

Highcroft Surgery



**Highcroft Medical Centre
High Street
Arnold
Nottingham
NG5 7BQ
Tel: 0115 8832330
Fax: 0115 8832350
www.highcroftsurgery.co.uk**

Practice Booklet

Updated January 2019

The purpose of this leaflet is to help patients make the best use of the services we offer and to help us build a partnership with you as our patient. We hope you will find the information helpful.

The practice is based at Highcroft Medical Centre between High Street and Croft Road. The map at the back of this leaflet shows the area in which we accept patients. If you are not sure whether we can accept you on our list our staff will advise you.

We hope you find the information provided helpful and informative. Please keep it safely for future reference.

Surgery opening times

Monday to Friday 8.00am – 6.30pm

Tuesday and Wednesday extended hours access 6:30 pm – 7:30pm

Phone lines open from 8.00am until 6.30pm

Extra evening and weekend appointments now available in local area. To book your appointment contact Highcroft Surgery during normal opening hours. Please be aware that the appointment may take place at another GP practice in the area. When attending after 6.30 pm or weekends please use the buzzer which is located on the right hand side of the entrance door.

Out of hours emergency care is handled by NEMS and if after assessment you require a face to face consultation you will be directed to the most appropriate service provider. Please phone the surgery on 0115 8832330 and your call will be automatically connected to NEMS.

You can call NHS 111 for free, 24/7, 365 days a year for urgent medical advice or if you're unsure which service to use.

You can also visit the NHS Urgent Care Centre, open every day from 7am-9pm, situated at Seaton House, London Road, Nottingham, NG2 4LA.

Please remember that Accident and Emergency is for urgent life threatening conditions and severe injuries only. If you attend inappropriately you may be waiting for a long period of time, may be advised to contact your GP for further treatment and may delay the care of patients requiring urgent attention.

In an emergency, such as severe shortness of breath, chest pains, stroke symptoms or loss of consciousness please call 999

THE PRACTICE TEAM

GP Partners

Dr J B McKeating (male) MSc, BMBCh, MRCP

Dr S Jobling (female) MBChB

Dr A G Alurwar (male) MBBS, DA, MRCA, DFSRH, MRCP

Salaried GPs

Dr L Whitehorn (female) BMBS MRCP

Dr A Wrench (male) MBChB, MRCP

GP Registrar

Dr J Halliley (female)

Dr L Axinte (female)

Your usual GP

All patients are assigned a named GP who is responsible for your overall care, and who will take lead responsibility of your care at the practice. You should contact the practice if you wish to know who this is, or if you have a preference as to which GP that is. Your practice will make reasonable efforts to accommodate this request.

You may still book appointments with any GP of your choice as long as they are available, and having your named GP changed will not affect any on-going treatments or appointments you may already have.

Teaching and Training

We are a teaching practice in which qualified doctors (GP registrars) spend 4 months to a year of their training gaining experience of General Practice. We also regularly have medical students attached to the practice, if your doctor has student sitting with him, you will be informed. If you do not wish a student to be present, please inform a receptionist or your doctor.

Advanced Nurse Practitioners

Mrs Julieann Gray BSc, PGDip, PGCert, DipHE, RGN

An advanced nurse practitioner is a highly trained prescribing nurse who is able to see and treat a wide range of medical problems. They work alongside our doctors and can refer you to hospital or for further tests as needed. Julieann is our Chief Nurse and is responsible for leading and developing our nursing team.

Nurses

Mrs Keeley Wood

Mrs Isabel Haywood

The practice nurses see patients with minor injuries, minor illnesses, run child vaccination clinics; provide cervical smears, travel vaccinations, contraceptive injections and offer reviews for patients with long term conditions such as asthma and diabetes, as well as a number of other services.

Health Care Assistants

Mrs Julie Corrigan

Mrs Mandy Clifford

Miss Jessica Miller

Our HCAs work with the practice nurses. Their duties include taking bloods, well man and well woman checks, NHS Health Checks, blood pressures, suture removal and dressings, diet advice and Flu, B12 and Pneumonia vaccinations.

Phlebotomist / Health Care Assistant

Miss Jessica Miller

A phlebotomist performs blood tests and may be trained to perform some of the other tasks carried out by Healthcare Assistants.

Practice Management

Emma Rowe is the Practice Business Manager. She is responsible for the overall management of the practice. She will be pleased to discuss any non-medical problems with you and welcomes any suggestions you may have for improving the service provided. She is responsible for the practice complaints procedure.

Secretarial and Workflow Optimisation team

Alicia, Tracey and Jo provide administration support for the practice dealing with GP referrals, incoming letters from hospitals and all requests for medical reports from Insurance companies, solicitors and other external companies.

Reception and Admin

The receptionists are trained to help and guide you. All information they receive will be treated in the strictest confidence. Admin staff is responsible for arranging child surveillance and child vaccination appointments, ante natal enquiries, registration of new patients and any information or documentation required for outside agencies.

Please do not blame our staff if you are unhappy with the service you receive. If there is a problem, please ask to speak to the Reception supervisor Lorraine or Beverley who will be happy to help.

Prescription Team

The practice has a prescription team who deal with your requests before they are sent to the GP. The team make sure that your medication, blood tests and medication reviews are all up to date on behalf of the GP. If not, they will contact you to let you know what is needed.

Community Team

Also working with us in the Health Centre are district nurses, midwives, health visitors, chiropodists, physiotherapists and school nurses. Other services using the Health Centre are a Community Paediatrician and Family Planning Clinics.

To access any of these services, please phone 0115 8832300

Appointments

Please telephone 0115 8832330 or call in at reception.

If your condition is non-urgent you can make a **routine appointment** up to 28 days in advance with a doctor of your choice.

Many conditions can be seen and treated by our Advanced Nurse Practitioners and Practice Nurses.

Please remember there are other options to consider if your health problem is minor and you are not able to attend the surgery.

Pharmacy First is able to treat conditions ranging from earache to vaginal thrush and you do not need to make an appointment to join and access this service.

NHS 111 (free phone line), you can speak to a trained advisor who can then direct you to the best medical care.

If you would like an **urgent appointment** on the same day and it is a **Monday, Tuesday or Friday**, you can attend our **Same Day Clinic** which runs from **8am until 10:30am**. Please be aware that, in the Same Day Clinic patients are seen & treated on the basis of clinical priority and this may incur a wait at the surgery, particularly if the

duty doctor has been called out to an emergency. **If it is a Wednesday or Thursday or at any other time (till 6.30 pm)** , the receptionist will need to take as much information from you as possible so the duty doctor can review you and decide the best course of treatment. You may be directed to an appointment with the GP or one of our nurses or the doctor may call you to see if help can be given over the phone.

On some occasions if there is excess demand Same Day Clinic can be closed early for health & safety reasons.

Where else can you be Seen and Treated?

Please remember the Urgent Care Centre in Nottingham is funded and supported by all the Nottingham GPs and is available to all patients for urgent non-life threatening conditions. Call them on 0115 883 8500. The Urgent Care Centre is open every day of the year including weekends and bank holidays between 7 am and 9 pm. You do not need an appointment, just walk in. The Urgent Care Centre aims to see 98% of people attending the service within 4 hours. The Nottingham NHS Urgent Care Centre is at Seaton House, City Link, Nottingham NG2 4LA

PLEASE NOTE THE SURGERY IS NOT AN EMERGENCY CENTRE – A DOCTOR IS NOT ALWAYS ON THE PREMISES

It is also possible to book and cancel appointments, change your contact details and order repeat prescriptions via our website: www.highcroftsurgery.co.uk. To use this system, please ask for a password at reception.

Additional Services Offered

We offer a number of services by appointment:

- Antenatal care
- Self referral 0115 8831862
- Asthma review
- Anticoagulation (Warfarin)
- Cervical smears
- Child health & Immunisation
- Contraception
- Diabetes monitoring
- Elderly – over 75 review
- Flu vaccination
- Heart MOT
- HRT monitoring
- Hypertension monitoring
- Menopause advice
- Minor surgery
- NHS Health Check
- Phlebotomy
- Private Medicals
- Travel Clinic
- Treatment room nursing

Chaperone

We encourage patients to ask for a chaperone for any examination by medical staff where you feel it necessary. If you wish to have a chaperone during a consultation or examination, please ask your doctor, nurse or a member of the reception staff and they will arrange this for you.

Home Visits

If you are housebound, please telephone before 11am to request a visit. Home visits are only available for patients who are housebound because of illness or disability. Visits will usually be done between 12 and 4pm. Please try to give the receptionist some idea of the problem. This information is used to help plan visits and clinicians may ring back to clarify the request or see if it can be managed over the phone.

Please do not request an immediate visit unless you feel there is a real emergency because of the disruption this causes to surgeries. In the time it takes to visit you at home the doctor can see several patients in the surgery

Highcroft home visit prioritising policy

It is recognised good practice for GP practices to have systems in place to triage and prioritise home visits.

When a request for a home visit is made, we assess:

- whether a home visit is clinically necessary; and the urgency of need for medical attention.

- this is undertaken by a clinician telephoning the patient, carer or care home nurse in advance to gather information to allow for an informed decision to be made on prioritisation according to clinical need.

In some cases if the urgency of need is so great that it will be inappropriate for the patient to wait for a clinician home visit and alternative emergency care arrangements will be necessary.

For repeat prescriptions

When you need a repeat prescription, please use the counterfoil attached to your previous prescription. Tick the items you need and place the list in the box in the entrance to the Medical Centre or post to us.

Please allow two working days for us to process your request if the request is brought in with us before midday. After midday please allow three working days for us to process the request.

You may also order prescriptions online once you have signed up for the service at reception. This is the most reliable method of ordering.

Access for disabled patients

Although we are situated on the first floor, our building is designed to facilitate easy access for disabled patients.

Complaints

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

The Practice Business Manager, Emma Rowe will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly.

Some complaints may be easier to explain in writing. Please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible. A complaints form can be found on our website, or in reception.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and will start looking into your

complaint as soon as possible. We will endeavor to respond as soon as we can but the time taken to properly investigate and respond to a complaint will vary depending on the nature of the complaint. We shall then be in a position to offer you an explanation and a meeting with the people involved.

Alternatively, you may contact Patient Advice and Liaison Service (PALS) Tel: 0800 028 3693 or e-mail pals.south@nottinghamnortheastccg.nhs.uk or write to: FREEPOST RTCH-KTCH-KXJE-JULT, Patient Advice & Liaison Service, NHS Nottinghamshire County, Civic Centre, Arnot Hill Park, Nottingham, NG5 6LU.

Confidentiality

You will only be asked for information about yourself in order that you can receive proper care and treatment. This information together with details of your care is kept in your patient notes.

You have a right of access to your health records. Please ask at reception if you would like to do this.

Anyone working at the practice and in the NHS as a whole has a legal duty to keep information about you confidential. Information about you is only disclosed when you have given express permission, for example, to allow your doctor to complete insurance or other types of reports.

Patient Participation Group

Our practice is committed to hearing your views and has an active PPG (Patient Participation Group) made up of a diverse group of patients of all ages and backgrounds. If you would like to know more, please visit the PPG noticeboard in reception or visit our web site www.highcroftsurgery.co.uk.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone phoning or attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

How to register as a patient

If you wish to register with us, you will need to complete a form and provide photographic identification (e.g. passport or driving licence)

and proof of your address. Registration forms can be obtained from the reception desk or online on the Practice website.

If you need to see a doctor or nurse but haven't yet registered, you can still book an appointment; you just need to come 10 minutes early and register when you get here.

Fees for Non-NHS Work

Various work such as insurance reports, holiday insurance certificates and private medicals are not NHS work and therefore incur a charge. To request work to be done on your behalf please ask for a form from reception or you download the form from our website. The form includes our prices and we have additional information about why GPs sometimes charge fees for work. A deposit will need to be taken prior to commencement of work with any balance payable at collection

Minor Illnesses

Coughs, Colds and Sore Throats

These illnesses are extremely common and troublesome. Most of these infections are caused by viruses, which will not get better with antibiotics. Even if the illness is caused by bacteria, it is not always necessary to treat with antibiotics as the human body is capable of fighting these infections naturally and there is little evidence that antibiotic use in these infections will make you better any quicker.

Overuse of antibiotics leads to the development of superbugs (e.g. MRSA). It is better to only use antibiotics when they are really essential.

There are certain times of year when these infections are more prevalent. If you have had symptoms for more than five or six days and have tried various preparations from the chemist without result, then feel free to see a GP or nurse for an assessment.

Fever Symptoms in Children

There are lots of illnesses in children that can cause fever, most of the time they are simple viral infections. Below are some simple measures for controlling a fever, when to consult a GP about a fever and any warning signs you should look out for.

- It is very helpful if you can keep a thermometer at home for monitoring temperature accurately. The forehead strip thermometers are not always very helpful. Chat to your chemist about this.

- If you have a child under the age of three months with a fever, please seek medical attention as soon as possible.
- If you have a child with a fever, who is otherwise well in him/herself (eg, eating ok, drinking well, alert, no rashes) then use paracetamol/calpol suspension as directed on the bottle, and encourage fluids. If he/she is no better after 48 hours then please see a GP for assessment.
- If your child is unwell with a fever - more drowsy than usual, has a rash, isn't taking fluids very well, or if you are at all worried, then see a GP for urgent assessment. It usually takes us only a few minutes to assess your child, enabling us to offer appropriate treatment and advice, and we should be able to put your mind at ease about your child's illness.

Diarrhoea and Vomiting

Most cases of diarrhoea and vomiting are caused by airborne viral infections, although some are passed by direct contact. They are usually self-limiting.

Symptoms include diarrhoea, vomiting, abdominal cramps and fever. Babies with diarrhoea and vomiting are often well in themselves - but if you have any uncertainty then, please, see a GP for assessment. Signs of dehydration include sunken soft-spot, dry mouth, dry nappies and change in colour of skin. If any of these signs occur then see a GP as an emergency.

It is usually not recommended to change your baby's feeding regime when they have diarrhoea and vomiting. In the past we used to advise watering down feeds, but this is not necessary. Just offer usual fluids and milk/feeds.

If you have any doubt at all about your child/family member, then do not hesitate to come for an assessment. If you think you may have food poisoning then bring a faeces sample so it can be sent for analysis.

Minor Accidents

For simple cuts and grazes, wash the wound under running water and apply a clean dressing or plaster; available in all chemists and supermarkets.

If the wound does not stop bleeding after 5 minutes of pressure and it's during surgery hours you can be seen by either a Practice Nurse or a GP as an emergency to review the injury. Treatment will be offered as appropriate for any minor injuries or concerns.

Any accident or injury out of surgery time must be seen at the hospital.

Sun Safe Advice

- Do not sit or work outside in the midday sun if you can help it.
- Always apply a high factor sun screen at least 30 minutes before going out in the sun.
- You can still burn even if it is a cloudy day
- Beware of sunny, windy weather as you may not notice that you are burning.
- Always wear a hat or sunglasses as eyesight can be damaged by UV rays.
- It is better to be pale and free of skin cancer! There are lots of good fake tan products out there!

When should I call 999?

There are always reports in the papers about inappropriate reasons for calling for emergency help - 'I couldn't find my glasses' being one of the many inappropriate requests 999 have heard over the years. The following symptoms or conditions are potentially life threatening and warrant a 999 call.

- Collapse/loss of consciousness
- A fit in someone not known to have epilepsy, or an unusually long or violent fit in a known epileptic.
- Severe shortness of breath - signs may include strangely noisy breathing, chest heaving in and out, difficulty speaking in sentences.
- Any chest pain, especially if associated with breathlessness.
- If you suspect someone has had a stroke

The following conditions may warrant a 999 call - if in doubt dial 999 and discuss with the operator or speak to the duty doctor here.

- Anyone who is very unwell and not able to be moved into a vehicle to be taken to A&E by a family member or friend.
- Severe sudden abdominal pain.
- Very heavy bleeding that does not slow when pressure is applied for five minutes

If you speak to a receptionist or medical staff member at the surgery and are advised to dial 999 then please follow that advice.

Infectious Diseases

Chickenpox has an incubation period of 11-21 days and an infectious period of one day before the rash appears to 6 days after.

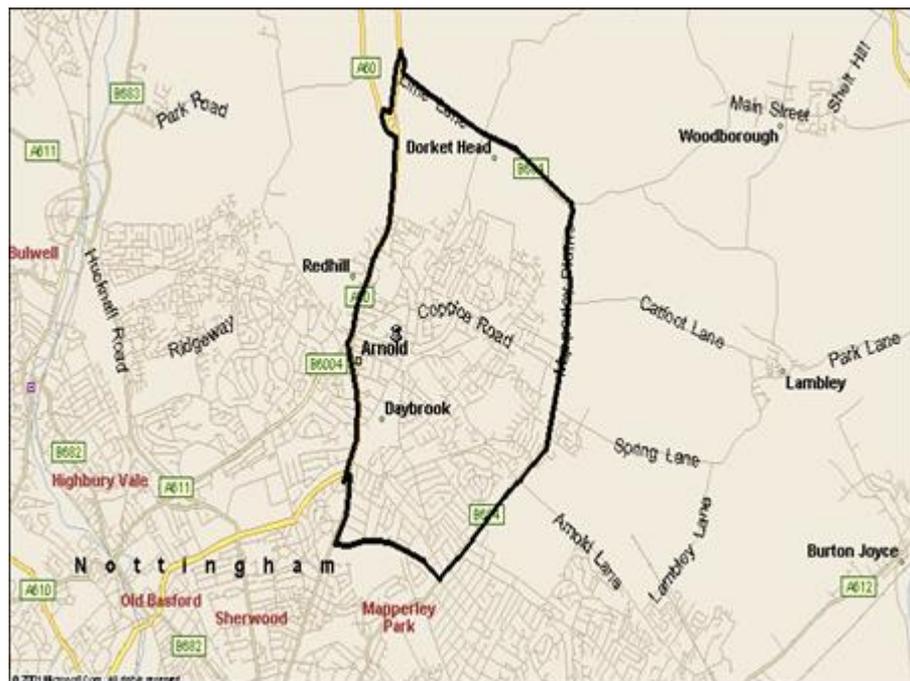
Useful Telephone Numbers

Out of hours medical help/advice	111
Local police (non-emergency)	101
Podiatry	0115 9617616
Community Physiotherapist	0115 9617616
Health Visitor	0115 9617616
District Nurses (SPA Single point of access)	0300 083 0100
Nottingham North & East CCG	0115 883 1838
Mandala Centre (Mental health)	0115 960 2820
Midwife Out of hours	0115 929 9771
Citizens Advice Bureau	0844 848 7997
PALS Patient Advice & Liaison Service	0800 028 3693
Child line	0800 1111
Gedling district council enquiries	0115 901 3901
NSCB Safeguarding	0115 977 3935
City Hospital	0115 969 1169
Queen's Medical Centre	0115 924 9924
Kings Mill Hospital	01623 622515

Practice Boundary

If you move outside the boundary we will ask you to register with another practice. However, you can apply to re-register with us as an "Out of area patient" (no home visits). If you required a home visit we would ask you to call 111 who would make arrangements for you.

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the patient list. The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.



If you would like a copy of this booklet in larger print or a different language, please ask at reception.