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**6. Patient Responsibilities**

* Appointment Attendance
* Punctuality: Arrive on time for scheduled appointments. If you are unable to attend, please provide adequate notice so that appointments can be offered to other patients in need.
* Up-to-Date Information: Ensure the practice has your current contact details (address, phone number, and email if applicable).
* Respectful Behaviour:
* Conduct: Treat all practice staff and fellow patients with courtesy and respect. Physical or verbal abuse will not be tolerated.
* Shared Space: Help maintain a calm and safe environment for everyone attending the practice.
* Accurate Health Information
* Honest Disclosure: Provide complete and accurate information about your health, any medications you are taking, and any other treatments or services you receive.

**Additional Support**

* Carers, Vulnerable Patients, and Special Requirements
* Inclusive Care: Practice will make reasonable adjustments to ensure equitable access for all patients, including those with disabilities or complex health and social care needs.
* Carers: If you are a carer (or have a carer), you can request additional information and support.

**With these rights come responsibilities and for the patients this means:**

• Courtesy to the staff always – remember they are working under doctors’ orders

• Responding in a positive way to questions asked by the reception staff

• To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!

• An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available

• Patients should make every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience

• When patients are asked to give 2 working days for repeat prescriptions, please give us this time as it is to allow for accurate prescribing

• To inform the practice of any changes in personal circumstances, i.e. address, telephone number etc.

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**Patients’ Charter**

**Ancora Medical Practice**

**3. Patient Involvement**

* Shared decision-Making
* Informed Choices: You can expect clear information about your diagnosis treatment options, and any associated risks and benefits, so that you can make informed decisions in partnership with your healthcare professional.
* Personalised Care: Your values and preferences will be respected and your care plan will be tailored to your individual needs whenever possible.

**4. Communication and Information**

* Clear Communication
* Test Results and Referrals: You will receive timely updates on test results, referrals, and any necessary follow-up actions.
* Accessible Language: Information will be provided in a way that is easy to understand, where needed, additional support (such as interpretation services) will be made available.
* Access to Records
* Medical Records: You have the right to access your GP health records, including electronic viewing of test results and care plans, in line with NHS guidelines.

**5. Feedback, Complaints and Redress**

* Feedback Mechanisms
* Constructive Input: Your practice will invite and welcome feedback (positive or negative) on the service you receive. Details on how to provide feedback will be clearly displayed and easily accessible.
* Complaints Procedure: If you are dissatisfied with any aspect of your care, the practice will explain how to make a formal complaint and steps that will be taken to address your concerns.
* Escalation of Concerns
* Practice Director: In the first instance, raise any unresolved issues with the Practice Director.
* Further Action: If concerns remain unresolved, you have the right to escalate them to your local Integrated Care Board (ICB) within the Integrated Care System (ICS), or ultimately to the Parliamentary and Health Service Ombudsman.

**ALL MEMBERS OF THE SURGERY PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENTS’ REQUIREMENTS**

**Practice Leaflet**

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

**Surgery Premises**

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

**1. Access to services**

* Appointment availability
* Online Consultation Hours: From 1st October 2025, you can request non-urgent appointments, medications and administrative assistance via online consultation tools between 8:00am to 6:30pm (core hours).
* Flexible Booking: You continue to have a range of booking options (by phone, in person, and online) and, where feasible, appointments at times that accommodate work and personal commitments.
* Urgent and Routine Care
* Timely Response: Urgent clinical matters will be triaged and managed appropriately. Routine appointments will be handled in a timely manner.
* Alternative Provision: Where demand is high, you may be offered services by other appropriate healthcare professionals within or linked to the practice (such as advanced nurse practitioners or pharmacists).

**2. Continuity of Care**

* Named GP or Healthcare Professional
* Consistent Consultations: For those patients who benefit from continuity of care (for example, those with long-term conditions or complex issues), the practice will strive to ensure you see the same GP, ot healthcare professional regularly.
* Clear Coordination: Your named GP, or an identified lead clinician, will coordinate your ongoing care, offering your great consistency and familiarity