



Hucknall Road **Medical Centre**

Off Kibworth Close, Heathfield Estate,
Nottingham NG5 1NA

Tel: 0115 960 6652 Fax: 0115 969 1746
www.hucknallrdmc.co.uk

Open Monday to Friday, 7.30am to 6.30pm
(Phone lines are open between 8.00am & 6.30pm)



Welcome

To Hucknall Road Medical Centre

We are a large practice with a patient list circa 13,000 patients. Our dedicated team comprise of GPs, nurses, health care assistants and administrative team. We are located near the NUH City Hospital on Hucknall Road, with vehicle access via Heathfield Road/Kibworth Close.

Our Mission Statement

Hucknall Road Medical Centre delivers high quality, comprehensive healthcare with compassion to our local community.

Doctors

Dr Michael Crowe (m)

MB, ChB, DRCOG, DFFP, MRCG,GMC no: 4090636

Dr Anne Gilbert (f)

MA, MB, MBChir, DRCOG, MRCGP, DFFP, DOM, GMC no: 3010969

Dr Chandra Chinta (m)

MB BS, GMC no: 5196854

Dr Peter Wiesemann (m)

GMC no: 4236265

Dr Sonali Kinra (f)

MB BS, GMC no: 6082998

Dr Avinash Tiwari (m)

MB BS, GMC no: 6080228

Dr Katharine Bradbury (f)

BM BS, GMC no: 4534475

Dr Gemma Martin (f)

BM,GMC no: 6149887

Dr Michael Butler (m)

MB, Ch.B, DRCOG, MRCGP, FP Cert; GMC no: 2575654

Dr Esther Gladman (f)

MB, ChB, DA, DRCOG, MRCGP, MPH, DFFP, GMC no: 3071481

Dr Gemma Wilkinson (f)

BM BS, GMC no: 4431039

Dr Paula Helen Wells (f)

BM BS, GMC no: 6130957

Parking Facilities

Car parking facilities are available at the front of the practice, with a speed limit in the car park of 5mph. Please note, there are sign posted areas in our car park which should not be used for parking.

Disabled Facilities

There is easy access for the disabled with allocated parking nearest to the entrance. The practice is on the flat, and part of the reception desk is at a lower height to aid those in wheelchairs. We have disabled toilets to the side of our waiting area. If you require any assistance, please ask any member of staff who will be happy to help you.

Smoking

Our premises are non-smoking. Smoking is not permitted in the building, the grounds or the car park.

Using The Surgery

Joining Our Practice

If you wish to become a patient of our practice, you will need to be living in our catchment area (for more information on our catchment area please visit www.hucknallrdmc.co.uk); bring photo ID and a recent proof of your address (eg a utility bill from the last two months) along with your registration form, which is available at the reception or can be downloaded from our website. If you live outside of the practice area but would like to register at Hucknall Road Medical Centre, please speak to the receptionist.

Patients are not restricted to seeing one particular doctor. All patients aged 75 and over are allocated a “named GP” who will have overall responsibility for the care and support that our surgery provides to the patient. Some people under the age of 75 may also be allocated a named GP, for instance those with complex medical problems.

Having a “named GP” does not prevent a patient from choosing to book an appointment with any GP in the practice.

Opening Times

The practice is open Monday to Friday, 7.30am to 6.30pm. We do not open on weekends and bank holidays. Our phone lines are open from 8.00am to 6.30pm and your calls will be redirected to out of hours service between 7.30 - 8.00am.

Out Of Hours Emergency Care

When the practice is closed please call NHS 111. Your symptoms will be assessed by trained advisors supported by qualified nurses, who will guide you to the most appropriate services.

Appointments

Appointments are available from 7.30am to 6.30pm. Monday to Friday. We also offer appointments on Saturday morning on a pre-bookable basis only. To meet the demands of our patients and to ensure we provide the best care we can, we offer a wide variety of appointments. These are:

Doctor Appointments

Routine appointments can be booked up to four weeks in advance. If your matter is urgent you will be offered a same day appointment with any available doctor; in less serious cases the next available slot will be offered to you.

We also offer early bird doctor appointments that are now offered from 7.30am. These are pre-bookable appointments which can be made via the internet or phone.

Telephone Appointments

We offer telephone appointments at timed intervals throughout the day. If you feel your questions may be answered over the telephone, please request a telephone consultation. Although an exact time may not be given for the doctor to return your call, an approximate time guide is usually suggested. Please ensure that you provide us with the most suitable telephone number to reach you.

Home Visits

Please only request home visits when absolutely necessary. This facility is reserved for the truly housebound and patients who are terminally ill.

If you need a home visit, please telephone before 10.00am. The receptionist will then ask you for your name, address and contact telephone number. The doctor may then ring you later for more information to assess whether a visit is necessary. Please note - a visit will only usually be made to the address a patient is registered at with the practice. If the address given to visit is different to that you are registered at and the address falls outside the practice catchment area, the practice reserves the right to refuse a visit and in some cases will remove you from the practice list. Healthcare professionals reserve the right to decline a home visit if it is felt that the environment is unsafe or potentially damaging to their health.

Nurse Appointments

Our nurse team run a variety of clinics with a variety of appointment lengths. Therefore, different appointments often require booking into particular clinics with a specific nurse practitioner.

If we have written to you asking for you to contact the practice and make an appointment to see a nurse, please have that letter to hand when calling.

Early Morning Nurse Appointments

We offer pre-bookable early morning nurse appointments on selected days throughout the week from 7.30am. These can be booked by speaking to reception.

Healthcare Assistants

Our healthcare assistants provide a wide range of appointments to include phlebotomy (bloods), blood pressure, ECG and flu vaccinations. Appointment times range from five to ten minutes.

Booking Your Appointment

For the convenience of our patients, appointments can be booked via:

Telephone Booking

Our friendly receptionists are on hand to help you with booking your appointment.

In order to ensure you receive the most appropriate care they will ask you for a brief explanation of your reason for an appointment. Whilst this is not obligatory, providing us with this information is of great assistance to us. Please be assured this information will be treated in the strictest confidence. If you prefer not to pass this information to reception please decline politely when asked.

24 Hour Automated Telephone Booking (Patient Partner)

If you wish, you no longer need to speak with a receptionist to book, check, cancel or change an appointment; it can be done using the practice's automated telephone service. One of the main benefits is that you are able to telephone the surgery at ANY time, even when we are closed. If you require an interpreter you will not be able to use Patient Partner and we will ask you to contact the reception team.

Please note that you need to ensure that you have provided the practice with up-to-date telephone details, otherwise you may encounter problems when using Patient Partner.

Online Appointment System

We offer patients an additional online service for doctor appointments. This means patients can book and cancel their appointments online.

To obtain a log in and password for our online services you will need to complete a simple registration process by visiting reception.

If you wish, you can download an application form from our website www.hucknallrdmc.co.uk prior to your attendance. Please bring photo ID and a bank statement with you.

Please note that because of the different types of nurse clinics and appointment lengths, the facility to book nurses' appointments online is unavailable.

Automated Arrival

Instead of queuing at the reception desk to let us know that you have arrived for your appointment, you can arrive yourself simply and quickly by pressing a few buttons on the auto arrival screen. The arrival screen will ask you for your gender and your date of birth. Your appointment details will then be displayed which you will be prompted to confirm.

Waiting To Be Seen

We aim to see patients within 30 minutes of their allocated appointment time. Due to the nature of healthcare, on occasion appointments will run late and doctors may be delayed. We ask for your patience and understanding on such occasions. If your wait is longer than 30 minutes, please inform a member of reception.

Calling You In For Appointments

When calling you in for appointments, we use a digital arrivals board. When a doctor or nurse calls anyone in, the arrivals board emits a beep and displays the patient's name and the doctor/nurse the patient is seeing.

Repeat Prescriptions

You can request your scripts in two ways:

Online Repeat Prescriptions

We now offer the facility to order your prescription online. This easy to use system allows you to order your medication without the need of a visit to the practice and at a convenient time to you. Please visit our website www.hucknallrdmc.co.uk for more information or to order your next script. Your prescription will be ready for collection within 48 hours of your request (excluding weekends and bank holidays).

Request In Writing At The Practice

To order your prescription in the practice, complete the repeat slip attached to your last prescription or put your request in writing ensuring that you put your name, address and date of birth on the letter. Requests received at the practice will be ready within 48 hours (excluding bank holidays and weekends).

Unfortunately we cannot accept repeat prescription requests over the telephone. You can post your prescription request to the surgery and if a stamp addressed envelope is enclosed we will return it to you. Please ensure you leave enough time to account for the post.

Please note that on the bottom of repeat slips there will be a review date. You will need to make an appointment with a nurse or a doctor coming up to that time.

Onsite Pharmacy

We are fortunate to have a pharmacy next door to the Hucknall Road Medical Centre, enabling a speedy process of (where applicable) issuing prescriptions, dispensing and collection.

The pharmacy is open six days a week, Monday to Friday 8.30am to 6.30pm and Saturdays 9.00am until 12 noon.

Paying NHS Prescription Charges

Anyone who has to pay for and gets more than 4 prescription items in 3 months, or 14 in 12 months, could save money with a pre-payment certificate (PPC). You can pay for a PPC in a single instalment or by direct debit.

For further information regarding PPCs please visit the Prescription Pricing Authority's website: www.ppa.org.uk/ppa/ppc_intro.htm

Change Of Contact Details

Please ensure that you keep the practice informed of any changes of address, contact number/s and name. If you have changed address please notify us as soon as possible, this can be done in writing by completing a 'change of contact details' form at reception or via our website.

PLEASE NOTE - The address you are registered at is the address all correspondence will be sent to and, if required, visits will be arranged for. If it is identified that your registered address is NOT the address you are residing at, the practice reserves the right to refuse a visit, and in some cases will remove you from our practice list if your new address is not within our catchment area.

Additional Services Offered At The Surgery

Minor Surgery

The practice offers a minor surgery service. You will need to make an appointment with the doctor first to discuss your condition and the doctor will then decide if this is suitable for treatment at the surgery.

Minor Injury Service Available At Hucknall Road Medical Centre

Hucknall Road Medical Centre offers a minor injury service which includes minor trauma to head, hands, limbs and feet. A minor injury is defined as a trauma that has occurred within the last 48 hours and can be treated immediately without the requirement for an x-ray. If you have any queries, please contact the practice.

Travel Advice

Most vaccinations required due to travelling abroad can be administered in our travel clinic. The nurse will discuss with you your travel arrangements and advise you on what vaccinations you require. It is important to make this initial appointment for at least six weeks in advance of travelling. This is because travel vaccines often need ordering or prescribing, so you may need another visit to have these vaccinations administered. Additionally, some travel vaccines are chargeable.

Maternity Services

Antenatal clinics are held at a local practice, booked by your midwife. The practice has a midwife attached to, but not based/working at, the practice. Postnatal appointments are held at the practice by the doctors. This appointment should usually take place six to eight weeks after the birth of a baby, and checks both mother and baby. It is important your baby attends their postnatal check in the time-frame suggested.

Health Visitors

Health visitors are qualified and experienced nurses or midwives with additional specialist training in family, community or public health care. There are health visitors attached to, but not based at the practice.

Child Immunisations

The practice nurses administer child immunisations. Your health visitor will have discussed the importance of immunisations before you take your baby to see the nurse and answered any of your concerns. Your baby cannot be immunised without parental consent, therefore if a grandparent is bringing the baby, written consent must be brought with the child and pre-signed by the parent.

Smoking Cessation (New Leaf)

The practice offers support and advice to patients wishing to stop smoking. We also work alongside New Leaf; leaflets are available at the practice.

Last Orders

Regular clinics are now being offered at the practice. Please enquire at the reception for more information.

Physio First

Practice physiotherapy clinic is held on Wednesday and Fridays; leaflets are available at the reception.

Other Services Offered At The Surgery Are:

Contraception including Intra-uterine Device (“Coil”) and Contraceptive Implant insertion

Sexual health screening

NHS health checks

Monitoring long term conditions (eg Diabetes, Heart and Circulation, Asthma, COPD, Rheumatoid Arthritis)

ECG

Spirometry

Blood tests, including Warfarin monitoring

Treatment room services - dressing, post-op care

Ear syringing

Chaperones

For certain procedures, the doctors may ask if you would prefer a chaperone with you. The chaperone will normally be a female member of our clinical team, though at busy times it may be a member of our support team. If you require a chaperone with you during your consultation, please inform reception.

Training

We maintain a long tradition of helping to train the next generation of doctors, at various stages of their career development.

Medical Students and Foundation Year 2 doctors all rotate through placements at the practice.

Med 3 / Sick Notes

Sick notes are not issued for the first seven days of absence from work, this is self-certificated and these forms are available from your employer or at the post office. If you are still unwell after seven days you will need an appointment with a doctor who will issue you with a sick note if there is a medical need for one. In order for a doctor to assess your condition and if necessary issue a ‘Statement for Fitness to Work’, patients *must be seen* during the episode of illness as certificates cannot be issued retrospectively.

Please note - If your employer requires a sick note during the first seven days of absence there would be a fee of £16.50 for this service.

Private Work And Non-NHS Examinations And Reports

We are able to perform examinations for employment, LGV, PSV, fitness to drive, insurance examinations etc. However these are not part of our NHS work and we charge the BMA recommended rates for these examinations.

We also charge a fee for signing certificates such as private medical certificates, sick notes and private prescriptions. A list of current fees can be requested from the practice, downloaded from our website and is displayed on a poster in our waiting area.

Other Medical Contacts And Advice

NHS Walk-In Centre

There are two local NHS walk-in centres; one based on Parliament Street and the second is based on London Road, Nottingham. NHS walk-in centres offer fast and convenient access to local NHS services, information and treatment without needing an appointment. They do not replace local GP or hospital services but complement them. This is a nurse-led clinic that can offer:

- Treatment for minor illnesses and injuries
- Assessment by an experienced NHS nurse
- Deal with minor injuries etc

NHS 111 (previously known as NHS Direct)

NHS 111 aims to provide information and advice about health, illness and health services, to enable patients to make decisions about their healthcare and that of their families. You should call the NHS 111 service if you need medical help fast, but it’s not a 999 emergency. You will be assessed, given advice and directed straight away to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

NHS 111 can provide the following services:

- Advice on how to stay healthy
- Information about out of hours GP and dental services
- Information on local pharmacy services
- Information on other local health services

Accident And Emergency

The Accident and Emergency (A&E) department is located at the Nottingham University Hospital, Queens Medical Centre campus. If you have an accident/fall there is an adults/children department.

Please note that there is not an A&E department located at the NUH City Hospital campus. Emergency dentists can be located via NHS 111.

NHS Choices

NHS Choices is a new online service from the NHS that helps you to make the most of your health and get the best out of the NHS. It has been developed to help you make choices about your health, from lifestyle decisions such as smoking, drinking and exercise, through to practical aspects of finding and using NHS services should you need them. NHS choices can be found at: www.nhs.uk

Pharmacy First

Pharmacy First is a scheme where selected minor ailments are managed in the pharmacies within Nottingham City CCG. Its aim is for patients with certain minor ailments to be able to use the pharmacy in the first instance, to save the patient having to make an appointment with the doctor.

The Pharmacy First scheme is aimed at patients who are exempt from prescription charges. Any medicines necessary for the treatment of selected ailments will be provided free of charge by the pharmacists. More information can be found from the information leaflets in our waiting area or by visiting:

<http://www.nottinghamcity.nhs.uk/-your-services-/your-pharmacy-services.html>

Separate information sheets regarding Child Health and Maternity and Flu Vaccinations and Clinics can be obtained from reception.

Practice Charter

Our Responsibilities To You

We are committed to provide you with the best care and service we can.

All patients will be treated as individuals and partners in their healthcare irrespectively of their ethnic origin or religious and cultural beliefs.

We will provide you with full information on the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

We will provide information to all patients in a form which they can understand and support patients in giving informed consent to treatment and care provided in the practice.

All information you provide to us will be kept confidential at all times and not shared without your written consent where applicable.

We will provide you with your health records as and when requested, subject in limitation in the law.

We will work and co-operate with other providers in the statutory and voluntary sectors, including carers, to provide additional treatment and support as and when needed.

We will do all we can to protect patients from abuse and any risk of abuse and respect their human rights.

We will seek patient opinion on our services, respond to complaints and significant events, and learn from all these, making changes where appropriate, to training and procedures in order to promote improvement of our service.

We will ensure we comply with all relevant regulations to provide safe environment to all patients.

Your Responsibilities To Us

Please help us to help you by ensuring that you:

Inform us of any changes in your circumstances (eg change of address, telephone number).

Do everything you can to keep your appointments. If for any reason you are unable to attend, please inform us as soon as possible so that we can offer it to someone else. Also please let us know if you are running late.

Treat our staff with respect and courtesy at all times.

Respect other patients' privacy when they speak to a receptionist by standing beyond the designated point.

Respect health and safety rules whilst on the premises and respect other patient's rights to not be disturbed (eg excessive noise or obstructions of seating area).

Look after your own and your family's health. We are happy to give you our professional help and advice. However, remember that you are responsible for your own health and the health of your children.

Ring for your test results as instructed by your doctor/nurse after 2.00pm if possible, as it takes time for results to reach us.

Switch off or put your mobile on silent whilst visiting the surgery.

Practice Policies

Compliments, Contacts And Complaints

Helping us to provide you with improved services.

A comments box is situated in reception where you can post all compliments, contacts and complaints. We also have an online function on the 'Contact Us' page on the website. If appropriate we will acknowledge receipt of your contact with us.

Compliments

Compliments are always welcome and used to evaluate the services we offer.

Contacts

Contacts are not complaints but offer you a forum where you can raise any service or practice environmental matter. Information provided will help us to improve the services we offer and the environment that these take place. Contact forms are available from reception, alternatively use the 'Contact Us' functionality online.

Complaints

Complaints are always welcome and are used to improve the services we offer. Complaints ideally should always be in writing addressed to Maxine Lewis, Practice Manager. If you prefer to speak with the practice manager, please telephone the practice on **0115 960 6652**. Complaints will be treated seriously and acknowledged in line with the practice complaints policy and procedure (available on request). Please do not use the 'Contact Us' link on the website or the 'Comments Box' to file a complaint with us.

Access To Records

In accordance with the Data Protection Act 1984 and the Access to Health Records Act 1990, patients may request to see their medical records. Such requests must be in writing, and are by appointment only with a member of our reception team present.

Viewing and copying of paper medical records may be subject to an administration charge.

All patients can also request access to their electronic records (also known as summary care records) by filling in access to on line services registration form and bringing photo ID along with a bank statement.

Confidentiality

All staff are bound to maintain patient confidentiality. Any proven breach of confidentiality will be treated extremely seriously.

Confidentiality extends to family members, therefore medical information relating to you will not be divulged to a family member without your written consent.

Data Protection

The practice is registered with the Information Commissioners Office (ICO) on the Data Protection Register as a data controller.

Fraud

The Fraud Act 2006 introduced a general offence of fraud - and NHS fraud is no exception. Generally, the term describes offences such as deception, forgery and misrepresentation or concealment of facts. Hucknall Road Medical Centre will not tolerate any fraudulent activity from patients, and if this is found to be happening, will investigate matters which may then result in criminal charges and the removal of yourself and possibly members of your household from the practice list.

Patient Forum

The practice has a patient participation group. The group meets quarterly to discuss practice related issues and share ideas on ways to improve the services we offer. For more details on joining this group, please ask at reception. Alternatively visit our website for more information.

Useful Contacts

Tel No

Telephone Care Services 111	111
NHS choices (www.nhs.uk)	
Nottingham Walk in Centres:.....	0115 883 8500
Upper Parliament Street.....	0115 883 1960
Clifton Nurse Access Point.....	0115 878 6100
NEMS (Out Of Hours Service).....	0115 960 6652
QMC	0115 924 9924
City Hospital	0115 969 1169

Did you know that basic hygiene, regular health checks and up to date vaccinations can also prevent major health problems for your pet?

Contact a local Vet to find out how to register your pet for a health check.



Our pet health care plan provides your pet with:

- Annual booster vaccination
- Full health checks twice yearly
- Year-round flea prevention & worming treatment

Call 0115 962 1010 www.arnwoodvets.co.uk
Winchester Street, Sherwood, Nottingham NG5 4AJ

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To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Jenny Mellenchip now on **0800 612 1516**

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

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Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

Notes

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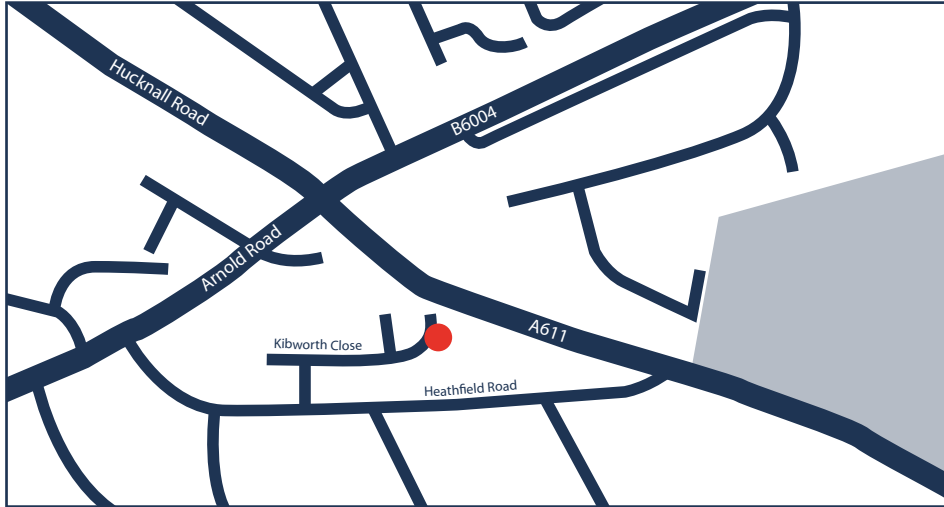
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How To Find Us



Hucknall Road **Medical Centre**