

**OAKENHALL MEDICAL PRACTICE
BOLSOVER STREET
HUCKNALL
NOTTINGHAM
NG15 7UA**

TELEPHONE NUMBER: 0115 963 3511

FAX NUMBER: 0115 968 0947

WEBSITE ADDRESS: www.oakenhallmedicalpractice.co.uk

PRACTICE LEAFLET

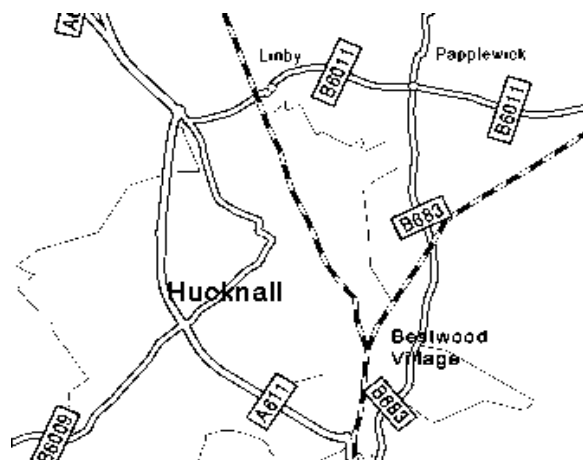
Welcome to Oakenhall Medical Centre, we aim to provide you with high quality efficient care. Our team is made up of four Doctors, three Practice Nurses, Practice manager and the Reception Team. We also have a Health Visitor, a Midwife, Community Matron and a team of District Nurses who help us in providing your care.

The Doctors

Dr N M S Gilmore	Male	MB, BS, DCH DRCOG (London 1985)	Part-time
Dr H C Roughton	Female	B.Med Sc, BMBS (Nottingham 1991) DRCOG MRCP	Part-time
Dr S M Sturrock	Female	MBChB, DRCOG, DFFP (Dundee 1988)	Part-time
Dr S Webster	Female	MBChB, DFFP MRCP	Part-time

Practice Area

The Practice Area includes: Hucknall, Bestwood Village, Linby Village and parts of Papplewick Village (extending as far as Papplewick Hall and Forest Lane).



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Surgery Hours

The surgery is open Monday to Friday between 8.00am and 6.00pm. Morning and Evening surgeries for both the GP's and the Practice Nurses are by appointment only. Appointments can be made either on the day (from 8am for morning appointments) or for evening appointments (which are available to book up to two weeks in advance) by telephone (0115 963 3511) from 1pm.

Dr Gilmore	Tuesday to Friday Thursday & Friday	8.30am to 11.00am 4.30pm to 6.30pm
Dr Roughton	Monday, Wednesday, Thursday, & Friday Monday & Thursday	8.20am to 11.00am 4.30pm to 6.30pm
Dr Sturrock	Monday, Tuesday & Friday Tuesday & Friday	8.30am to 11.00am 4.30pm to 6.30pm
Dr Webster	Monday to Wednesday Monday to Wednesday	8.20am to 11.00am 4.30pm to 6.30pm

It is advisable to confirm that the doctor you wish to see is on duty, particularly during holiday periods. There may be circumstances in which you are asked to see an alternative doctor as some changes are inevitable at various times.

If you require a further opinion by a different doctor, please contact reception to book an appointment.

All the doctors provide maternity, contraception, child health surveillance and minor surgery services (treatment of warts, verrucas, removal of lumps etc), in addition to their general medical services.

Asthma/respiratory, diabetes, stroke and coronary vascular annual review clinic are held by appointment.

Practice Nurses

The Practice Nurses are responsible for immunisation, travel advice, flu immunisations, dressings, cervical smears, removal of stitches and ear syringing and assist the doctor with minor surgery. The Nurses also run the Diabetic, Heart/Stroke Prevention and Asthma/Respiratory clinics and are available for Family Planning Advice.

The Nurses would appreciate patients ringing to cancel appointments rather than just not attending and are available as follows:

By appointment only:

Mornings:	Monday – Friday	8.00am – 12.30am
Afternoons:	Monday - Friday	1.30pm – 3.30pm
Evenings	Monday - Wednesday	4.30pm – 6.00pm

Healthcare Assistant

The Healthcare Assistant carry's out routine blood pressure checks, dressings, removal of stitches, ear syringing, blood monitoring checks for certain medications, assists doctor with minor surgery and preventative immunisations – flu and pneumonia. The Healthcare Assistant also provides a home visiting service for blood pressure checks and blood test monitoring for patients who are housebound.

The Health care Assistant is available by appointment only:

Mornings:	Tuesday – Wednesday	8.00am – 10.30am
Afternoons:	Wednesday – Friday	02.00pm – 03.30pm
Evenings	Thursday – Friday	04.00pm – 5.30pm

Phlebotomy

The practice provides phlebotomy; this is the taking of blood for tests ordered by the doctor or hospital. Phlebotomy is available by Community Phlebotomy which is held at the Hucknall Health Centre, Curtis Street, Hucknall, Nottingham NG15 7JE – Monday to Friday 8.30am – 11.40am. To arrange your blood test, please contact the practice on 0115 963 3511 after 11am (Monday – Friday) or in person at the surgery. In order for blood tests to be carried out, patients are required to attend with a blood test request form – please speak to a Receptionist, who will ensure this is available for collection at Oakenhall Medical Practice prior to your booked appointment. Phlebotomy is also provided by the practice's Healthcare Assistant on a Tuesday and Wednesday morning, by appointment only, during the Healthcare Assistant's routine health services clinic. On arrival at the practice, please attend the main reception desk.

What to do on Arrival

On arrival in the waiting room please inform the receptionist, who will then inform the doctor that you have arrived or alternatively please attend the patient self check in screen. If you require assistance to use the patient self check in screen, please ask a receptionist.

If you have a medical/insurance report or a general form to be filled in, tell the receptionist so that she can make the necessary arrangements.

The doctors pride themselves on providing good continuity of care and to this end we will endeavour to ensure that you see your own personal doctor each time you attend the surgery. Should your own doctor not be available, and then one of his/her partners or a locum doctor will attend to you on that occasion.

Disabled Facilities

The surgery is fully accessible to all disabled people. It is situated on ground floor premises and is designed to accommodate disabled persons, including a disabled toilet.

Medical Emergencies

For medical emergencies, please contact the practice at any time and your problem will be dealt with.

Urgent Medical Problems

If you are concerned about an urgent medical problem, please contact the practice on: 0115 956 2298 between the hours of 8am and 6.30pm you will be able to speak to a receptionist, who will assist you in your enquiry. If you wish to speak to a doctor, the receptionist will arrange this for you.

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Telephone Advice

If you require advice, which can be given briefly over the telephone by the doctor, please ring from 8am to speak to a receptionist who will assist you.

When the GP Surgery Closed

If you or your family need urgent medical care when the surgery is closed, please telephone 111. Calls to the NHS 111 service are free from both landlines and mobiles. The usual daytime surgery number will re-direct you to telephone the NHS 111 service. Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional.

You can also telephone NHS 111, which provides a 24-hour advice and health information service on Telephone Number: 111.

Urgent Care Centre in Nottingham

The New NHS Urgent Care Centre will open from 1st of October 2015. The centre will be based at Seaton House, London Road (site of existing Walk-in Centre). The previous walk-in service at Seaton House, London Road and Upper Parliament Street ends on the 30th of September 2015. The NHS Urgent Care Centre will offer assessment and treatment for health conditions that are urgent but non-life threatening such as:

Minor burns and scalds, minor head injury with no loss of consciousness, skin infections and animal bites, suspected broken bones, sprains and strains (X-ray will be available on site), eye infections and minor eye injuries.

No appointment is needed; just drop in between 7am and 9pm 365 days a year.

Patients who have a minor illness or wound dressing services at the weekend, should contact Oakenhall Medical Practice (Telephone 0115 9633511 Monday – Friday) between the hours of 8am to 6.30pm or telephone 111 between the hours of 6.30pm to 8am (Monday – Friday or at weekends).

Your local pharmacy can also offer you a range of services, including advice and medications to relieve the symptoms of minor ailments.

Self-help information is also available at www.nhs.uk.

Home Visits

We endeavour to see all patients if possible at the surgery as facilities for examination and treatment are much better than at home. We do offer visits for those patients who are genuinely housebound and for the terminally ill. If you require a home visit – please let us know before 10.30am, by ringing on telephone numbers 0115 9562298 (Please note this telephone number is for requesting home visits only and any one using this number for other purposes will be asked to redial on the main surgery number – 0115 963 3511) or 0115 963 3511.

Practice Staff

Our team includes:

Practice Manager:	Mrs Lisa Ellison, who is responsible for all practice administration.
Administration Team:	Includes the Secretary and Summarizer.
Reception Team:	Who deal with repeat prescription requests, letters and enquiries.

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Please be aware that all members of staff who are employed by our practice have signed a confidentiality agreement. You are assured that we will not divulge any details of your medical history to any outside source without your express written permission.

Attached Primary Care Staff

District Nurses - provide nursing care for house bound patients and the terminally ill.

Community Matron - provides nursing care at home for patients with chronic medical conditions.

Midwives - provide full maternity services both antenatally and postnatally, at The Sure-Start Centre, Broomhill Road, Hucknall, Nottingham, and at the patient's home.

The Health Visitor provides advice and help for babies and young children with their parents.

All attached primary care staff have discussions with the doctors every week.

Medical Students

We are a teaching practice. We regularly have medical students in the practice during morning and evening surgery. If you prefer not to have the medical student present during your consultation, please advise a member of the reception staff.

Prescriptions

We provide a forty-eight hour repeat prescription service. Requests should be made in writing, either by post (please include a stamped addressed envelope in order for us to post the prescription back to you), or by personal attendance at the prescription desk. Alternatively you can contact the chemist of your choice and ask them to request and collect the prescription on your behalf.

All requests reaching the prescription desk by 11.30am will be available two working days later from 11.30am onwards. **(Please note – this does not include Saturday or Sunday.)**

Unfortunately, we are unable to accept requests for prescriptions over the telephone or by fax.

Test Results and General Enquiries

If you have any general enquiries or wish to obtain test results, please telephone between 11 am to 6 pm; otherwise please attend surgery personally during morning and evening surgeries. We will always contact you if further action is needed after we receive a test result.

To Register with the Practice

If you wish to register with this practice, you will be asked to attend surgery initially to collect the New Patient Documentation, which must be completed and returned to the surgery in order for the registration to proceed. When you return the documentation you will be given an appointment for the Practice Nurse. The Practice Nurse sees all new patients for a brief health check and advice. Following your registration appointment, your computer held records may be transferred to the practice electronically. Your paper held medical records will be forwarded to the practice by Patient Services.

Named Accountable GP for all Patients

All patients have a named GP who is responsible for patient's overall care at the practice. This named GP will take responsibility for the coordination of all services that are required by you. If you wish to know your named GP, please contact the practice. If you have a preference for a particular named GP, please contact the practice to discuss this and the practice will make reasonable efforts to accommodate your request.

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Chaperone

When seen by a clinician you have a right to a chaperone at all times. Please ask at reception and this will be arranged.

Confidentiality

We provide a confidential service to all our patients including patients under the age of 16. If you wish to discuss something of a confidential nature with the surgery staff, please inform a member of staff.

Compliments, Complaints, Suggestions

This practice offers a complaints procedure, as part of the NHS system, for dealing with complaints about the service we provide. Please ask to speak to our Practice Manager, Mrs Lisa Ellison, who will provide you with further information. We attempt to resolve problems swiftly and take action as appropriate when we have failed to achieve the high standards we aim for. If you would like the NHS Complaints Advocacy Service (POhWER) to help you with a complaint, information about this service is available at the practice or from the Practice Manager.

Alternatively for help, advice, support, or information about local NHS Services in Nottinghamshire please contact the Patient Advice & Liaison Service (PALS), they can be contacted on 0800 028 3693, Option 2 or email: pet@nottinghammortheastccg.nhs.uk.

We are keen to know your views about the practice. We aim to continually improve the services we provide. From time to time we will undertake surveys asking your opinions. If you have any comments or suggestions, please speak with one of the administration team or place your comment in the Suggestion Box located in the main reception area.

Patient Participation Group

We would like to invite you to join our Patient Participation Group to give your views on our practice and how we can improve our services for patients. The Patient Participation Group meets regularly and opinions and suggestions are freely exchanged at these meetings. You can also use the group to disseminate information to our patients and we hope that you will feed back to us your ideas via the group. You can feed back via letter or email NNESTCCG.C84095@nhs.net. If you would like to join us please contact Lisa Ellison (Practice Manager) to express an interest.

How we handle Data held by the Practice

All medical records are held securely and confidentially either on a computer and/or in paper form. Information may be recorded (i.e. telephone conversations) and it may be shared with others for the purpose of clinical audit (to monitor or improve health care). Any person having access to your data will be bound by patient confidentiality. We may request your specific consent to use personal information in research projects or other non-medical aspects of treatment (i.e. social care). If you do not wish your information/medical records to be accessed for such purpose, please inform a member of staff.

Access to Patient information

Information contained in your medical records is kept confidential at all times. Information is only ever disclosed to others for purposes related to your health or when you have given explicit permission. If you require access to your own medical records, please discuss this with the Practice Manager, where arrangements can be made including assistance with interpreting information held by us.

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Summary Care Record

The Summary Care Record is an electronic record which will give healthcare staff faster, easier access to essential information about you, (this includes any medications you are taking, allergies you suffer from and any bad reactions to medicines that you have had) to help provide you with safe treatment when you need care in an emergency or when your GP Practice is closed. You can choose not to have a Summary Care Record, in which case you would need to fill an opt out form which is available by request at the main reception.

Sharing your Detailed Care Record

Your care record contains medical information recorded by health workers who have been involved in your care. This information could include: letters from the hospital, information about your visits, test results, medications, allergies and diagnoses. Information may have been added to your record at many different care locations. Sharing your record means that health workers will have your most up to date information. Detailed care record sharing is different from national sharing schemes such as the Summary Care Record and care data as these do not share the full record. To improve their care some patients may have their detailed care record shared automatically e.g. children 15 years and under. A patient information leaflet and to give consent - consent forms are available by request at the main reception. Further information is available at www.nhs.uk/caredata or by viewing an explanatory video on <https://vimeo.com/124915322>.

Care Data – How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number, but not your name, are 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 from 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 concerns or wish to prevent this from happening, please speak to practice staff or ask reception for a copy of the leaflet “How information about you helps us to provide better care”. More information can be found at www.nhs.uk/caredata

Carers

We are keen to help any patient registered with the practice who may be a carer or who has a carer, to assist them in accessing help and benefits that may be available to them or the person they care for. Please inform us if you are a carer or have a carer. Information for carers are available in the surgery or by speaking to one of the practice staff.

Zero Tolerance Policy

We operate a zero tolerance policy against patients who are abusive or violent towards any practice member. We will not hesitate towards removing patients from the practice list who abuse this.

Miscellaneous Information

Details of primary medical services in the area may be obtained from:

NHS Nottinghamshire County
 Birch House
 Southwell Road West
 Mansfield
 Nottinghamshire
 NG21 OHJ Telephone Number: 0300 300 1234

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