



working together to improve your health

Marisco Medical Practice

T: 01507 473 483

www.mariscomedicalpractice.com

Patient Handbook

T: 01507 473483

www.mariscomedicalpractice.com



Working with you

Marisco Medical Practice



The Practice operates from two sites:

Mablethorpe Surgery

Stanley Avenue
Mablethorpe
Lincolnshire
LN12 1DP

Sutton-on-Sea Surgery

The Broadway
Sutton-on-Sea
Lincolnshire
LN12 2JN

T: 01507 473483

www.mariscomedicalpractice.com



Working with you



Contents

- | | |
|--|---|
| 1 Introduction | 8 Prescriptions |
| 2 Opening Times | 9 Registration and Temporary Residents |
| 3 Appointments | 10 Rights and Responsibilities of NHS Patients |
| 4 Clinics and Services | 11 Complaints Procedure |
| 5 Clinics and Services Continued | 12 Your Access and Information |
| 6 Home Visits, SystemOnline & PPG | 13 Additional Information |
| 7 Test Results, Out-of-Hours & Sick Notes | |

Introduction

Welcome to Marisco Medical Practice. This handbook is for both existing patients and those considering registering with us.

Our Practice ethos is to provide high quality medical care in a professional, yet friendly, patient centred and compassionate manner to the people of Mablethorpe and the surrounding area.

Our Doctors

Full details of our Healthcare professionals can be found online via our website.

We also employ Locum Doctors to support our team. They are fully qualified GPs who work at the Practice on a sessional basis to help provide the best possible care for our patients.

Nurse Practitioners

Our Nurse Practitioners are nurses who have undertaken additional training enabling them to diagnose, treat and prescribe medication. They undertake minor illness and chronic disease clinics by appointment only. Nurse Practitioners undertake some duties that were traditionally completed by Doctors.

Practice Nurses

The Practice employs a team of Practice Nurses who are available by appointment only. They undertake general treatment room duties including: dressings, stitches removal, cervical smears, contraceptive care, family planning and immunisations. They also manage clinics for the long term care of patients with conditions including Diabetes, Coronary Heart Disease, COPD and Asthma.

Healthcare Assistants

Our Healthcare Assistants are available by appointment only. They are trained to undertake specific treatment room duties including: blood sampling, ECG's, blood pressure monitoring, and provide support to the healthcare team as a whole.

District and Community Nurses

The Community Nursing Team are located at Mablethorpe Practice (NHS Lincolnshire Reception). They deal with wound management and dressings, home nursing care and post-operative care. To contact them directly, please telephone **01522 707274**. To speak to the NHS Lincolnshire Community Health Services reception, call **01507 474 117**.

Health Visitor

The Health Visitor cares for children and their parents. To make an appointment call **01522 308800**.

Community Midwife

The Community Midwife provides antenatal care. To book an appointment they can be contacted on **01472 875 548**.

Practice Manager/General Manager

Our Practice Manager is responsible for the day-to-day operation of our Practice and is supported by the Deputy Practice Manager and whole management team.

Deputy Practice Manager

Our Deputy Practice Manager supports the Practice Manager in the running of the Practice.

Support Staff

The Practice employs a team of Administrators and Receptionists who are vital to the running of the surgery as a whole. They are there to help and can often assist you directly with your enquiries.

Trainee Clinical Staff and Support Staff Apprentices/Trainees

Marisco Medical Practice supports the education of the next generation of clinical and medical support staff. Our clinical trainee programmes include undergraduate nursing students.





Opening times

Mablethorpe Surgery

Opening times	Mablethorpe Surgery	Prescriptions Office
Monday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Tuesday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Wednesday	8.00am – 6.30pm	9.00am – 12.00pm
Thursday	8.00am - 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Friday	8.00am - 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm

Sutton-on-Sea Surgery

Opening times	Sutton-on-Sea Surgery	Prescriptions Office
Monday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Tuesday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Wednesday	8.00am – 12.30pm	9.00am – 12.00pm
Thursday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm
Friday	8.00am – 6.30pm	9.00am - 12.00pm 2.00pm - 4.00pm

Should you require prescriptions outside surgery hours urgently, please contact your local pharmacy.

Please note: The Prescription Office is closed for lunch between 12–2pm.

Appointments

Appointments are available from 8.40am daily with our Doctor and Nursing Teams. Upon booking, please outline the reason for your appointment to our Receptionists so they can direct you to the most appropriate Healthcare professional.

Non-emergency and routine appointments are available to book in advance. A range of times and dates are available.

We also offer a 'Sit & Wait' clinic if your condition is a new illness or you are having an acute episode of a pre-existing condition. These clinics are held Monday – Friday mornings at our Mablethorpe site. Patients are seen in order of arrival.

Our Nursing Team offers a range of services covering minor illness consultations, medication reviews, routine health screening, immunisations and a variety of other treatments. If you are unsure as to whether they can assist you, please talk to our Reception staff before booking an appointment.

Appointments can be booked via systmonline.tpp-uk.com or via our website.

You are also able to request an appointment via the following email address: **enquiries@marisco-medicalpractice.com**. This email is checked at 8.30am and at lunchtime every day. An appointment will be allocated to you and a return email will be sent advising you of the time and place. This service should not be used in the case of an emergency.

We endeavour to book routine appointments with your preferred clinician. However, this may not be possible due to urgent appointments.

At Marisco Medical Practice, we aim to treat all our patients promptly, courteously and in complete confidence.

We understand that sometimes it is necessary to cancel your appointment, therefore please do this as early as possible so that we can give the appointment slot to someone else.

Need a reminder? If you have a mobile phone you can make use of our free SMS text message

reminder service. Ask at Reception for details or head to our website.

One Problem, One Appointment

If you have more than one problem to discuss, you will need to book additional appointment slots to allow our clinicians time to provide a thorough assessment.

Communication Problems

We have a Hearing Loop for those who have hearing aids. If English is not your first language, please let our Receptionists know so that appropriate arrangements can be made.

Chaperones

If you would like a Chaperone, please mention this when you make your appointment.

Consultation Tips

- Always start with the most important query first.
- Multiple problems, may require further appointments – be prepared for this.
- Please bring any new hospital correspondence or medications to your appointment as hospital letters may not arrive promptly.

Urgent Appointments

Each day we have a Duty Doctor who is responsible for responding to urgent medical conditions. Please do not request these appointments for non-urgent medical conditions as this prevents us dealing with genuine medical emergencies. In the event of a life-threatening emergency, **call 999 immediately**.

Telephone Consultations

In some cases, a telephone appointment may be more suitable for you. In this case, please phone Reception and they will take your details and arrange for the most appropriate member of our team to call you back. Please note that where appropriate, information is entered on to the relevant clinician's appointment page.

Please remain available to take our call.



Clinics and Services

Clinic	Description
Antenatal Care and Six-Week check ups	<p>The Community Midwife conducts routine antenatal check-ups for expectant Mothers. The clinic is held on Monday mornings and Wednesday afternoons at our Mablethorpe surgery.</p> <p>Patients can be referred directly to the Midwife without seeing a GP or Nurse – please ask Reception to arrange an appointment. To contact the Community Midwife, call 01472 875548 and leave your name and contact details so the midwife can return the call to book an appointment.</p> <p>When the baby is six weeks, mothers will be advised to book an appointment with one of our GPs for a Six-week Check.</p>
Anticoagulation Service (including Warfarin)	<p>We offer a full anticoagulation service for our patients to discuss your needs and to make an appointment for review. Please ensure you attend your follow up appointments.</p>
Cervical Cytology (Smear)	<p>Our Practice Nurses carry out cervical smears by appointment. Smears are offered to all women aged 25 – 64 years. Please make sure your smears are up-to-date as this helps to prevent cancer. For more information or to book an appointment please contact Reception.</p>
Child surveillance/ vaccination and Immunisation	<p>Routine child health checks and immunisations are available by appointment. We follow the Joint Committee Vaccinations and Immunisations guidelines. A parent or guardian of the child is asked to sign a consent form before the vaccination is carried out.</p> <p>Routine and travel vaccinations for all ages are available during surgery times by appointment with our Nurses.</p>
Chronic Disease Clinics	<p>Annual check-ups and advice from our fully trained Practice staff are all part of the Marisco service. If you suffer from a Chronic Disease you will be called in for your review. More details are available from the surgery.</p>
Diabetes Clinic	<p>We offer clinics and advice for our patients with Diabetes by appointment only. For more information or to book an appointment please talk to our Receptionists.</p>
Family Planning/Sexual Health Clinic	<p>Advice is available from our Doctors and Practice Nurses. They will be able to advise you on which form of contraception will work best for you. Our Nurses carry out routine and annual checks for oral contraception. A patient needing a first prescription for contraception will need to see a Doctor or Nurse Practitioner. Please talk to our Receptionists who will be able to help you.</p>



Clinics and Services

continued

Clinic	Description
Flu Clinics	We run several flu immunisation clinics starting late September through to and including March. Eligible children can also attend these sessions. Check our website for details or ask at Reception.
Minor Operations	Minor Operations are performed by appointment only. Patients must be reviewed by a Doctor or Nurse Practitioner before being booked for surgery. Please talk to our Receptionists who will be able to assist you.
NHS Health Checks	Newly registered patients will be invited for a health check. This allows us to get to know you and assess your medical requirements. The Health Care Assistants will also note your repeat medications, enabling the Prescription Office to generate repeat prescriptions.
Smoking Cessation Clinic	Patients wishing to give up smoking can contact Reception for further details or call Quit 51 Smoking Cessation Advisor on 08006 226968 .
The above list is not exhaustive so please talk to our receptionists.	Primary Care Services not offered by our Practice may be commissioned by LECCG (www.lincolnshireeastccg.nhs.uk).



Home Visits

Most patients who need to consult a GP will be seen at the surgery but we continue to make a limited number of home visits when this is appropriate.

Our guidelines are in accordance with the National and local recommendations and are produced below.

GP Visit Recommended

GP home visiting can make good sense and is the best way of giving a medical opinion in cases involving:

- The terminally ill.
- The truly bed-bound patient, for whom travel to premises by car would cause a deterioration in their medical condition.

GP Visit is Not Usual

In most of these cases, to visit would not be appropriate:

- Common symptoms of childhood illnesses: fevers, cold, cough, earache, headache, diarrhoea/vomiting, and most cases of abdominal pain. These patients are usually well enough to travel by car. It is not harmful to take a child with a fever outside. These children may not be fit to travel by bus or to walk, car transport is available from friends, relatives or taxi firms. It is not a Doctor's responsibility to arrange such transport.
- Adults with common problems: such as cough, sore throat, influenza, back pain and abdominal pain, are also readily transportable by car to a Doctor's premises.
- Common problems in the elderly: such as poor mobility, joint pain and general malaise, would also be treated by consultation at the doctor's premises. The exception to this would be the truly bed-bound patient.

If you cannot come to the surgery and need the Doctor to visit, please telephone 01507 473483 before 11.30am.

SystemOnline

If you find it difficult to get into the Practice, SystemOnline could make your life easier. Using a unique login, you can order your next repeat prescription, make or cancel appointments, and

view a summary of the coded entries in your medical records online.

To register for our online services, you need to be a fully registered patient at Marisco Medical Practice. At your next visit to the Practice, approach a member of our Reception team who will help you to create an account and verify your identity. Please call the Practice in advance to find out what kind of identification you will need to take with you, e.g. a driving licence, utility bill or passport.

Once you have registered with us, you will be given a SystemOnline username and password. Please wait an hour before trying to log in to the website.

Patient Participation Group (PPG)

The Marisco Patient Group is the PPG for Marisco Medical Practice. The group consists of Marisco patients whose role it is to represent patient views and opinions about the services available at the Practice.

The purpose of the PPG is to help in the planning, provision and delivery of local health care services and Practice issues. The PPG forms links between the patients and Practice aiming to contribute to the improvement of existing services. It also helps to ensure the Practice is working towards developing new services to meet patient's needs.

Members come from a wide range of backgrounds and share their experience and knowledge with the Practice. We consult them on current and future plans and they provide us with feedback.

Anyone registered as a patient at Marisco Medical Practice can become a member of the Marisco Patient Group. If you would like to get involved in the group, please speak to Reception who will pass your details onto us or email info@mariscopatientgroup.co.uk

For more information, head to the PPG website www.mariscopatientgroup.co.uk



Out-of-Hours

When the Surgery is closed **dial 111** when you need help fast, but it is not an emergency.

There is an out-of-hours service at the Urgent Care Centre, Louth Hospital, High Holme Road, Louth LN11 OEU. Please do not use this service for routine issues.

Out-of-hours times are 6.30pm to 8.00am Monday to Friday and 24 hours Saturday, Sunday and Bank Holidays.

Further health advice is available at www.mariscomedicalpractice.com

If you are unable to contact a Doctor out-of-hours in an emergency, please ring 999 and ask for an ambulance.

Test Results

Our telephones are very busy in the early morning; so please call between **10am and 4pm** if you have an enquiry regarding test results.

Test results are reviewed by our clinicians before being filed onto patient's records. For patients who need further investigations, you will be contacted directly. If we are unable to contact you by phone then a letter will be sent. For those patients whose results need no further action, you will not be contacted. However, if you wish to have your results you are welcome to ring the Practice and request for a Nurse to give you a call back with your results.

To ensure confidentiality, we only release results to the patient, unless alternative arrangements have been agreed in writing.

Sick Notes

If you are absent from work for less than 7 days (including weekends) a Self-Certification Form can be obtained from your employer or by visiting www.hmrc.gov.uk/forms/sc2.pdf

Only absences of more than 7 days in a row or longer require a MED 3 certificate and this can be obtained from your GP. They will not be issued for shorter periods. See our website for further details.

Full details regarding this Government directive can be found at www.gov.uk/taking-sick-leave

If you do require a sick note for a shorter period of time it will be subject to a charge. See our website for details.





Prescriptions

Requests for repeat prescriptions can be made either by:

- Using the printout issued with your last prescription
- Telephoning the surgery*
- Using systmonline.tpp-uk.com or through our website links
- Using our automated service (Patient Partner)

Please ask one of the Reception team if you would like to register for SystmOnline or Patient Partner.

*Due to busy periods, telephone requests can only be accepted when the Prescription Office is open (See Page 2 for Prescription Office opening times).

Repeat Prescriptions

Please remember to tick the items you require.



Please advise us if you would like your prescription to be sent to a particular chemist. Prescriptions will be available for collection in 5 working days.





Registration and Temporary Residents

If you live in our Practice area and would like to register with us, please collect the relevant registration forms that are available at Reception. It is important that you bring in your medical card or NHS number as these will help us to register you. You can register at both sites and you may be asked to attend either Mablethorpe or Sutton-on-Sea surgery. When registering, you can express a preference of Doctor, however you may be asked to see any GP. Upon returning forms to the surgery for registration we require photo Identification, either a passport or driving licence.

Where patients are requesting to join the Practice list, the Practice does not discriminate on the grounds of:

- Race, gender, social class, religion, sexual orientation or appearance.
- Disability or medical condition.

If you are in the area for a short time and require medical treatment, you are able to register with Marisco Medical Practice as a **temporary resident**. This gives you the same access to general medical services as registered patients but for a restricted time.

This allows for continuity of your care until your return to your regular GP.

If you are registered with another Practice locally, it is essential that you attend your own Practice where your medical notes are available.

You can register as a temporary resident with Marisco Medical Practice if you are in the catchment area of the Practice for more than 24 hours, but no longer than 3 months. If you are going to be a resident in the Practice area for more than 3 months you must register as a permanent patient.

If you try to temporarily register with the Practice again within the same year, your registration status with the Practice will become permanent.

To register as a temporary patient, it is helpful to bring:

- Photographic identification e.g. Passport/ Driving Licence, confirmation of home address.
- A repeat medication slip or ask your Doctor to fax your repeat medications to us. Reception will be able to assist you with this.



Rights and Responsibilities of NHS patients

Access to health services

- You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- You have the right to access NHS services. You will not be refused access on unreasonable grounds.
- You have the right to expect your local NHS to assess the health requirements of the local community and to commission and put in place the services to meet those needs as considered necessary.
- You have the right in certain circumstances to go to other European Economic Area countries or Switzerland for treatment which would be available to you through your NHS commissioner.
- You have the right not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.

Quality and care

- You have the right to be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets the required levels of safety and quality.
- You have a right to expect NHS organisations to monitor, and make efforts to improve, the quality of healthcare they commission or provide.

Nationally approved treatments, drugs and programmes

- You have the right to drugs and treatments recommended by NICE for use in the NHS if your doctor says they are clinically appropriate for you.

- You have a right to expect local decisions on funding of other drugs and treatments to be made rationally following a proper consideration of the evidence. If the local NHS decides not to fund a drug or treatment you and your doctor feel would be right for you, they will explain that decision to you.
- You have the right to receive the vaccinations that the Joint Committee on Vaccinations and Immunisation recommends that you should receive under an NHS-provided national immunisation programme.

Informed choice

- You have the right to choose your GP Practice and to be accepted by that Practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.
- You have the right to express a preference for using a particular Doctor within your GP Practice and the Practice will try to accommodate this but it may not always be possible.

- You have the right to make choices about your NHS care and to information to support these choices. The options available to you will develop over time and depend on your individual needs.

Your responsibilities

- You should recognise that you can make a significant contribution to your own and your family's good health and well-being and you should take personal responsibility for it.
- You should register with a GP - the main point of access for NHS care.
- You should treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS (or contractors) premises could result in a prosecution.

Rights and Responsibilities of NHS patients

continued

- You should provide accurate information about your health, condition and status.
- You should keep appointments or cancel within reasonable time. Failure to do so may stop you, or others, receiving treatment within a maximum waiting time - this may compromise your care or the care of others.
- You should follow the course of treatment which you have agreed – you need to talk to your clinician if you find this difficult or don't wish to do so.
- You should participate in important public health programmes such as vaccination.
- You should ensure that those closest to you are aware of your wishes about organ donation.
- You should give feedback - both positive and negative - about the treatment and care you have received including any adverse reactions you may have had.

Complaint and redress

- You have the right to have any complaint you make about NHS services dealt with efficiently and to have it properly investigated.
- You have the right to know the outcome of any investigation into your complaint.
- You have the right to take your complaint to the independent Health Service Ombudsman if you are not satisfied with the way your complaint has been dealt with by the NHS.

For more details, see NHS Constitution.

Complaints Procedure

We take complaints very seriously; if you have a complaint or concern about the service you have received from us or any of the personnel working in this Practice, please let us know.

We hope that we can sort most problems out easily and quickly, often at the time they

arise and with the person concerned. If you wish to make a formal complaint, please do this as soon as possible – ideally within a few days. This will enable us to establish what happened more quickly. If doing so is not possible, your complaint should be submitted within 12 months of the incident or problem occurring.

Address your complaint in writing or by telephone to the Complaints Officer.

Kerry Webster, Complaints Officer,
Marisco Medical Practice,
Stanley Avenue, Mablethorpe,
Lincolnshire LN12 1DP

T: 01507 473483

The Complaints Officer will ensure your concerns are dealt with correctly and promptly. Please be as specific and concise as possible.

PALS – Patient Advice and Liaison Service

- PALS provides a confidential on-the-spot advice and support service helping you to deal with any concerns you may have about the care provided and can guide you through the different services available from the NHS. The service aims to:
- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Use patient experience to help shape and improve local health services,
- The service can be contacted on **0845 602 4384** or **www.lincspals.nhs.uk**

For further information please ask for our complaints documentation at Reception or look on our website.





Your Access and Information

Disabled Access

We endeavour to assist our disabled patients. Marisco Medical Practice ensures good access for the disabled to all consultation rooms and patient toilets at both sites. Both entrances at Mablethorpe and Sutton-on-Sea have wide doors and ramps to allow for wheelchair access.

Patient Confidentiality

Marisco Medical Practice aims to treat all contact with its patients with respect and confidentiality. The Practice complies with the requirements of the Data Protection Act 1998, Caldicott Principles and NHS Code of Confidentiality.

The Freedom of Information Act (FOIA) gives you the right to access recorded information held by public sector organisations. Anyone can request information and there are no restrictions on your age, nationality or where you live. Your request will be handled under different regulations depending on the kind of information you ask for.

Any patients requesting sight or copies of their medical records must make their request in writing to the Practice. A fee may be charged by the Practice for any copies requested. Please discuss your request with Reception and they will be able to assist you.

You might not need to make a Freedom of Information (FOI) request to get the information you need. We may be able to give you information straight away or it may be available from a different agency.

Further information is available at: www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act

Your Medical Records

How information about you helps the NHS provide better care for all:

Confidential information from your medical records may be used by the NHS to improve services offered so that the best possible care can be provided for everyone. This information (along with your postcode and NHS number but not your name) is sent to a secure system where it can be linked with other health information. This allows those planning NHS services, or carrying out medical research, to use information in different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns, or wish to prevent this from happening, please speak to our Reception team.

If you want further information, ask any NHS facility for a copy of the leaflet "How information about you helps us to provide better care" or visit www.nhs.uk/caredata

Respect Us – We're here to help you

Marisco Medical Practice operates a Zero Tolerance NHS Policy towards violent and abusive behaviour directed at clinicians, staff and other patients. We believe that our staff and patients have the right to be treated with dignity and respect at all times. Most people respect this and we thank you for being one of them. However, any such behaviour will not be tolerated and may be reported to the Police. Marisco Medical Practice may remove patients from our list who violate this policy.

Additional Information

In a life threatening emergency always **call 999**.

Between 8am and 6:30pm (Monday to Friday) please call us on **01507 473483** for the following:

- GP appointments
- Nurse appointments
- Health checks

In the event of needing medical help outside of these hours please **call 111**.

Useful numbers

Voluntary Car Service **01507 440502**
(operational 24 hours a day)

RVS (formerly WRVS) **01522 305313**

Healthcare

Marisco Medical Practice
01507 473 483

Prescription Office
01507 473 483 (Option 3)

District Nurses, Mablethorpe
01522 707274

Health Visitors **01522 308800**

Mental Health Single Point of Access
0303 123 4000

Dentist **01507 474 110**

Hospitals

Diana Princess of Wales, Grimsby
03033 306999

Lincoln County Hospital **01522 512 512**

Louth Hospital (minor injury unit)
01507 600 100

Pilgrim Hospital, Boston **01205 364 801**

Local Pharmacies

Marisco Pharmacy **01507 479 626**

Boots, High Street, Sutton-on-Sea
01507 441 213

Boots, High Street, Mablethorpe
01507 472 238

Boots, Seacroft Road, Mablethorpe
01507 478 226

Lloyds, High Street, Sutton-on-Sea
01507 443913

Miscellaneous

Addaction (Substance Misuse)
01522 511 993

Alcoholics Anonymous
24 hr helpline **0800 9177 650**

Hospital Transport **0808 164 4550**

Community Car / Dial A Ride **01507 442 502 / 01507 478 574 / 01507 490 092**

Citizens Advice Bureau **03444 111 444**

Relate (Relationship Support)
0300 003 2164

Samaritans free 24-hr helpline **116 123**

Social Services **01507 600 800**

Useful Websites

www.marisco-medical-practice.com
(Includes further information and links regarding specific health issues)

www.patient.info (medical information)

www.myhealthlincolnshire.nhs.uk
(self-care advice)

www.lincolnshireeastccg.nhs.uk
(your commissioner of healthcare)

www.nhs.uk (NHS Choices)

Contractor and registered office

Dr Simon Lowe

Marisco Medical Practice, Stanley Avenue,
Mablethorpe, Lincolnshire, LN12 1DP