

**PRACTICE
INFORMATION
FOR PATIENTS**

CLIFTON MEDICAL PRACTICE

**CLIFTON CORNERSTONE
SOUTHCHURCH DRIVE
CLIFTON
NOTTINGHAM NG11 8EW**

TEL: 0115 9211288

FAX: 0115 9844047



Previous Review - November 2018
Reviewed - October 2019
Due for Review - October 2020

Welcome to Clifton Medical Practice

Our opening hours are:

Monday	08:00	18:30
Tuesday	08:00	18:30
Wednesday	08:00	18:30
Thursday	08:00	18:30
Friday	08:00	18:30
Saturday	Closed	
Sunday	Closed	

If you have an emergency when the surgery is closed please call the out of hours services on 0115 9211288.

Clifton doctors' surgery in Nottingham provide high quality healthcare for patients in the area.

Our doctors, nurses and all our other staff are dedicated to offering a professional service and the surgery website helps us to keep all our patients up to date with news and information about our practice.

We also participate in the local training programme for qualified doctors from the Nottingham University Hospitals NHS Trust. We have qualified doctors working with us in the practice on a four month rotation.

In the case of urgent need when the practice is closed, you can also call 111 for advice. Your needs will be assessed and advice offered or arrangements made for you to see a doctor, if required.

Website: www.cliftonmedicalpractice.co.uk

Staff Details

Doctors

Dr Heetan Patel
Dr Claire Collins
Dr Eshan Khondaker
Dr Rachel Beeching
Dr Tom Robinson
Dr Katherine Ward
Doctors in training

Qualifications

MB BS BSc MRCP DRCOG (London)
MRCP, DRCOG, BMBS, M Med Sci
MB ChB JCPTGP MRCP
BM BS 2004 University of Nottingham
BM BS 2013 University of Nottingham
BM BS 2013 University of Nottingham

Clinical Pharmacist

Maulik Jhaveri Clinical Pharmacist

Nurses

Anna Marie Hemmings Practice Nurse
Michelle Daniels Practice Nurse
Geri Walker Practice Nurse
Ruth Mitcheson Practice Nurse

Healthcare Assistants/Phlebotomists

Jane Christmas
Geraldine Tarr
Deborah Murden

Practice Management

Marilyn Brooks MSc PSM Practice Business Manager
Fiona Shelley Assistant Practice Manager

* **Every effort has been made to ensure the accuracy of the information contained in this Patient Information Leaflet**

Travel Health Questionnaire

The questionnaire is available on our website or you may collect from reception at the practice. To help us offer the appropriate advice, please fill out the form and bring it with you when you come to see the nurse

Travel Vaccinations

If you require any vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required.

It is important to make this initial appointment as early as possible—at least 6 weeks before you travel—as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

Non-NHS Work

We have many requests from patients for reports, letters and certificates eg private insurance claim forms, reports for solicitors, housing etc. Whilst our Doctors are more than happy to complete forms for you, this is a very time consuming exercise, much of which is completed in the doctor's own time at the weekend or evenings.

This work does not come under terms of service for General Medical Services and is therefore prioritised accordingly and charges do apply. Charges vary according to the service provided.

You will be asked for payment before or on collection of your form.

How to Register

Patients wishing to register with this practice will need to complete a registration form and new patient questionnaire. Please bring your passport and proof of address e.g., utility bill, tenancy agreement.

We also require your NHS number, which is available from your previous GP surgery.

You will also be asked to book an appointment with the Health Care Assistant for a new patient medical to help us gain some information about you before we receive your medical records.

Housebound patients wishing to register with this practice will need to post their medical card in to the surgery, or ask a relative to collect a registration form for them and return it to us once completed by the patient.

Temporary Residents

The Partners will be happy to see any friend or relative visiting you who requires urgent medical treatment which cannot wait until they return home. There may be a charge for people who do not normally reside in the UK. Please contact reception for more information. We would also require some form of photographic ID. UK residents need to also provide their NHS number which is available from their surgery.

111 Service

In the case of urgent need when the practice is closed you can call 111 to seek advice. Your needs will be assessed and advice offered or arrangements made for you to see a Doctor,

Call 999 in an emergency: Chest pains and/or shortness of breath constitute an emergency

Appointments

The practice offers a number of services. In addition to day to day booking of GP appointments, we offer nurse-led assessment of minor illness, and various clinics including chronic disease management.

To book an appointment whether face to face or telephone consultation please ring the practice on 0115 9211288.

Please Be on Time

Please arrive promptly and remember to cancel your appointment if you can no longer keep it; someone else may need to see the doctor urgently.

Missed Appointments

If you are unable to make an appointment, please let us know as soon as possible. Sometimes even last minute cancellations can be rebooked or used for urgent needs.

Please remember to cancel any unwanted appointments so that we can give them to other patients.

To cancel an appointment please call 0115 8786356. Please only use this number to cancel your appointments. No other services are available on this number

GP Telephone Consultations

Do you need to see a GP face to face or do you feel that the matter could be dealt with via a telephone discussion?

We have now introduced GP consultations whereby patients, wishing to take advantage of this service, will be given an estimated time at which the GP will telephone them.

It will be possible for patients to pre-book a telephone consultation time up to 14 days in advance. GP consultations will be held Monday to Friday.

To cancel an appointment please phone 0115 8786356. Please note that this number can only be used to cancel your appointments no other services are available on this number.

MAKE THE MOST OF OUR SERVICES

- Read the notices in the surgery
- Make sure you know the opening times of the surgery
- Find out how to arrange home visits, repeat prescriptions and urgent appointments
- Keep your appointment or cancel it
- Take a list of questions with you when you see the doctor or nurse
- Take a friend or relative with you if necessary
- Tell the receptionist if you need more time to speak to the doctor, she may be able to arrange this
- Think twice before making an appointment: Do you really need to see a doctor? Have you tried simple home treatments?
- Find out how your practice deals with complaints
- Ask your pharmacist for advice about choosing the right medication for common ailments
- Your pharmacist will advise you if you are unsure about seeing a doctor
- Be sure to tell your pharmacist if you are taking other medicines – some medicines are not compatible
- NHS Health Checks
these are for adults aged between 40 and 74 without a pre-existing condition. A little like a health MOT. It checks your circulatory and vascular health, helping to prevent diabetes, heart disease, kidney disease, stroke and dementia

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

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) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdf)

Statement of Fitness for Work—'Fit Note'

The 'Fit Note' was introduced on 6 April 2010. With your employer's support, the note will help you to return to work sooner by providing more information about the effects of your illness or injury.

More information can be found on the DirectGov website. (www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/illorinjured/DG_175850)

National Screening Programmes

If you are eligible and are offered any of the national screening programmes, please take advantage of these important simple procedures that could actually help save your life.

Cancer screening

Screening can help doctors find cancer early, before any symptoms develop. Screening can also be used to prevent cancer from developing in the first place.

Breast screening

The NHS BSP offers screening to all women aged 50-70

Bowel screening

The NHS BCSP offers screening every two years to all men and women aged 60-74

Cervical screening

NHS cervical screening programme is available to women aged 25 to 64 in England. Women aged 25-49 receive invitations every 3 years. Women aged 50-64 receive invitations every 5 years.

Abdominal Aortic Aneurysm

The NHS abdominal aortic aneurysm (AAA) screening programme is available for all men aged 65 and over in England. The programme aims to reduce AAA related mortality among men aged 65 to 74. A simple ultrasound test is performed to detect AAA. The scan itself is quick, painless and non-invasive and the results are provided straight away. A result letter is also sent to all patients' GPs.

DOCTORS IN TRAINING AND MEDICAL STUDENTS

The practice is keen to encourage the next generation of GPs in their education. We have Registrars (Trainee GPs) with us at the practice; they are generally here for one year so you will become familiar with them. Foundation Year Doctors (FY2) will be with us for 4 month blocks. They work under the supervision of one of the GPs and are qualified Doctors.

USING OUR ON-LINE SERVICES VIA SYSTMONLINE

Patients can now register to access some services via our website. By registering you are able to do the following:

- Order repeat prescriptions
- Cancel appointments
- Make appointments
- Update your details
- Accessing your medical record

Should you wish to register for on line services, please come to reception and provide 2 forms of ID, one of which must be photo ID such as a passport or photo driving licence to the surgery so that we can check that no-one is trying to access your data fraudulently.

Minor Illness Nurse Appointments

Our practice nurses are available for the treatment of minor illnesses and noted below are the types of minor illness they are able to treat:

- Asthma
- Bites/Stings/Boils
- Cellulitis/Skin Infections
- Chest infections
- Coughs/Colds/Flu
- Ear Ache
- Eye Infections/Styes
- Hay Fever
- Infected in-growing toe nails
- Migraines - NOT headaches
- Morning after pill
- Rashes/Eczema/Psoriasis/Scabies
- Sinusitis
- Thrush
- Tonsillitis
- Warts and Verrucas

Home Visits

If possible please try to telephone the practice reception **before 10am** if you require a home visit. Be prepared to answer a few questions about the problem with one of our reception staff. This will help the GP assess the priority of each patient when planning their visits.

A Doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone with advice or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability.

Please remember that several patients can be seen in the practice in the time it takes to make one home visit. There are also better facilities for examining and treating patients at the Health Centre

Repeat Prescriptions

If you need a further supply of your medicines, please hand in the computerized repeat slip or request a prescription order form from reception. Prescription requests CANNOT be taken over the phone

Please remember prescriptions take up to 48 hours to process

On-line Prescription Service

Online ordering of prescriptions is not suitable for urgent, same day prescriptions. Online ordering is for repeat prescriptions of 4 items or less and 48 hours notice is needed to process all prescriptions.

Medication Reviews

We now employ a Pharmacist, who can go through your medication with you if your medication needs reviewing. Please ring 0115 9211288 to book an appointment.

Prescription Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

The Urgent Care Centre is available for patients 7am to 9pm, 365 days a year.

Services available are:

- Minor burns and scalds
- Minor head injury with no loss of consciousness
- Skin infections or animal bites
- Suspected broken bones, sprains and strains (x-ray service available)
- Eye infections or minor eye injuries
- Unwell children

This service is not appropriate for non-urgent treatment that could be treated by a GP, or routine services such as blood tests or wound dressing, suture removal

Pharmacy First

Free advice and treatment are available at your local pharmacist for urine infections, head lice etc., for those who qualify. Ask at your local pharmacy.

Chaperones

Should you wish to have a chaperone present when being examined, please let a member of our team know and we will be happy to provide one.

Practice Newsletter

We have a practice newsletter that is produced several times a year which informs patients of any new developments or procedures within the practice. These can be obtained from our Receptionists or requested via the Practice website.

Patient Participation Group

We have a meeting approximately every six months called the Patient Participation Group. All patients can attend this meeting should they so wish. If you are interested in attending this then please contact the practice.

GP+ Patients registered at this practice can now access additional routine appointments during evenings and weekends through the new GP+ Nottingham City service. Appointments will be available to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists in a fully equipped accessible location on Upper Parliament Street in Nottingham City Centre.

Opening hours will be:
16:00 - 20:00 Monday - Friday

Young People are Welcome

Registering with a GP

Children under 16 should be registered by their parent(s), but don't have to register with the same GP as the rest of your family

You can find more information about GP's on the Advice guide website. (www.adviceguide.org.uk/index/your_family/health/nhs_patients_rights.htm)

Confidentiality and under 16's

If you are under 16, you have the right to a confidential consultation with a doctor, you can give your consent to medical treatment (provided you fully understand what is involved) - if the Doctor decides that you don't fully understand what is involved, your parents can give consent on your behalf.

If you are under 18 and refuse treatment, your parents or medical staff may go to court. The court can decide whether to give a court order to override your decision to refuse treatment.

You can find more information about consent to medical treatment on the Advice guide website. (www.adviceguide.org.uk/index/your_family/)

RIGHTS AND RESPONSIBILITIES

The practice staff will respect your privacy and dignity. They will be sensitive to, and respect your needs both religious and cultural. Patients have the right to request which practitioner they see, please let the receptionist know when booking the appointment.

Please **contact the surgery if you are unable to keep your appointment**, as we may be able to use it for another patient.

Due to the nature of general practice sometimes surgeries may run late. Please be patient, as you may need more time on occasions too. If you have been waiting more than 30 minutes please tell reception and they will do their best to offer you an alternative.

HOW HAVE WE DONE TODAY—FRIENDS AND FAMILY TEST

We are always pleased to have your feedback—good and bad as feedback helps us to improve. Please ask for a questionnaire at reception.

NHS Charges

From 1 April 2019 the charges are as follows:

- Prescription (per item): £9.00
- 12 month pre-payment certificate (PPC) : £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months or more than 14 items in 12 months, you may find it cheaper to buy a PPC.

The charge for a single prescription item is £9.00, whereas a three months PPC will cost you £29.10 and a twelve months PPC will cost you £104.00.

- PPC order line 0300 330 1341
- Buy or renew a PPC on-line

Clinic Days and Times

Ante-natal Clinic

Tuesday mornings 09.30am to 10.30am (new bookings)

Monday 1.30pm to 4.30pm (Follow up appointments)

Mother and Baby Clinic

Tuesday 09.30am to 11.30am

Wednesday 1.30pm to 3.30pm

Immunisation clinic

Please ring to book an appointment at the practice

Sexual Health Screening

Free screening for 14-25 year old; Testing for chlamydia; Gonorrhoea; Syphilis and HIV. Must be symptom free, registered at the practice. Local C-Card pick up point.

Test Results

Please call 0115 9211288 after 3pm to enquire about your test results as our reception staff will have more time to deal with your request between these times.

Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior permission for the release of this information.

When you take your test you will be told how long it will be before the results are returned to the practice. It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so.

Summary Care Record

There is a new Central NHS Computer System called the Summary Care Record (SCR). The Summary Care Record is meant to help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies.

Later on as the central NHS computer system develops, (known as the 'Summary Care Record' – SCR), other staff who work in the NHS will be able to access it along with information from hospitals, out of hours services, and specialists letters that may be added as well.

Your information will be extracted from Practices such as ours and held on central NHS databases.

As with all new systems there are pros and cons to think about. When you speak to an emergency doctor you might overlook something that is important and if they have access to your medical record it might avoid mistakes or problems. However even then, you should be asked to give your consent each time a member of NHS Staff wishes to access your record, unless you are medically unable to do so.

For more information contact NHS Digital:

<https://digital.nhs.uk/summary-care-records>

HARRASSMENT—Harassment of practice staff or other patients, or any attempt to do so, is unacceptable. This includes any attempt to contact practice staff without their consent when away from the practice.

These requirements apply throughout the practice premises, including any car park and grounds. It also applies to any employee or partner away from the Practice.

MANY OF THE ACTIONS LISTED ABOVE ARE NOT ONLY UNACCEPTABLE BEHAVIOUR BUT ALSO CRIMINAL OFFENCES.

PATIENTS WHO BEHAVE IN SUCH AS WAY MAY BE REMOVED FROM THE PATIENT LIST. PLEASE HELP US TO HELP YOU. THANK YOU

Confidentiality

The practice complies with Data Protection GDPR and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g., from District Nurses and hospital services.
- To help you get other services e.g., from the social work department. This requires your consent.
- When we have a duty to others e.g., in Safeguarding cases.
- Anonymized patient information will also be used at local and national level to help the Health Board and Government plan services e.g., for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Please also see information sharing on our website or ask for a copy at reception.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Privacy Statement

For our Privacy Statement please see our website www.cliftonmedicalpractice.co.uk or the folder in the waiting room or ask one of our receptionists for a copy.

Suggestions and complaints

Complaints—In order to give you the best service possible, we would welcome any suggestions. If you are unhappy with any aspect of our service, or treatment, please tell us. You could either speak to our Practice Manager, Marilyn Brooks, or put it in writing.

Full details of our complaints procedure are available from reception.

Respect Statement

OUR PRACTICE STAFF ARE HERE TO HELP YOU. OUR AIM IS TO BE AS POLITE AND HELPFUL AS POSSIBLE TO ALL PATIENTS. IF YOU CONSIDER THAT YOU HAVE BEEN TREATED UNFAIRLY OR INAPPROPRIATELY, PLEASE ASK THE RECEPTION STAFF TO CONTACT THE PRACTICE MANAGER, WHO WILL BE HAPPY TO ADDRESS YOUR CONCERNS.

HOWEVER, WE AIM TO PROVIDE A SAFE ENVIRONMENT FOR STAFF AND PATIENTS. WE THEREFORE EXPECT ALL PATIENTS TO RESPECT THE RIGHTS OF PRACTICE STAFF AND OF OTHER PATIENTS.

DEFINITION

Violence and aggression are defined as:

VIOLENCE

The use or threat of force against practice staff or other patients, or any attempt to do so, is unacceptable. This includes any forceful or unlawful touching of any other person, spitting at another person, raising fists or feet or verbally threatening to strike or otherwise applying force to any person.

AGGRESSIVE OR ABUSIVE BEHAVIOUR

Aggressive or abusive behaviour against practice staff or other patients is unacceptable. This includes swearing, threatening or abusive language or gestures, sexual gestures or behaviour, derogatory sexual or racial remarks, shouting loudly or in an intimidating manner or at any person, and applying force to any Practice property or the personal property of any practice staff or other patients, such as banging on or kicking desks or counters.

This policy applies throughout the premises, including any car park and grounds. It also applies to any employee or partner away from the Practice but only in so far as it relates to the business of the Practice.

PRIVACY

Infringing the privacy of practice staff or other patients, or any attempt to do so, is unacceptable. This includes any attempt to obtain personal details of practice staff or other patients (including their medical history or treatment) without their consent and the taking of photographs or recordings without the consent of those persons included in the photograph or recording.