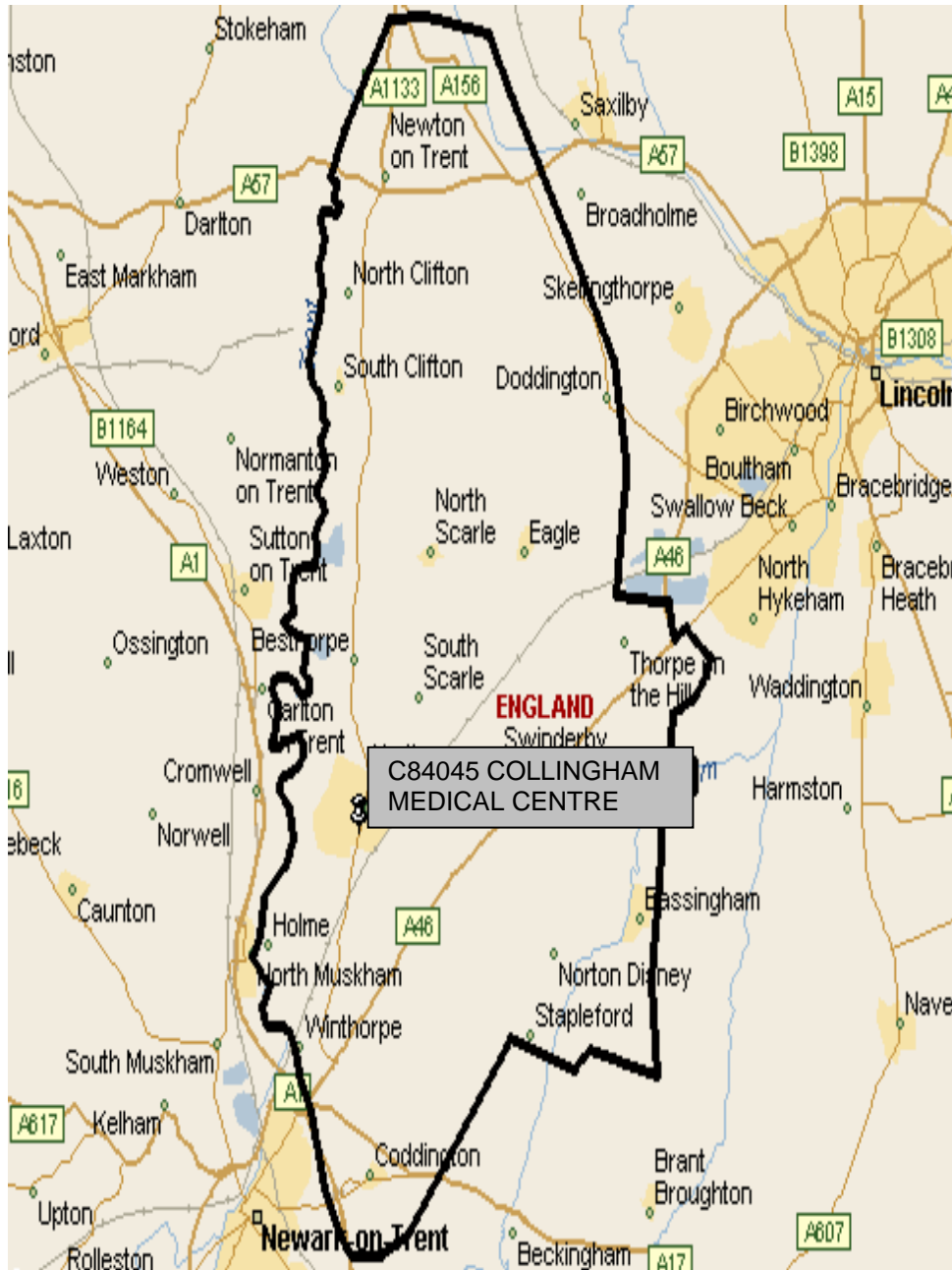


Practice Area



Booklet updated July 2011



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	Collingham.med@gp-c84045.nhs.uk
Website	www.collinghammedicalcentre.co.uk

OPENING HOURS

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

Providing NHS Services



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Some Useful Telephone Numbers

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
Beaumont House	01636 610556

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



Visit Our Website 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 www.nhsdirect.nhs.uk
Healthcare Commission www.healthcarecommission.org.uk
Department of Health www.dh.gov.uk
NHS Choices www.nhs.uk
NHS Nottinghamshire County
..... www.nottinghamshirecountyteachingpct.nhs.uk
Health Protection Agency (HPA) www.hpa.org.uk
Independent Complaints Advocacy Service (ICAS) /Carers
Federation.....www.carersfederation.co.uk
General Medical Council www.gmc-org.uk

Useful Addresses

Nottingham NHS Walk-In Centre - Seaton House, City Link,
Nottingham, NG2 4LA, Tel: 0115 883 1960

Lincolnshire Primary Care Walk-In Centre - 63 Monks Road,
Lincoln, LN2 5HP, Tel: 01522 528153

To find a local NHS Dentist call 0845 46 47, or text 'Dentist' to 64746
or visit www.nhs.uk

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Introduction

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

Dr Anne de Gay	BMed Sci, BM, BS (1977 Nottingham) GMC No: 2305587, Female
Dr Lisa Terrill	MB, BS, MRCP (1991 London) GMC No: 3548358, Female
Dr Rob Lawrence	MBChB, MRCP (1998 Manchester) GMC No: 4536587, Male
Dr Vicki Clarke	BMed Sci, BS, MRCP (1991 Nottingham) GMC No: 3459212, Female

Surgery Hours

Surgery doors open at 8.30 am. Doctors clinic times are:

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

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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Patient Choice

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

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 & Suggestions

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. Please ask for our Complaints Leaflet for further information.

The Independent Conciliation & Advisory Service (ICAS) on 0845 650 0088 or Patient Advice Liaison Service (PALS) on 01636 685692 are available to support you.

If you wish to complain on behalf of a patient please ensure we have written consent from the patient. Patients are not discriminated against when complaints are made. The practice has systems in place to ensure that patients, carers and relatives are not treated adversely as a result of having complained.

If you have a complaint about our out-of-hours service please contact the Neeley Browne, Out of Hours Operations Manager, Byron House, Millers Way, Sutton in Ashfield, Nottinghamshire, NG17 4NX, Tel: 03000 241112, Website: www.cnscs-care.co.uk

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.

Freedom of Information

Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible. For further information please refer to our website.

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 Waterfield, 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	Chris Kenny offers help and advice in our pharmacy .
Community Nurses	Judy Perrell and the team carry out nursing care in the community.
Health Visitors	Tracey Summers offers help with health matters for families with young children.
Community Midwife	Debbie Hopkinson 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.

Responsibilities of the Patient

- Keep your appointment - if you are unable to keep an appointment please let us know as soon as is practical so that it can be offered to someone else.
- Value the Team - We value our team tremendously and we are highly trained and committed to providing the best possible care and treatment. 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. In such instances we may have to review whether you can remain registered with the practice.
- Request home visits in a timely manner.
- Contact us as soon as you have a query to give us the opportunity to resolve it.
- Work with us to provide a high quality NHS service.
- Keep personal details up to date, ie address, contact details.
- Switch off your mobile phone before your consultation to avoid interruption.

Appointments

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).

To help improve our patient services we will send you a free reminder via text before your appointment. Should you no longer need your appointment, early cancellation will enable us to provide care to another patient.

• 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

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. Requests for home visits should be made before 10.30 am.

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. The Practice is RCGP Research ready and part of the Primary Care Research network (PCRN), NHS National Institute for Health Research.
- 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
- Managing and planning the NHS, for example:
 - Making sure that our services can meet patients' needs in the future.
 - 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

Collingham Village Care

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.

Chaperones (Your Dignity)

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

Patient Information and Confidentiality (Your Privacy)

We recognize that there may be times you wish to discuss sensitive matters. If you are not comfortable at the front desk we will find a private area for this discussion.

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

Carers

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. Further information of support available can be found on the Carers Federation website, www.carersfederation.co.uk

Emergencies Outside Normal Working Hours **Tel: 01636 892156**

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 or in an emergency dial 999.

Repeat Prescriptions

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

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.

Dispensing

There is a pharmacy attached to the Medical Centre. If you wish, your prescription can be dispensed there. 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.

The Superintendent Pharmacist is Chris Kenny, MPharm, MRPharmS PGCert, GPhC 2063133.

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

Tel 01636 893038.

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.

How to Register as a Patient

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

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

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 for urgent clinical care.

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

Non-NHS Examinations

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

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 Medical School.

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.



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.
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

Acupuncture	Toni Cooper, BSC (Hons) Acupunture, MBAC (inc. cosmetic acupuncture) has a private acupuncture clinic on Thursday mornings. Appointments can be made by telephoning 07921 359759.
Audiology	Arnold Hearing Care run a free hearing test clinic for NHS and non-NHS patients on Thursdays. To book an appointment please ask at reception or call 0800 026 3736.
Clinical Psychology Counselling	We have a clinical psychologist visit on a And Wednesday and a counsellor in the practice. Please see your doctor about this first.
Osteopathy	Paddy Searle-Barnes DO MRO MA (Cantab) has an osteopathy clinic on a Tuesday and a Thursday. Appointments can be made at the medical centre. This is a non-NHS service.
Physiotherapy	Thursday 1.00 pm - 4.30 pm
12 Podiatry	Wednesday 8.30am - 4.30 pm

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 Times

All effort will be made to see patients on time in surgery. However, surgeries can run late for a number of reasons. If clinics start to run 20 minutes or more late we will aim to let you know. Please bear with us.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you, or you may be asked to wait until the end of their clinic or rebook.

Notification of Results

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 3 days or longer to come back to the surgery. The nurse may refer patients on to a doctor if necessary.

If your consultant or hospital has asked you to have blood tests carried out at the practice, please obtain a copy of the results from the practice before you attend your next hospital appointment. These will not be sent to the hospital automatically.

Facilities at the Medical Centre

- We operate a no smoking policy.
- Please switch off all mobile phones to avoid disruption of consultation.
- 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. Private room for breast feeding*.
- Private room for confidential discussions*.
- There is parking, including disabled parking, at the front door and easy access to consulting rooms and toilets.
- A wheelchair is available by request at reception.
- Health information leaflets in the waiting area.

* Please tell a member of the PCA Team if you would like the use of a private room.

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

Baby Massage

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

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.