB22 5FY

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 20:00	08:00 - 18:00	Closed	Closed

Tel: 0300 234 5555, option 6

Granta Royston

Royston Health Centre, Melbourn Street, Royston, SG8 7BS

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
08:00 - 18:00	08:00 - 18:00	08:00 - 20:00	08:00 - 18:00	08:00 - 18:00	Closed	Closed

Tel: 0300 234 5555, option 7

GRANTA Medical Practices



WELCOME

TO GRANTA MEDICAL PRACTICES



V.1 published May 2024

Introduction

Navigating a GP practice can be complex and so we hope that this leaflet will help to explain the services that we can offer and how we will manage your care.

Granta Medical Practices (GMP) aim to provide the care we would want for our families, and we are proud to be one of a select few practices nationally to hold a CQC "Outstanding" rating over sequential inspection cycles.

GMP is a group of locally owned GP surgeries who are aiming to provide traditional General Practice (GP) services whilst benefiting from the resources and advantages of a larger organisation. This allows us to provide innovative solutions to ongoing care and introduce extra services above and beyond what is normally offered in a General Practice setting.

New Patient Registration at Granta Medical Practices

New patient registration can take up to 14 working days. If you take repeat medication please ensure that you obtain enough from your previous surgery to cover you whilst your registration is processed.

- To register, please complete our registration forms online at www.grantamedicalpractices.co.uk or call in to one of our surgeries to pick up a registration pack.
- If there is any key medical information we should know about or if you were being investigated previously for something that hasn't reached a conclusion, do please let us know.
- If you would like online access ask a member of our reception team and you will receive an online access pass code which will allow you to access your health care information via SystmOne and the NHS App.

Online access will also allow you to book and manage appointments, see test results and order repeat medication.

Do not worry though if you prefer not to or cannot use online services as our reception teams are happy to help you with any queries.

- If your previous GP surgery's IT system is compatible with ours then your notes will be electronically transferred from your old surgery within a 14-day period. If not, your paper notes will be sent to us but this could take up to 6 weeks.
- Once registered, all patients are welcome to book in for a new patient check on registration. However, we would only initiate this if you are on at least 4 medications or have a long term medical condition that needs ongoing monitoring. Please write to us if you would like one.

- When registered, you will be assigned a "GP", who will be given the responsibility of overseeing your care and you will be informed who this is. However you can and may see any clinician at any time. We will always try to facilitate you seeing the same clinician for an ongoing problem, unless a specialist within the practice would be more

suitable, including any of our wider clinical team.

N.B. Regular site-specific meetings are held on a weekly basis giving the local clinical teams time to discuss their patients and to highlight any complex cases, as a reassurance to aid continuity, given the scale of the team.

You can contact us



By telephone

Dial 0300 234 5555, and

- Choose option 2 for Granta Sawston
- Choose option 3 for Granta Linton
- Choose option 4 for Granta Barley
- Choose option 5 for Granta Market Hill
- Choose option 6 for Granta Shelford
- Choose option 7 for Granta Royston



Online

You can contact us:

- Via our website www.grantamedicalpractices.co.uk/contact-us
- Via Accurx Patient Triage
- Via the NHS App



In person

Call in to any of our surgeries and speak to a receptionist. All of our addresses can be found at the end of this brochure.

Or find us on



- Instagram
- X (formerly Twitter)
- Facebook



Appointments

We offer:

- Urgent on-the-day in-person appointments
- Telephone appointments
- Routine in-person appointments
- Online consultation appointments

Continuity

Routine appointments are available 4 to 6 weeks in advance, with some being pre-bookable via our reception teams and online.

We offer a mix of in-person and telephone appointments. If your appointment starts with a telephone call then, together with the clinician, it can be decided if an in-person appointment will be the appropriate next step. Direct in-person appointments are also available each day with the clinical team.

We value both Continuity of Care and Ease of Access, with the relative importance of each differing from patient to patient. We aim to match your chosen priority, but recognise the mutual long term benefit of continuity of care, as well as the need to prioritise access for those with the most urgent clinical need. Granta patients are free to initiate an episode of care with any clinician of their choosing.

Continuity of care will be offered to any Granta patient who is frail, vulnerable, or has complex medical needs. Where possible, appointments will be made with your "registered GP" who plays an active role in your care. Acute care can (and may be) provided by other clinicians, but your registered GP will

have oversight of co-ordination of care and broader decisions.

Continuity of care will be offered to all other Granta patients, where the consulting clinician who is managing your new problem will then "own" this problem until completion or onward referral.

Booking an Appointment

Appointments may be made by telephone, online or in-person.

New routine appointments are released daily at 8am and at 2pm to allow for regular availability.

The most commonly used method is by telephone. We operate a centralised system using a ring back option during our busiest times. When ringing you will be asked if you feel your medical problem is **urgent for that day**.

The reception teams have clear criteria as to what can be put straight onto a clinician's urgent list. However, if they or you are not sure, they can take your details and discuss your concerns with the clinical team quickly and then feed back to you, usually within about 30 minutes.

Please do help our reception team by providing as much information as possible. Any information is treated as

confidential and will only be used for triage purposes.

If your problem is not urgent, you may be offered a **routine GP appointment**. A number of other alternative appointment types may also be recommended, such as a long term conditions appointment or an appointment with one of our specialist team.

When ringing for a routine appointment, you will be asked if there is a particular clinician you would like to see, either for continuity of your presenting problem or continuity of overall care.

If you ring and there are no appointments available our reception team may send you a text message containing a link that allows you to check for new appointments online.

Alternatively, you may wish to use our online consultation tool Accurx Patient Triage, a link to which can be found via our website. We ask that you do not send urgent issues via this method as it can take up to 72 hours for a clinician to respond.

N.B. If there are ever extreme or unprecedented circumstances where all of our surgeries are at capacity, you will be directed to an alternative service or appropriate support.

Referrals

If you should require an onward referral to a specialist, your GP will complete the relevant documentation and this will be sent electronically to the appropriate specialist.

We are not directly linked to local hospital systems so we will not be able to see where you are on any waiting lists. We therefore ask that you contact the appointments team at the relevant hospital or use **My Planned Care** (<https://www.myplannedcare.nhs.uk/>) to find out current waiting list times.



Team Granta

General Practice is changing and there are very many more allied health professionals involved in patient care, which collectively are called a multi-disciplinary team (MDT). This allows for more streamlined and specialist interactions with the team but does move away from the historical model of everything being done by the GP.

Advanced Nurse Practitioners (ANPs):

These are very advanced and skilled nurses who have generally taken on a specialist interest such as Diabetes, Asthma, or COPD. ANPs are able to prescribe, plus see and treat a number of minor illnesses and injuries and often work as part of the duty team.

Clinical Pharmacists & Pharmacy Technicians:

Pharmacy-trained clinicians are able to manage any clinical queries about medications and interactions, whilst also supporting medication reviews, updates, monitoring and safety.

Health Care Assistants (HCAs):

HCAs can carry out a number of practice investigations such as blood tests, ECGs, blood pressures, long term condition investigations, and dressings. They help process samples dropped into the surgery and also support the nursing team.

Phlebotomists:

Phlebotomists carry out venepuncture (blood taking), but do not take blood pressures or process samples.

Practice Nurses: These are very much involved with the ongoing management of patients with long term conditions (LTC) who require regular reviews. Other nurse duties include physical examinations, health promotion and smoking cessation, treatment and management of minor injuries, blood pressure monitoring, complex dressings, ear irrigation, ear microsuction, health checks, and family planning.

Primary Care Paramedics (PCPs):

PCPs are paramedic-trained and visit our housebound patients who need to be seen from 8am to 6pm every week day. They are skilled in acute illness and elderly/chronic disease management and also follow up patients with long term medical conditions in their home if they are housebound. They may also be part of the urgent on the day duty team, managing minor illnesses and injuries. Some PCPs are able to prescribe as well.

Social Navigators, Care Navigators & Wellbeing Coaches:

This team supports our patients with social and community needs and can signpost them towards appropriate services. If there is a clear, unmet community need then they may look to form a service around this. See later in this booklet under Granta Wellbeing Hub.

Management Team: Rather than having the traditional Practice Manager, we have a team of managers who specialise in the different areas of practice management - Operations, Patient Services, HR, IT, Nursing, Finance and Facilities. This management team is led by Granta's Chief Executive Officer (CEO).

If you cannot get to our surgeries:



Home Visits

If you are housebound, then one of our specially trained PCPs can come out and see you. Visits by PCPs allow regular continuity of in-person assessment if required.

These clinicians are site-based and so work within their site teams to maintain continuity. However, at times they may cross-cover, but they will always discuss with the local team should there be any ongoing care or information needed. The home visiting service is from 8.00 am to 6.00 pm Monday to Friday. All home visit requests will be triaged to allow for the most appropriate action to be taken, and we request that you contact us as early as possible in the day to allow for the planning.

Visits may be for urgent care or to provide management, investigations or ongoing care to our housebound / care home patients with Long Term Medical Conditions (LTC).



Palliative Care

As a palliative patient your medical notes will be marked clearly so that you are prioritised when contacting us. We will always try to get you seen by your registered GP. However, if this is not possible, then the Duty GP for the day will manage any urgent problems you may have and will then let your registered GP know.

You may also be visited by one of our PCPs who will update your registered GP.

Palliative care meetings (GSF*) are held every 4 to 6 weeks with the surgery teams, community and palliative care services, district nurses and social navigators to make sure everyone involved in your care has an understanding of your needs.



*The Gold Standards Framework (GSF) is a registered charity and has been the UK's leading training provider for generalist frontline staff in caring for people in the last years of life for over 25 years. GSF is a practical and evidence-based end of life care improvement programme.

We aim to be as accessible as possible

If you feel we are not doing something that you think could be helpful please do let us know. You can do this by sending us a letter, an email, or feel free to pop into one of our surgeries, and speak to a member of our reception team.



If you are hearing impaired

If you are hearing impaired you are welcome to email our surgeries directly:

Granta Sawston:

cpicb.sawstonreception.gmp@nhs.net

Granta Linton:

cpicb.lintonreception.gmp@nhs.net

Granta Barley / Market Hill:

cpicb.barleyreception.gmp@nhs.net

Granta Shelford:

cpicb.shelfordreception.gmp@nhs.net

Granta Royston Health Centre:

cpicb.roystonreception.gmp@nhs.net

Hearing Loop systems are available at Granta Sawston, Granta Shelford, and Granta Royston Health Centre.



If you are visually impaired

Please do not hesitate to ask a member of staff for assistance – they will be happy to help you.



If you are physically impaired

All Granta surgeries have electric front doors / doorbells to attract attention and we can supply wheelchairs if required. In Granta Sawston we have a lift to the first floor consultation rooms.



We are Dementia Aware

The Granta team are trained to support dementia patients and their families. Please speak to a member of our reception team if you would like assistance.



We can offer translation services

Translation services are available on request via reception, both for patients and clinicians.



LGBTQ+

GMP supports everyone, regardless of gender identity or sexual orientation. We strive to ensure that **all** of our patients have a positive and quality experience.



Armed Forces veteran friendly accredited GP practice

We can offer extra support for ex-military personnel who may face additional challenges when they return to civilian life.



We offer a range of services and clinics



Granta Wellbeing Hub

Members of the Wellbeing team are known as Social Navigators, Social Prescribers and Care Navigators. The Wellbeing Hub can help if you...

- feel isolated and / or lonely, or
- need support to manage different long-term health conditions or multiple illnesses, or
- have money or housing problems, or
- wish to be more active or lose some weight, or
- care for someone with long-term health conditions

You can contact the Wellbeing Hub by:

- Telephone - 01223 627745
 - Email - cpicb.wellbeingteam.gmp@nhs.net
 - By post - c/o Granta Shelford Health Centre
- Further information about the Wellbeing Hub can be found on our website www.grantamedicalpractices.co.uk/granta-wellbeing-service/



Long Term Conditions (LTC)

The Long Term Conditions service covers a defined range of chronic conditions that require monitoring and annual review. These include conditions such as asthma, diabetes and high blood pressure.

GMP will aim to review your long term condition in the month of your birthday. In the first instance, you will receive an invitation to come in for blood tests or other tests. You will also be asked to complete a health questionnaire.

Following on from this, a clinician with appropriate expertise will review your results, update your medications if necessary and alert you if any further actions are required.

If at any time your repeat prescription has reached review date, please continue to request it in the normal way. If you order your repeat medication online and have any issues, please use the "custom note" box to send us further information.



Neurology Consultant

Granta has a direct link with the Neurology department at Addenbrookes. This allows for rapid responses to questions or concerns, appropriate diagnostic tests and outpatient appointments to be arranged with the most appropriate clinician, with everyone knowing the next step, generally within 2 weeks.



Psychiatry Consultant

We have an in-house Consultant Psychiatrist, who is based at Granta Shelford. This gives our clinicians direct access with any concerns or questions they may have about our patients. Appointments are also available to book by our patients via our reception teams.



Mental Health First Contact Practitioner

We have our own in-house mental health worker based at Granta Shelford, to help with mild to moderate issues. These appointments are bookable via our reception teams.



First Contact Physiotherapy (FCP)

We have our own in-house Physiotherapists who are part of the team and are happy to see patients with musculoskeletal symptoms. This service is directly bookable via our reception team. If the physiotherapist has any concerns or questions then they will speak directly to one of the Granta clinicians.



Clinical Pharmacy Team

GMP has a team of Clinical Pharmacists who can help with the management of clinical queries regarding medications, their actions, side effects and interactions.

Medication changes requested by hospitals, specialist consultants and discharge summaries will be updated **once we have received and processed the appropriate paperwork.**



Advanced Menopause Service

Granta has two advanced menopause specialists who are qualified to advise colleagues and manage complex menopause needs, whilst also facilitating group consultations and menopause cafés. Please speak to reception for further details.



Group Consultations

We offer a number of Group Consultations. These are clinics run remotely or in person to bring together a group of people with a similar diagnosis to take part in group discussions, learning from the clinicians but also from each other. We are currently running Group Consultations in Menopause, Diabetes and Pre Diabetes. To participate please contact a member of our reception team.



Granta Dispensing & Pharmacy Services

Granta Sawston Dispensary and Granta Pharmacy are co-located by the entrance to our Sawston site. Our in-house Pharmacist is available to provide a range of pharmacy services (see page 12) and also offers sale of over-the-counter medications and other products, as a choice of pharmacy.

All our dispensaries, including those at Linton, Barley and Royston Health Centre offer dispensing of prescribed medication to those who live **further than 1 mile (1.6 km) from their nearest pharmacy.**



Medication home delivery

If needed, we can offer a home medication delivery service within 24hrs of request for urgent medications or you can prebook routine deliveries. For further information please email cpcib.grantadisensing.gmp@nhs.net.



24/7 automated prescription collection points

We have automated "click and collect" medication points at Granta Sawston, Granta Linton and Granta Shelford. You can pick your medication up 24/7, day or night, weekends and bank holidays. For further information and to sign up please email cpcib.grantadisensing.gmp@nhs.net



Other allied services that you may be offered

Community Pharmacy Consultation Service (CPCS)

A number of pharmacies now offer an extended service where they can review and treat a number of minor illnesses and ailments. You may contact your local Pharmacy or our reception team can arrange referral for you. Your reception team may also signpost you to CPCS in the first instance as conditions treated include:

- acne, spots and pimples
- allergic reactions
- ankle or foot pain or swelling
- arm pain or swelling
- athlete's foot
- bites or stings, insect or spider
- blisters
- cold or flu
- constipation
- cough
- diarrhoea
- earache, ear discharge or ear wax
- eye, red or irritable
- eye, sticky or watery
- hair loss
- headache
- hip, thigh or buttock pain or swelling
- knee or lower leg pain or swelling
- lower back pain
- lower limb pain or swelling
- mouth ulcers
- rectal pain, swelling, lump or itch

- shoulder pain
- skin, rash
- sleep difficulties
- sore throat and hoarse voice
- tiredness (fatigue)
- toe pain or swelling
- vaginal discharge
- vaginal itch or soreness
- vomiting
- wound problems – management of dressings
- wrist, hand or finger pain or swelling

Pharmacy First

Additionally, pharmacists may also be able to offer treatment and some prescription medicines for some conditions, without you needing to see your GP. This is called Pharmacy First. Conditions they can treat as part of Pharmacy First are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or uti's (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment, or refer you to your GP. They will then update your GP health record.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see your GP for treatment.

Minor Eye Conditions Service (MECS)

If you contact us with an eye problem our reception team may signpost you to the Minor Eye Conditions Service (MECS). This team of local specially trained optometrists treat non-emergency eye conditions that do not need hospital attention.

Conditions that can be seen by this service include:

- acute* red eyes
- acute* irritated or inflamed eyes
- sticky discharge or acute* watery eyes
- ingrowing eyelashes
- foreign bodies in the eye (urgent cases will be redirected to A&E if treatment is required in under 24 hours)
- recently occurring flashes or floaters

*An acute condition is one with a sudden onset. If you have had the condition for many weeks/months it is called a chronic condition and you should discuss this with your regular Optometrist or GP, in the first instance. Please note this is NOT a standard sight test.

Children under 16 years of age will not be seen in the MEC service and should be seen by your GP.

You will need to contact one of the accredited optometry practices (opticians) offering the MEC service to make an appointment – be sure to

mention that you want an appointment with the MEC service rather than just regular sight examination.

Appointments are available during normal working hours with some practices also offering appointments at weekends.

For further information about MECS please visit <https://www.cpics.org.uk/local-services/>



We also offer a number of specialist services, including:

- advanced menopause services
- catheter replacement and blocked catheter management
- complex leg dressings and dopplers
- dermatology experts
- diabetes experts
- ENT experts
- ear microsuction service
- family planning (including contraception, coils and implants)
- minor surgery (including cryotherapy)
- musculoskeletal experts (including joint injections)
- paediatric experts
- respiratory experts in asthma and COPD
- travel clinic
- vasectomy
- women's health clinicians



Practice news is communicated with our patients and our community via:

- website: www.grantamedicalpractices.co.uk/contact-us/
- facebook: granta medical practices
- instagram: granta_medical_practices
- x: @medicalgranta
- newsletters in parish magazines
- live monitors in all waiting rooms

You can communicate with us via:

- "you said, we did" feedback cards - available in all waiting rooms
- the NHS Friends & Family Test - paper copies can be found in our waiting rooms or you can complete this online (for further information please visit <https://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/>)
- patient surveys - paper and electronic
- via our dedicated patient services department by post or cpicb.grantapatientsservices@nhs.net



We are proud to be involved in research and you may be invited to take part in a study. Alternatively, you can ask your doctor or nurse if there's a study suitable for you.



Have your say!

Granta Medical Practices has an active Patient Participation Group (PPG). The overall aim of our PPG is to develop a positive and constructive relationship between GMP and the community of patients it serves, ensuring GMP remains accountable and responsive to all its patients' needs. It is an independent, voluntary, patient-focused voice, representing the views of the patients of GMP, with specific reference to health and social care matters that influence the strategic planning of GMP, ensuring delivery of the highest standards of medical care with the patient as central to each consultation.

We would like our group to reflect the diversity of our patients with all ages, ethnic groups and sexes represented. You will be invited to attend our quarterly meetings, but you do not have to attend as we can email agendas, minutes, newsletters and any other information we would like to share with you. For those patients without access to computers we are very happy to liaise by post with you.

For further information, Terms of Reference and previous minutes please visit our website

www.grantamedicalpractices.co.uk

Comments, Compliments and Complaints

We strive to offer the best possible treatment and care. We welcome comments and suggestions for improving our services. However, if you have a complaint or concern about the service you have received from any member of staff working for Granta, please let us know as soon as possible. We operate a practice complaints procedure as part of a NHS system for dealing with complaints.

If you have any comments, compliments or complaints, please contact our dedicated Patient Services department, cpicb.grantapatientsservices@nhs.net or in writing to GMP, Sawston Medical Centre, London Road, Sawston CB22 3BJ. For further information about our complaints services please visit our website www.grantamedicalpractices.co.uk

