

THE LINDEN MEDICAL GROUP

www.thelindenmedicalgroup.co.uk

Stapleford Care Centre
Church Street
Stapleford
Nottingham NG9 8DB

Tel: 0115 8752000
Fax: 0115 9491751

Welcome to our Practice!

Our aim is to provide a high standard of care for all our patients. This leaflet tells you about the practice and the services that we offer. Please read it – we hope you find it helpful and informative.

THE DOCTORS

Dr S Adl (male)

Dr A Muthoot (male)

Dr K Rees (female)

Dr K K Tumurugoti (male)

Dr I Mendis (female)

Dr U Singh (male)

THE PRACTICE SUPERVISORS

Mr Fares Msaiei
Mrs Patricia Mozley

THE NURSES

Karen Kidger
Stephanie Wright
Sharon Robinson

Health Care Assistance
Tracy Dudley
Pauline Tilley

ABOUT US

We are a practice with six doctors. Receptionists are available at both surgeries every weekday. The receptionists can help you with all enquiries but it would help if you could make any routine enquiries e.g. investigation results **between 11am and 1pm**, as the phone lines can be busy in the mornings.

You may see the doctor of your choice, who does not have to be the doctor whose name appears on your medical card. In the interests of good medical care if possible we would encourage you to consult with the same doctor. This will allow the doctor to build up his or her knowledge of your problem without the need for you to repeat your medical history to another doctor.

Attached to the practice at both its surgeries are district nurses, midwives and health visitors who work closely with us as part of the practice team.

The practice area covers parts of Sandiacre, Stapleford, Bramcote, Bilborough, Trowell, and Wollaton.

ACCESS AND SERVICES FOR DISABLED PATIENTS

Our surgery at Stapleford Care Centre, although on the first floor, has a lift for those patients needing this facility. Please do ask for further information if you have any particular requirements which would enable you to make the best use of our practice.

SURGERY OPENING TIMES

The telephone lines at Stapleford are open at the following times:-

**Monday, Tuesday, Wednesday Thursday and Friday 8am to 6:30pm.
Thursday we are closed between 1pm - 4pm**

Surgeries are held morning and afternoon on all weekdays except Thursday afternoon.

OUT OF HOURS

After 6:30pm and before 8.00am on weekdays, and at weekends and Bank Holidays, the Out of Hours Service (**NHS 111**) is on duty to handle calls from patients. NHS 111 is free to call and is a fast and easy way to get the right help.

If you call the surgery number when it is closed you will be advised either;

- to call back when your surgery is next open If your call about a repeat prescription or a routine appointment or
- to hang up and **dial 111** If your call is of an **urgent** medical nature.
- **For emergency please call 999.**

There are also NHS walk-in centres at the Island Site, London Road, Nottingham NG2 4UU opens between 7am - 9pm Tel: 0115 883 8500, and Minor Injury Units (MIUs)/ Walk-in Centres at Ilkeston Community Hospital, DE7 8LN) open between 8am and 10pm Tel: 0115 930 5522.

These services are for medical emergencies or urgent problems that cannot wait until the surgery is open again

HOW TO REGISTER AS A PATIENT

To become registered as a patient with our practice you must live within the practice area and provide proof of identification and address. Please call into Stapleford surgery to discuss registration with one of the receptionists. Once you are accepted as a patient you will be asked to complete a new patient questionnaire giving details of your past medical history. You can also fill in the **Pre-registration form** online from our website.

HOW TO SEE A DOCTOR OR NURSE

With slight variations between the doctors, morning consultations at the surgery take place each day between 8.30am and 11.30am and evening consultations between 3.20pm and 6pm. Dr Rees and Dr Mendis work part time, the other doctors work full time.

All routine surgery consultations are by appointment only. You can book an appointment by phone or in person at reception, or use our on-line service (ask reception for further details, you will need an ID number and password).

All calls from patients requesting to see a GP on the same day/urgent queries and requests from home visits will be first screened for emergencies by trained reception staff. This is a safety measure to avoid delay in seriously ill patients seeking emergency medical care via 999 calls or accident and emergency department. Patients calling with symptoms classed as emergencies will be immediately advised to call 999 or attend A&E.

Patients calling with an urgent problem that can not wait will be added to a GP triage list for the ON Call GP to clinically triage them and offer advice or urgent /routine appointment with a GP as clinically appropriate.

If you have an **urgent** problem that cannot wait please speak to one of our receptionists. Urgent appointments requested before 11am can be added to the end of the morning surgery lists. After 11am requests for a same day appointment or home visit are dealt with by the on-call doctor. The doctor will contact the patient by telephone to decide with the patient how best to deal with that patient's health needs. If appropriate, a face to face consultation that day will be arranged.

HOME VISITS

We prefer patients to come to the surgeries if they can as it is much easier to examine the patient with equipment available at the surgery.

Home visits should be only for those patients who are;

- Patients who are bed bound (just house bound patients may not automatically qualify for home visit, however the on call GP may agree for a GP visit depending on patient's individual health/ social circumstance when they are triaged).
- Acutely ill and whose condition may deteriorate if travelled to surgery.
- Any Palliative patients.

REPEAT PRESCRIPTIONS

Patients who are on regular medication do not always need to see a doctor to obtain a repeat prescription. Your repeat prescription will have a tear-off slip attached to it listing the prescribed medication. After ticking the item(s) you require this tear-off slip can be placed in the repeat prescription box in reception or sent to the practice. If the prescription is to be posted back to you, please supply a stamped addressed envelope.

To avoid error and confusion we **do not** take repeat requests over the telephone. However, you can telephone your usual chemist to request a repeat prescription and they will get the

request to us. We also offer an on-line service for repeat prescription requests – reception staff can provide more information on how to access this service.

The large volume of repeat prescriptions requested on a daily basis require us to request **48 hours notice** for a repeat prescription, although in exceptional circumstances less notice may be accepted. The doctors usually sign the prescriptions after morning surgery.

PRACTICE SERVICES

This practice provides all usual general medical services. These include:

Minor Surgery – some of the doctors carry out various minor surgical procedures, for example removal of cysts and lumps and freezing with liquid nitrogen. Please enquire at the reception desk as to which doctor can help you.

Child Health Clinic – this is held by a doctor and a practice nurse at the Stapleford surgery on Thursday mornings. The aim is to provide routine health development and advice for children under the age of 5 years. Immunisation of children is also carried out during these clinics.

Ante-Natal Care – routine ante-natal care is undertaken by the community midwife and takes place at Stapleford Care Centre.

Practice Nurse Clinics – our practice nurses carry out a variety of specialist services. They share with doctors the care and monitoring of those with certain chronic diseases including coronary heart disease, high blood pressure, diabetes, COPD and asthma. The practice nurses also will be able to help you with cervical smears, well person checks, dressings, lifestyle advice, HRT reviews, family planning, ear syringing, holiday immunisations, travel health advice and influenza vaccinations.

Family Planning – all the doctors at the practice offer contraceptive advice; we also provide a service for fitting contraceptive coils and implants.

Routine blood tests – these are carried out by a trained phlebotomist in the practice and appointments for routine blood tests should be arranged through reception.

RIGHTS, RESPONSIBILITIES AND COMPLAINTS

We do our best to provide a quality medical service. In return we expect and hope that patients will respect our staff. Any patient who is violent or abusive to the doctors, their staff or any other persons present on the practice premises will be removed forthwith from the doctors' list of patients.

The doctors respect your time and endeavour not to keep you waiting too long. However, emergencies arise and have to be given priority. On these occasions, if you are inconvenienced we hope that you will understand.

If you cannot keep your appointment please let us know as soon as possible. We can always offer the cancelled appointment to another patient.

While we constantly strive to provide a good, friendly and efficient service we realise that occasionally things do not go as smoothly as we would like. If you have any complaints about our service or any comments, please ask to speak to in the first instance one of the practice supervisors or your doctor.

LINDEN PATIENT PARTICIPATION GROUP

We would like to know how we can improve our service and have your views on our surgery and staff. To help us with this, and in order to improve the communication between the practice and our patients we run a patient participation group.

All patients registered with the Linden Medical Group at Stapleford are very welcome to attend the meetings which are usually held on the first Tuesday of every month at 7pm.

If you have any comments or suggestions about the practice but are unable to attend the group, please make use of our suggestion boxes placed in reception.

Please ask at reception or visit the website www.thelindenmedicalgroup.co.uk for more information.

DATA PROTECTION ACT

All information about you is held by us in accordance with the provisions of the Data Protection Act and associated legislation. If you wish to view the information about you which we hold please ask to speak to a practice supervisor. All clinical and administrative staff have access to patient information. All staff are aware that such information is confidential. Each staff member has access to the practice computer system only by use of his or her personal password.