

Welcome to Our Practice

Welcome to West Park Surgery, our site are:

West Park Surgery - Long Eaton Health Centre, Midland Street, Long Eaton. NG10 1RY

This is our main site and is located opposite Asda and a 5-minute walk from the centre of West Park.

The building has wheelchair access, and an on-site pharmacy.

Park View Site – Cranfleet Way, Long Eaton NG10 3RJ. This is a branch site and the building has an

easily accessible car park, which is suitable for wheelchair access, and an on-site pharmacy.

All of our sites can be contacted by our main number 0115 855 4200

Our Team

Meet our clinicians:

Dr Jaqueline Luff, GP (Partner)	Jo Wood – Nurse Practitioner
Dr Duncan Gooch, GP (Partner)	Kelly Rushby – Advanced Nurse Practitioner
Dr Ruth Gooch, GP (Partner)	Adrian Llewellyn-Jones – Advanced Clinical Practitioner
Dr Rebecca Gladstone, GP (Partner)	Alison Evans – Nurse Manager
Dr Allie Hill, GP	Jo Thorpe – Practice Nurse
Dr Tom Wright, GP	Amie Pursglove – Practice Nurse
Dr Ross Townend, GP	Sarah Lewis – Trainee Practice Nurse
Dr Jono Sherwood, GP	Toni Dye – Health Care Assistant
Dr Saima Khan, GP	Chelsea Grainger-Brown – Health Care Assistant
Dr Kat Arlachova, GP	Tansy Hughes – Trainee Nurse Associate
Dr Lucy Baker, GP	Harry Cotterill – Pharmacist
	Hannah Hackett – Midwife

GP Registrars:	We are a training practice for GP Registrars and have a number always working with us. They are fully qualified doctors who are undertaking training to specialise in general practice.
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Meet our team:

Jenni Brailsford – Business Manager	Becca – Care Navigator
Debra Lewsley – Practice Manager	Tara – Care Navigator
Farhana Chisthi – Care Navigator Manager	Brad – Care Navigator
Fay Parkes – Lead Care Navigator	Melissa – Care Navigator
Michelle – Care Navigator	Lauren – Care Navigator
Jane – Care Navigator	Amy – Care Navigator
Katie – Care Navigator	Georgia – Lead Secretary
Claire – Care Navigator	Katie – Secretary
Michele – Care Navigator	Lesley - Secretary
Lynsey – Care Navigator	Sue – Long Term Care Co-Ordinator
Becky – Care Navigator	Aidan – Long Term Care Co-Ordinator
Sally-Ann – Care Navigator	Vicky – Lead Workflow Administrator
Gemma – Care Navigator	Rob – Workflow Administrator
Ashlee – Care Navigator	Elaine – Workflow Administrator

Practice Nurses

Our team consists of Pharmacists, Practices Nurses, Heath Care Assistants and Phlebotomists. They help and advise on a wide range of health topics including management of diabetes, heart disease, COPD and asthma, as well as the completing vaccinations and immunisations. They can also be consulted for cervical smears and contraception follow up. Treatment sessions for procedures such as injections and minor wound care (pre booked appointments only). All appointments can be booked at reception.

Health Visitors

Health Visitors can be supportive and help with child rearing and family life as well as domestic violence and difficulties associated. They can be contacted on 0115 930 5599.

Community Nurses

A regular team of community nursing sisters, nurses and nursing auxiliaries are attached to the practice. They have undergone specialist training in the management of nursing problems within the community. They undertake home visits where appropriate. To contact them directly ring: 01332 564900.

Midwife

Our midwife Hannah Hackett attends the surgery and holds antenatal clinics on Monday, Tuesday & Wednesday across both sites.

Counselling / Cognitive Behavioural Therapy

There are several talking therapy services locally which you can self-refer to. Please see Useful Numbers at the end of this leaflet or ask reception.

Care Navigators / Reception

Our Care Navigators are here to help you. They have a difficult job to do, often working under a lot of pressure, with phone calls and enquiries from every direction. We have a committed staff whose role it is to act as a link between you and your doctor and for this reason they will ask you, in confidence, for the nature of your problem. We do operate a Zero Tolerance policy around any type of abuse of our practice staff.

Surgery Hours

West Park Surgery Long Eaton Health Centre is open between the hours of 8.00am to 6.30pm, Monday to Friday. A clinician is on call throughout the day for urgent cases across both sites. Access to the on-call clinician will be vetted by our Care Navigators who are trained in this area.

Park View Site is regularly open from 8am to 5pm Monday to Friday.

Enquiries for non-appointment related issues should be made by phone after 11.00am. We will contact you if there is anything that any clinicians wish to discuss post a test.

For ordering your repeat prescription, please refer to the appropriate section in this leaflet.

Please be aware we are closed every second Wednesday afternoon of the month for staff training, excluding August and December.

Car Parking

Please note there is limited parking at Long Eaton Centre and Asda available across the road up to 3 hrs only. There is also limited patient car parking at Park View Site with space within the shopping area next door.

Disabled car parking is available at both sites. All car park use is fully at the owner's own risk. There is CCTV in operation however we cannot guarantee that all individual cars will be observed.

Access for the Disabled

All our consulting rooms are on the ground floor at Long Eaton Health Centre and are easily accessible.

We do have consulting rooms upstairs at Park View Site but we do have a lift available.

We have available disabled parking at all sites close to the building entrance in the car park.

Emergencies

You can ring the centre for immediate attention during opening hours. Please note that after a major accident, severe chest pain, breathing difficulty, possibility of stroke, poisoning etc. it is important for you to contact an emergency ambulance on 999 as they are better equipped for swift action and transport.

How to see a Clinician

Please telephone on 0115 855 4200 between 8.00am until 6.30pm. Monday morning is the busiest time of the week, so please avoid telephoning then for non-urgent appointments and enquiries. It is usually much easier to telephone the surgery later in the morning or in the afternoon. Please make it clear if your problem requires urgent attention.

We also use an online consulting system called AccuRX which can be accessed via our website. This is for administrative queries and non-urgent medical enquiries (the service is limited to the capacity we have each day) - www.westparksurgery.co.uk.

To get the best use of our service, your calls are answered by our trained Care Navigators who will ask details of the reason for your appointment request or service you need, this is so they can book you in with the most appropriate health professional for your condition. We have access to a wide range of professionals including GPs, advanced practitioners, pharmacists, nurses, nurse associates, healthcare assistants and physiotherapists. Once booked you will be advised if the appointment is a face to face to telephone.

Urgent appointments are available. If you have an urgent problem (not used for minor ailments) and does not require a 999 ambulance, you will be asked about your problem and if the Care Navigator deems it appropriate it will be passed to a clinician dealing with urgent problems who will ring you back and you will decide together if you need to be seen, by whom, when and where.

If you need a longer appointment, please ask to book a double slot. An appointment is usually for one problem and for one person only.

How to See a Practice Nurse

To make a practice nurse appointment please ring the surgery between after 10.00am on weekdays on 0115 855 4200. You will then be given an appropriate length appointment with the appropriate nurse, nurse associate or a health care assistant.

Checking in for your appointment

To speed up checking in at reception there is a touch screen facility to the left of the main reception desk at Long Eaton Health Centre. If all you require to do is check-in ready for your appointment, please use this. If you require a private discussion with a Care Navigator there are rooms for just this reason, please do not hesitate to ask.

Hospital Referral Process & Appointments

Following your appointment with one of our clinicians, you may be referred for further investigations/treatment at a hospital.

You will be responsible for booking your appointment and will need to collect some paperwork from the surgery to enable you to do this. The clinician will advise you whether the referral is routine, urgent or two week wait.

When booking your appointment, you will be asked for the booking reference and password, you will not be able to book your appointment without them. We are not able to give the booking reference or password over the phone or at the reception desk, this is only available on the referral paperwork, therefore it is essential that you collect it from the surgery as soon as possible.

If you would like us to send the referral paperwork to you by e-mail, please give reception your e-mail address and consent on leaving the surgery.

We will send a text message to you once the paperwork is ready for collection (if you have consented).

If you have not heard from the hospital or having difficulty getting an appointment, then you must call the Hospital directly using the number they will provide you when you book, or the relevant department at the Hospital as the Practice is unable to access appointments at the hospitals. Please do not contact the practice.

Non-Attendance

The NHS loses a lot of clinical time for non-attendance. Please let us know in time that you do not need your appointment, so we can offer it to other patients. Please note several non-attendance may lead to a removal from the practice.

Ilkeston Community Hospital

There is an Urgent Treatment Centre at Ilkeston Hospital which should be used for minor accidents and injuries. X-rays are only available 9.00am to 4.30pm on weekdays and never at weekends.

Home Visits

These should be requested before 10.00 am wherever possible and are for those too ill to attend surgery. Emergency appointments are always available at short notice and may avoid an unnecessary home visit.

Home visits are not available because of lack of transport, they are only if you are truly housebound, and this will be assessed when you call.

If you think you need an urgent or early visit, please make this clear when you ring. All requests for home visits will be vetted and most dealt with by the advanced practitioners in the Erewash Home Visiting Service who will contact you directly.

Out of Hours Visit

Out of hours cover (from 6.30pm until 8.00am on weekdays and all day Saturday, Sunday and Bank Holidays) is provided by Derbyshire Health United and you will need to call **111**.

If you require health information or advice a 24 hour advice line is available by dialling 111.

Medical Students & GP Registrars

We have a particular interest in training the doctors and nurses of the future. Some of the GP registrars and student consultations may be videoed or recorded, with the patient's consent, for teaching purposes. If you do not wish to be seen with a student present, please inform reception or point this out at the start of your consultation.

Research & Audits

From time-to-time analysed data is collected using computer or paper records. No personal information will ever be released without your informed consent.

How the practice uses Personal Health Information

Information regarding patients is held both in written notes and on the computer. All this information is highly password protected and our staff all sign contracts of confidentiality. Any information held about patients is only released to hospital consultants, if this is felt appropriate during a referral. Any other information is only released with the written consent of the patient, e.g. requests for medical information for mortgage applications. The patient always has the right to see this information once the form is completed.

Description of Patients' Rights & Responsibilities

The practice believes that each patient has a right to high quality clinical care that is easily accessible, as outlined earlier in this leaflet. We believe everyone deserves to be dealt with, with dignity and confidentiality. Patients can always request to be seen alone and equally can request a chaperone (someone to be with them during the consultation and any

examination). We believe that clinical care is a two-way process and that as part of this the patient has a responsibility to use the services effectively. To this end we appreciate appointments being cancelled rather than not attended and we adhere to the Zero Tolerance NHS policy – that is we do not tolerate verbal or physical abuse of anyone in our team.

Any incidents of aggression or abuse, both verbal and physical are taken seriously and the police may be contacted as a result. We have the ability to deduct patients from our list in the event that they are abusive or aggressive to any member of our staff.

Compliments, Feedback & Complaint

If you have a compliment or concern about the service you have received from any staff working in this practice, please let us know. We usually firstly call/discuss the enquiry with you to see if we can resolve it if it is a concern, or act upon it if a suggestion. We always look at every feedback as a learning opportunity.

For more formal complaints, we operate the NHS complaints procedure, which adheres to the national criteria. Any formal should be made in writing to the practice complaints officer. We are happy to explain the complaints procedure if you are unsure of the process. We will acknowledge any formal complaints within 3 days of receipt and aim to complete a full reply within 20 days. It will be of great help if you are as specific as possible about your complaint.

It should be noted that any patient who is unhappy with our service can of course apply to join another practice without giving us any notice or explanation.

We hope that, if you have a problem, we will be able to resolve this through our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

If you are still not satisfied with the practice NHS complaints procedure outcome then you have the right to contact NHS England by post; NHS England, PO Box 16738, Redditch, B97, 9PT, or phone on 0300 311 22 33 (Monday to Friday 8am to 6pm) or email england.contactus@nhs.net for further advice. If you remain dissatisfied you may contact the Parliamentary and Health Service Ombudsman by post; Millbank Tower, Millbank, London, SW1P 4QP; by phone: 0345 015 4033 or by email: phsp.enquiries@ombudsman.org.uk.

Prescriptions

Electronic Prescription Service

The surgery is now able to offer the Electronic Prescription Service (EPS) whereby GPs/clinical prescribers do not print a hard copy of the prescription for the patient or pharmacy to collect but once requested can send the prescription electronically to a pharmacy of your choice.

This makes the prescribing and dispensing process safer, efficient and convenient for patients and staff. However, you still can request to collect your prescriptions in person; so in this case we will print a hard copy 'green' prescription for you to come and collect. As a

patient you will need to go to your chosen pharmacy and sign up with them and then advise the practice which pharmacy you have nominated.

Repeat Prescriptions

Further to a new service commissioned by the local Health Authority, all repeat prescriptions are dealt with via a special repeat prescribing telephone service, operated by the Health Authority - please see details below.

To prepare a prescription, even to reach or nearest pharmacies, does require 2 working days' notice:

Requested BEFORE 12noon on a	The prescription will be ready to collect AFTER 4pm
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Please order in good time, but **no more than 1 week before your medication is due**. Please remember to consider weekends and holidays and make a note of when it will be ready from the notice which can be found on the repeat prescription box. If you do require any medications sooner, please make a note on your request e.g. going on holiday etc.

You can order your medications by using either:

- **Via Telephone** by accessing a service known as the **Medicines Order Line** where patients can telephone to request their medications on 0115 855 0260 Monday – Friday between 8am-4.30pm.
- **Via Internet** by registering for online services access and through the website you can order your repeat medications – for further information see below 'Online Services' on how to register.
- **Via the NHS App** you can order your repeat prescriptions on the NHS App, available on all smartphone devices.
- **By the Practice** you can drop your repeat prescription into either sites.

Please check your prescription or medications, before you leave the surgery or pharmacy as if there is an error it is better dealt with then and there, as then the pharmacies can reimburse the cost of the prescription if any of the items are incorrect, and you need to return them. If you leave without checking and there is an error, then they may not be able to reimburse you.

Your type of medication may be changed, according to the current guidelines. You can discuss this with the pharmacist, practice nurse, advanced nurse practitioner or GP during your initial appointment.

New Patients: When registering with the surgery if you have regular prescribed medication on repeat prescription, please bring in a right-hand side order slip from your previous GP. All

repeat medication will be reviewed by the practice with your medical record (notes) in line with the most up to date national and local guidance.

Please plan your requirements ahead, particularly at holiday times and before Bank Holiday weekends.

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) that is available from your employer or from the gov.uk website. For any illness lasting longer than seven days you will need to consult with a GP/health care professional for them to issue a note (often referred to as a sick note or Med3) and for any subsequent renewal of the certificate. If you have recently been an inpatient or at hospital or attended a fracture clinic, you should obtain a certificate from the hospital doctor (a Med5).

Please note: We do not issue sickness certificates for less than seven days on the employer's request. If your employer insists that you provide evidence, they will have to request a medical report in writing from your doctor. Your written consent must be included with this request. Your employer will be liable for the cost, charged on a timescale basis depending on the length of this report.

Clinics & Other Service

Babies Developmental Assessments

Done by appointment at the time of Mum's 6 weeks postnatal consultation.

Assessments and Blood Tests

We have Nurse Associates and Health Care Assistants at the surgery to do assessments and take blood tests.

Please phone the surgery for results after 10.00 am weekdays 10 days after the test.

Contraceptive Services

Daily by appointment are available with advanced nurse practitioner (new contraception start or swap) and practice nurse for ongoing contraception follow up. You can obtain self-referred coil fitting and contraceptive implant via the [Home \(yoursexualhealthmatters.org.uk\)](http://Home.yoursexualhealthmatters.org.uk) website.

Hormone Replacement Therapy

Daily by appointment with GP or advanced nurse practitioner.

Maternity Services

By appointment with the midwife.

Private Medical Examinations

Life assurance, HGV and PSV licences, fitness to drive, fitness to travel and other purposes. For these and other medicals please contact reception for an appointment with the doctor. A fee will be applicable for these examinations as they are not covered by the NHS.

Minor Surgery

Please discuss with your usual doctor who will advise you regarding appointments.

Patient Participation Group (PPG)

The West Park PPG is open and free to all patients and staff.

The aim of the PPG is to work in partnership with the practice to strengthen the relationship between the practice and patients, promoting the highest possible standard of primary care.

We aim to have at least four meetings of the group per annum, with further meetings set up as appropriate. Meetings will be attended by PPG members and a representative from the Clinical and Non-Clinical Team.

Members are required to bring items that affect the practice as a whole and support improved services. Individual items are managed through our feedback and complaint service. We must always maintain the confidentiality of all matters that they learn, or hear of, in the course of the PPG role and to be responsible for complying with the requirements of the GDPR.

If you would like more information or wish to join the PPG please find the PPG Expression of Interest form on our website and fill this in.

Routine Paediatric Immunisations

Weekly by appointment.

Supervision Of Long-Term Problems

This includes diabetes, high blood pressure, asthma, copd and thyroid disorders. Appointments are bookable daily with the practice nurses.

Travel Vaccinations

Please ring to discuss your requirements with the Practice Nurse as long before travel as possible. Please be aware that there is a charge for some vaccines.

Additional Information

Specimens

Laboratory specimens e.g. urine/stool samples etc. need to arrive at the either site appropriately labelled, including date and time, before 11am, Monday to Friday. This is because the local Hospital specimen collection service arrives at this time and only comes once a day.

CCTV Surveillance

The practice has cameras both outside around the buildings and inside in public areas for training purposes, and for the safety of our patients and staff. The images are held for a limited time and can be viewed upon written request to the administration manager, a charge may be applicable.

Online Services

The computer system that supports our practice is called SystmOne. It is supported by TPP. It is a secure system that holds your medical record, our appointment system, results and a lot more.

You can access parts of this system securely. In order to do this, you need to register in person at reception. You will be required to provide photo ID to ensure that we do not give out your log in details to anybody other than you. You are able to view your summary care record and a more detailed medical record, book and cancel appointments and order repeat prescriptions. Once you have your log in details go to the website <https://systmonline.tpp-uk.com/>

Access to Medical Records

You are currently entitled to receive a copy of your medical records under The General Data Protection Regulations and Data Protection Act 2018.

To obtain a copy of your medical records you will need to complete an application form. The information you supply on the form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. The application is available from reception at the practice.

We will endeavour to respond promptly and in any event within one month (30 days) of your request.

Zero Tolerance Policy

At West Park Surgery we aim to treat all of our patients with courtesy at all times, and we expect our patients to treat our staff in an equally respectful manner.

We will **not** tolerate any abusive, threatening or violent behaviour shown by patients to our staff or other patients at the practice. Swearing in our practice is not acceptable and will be taken seriously by our staff.

If a patient is violent or abusive towards any member of staff or any other person they will initially be asked to stop. If the patient persists with this behaviour, it will result in the patient being removed from our patient list and the incident will be reported to the police.

West Park Surgery would like to thank patients for their co-operation on this matter.

USEFUL NUMBERS:

	Telephone Number:
NHS Out of Hours	111
Urgent Care Centres	
Nottingham NHS Urgent Care Centre (next to BBC building) Seaton House City Link Nottingham NG2 4LA	0115 883 8500
Derby Urgent Care Centre, Entrance C London Road Community Hospital Osmaston Rd Derby DE1 2GD	01332 224 700
Minor Injuries Unit at Ilkeston Community Hospital Heanor Road Ilkeston DE7 8LN	0115 930 5522
Hospitals	
Queens Medical Centre Nottingham City	0115 924 9924 0115 969 1169
Nottingham Treatment Centre	0115 919 4477

Royal Derby		01332 340 131
Florence Nightingale Community Hospital		01332 265 500
Ilkeston Community		0115 930 5522
Long Eaton Health Centre		0115 855 4000
Sexual Health Services (at Long Eaton H/C)		0800 328 3383
GUM/Sexual Health Clinics	Nottingham	0115 962 7747
	Derby	01332 25 4681

Telephone Number:

Others

Citizens Advice Bureau		0300 456 8369
Out of Hours Emergency Dental Service		111
Coleman Street Emergency Dental Clinic		01332 861190
<i>(In-hours - will see patients who are not registered)</i>		
District Nursing Service		01332 564900
Talking Mental Health <i>(counselling self-referral)</i>		0300 123 0542
Trent PTS <i>(counselling self-referral)</i>		01332 265 659
Derbyshire Alcohol Advice Service <i>(self-referral)</i>		0845 308 4010
Stop Smoking Services		0800 085 22 99

Pharmacies (a few of the local pharmacies)

Boots, High St		0115 973 5241
Manor Pharmacy, Midland St		0115 946 3891
Moir		0115 972 4165
Evans, Breaston		01332 875 341
Evans, College St		0115 973 2769
Jaysons, High St		0115 973 0353
Peak, Sawley		0115 946 8886

Social Services

Call Derbyshire		08456 05 80 58 or 01629 533 190
Nottingham		0300 500 80 80