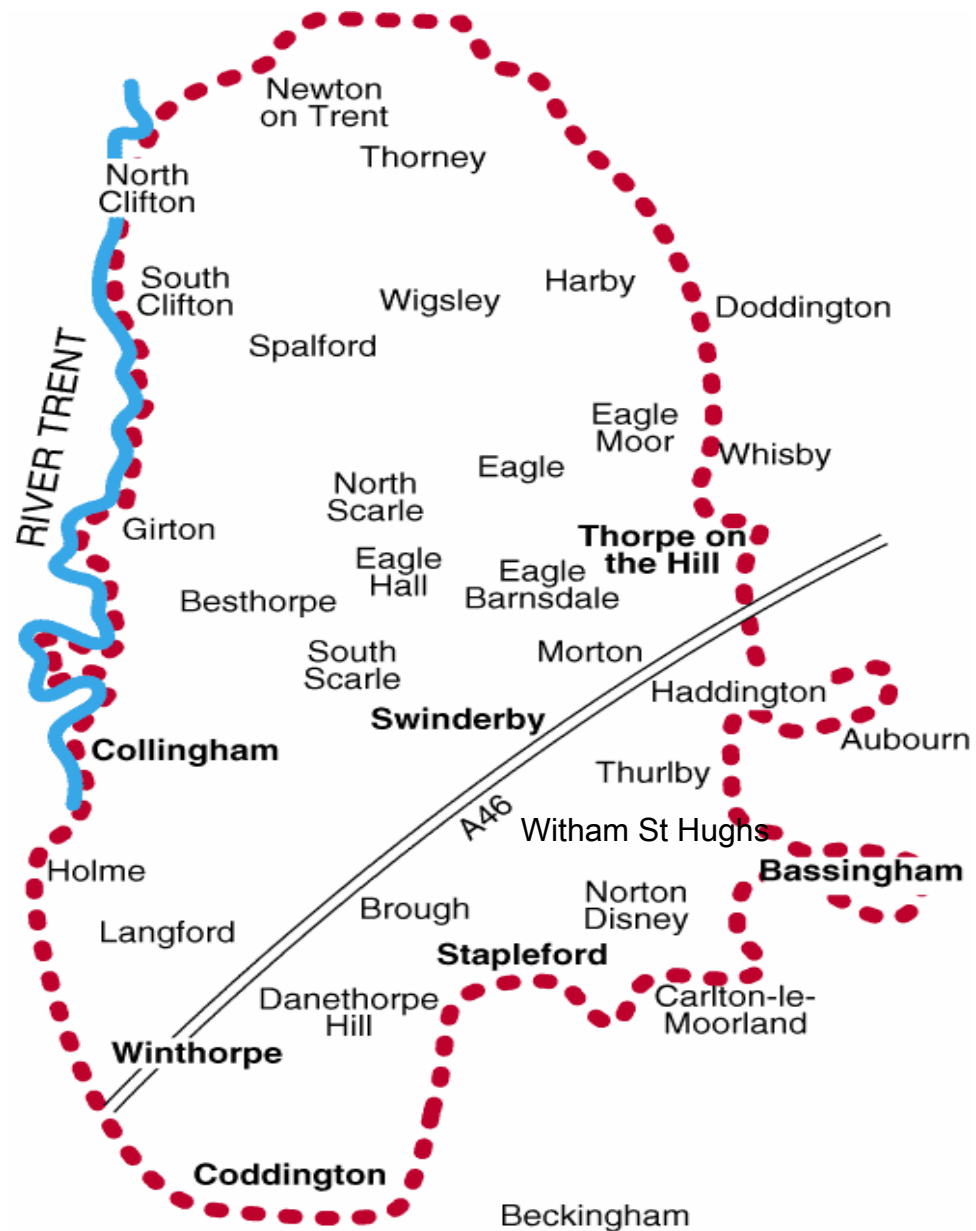


## PRACTICE AREA



# COLLINGHAM MEDICAL CENTRE

**Drs de Gay, Terrill, Lawrence & Clarke**

**Collingham Medical Centre  
High Street  
Collingham  
Newark  
Notts NG23 7LB**

### TELEPHONES

Enquiries/Emergencies	01636 892156
Appointments	01636 893956
Repeat Prescriptions	01636 892210
Fax	01636 893391
E-mail	<a href="mailto:Collingham.med@gp-c84045.nhs.uk">Collingham.med@gp-c84045.nhs.uk</a>
Website	<a href="http://www.collinghammedicalcentre.co.uk">www.collinghammedicalcentre.co.uk</a>

### OPENING HOURS

Monday, Wednesday & Friday	8.30am to 7.15pm
Tuesday & Thursday	8.30am to 5.00pm

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## SOME USEFUL TELEPHONE NUMBERS

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### Collingham Medical Centre

Enquiries/Emergencies .....	01636 892156
Appointments .....	01636 893956
Repeat Prescriptions .....	01636 892210

### Miscellaneous

Collingham Pharmacy .....	01636 893038
NHS Nottinghamshire County	
• Ransom Hall, Rainworth, Mansfield.....	01623 414114
• Standard Court, Park Row, Nottingham .....	0115 912 3344
NHS Lincolnshire .....	01522 513355
Social Services (Newark) .....	01636 654654
(Lincoln) .....	01522 689000

### Hospitals

Newark Hospital .....	01636 681681
Lincoln County Hospital .....	01522 512512
Grantham Hospital .....	01476 565232
Queens Medical Centre, Nottingham .....	0115 924 9924
Nottingham City Hospital .....	0115 969 1169
Kings Mill Hospital, Mansfield .....	01623 622515

NHS Nottinghamshire County  
Birch House  
Ransom Wood Business Park  
Southwell Road West  
Rainworth  
Mansfield NG21 0HJ

Tel: 0300 300 1234 Fax: (01623) 653527

**NHS** CALL 24 HOURS ON  
**0845**  
**Direct 4647**

## **VISIT OUR WEBSITE [www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk)**

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

## **USEFUL WEBSITES**

NHS Direct .....	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
Healthcare Commission .....	<a href="http://www.healthcarecommission.org.uk">www.healthcarecommission.org.uk</a>
Department of Health .....	<a href="http://www.dh.gov.uk">www.dh.gov.uk</a>
NHS Choices .....	<a href="http://www.nhs.uk">www.nhs.uk</a>
NHS Nottinghamshire County .....	<a href="http://www.nottinghamshirecountyteachingpct.nhs.uk">www.nottinghamshirecountyteachingpct.nhs.uk</a>
Health Protection Agency (HPA) .....	<a href="http://www.hpa.org.uk">www.hpa.org.uk</a>
Independent Complaints Advocacy Service (ICAS) .....	<a href="http://www.carersfederation.co.uk">www.carersfederation.co.uk</a>
General Medical Council .....	<a href="http://www.gmc-org.uk">www.gmc-org.uk</a>

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## INTRODUCTION

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Welcome to Collingham Medical Centre. The surgery moved to its current location in 1981. We are a training practice which encourages the future development of general practice teams.

We continually strive to develop a 'one-stop shop' for the community and in addition to those services noted in the leaflet we are also home to Collingham Healthcare Education Centre (CHEC).

## THE DOCTORS

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Dr Anne de Gay	BMed Sci, BM, BS (1977 Nottingham) GMC No: 2305587, Female
Dr Lisa Terrill	MB, BS, MRCP (1991 London) GMC No: 3547351, Female
Dr Rob Lawrence	MBChB, MRCP (1998 Manchester) GMC No: 4536587, Male
Dr Vicki Clarke	BM, BS, MRCP (1990 Nottingham) GMC No: 3459212, Female

## SURGERY HOURS

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Monday	8.30 - 11.10am	3.00 - 7.00pm
Tuesday	8.30 - 11.10am	2.00 - 4.00pm
Wednesday	8.30 - 11.10am	3.00 - 7.00pm
Thursday	8.30 - 11.10am	2.00 - 4.00pm
Friday	8.30 - 11.10am	3.00 - 7.00pm

## THE HEALTH CARE TEAM

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The following make up the team in addition to the doctors:

Practice Manager	Julie Reid is the manager and is responsible for the running and administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.
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## FREEDOM OF INFORMATION

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The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available.

This scheme is available from reception or, alternatively, by downloading from our website, [www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk)

## PATIENT CHOICE

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We do our best to accommodate your rights as a patient to express a preference of practitioner. However, there may be occasions where this is operationally difficult, particularly in sudden illness and same day appointments.

If a referral is required to another healthcare provider, we will aim to offer you a choice.

## COPYING OF LETTERS TO PATIENTS

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During your consultation, if a referral to another healthcare professional is the agreed action, please advise the doctor if you require a copy of this referral letter.

## COMMENTS, COMPLAINTS AND SUGGESTIONS

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Comments on any aspect of the practice will be received with interest. Please use our suggestion box or pass any such comments onto our team or our manager, Julie Reid.

We are keen to provide a high standard of service. Please help us to do so. Complaints or grievances should be passed either to a PCA or given directly to our manager.

If you have a complaint about our out-of-hours service please contact the Out of Hours Service, John Coupland Hospital, Ropery Road, Gainsborough, Lincolnshire, Tel: 01427 610242.

- Preparing statistics on NHS performance and activity.
- Investigating complaints or legal claims within the NHS.
- Financial controls and NHS Auditors.

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

Social Services, the Benefits Agency and others may require medical reports on you from time to time. Failure to cooperate with these agencies can lead to patients' loss of benefit or other support. However, if you have not given your signed consent we will not normally disclose information about you.

If you agree, your relatives, friends or carers may be kept up to date with the progress of your treatment. Please complete a "Consent for Release of Medical Information" form. Once this is returned we will add a message to your records.

You have the right to request **access to your health records**.

If you wish to see your notes there are 3 steps:

Step 1 - Speak/meet with the practice manager who will explain the procedure and make the other appointments for you. This may be a telephone call.

Step 2 - View your records. A PCA will sit with you whilst you look through your notes. A private room will be made available to you for up to an hour.

Step 3 - Opportunity to meet with your usual doctor. This will allow you to discuss any queries you may have.

If you have not had an appointment at the practice within the previous 40 days a fee of £10.00 will be charged to cover staff time. A charge of 35p per sheet will be made for any photocopies requested.

Assistant Practice Manager	Barbara Bateson leads the administration team for NHS Services. In Julie's absence Barbara is the Acting Practice Manager.
Practice Nursing Team	The Practice Nurse Team is Carol Carleton, Rebecca Coe, Cathy Pattenden, Anthea Scott and Sam Waterhouse. The nurse team are available by appointment and undertake a variety of clinical procedures including chronic disease reviews, minor illness and minor injury.
Patient Care Advisers (PCA)	The PCA team are trained to assist you with your telephone and front desk queries, ensuring prompt access to the most appropriate healthcare professional. They will also help with booking a hospital appointment on the Choose and Book Scheme. Most PCA's are also trained chaperones.
Superintendent Pharmacist	Phil Reeder offers help and advice in our pharmacy and is supported by Pharmacist Chris Kenny.
Community Nurses	Judy Perrell and the team carry out nursing care in the community.
Health Visitors	Rachael Isaac-Pascoe offers help with health matters for families with young children.
Community Midwife	Camilla Picknett cares for women throughout pregnancy and after the baby is born.
Physiotherapy	Yomi Olasimbo sees patients at the surgery by referral from the doctors.
Clinical Psychologist	Dr Sarah Toft sees patients at the surgery by referral from the doctors.
Counsellor	Buick Hamblin sees patients at the surgery by referral from the doctors.
Podiatrist	A podiatrist offers treatment to patients at the surgery by referral from the doctor and self referral.
Admin Team	A team of secretaries and administrators who deal with the day to day administration of the practice and process referrals to hospital.

## VALUE THE TEAM

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We value our team tremendously and are “Investor in People” accredited.

Whilst we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team.

## APPOINTMENTS

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Appointments may be made by telephoning 01636 893956 by calling at the surgery or via Emis Access online (see page 9). Routine Appointments may be made well in advance (maximum three months).

- **Cancellation of Appointments**

If you are unable to keep your appointment please cancel by ringing 01636 893956 as soon as possible.

- **Telephone Assessment (Triage)**

A triage nurse is available for advice and minor illness appointments.

## HOME VISITS

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If you are housebound due to a clinical condition, please let the Patient Care Advisors (PCA) know in order that a doctor will telephone you to discuss a visit. We will aim that you will be put through to a doctor, but this is not always possible at the time of request.

## EMERGENCIES OUTSIDE NORMAL WORKING HOURS

**TEL: 01636 892156**

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Your call will automatically be transferred to the out of hours service when the surgery is closed. Advice can also be sought from NHS Direct on Tel: 0845 46 47 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or in an emergency dial 999.

## PATIENT INFORMATION AND CONFIDENTIALITY

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The practice uses computers in many aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records are held on the computer in accordance with the guidelines of the *Data Protection Act*.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. *The NHS Central Register for England and Wales* contains basic personal details of all patients registered with a GP. The Register does not contain information about your health.

In addition to using your information for your care and treatment, it **may** also be needed for other reasons, such as:

- Helping staff to review the care they provide to make sure it is of the highest standard.
- Training and education, for example support of Registrars (but you can choose whether or not to be involved personally).
- Research approved by the Local Research Ethics Committees. (if anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement).
- Looking after the health of the general public, ie The Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, ie identify or investigate infectious diseases, hazardous chemicals, notifiable diseases (eg food poisoning, measles and tuberculosis). Reports are published regularly on the HPA website, [www.hpa.org.uk](http://www.hpa.org.uk)
- Managing and planning the NHS, for example:
  - Making sure that our services can meet patients' needs in the future.

## **COLLINGHAM VILLAGE CARE**

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This group is an independent volunteers association since 1982 which provides support to the patients of the practice, the residents of Collingham and the Medical Centre. Their activities include a transport scheme and meetings with health and social topics. The transport scheme is provided at a concessionary rate, as all drivers are volunteers. You can book your transport through the Co-ordinator on 01636 893001. The opening hours are Monday, Wednesday and Friday (8.30am - 6.00pm).

It is the donations of the Collingham residents and users of the transport scheme that allow this local support to continue. Details of Committee members, social events and transport information can be found on the Village Care notice board in the foyer of the medical centre.

**Equipment Loan**                      We are fortunate that the donations from Collingham Village Care and residents mean we have a small number of pieces of equipment available for short term loan. This is co-ordinated by the District Nursing team. Should a patient require a long term loan, support is co-ordinated from the Red Cross.

**BP Monitors**                        It is with regret that we find we can no longer loan BP machines to patients with a diagnosis of hypertension. Patients are not returning loan equipment which has been provided free of charge outside of NHS services and through the generosity of our community.

## **CHAPERONES**

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If you wish a chaperone to be present during your consultation, please advise the reception, clinician or manager who will arrange this for you.

## **REPEAT PRESCRIPTIONS**

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Requests for repeat prescriptions can be made by telephoning 01636 892210 between 8.30am and 5.00pm. They can also be faxed, sent by e-mail, posted or left in the special box at reception or order via EMIS Access online (see page 9).

Please give **TWO FULL WORKING DAYS' NOTICE**. All prescriptions are available for collection at the pharmacy during their opening hours as detailed.

## **DRUG COLLECTION**

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Some villages have a volunteers rota to collect drugs and deliver them to a central point. Details are available in reception or at the pharmacy. You may wish to help if you have access to a car.

## **CARERS**

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If you would like to be registered with us as a carer, or a patient with a carer, please let a doctor, nurse or PCA know.

## **DISPENSING**

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There is a pharmacy attached to the Medical Centre. If you wish, your prescription can be dispensed there. The Superintendent Pharmacist is Phil Reeder BSc MRPharmS MCPP and he is supported by Pharmacist Chris Kenny MPharm MR PharmS PGCert,

Tel 01636 893038.

The hours of opening are:

Monday, Wednesday and Friday	9.00 am – 1.00 pm 2.00 pm - 6.30 pm
Tuesday and Thursday	9.00 am – 1.00 pm 2.00 pm - 5.30 pm
Saturday morning	9.00 am - 12.30 pm

The pharmacy also offers a range of over-the-counter medicines and will provide advice on medicines and health care. Other services include disposal of unwanted medicines and medicine containers. Further information can be found in the Pharmacy Leaflet.

Prescriptions are transferred automatically to the Pharmacy to be dispensed. If you wish to take your prescription elsewhere, please let reception know and the paper prescription will be kept at the surgery reception.

## HOW TO REGISTER AS A PATIENT

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If you move into the practice area registration forms are available at reception for your completion. Should you need to see a healthcare professional you will be able to whilst your registration details are processed.

- IF YOU ARE OVER THE AGE OF 16: and have not been seen for the past 3 years, you may request a health check. We strongly encourage you to do this as all adults should have their blood pressure checked every 3 years.
- IF YOU ARE OVER THE AGE OF 75: and have not been seen for the past 12 months, you may request a consultation. We will be very happy to see you.

## HOW TO SEE THE DOCTOR

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Appointments can be made by calling at, or ringing the surgery on 01636 893956 or online (see page 6).

We hope to answer the telephone in fewer than 10 rings.

Any of the doctors will see you if your usual doctor is not available.

If there are no routine appointments left the first available doctor will see you at the end of surgery on the same day.

## NON-NHS EXAMINATIONS

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We are pleased to carry out any medical examination which you may require, such as for insurance, pre-employment checks, elderly car drivers and special driving license.

However, these examinations cannot be carried out during an ordinary consultation. Please tell the PCA what kind of examination you require and the appropriate appointment will be booked for you.

A fee will be payable at the time of the examination. All cheques should be accompanied by a cheque guarantee card.

## TRAINING

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Collingham Medical Centre is an accredited training practice by the East Midlands Healthcare Workforce Deanery for the training of General Practice Specialty Registrars. Specialty Registrars are fully experienced in hospital medicine but require further general practice experience before entry into practice independently.

We also teach undergraduate students from the University of Nottingham.

Any fellow health care professional may also be invited to sit in with one of the practice doctors or nurses. If either applies to your consultation you will be informed beforehand. Please exercise your right to ask them to withdraw if you would prefer.

We occasionally wish to video consultations but only with the patient's consent. Patients will be informed of this possibility when making an appointment. Confidentiality is always maintained.



Same Day Appointments	We offer a Same Day Appointment system for patients who need to be seen quickly, for example minor illness. Telephone advice will also be given from the nurse running the Same Day appointments. This clinic can only be booked on the day; no pre-booked routine appointments are available in this clinic.
Housebound	The nurses visit patients in their own environment for medication reviews if they are medically unable to attend the surgery. This is at the discretion of the doctor.

## OTHER SERVICES

Physiotherapy	Thursday 1.00 pm - 4.30 pm
Podiatry	Wednesday 8.30am - 4.30 pm
Osteopathy	Paddy Searle-Barnes DO MRO MA (Cantab) has an osteopathy clinic. Appointments can be made at the medical centre. This is a non-NHS service.
Clinical Psychology And Counselling	We have a clinical psychologist and counsellor in the practice. Please see your doctor about this first.

Any member of the practice health care team will be happy to see you in surgery hours to advise on the following:

Alcohol problems	Stress counselling	Weight reduction
Smoking	Pre-menstrual tension	Contraception

## EMIS ACCESS (ON LINE BOOKING)

The surgery now accepts appointments booked online through EMIS Access. This service allows you to view, book and cancel GP appointments via the internet 24 hours a day. Repeat prescription ordering is also available online. To register for this service please ask at reception.

When arriving at the surgery you can confirm your arrival automatically on the touch screen. Please ask a PCA to demonstrate if this is your first attempt. If you are unable to book in please report to reception.

## EMERGENCIES TAKE PRIORITY AT ALL TIMES - and are seen as soon as possible

It is our aim to offer a non urgent appointment within two working days.

Rash – please let our PCA know if chicken pox is suspected. This could be very dangerous to some of our patients. If your child has a rash that is believed to be infectious you will be asked to wait in a room away from the general waiting area.

If the patient has ‘water-works’ problems, it would be helpful to bring a urine sample.

## WAITING TIME

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons and anyone waiting 20 minutes after their appointment will be offered an explanation and an apology.

If patients are more than 20 minutes late for an appointment without prior warning health care professionals can ask for them to rebook their appointment.

## **NOTIFICATION OF RESULTS**

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Patients who do not have a follow-up appointment with the doctor or nurse may contact the practice nurse to discover the result of their tests. Results may take a week or longer to come back to the surgery. The nurse may refer patients on to a doctor if necessary.

## **FACILITIES AT THE MEDICAL CENTRE**

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- Toilets, including toilet for wheelchair users.
- Automatic doors, internal and external.
- A portable induction loop system is available. Please ask at reception.
- Baby changing facility in the disabled toilet. If you wish to feed your baby please ask at reception and a room will be made available.
- Private room for confidential discussions.
- There is parking at the front door and easy access to consulting rooms and toilet.
- A wheelchair is available by request at reception.

Please keep all your personal belongings with you at all times.

## **BABY MASSAGE**

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We aim to run 2 baby massage 4 week courses per year. This is an NHS initiative led by Lucy Morgan, a qualified infant massage teacher at Collingham Medical Centre. For further details please contact Lucy Morgan.

## **NURSING SERVICES**

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Contraceptive Care	By doctors, practice nurses and the midwife.
Antenatal Care	Monday afternoons.
Child Health Clinic	Wednesday 1.00 - 3.00pm
Nurses' Treatment Sessions	
Monday to Friday	8.30 - 12.00 noon
Tuesday and Thursday	2.00-4.30pm
Monday, Wednesday and Friday	2.00 - 7.00pm

The nursing services include:

- Taking blood for tests
- Audiology
- ECGs
- INR Monitoring
- Advice
- Infant and adult immunisations
- Cervical smears
- Dressings and removal of clips and stitches
- Ear syringing
- Chronic disease reviews such as asthma, hypertension, diabetes and hypothyroid

**Minor Illness & Minor Injury** The nurse team are available to see a variety of minor conditions and injuries. Please note these sessions are by appointment and are offered on the same day.

**Lifestyle Checks** These are available to all patients, including on registration if over 5 years old and annually for patients over 75 years. They offer simple lifestyle checks such as weight, blood pressure and urine test. Lifestyle checks are incorporated into cervical smear appointments made by women.

**Travel Clinic** A range of immunisations are available for travel. A travel form is required 1 week prior to your appointment with the nurse. These are available from reception.

**Minor Surgery** Some minor procedures are carried out here with the nurse assisting the doctor in this clinic. Your doctor will advise you if an appointment is needed.

**Minor Injury** If a minor injury requires suturing, glue or steri-strips our same day nurse may be able to help.