

Practice Information Leaflet

Stockwell Gate, Mansfield, Nottinghamshire, NG18 5GG
Tel: 01623 400100

Website: www.orchard-medical.co.uk

Partnership General Practitioners

Dr J E Mills (male)
Dr W H Freeman (male)
Dr A Malik (female)
Dr P Law (male)
Dr K S West (female)
Dr H Wagstaff (female)
Dr T Dodd (female)
Dr Sikandari (male)

Practice Manager

Mrs Rebecca Tate

Opening Times

The reception desk is open at the following times:

Monday, Tuesday 8.10am – 8pm
Wednesday, Thursday & Friday 8.10am – 6.30pm
Saturdays – please see website for further information

The practice is closed every 4th Wednesday each month from 12pm, except for August & December when we will be closed.

Our telephone lines are open from 8.00 am – 6.15 pm Monday – Friday with an hour break between 1 and 2 pm.

What to do when the practice is Closed

Ring NHS 111 by pressing 111 from a landline or mobile phone, go to your nearest Pharmacy or go to Primary Care 24 which is situated at Accident & Emergency at King's Mill Hospital. Please only use A&E in emergencies

WELCOME

Welcome to Orchard Medical Practice and the practice of **Doctors' Mills, Freeman, Malik, Law, West, Wagstaff, Dodd & Sikandari**

This Practice Booklet is for both existing patients and those patients considering registering as a patient. It contains useful information about the services available within the Practice and how to access them.

At Orchard Medical Practice we aim to treat all our patients promptly, courteously and in complete confidence.

Please help us to help you by reading this guide and follow the suggestions made to ensure appropriate services can be provided when you most need them.

PARTNERS

Dr James Mills (male), Senior Partner
MB ChB (Birmingham 1992) MRCGP (2007)

Dr Walter Freeman (male)
MB ChB (Leeds 1991)

Dr Anisa Malik (female)
MBBS (London 2004) MRCGP
DRCOG DFRS

Dr Patrick Law (male)
MB ChB

Dr Kathryn West (female)
MBBS BSc MRCGP DRCOG
DipClinDerm

Dr H Wagstaff (female)
Mb ChB DRCOG MRCGP

Dr Theyvanai Dodd (female)
BM BS MRCGP DFFP

Dr Ahmad Sikandari (Male)
MRCGP

Patients may see any of the doctors in the Practice. However, please note that you may have to wait a little longer to see the GP of your choice.

SALARIED GPs

Dr Fatima Asif (female)
Salaried GP MBBS MRCGP

Dr Zoe Lewis (female)
Salaried Retainer GP MRCGP FSRH

Dr R Daly (female)
Salaried GP MB BCh BAO

Dr G Blower (female)
Salaried GP MB ChB

Dr Saed Enabi (male)
Salaried GP MBBS

GP REGISTRARS – TRAINING PRACTICE

We are a training practice and have GP Registrars who are fully qualified Doctors training to be General Practitioners under the supervision of our GP Trainer Leads, Dr James Mills & Dr Kathryn West.

NURSING TEAM

Nicola Unwin	Practice Nurse Lead
Deb M	Practice Nurse
Sarah B	Practice Nurse
Sarah F	Practice Nurse
Michelle F	Practice Nurse
Emma G	Practice Nurse
Gemma B	Practice Nurse
Fiona B	Practice Nurse
Gail S	Health Care Assistant
Claire C	Health Care Assistant
Fiona B	Health Care Assistant
Anne H	Phlebotomist

MEDICAL STUDENTS

Orchard is accredited by the Deanery at the University of Nottingham Medical School as a Training practice for medical students, we help in their training. Medical Students will occasionally sit in with the doctor. You are free to ask them not to be present when you see the doctor.

OUR MANAGEMENT TEAM Mrs Rebecca Tate, Practice Manager & Jayne Mallatratt our Assistant Manager, are responsible for the management, organisation and administration of the practice, aiming to provide an efficient and friendly service. If you have any suggestions or feedback regarding our service, please feel free to contact us by telephone or in writing. We have a formal complaints procedure, which can be used if an informal discussion cannot resolve the problem.

OUR ADMINISTRATION TEAM ensure all paperwork and operations behind the scenes runs smoothly and efficiently, this includes making patient referrals, coding hospital letters, dealing with prescription queries, ensuring patients are followed up for recalls to name but a few.

OUR RECEPTION TEAM –will often be the first point of contact between you and the practice. They will be pleased to assist you with all appointments, requests for home visits, results and repeat prescriptions, registering new patients and answering your queries. Please try and be considerate and patient because at times they are extremely busy particularly at this current time. Please do not be offended if they ask you questions regarding the nature of your call it is to ensure they offer you the best clinician to deal with your needs and to assess the urgency of your call. We have a Reception Supervisor, who can answer any general queries you may have.

ASSOCIATED PRIMARY CARE NETWORK STAFF

Orchard works within a network of 6 practices called Mansfield North to provide healthcare services to the patient population of the network. For example, we have healthcare staff who are employed by the network and provide the following services via referral to our patients as an alternative to seeing a GP:

First Contact Practitioner – A First Contact Practitioner is a trained physiotherapist whom a receptionist or clinician may book you in to see if you meet the criteria. They offer services at the practice via appointment. They can examine, advise, offer exercises, order x-rays & MRI's, some also do steroid injections, and also be able to refer to a pain clinic and to secondary care.

Social Prescribers – can provide referrals for patients to access appropriate support in areas to improve quality of life – such as help with benefits, low income, dementia, mental health, drug/alcohol support and social issues.

Health and Well Being Coaches – help support people and give them the skills to manage their own conditions and improve their own health and well being by increasing confidence, motivation and giving the knowledge and skills to help people take a more active role in their own health and physical well-being.

Acute Home Visiting Nurse Practitioners – Where appropriate if you require a home visit if you are housebound, our GP may send an Advanced Nurse Practitioner to your home instead of a GP if it is felt appropriate.

District Nurses – we refer to the Community District Nurses who are employed by Nottinghamshire Healthcare Trust to help with community home visits for such as dressings and sores for example. Their role is to provide nursing care to patients who are too unwell to leave their homes and for patients who require treatment following a stay in hospital.

Community Midwives – The midwife together with your doctor provides ante-natal care for mothers before and after the delivery of their baby.

Self Help – We have provided a separate list of self-help avenues you may find useful which you can refer in to yourself, these include, smoking & alcohol advice, weight management, physical activity, mental health & well-being, bereavement, physiotherapy, please refer to our website orchard-medical.co.uk.

Working with the Practice are many other health and social care professionals who also provide care for Orchard Medical Practice patients. These may include Mental Health Nurses, Social Workers, and Health Visitors and Midwives.

- **Community Pharmacists** - who can see a range of problems without the need to see a GP including:
 - sinusitis.
 - sore throat.
 - earache.
 - infected insect bites.
 - impetigo.
 - shingles.
 - uncomplicated urinary tract infections in women.

CLINICS (please note that our clinics are by appointment only)

Clinicians are available Monday to Friday currently and provide a range of services including:

- Ear Care
- Dressings
- Spirometry
- Blood Pressure checks
- Vaccinations and Immunisations children & B12 injections

- NHS only Travel Vaccinations
- Breast Awareness
- Cervical Smears/swabs
- Contraceptive Checks
- Chronic Disease Management such as diabetes, asthma, hypertension, chronic heart disease
- Well person clinics
- Family Planning (including the insertion & removal of Coils & Implants)

We have a fully trained Phlebotomist to take blood samples (mornings & afternoons)

WELL BABY/CHILD HEALTH CLINICS/HEALTH VISITOR

There are clinics held locally to check the health & wellbeing of your baby/young child. Please see reception for clinics held locally. **The number for the Healthy Family Team is 0300 123 5436 or text Parent Line on 07250 619919**

ANTE-NATAL CLINICS

For the care of expectant mothers. By appointment with the Midwife, please call the practice to make an appointment. Post-natal examinations are undertaken by the doctor. You will be sent an appointment to see the doctor, 6-8 weeks after the birth of your baby.

MINOR SURGERY & CRYOTHERAPY

Minor surgical procedures for removing moles, skin tags etc, these procedures are carried out by our GP. Appointment is by prior arrangement with the doctor.

TRAVEL CLINICS

We only offer NHS vaccines for travel. We can advise of you of private travel vaccinations and a copy of your vaccination history if required or you can download the NHS App to see previous vaccination record, please note we need at least *6 weeks notice* before you travel.

CHRONIC DISEASE MANAGEMENT

We hold clinics for the management of selected long-term medical conditions including asthma, diabetes, chronic heart disease, high blood pressure, smoking cessation etc. Please ask at reception to make an appointment to see the nurse.

CONTRACEPTION & C-Card Scheme

We offer family planning advice and contraception advice. We also offer the insertion and removal of coils & implants. For patients aged 13-24 years old we are a trained C-Card pick up point. Please ask at reception for further details.

IMMUNISATIONS

Everyone is advised to keep up to date with immunisations and vaccinations including tetanus and polio. Please ask at reception for further details.

PRACTICE INFORMATION

How do I register?

If you live in our Practice area and would like to register with us, please complete our registration forms which are available from reception or from our website. To prevent fraud within the NHS we, where possible, ask you to provide two forms of identification when registering with us, which includes photo ID & current address. For further details, please ask at reception, who will be only too happy to assist you. You can see whether you are in our catchment area by visiting our website www.orchard-medical.co.uk under the 'new patients' section.

Temporary Residents

We provide a Temporary Patient Service for anyone staying within our Practice area. This would be whilst on holiday or staying with relatives. Simply ring the Practice and fill in one of our Temporary Resident forms. Please note an appointment may not be available on the same day if we are to capacity you may have to call 111 for advice. This would not be available for patients already registered with a GP in the area.

Overseas Visitors

For visitors not normally residing in the UK – in some cases you may not be accepted for immediate NHS treatment. For non-urgent cases you may be seen as a private patient and charges will apply.

Booking an Appointment with a GP

There are a few ways to make contact with the practice to obtain an appointment.

We can offer consultations via telephone, video call and face to face. We operate a call queueing system from which you can request a call back to save you waiting on the phone during busy periods.

Urgent on the day Medical Problems

If your problem is something urgent which you do not feel could wait until the next day, please phone the practice as early as possible. We will do our best to offer you a triage call with a clinician who will decide whether you need to be seen face to face. At busy times if we are full you may have to call 111 for advice or we may direct you to the pharmacy if your problem can be dealt with by your local pharmacy.

Less Urgent Medical requests & booking future Appointments

Electronic – ‘Contact us’ messaging form

To save you waiting in call queues you may wish to try our non-urgent messaging service for non-urgent medical queries. This is available on our website www.orchard-medical.co.uk on the front page ‘**Contact Us**’ section. This will take you to an electronic form to complete which then sends it to the practice, it is also linked to your medical record. We will then review the message and give you a date and an approximate time to give you a call.

When the clinician returns patient calls, they can only try to contact patients once so we ask patients politely to stand by the phone if you are expecting a call. It may not be possible for you to speak to the GP of your choice, but we will do our best to accommodate you. We can only take a limited amount of phone calls in the morning and afternoon to deal with every patient safely so the receptionist may advise you to call either NHS 111, go to a pharmacy or go to Primary Care 24. We will deal with all calls in a morning and just emergencies in the afternoon.

Please note we close our telephone lines between 1 and 2 pm each day. The practice however remains open.

Failure To Attend an Appointment (DNA)

If you no longer require an appointment, please contact the practice to cancel it, so that we can offer the appointment to another patient. We also have a policy for patients who fail to attend appointments, which include

the possible removal of patients from our Practice list who consider wasting appointments.

Reminders by Text Message

The Practice has the facility to send patients information regarding health promotion and appointment reminders. Patients wishing to register for this service can register by completing a form available from reception or via our website. When making a pre-bookable appointment, you will be asked for your mobile number, for a reminder text message to be sent to you prior to your appointment. Patients may cancel the text messaging facility at any time. The Practice will not transmit any information which would enable an individual patient to be identified. It is the patient's responsibility to keep the Practice up to date with their phone numbers.

Home Visit Policy

We operate a home visiting policy when required for patients who are elderly, immobile or deemed by the doctor too ill to attend surgery. To request a home visit, you need to ideally telephone the Practice before 10.00 am unless it is an emergency, please give details and a brief description of the problem to enable the doctor to determine the degree of urgency. Each home visit takes four or five times as long as a surgery consultation, so we appreciate if patients try as hard as possible to come to the Practice. Visits are at the discretion of the Doctors.

Repeat Prescriptions

Please allow three full working days (72 hours) for your prescription to be processed. Please do not allow your medication to run out before making a request.

You can order in the following ways:

1. Asking your chosen pharmacy to order your medication each month for you – some pharmacies order and deliver your medication.
2. Secure order form from via our Practice website www.orchard-medical.co.uk please see below information for online prescriptions.
3. By handing in your repeat prescription anytime during opening hours

4. By letter – please enclosed a stamped addressed envelope if you wish this to be posted back to you

We **do not** accept repeat prescription requests by telephone as this may lead to mistakes. If you would like your prescription sent direct to your chosen pharmacy instead of collecting from the surgery, please enquire at your chosen pharmacy to see if you are eligible.

Ordering Repeat Prescriptions/Cancel your Appointment online

This service is available through our website through a secure system called **SystemOnline**, please visit www.orchard-medical.co.uk. You will need to sign up to this service by bring proof of ID preferably photo ID into the surgery to obtain your username and password. Once you have obtained your password from the Practice please wait until the next day before activating your account. This will then enable you to order repeat prescriptions/book appointments with a doctor and cancel appointments you have made. Please note we are unable to give a username and password on behalf of anyone due to confidentiality. Please note access will automatically be turned off when a child reaches the age of 13. Once a patient reaches the age of 16, access can be given again by providing proof of photo identification.

SystemOnline is also available as an App and can be downloaded from App Store on Apple devices or Playstore from Android devices.

Prescriptions sent Electronically to the Chemist

We offer Electronic Prescribing; this means that instead of coming to the practice to collect your prescription, you can have it directly sent to the pharmacy of your choice, if you are eligible. For more details, please ask at reception or enquire at your chosen pharmacy.

Test Results

Patients can telephone the Practice to obtain routine test results where possible after 2.00 pm each weekday. Most results take one week to return to the Practice. Results are confidential and will only be given to you personally (except in special cases). If the doctor wishes to discuss the results with you, you will be asked to make an appointment or telephone call.

Telephone Calls

Please note that telephone calls to and from the Practice are recorded in accordance with the General Data Protection Regulations 2016 and General Data Protection Action 2018 for monitoring, training and dispute resolution purposes.

Communication

Do you have any communication preferences? For example, do you have impaired sight and therefore need us to write to you in large print? Please make reception aware of your preferences so that we can make a note in your medical record and comply with your request

CCTV

There is closed circuit television in and around public areas to protect patients and our staff – this is monitored by Mansfield Community Hospital.

Sharing your GP record

To improve care your GP information will be made securely available to other authorised health professionals involved in your care. This is called implied consent, this means that when you see another health professional such as a hospital doctor or a community nurse, they will ask your permission to view your GP record, if you say 'Yes' your GP record will be available for them to view. If you say 'No' they will not be able to view your GP record, this is in line with our local Clinical Commissioning Group sharing policy.

For more information about sharing your GP record please ask reception for a leaflet or download a leaflet & consent form from our website.

Accessible Information

All organisations that provide NHS services, or publicly funded adult social care must have fully implemented and conformed to the Accessible Information Standard (1605). This means we would like to record your preferred method of contact so that you can receive your health information in a format you can understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you suffer from hard of hearing or blindness that may not be suitable for you. If you or someone you are

caring for wishes us to contact you in another way, please do let us know by informing one of our receptionists. We will then record your needs by highlighting it on your medical records. Please ask at reception to state your preference.

Named Accountable GP

All patients are allocated a named, accountable GP (including children). Unless you have specified an alternative GP your named accountable GP will be the doctor you are registered under. This will in no way effect your care from the Practice and you will be seen by all GPs who have equal access to your medical records. Unless you pre-book your appointment in advance you will be allocated a GP subject to availability on that day.

Advice On Self Certification/Fit Notes

Any patients off sick from work for any length of time can self-certify for the first working week. Only after then will you require a medical certificate signed by your doctor.

If you require a fit for work note from a doctor, you may be asked to make an appointment with the GP/Nurse Practitioner.

If your employer insists on a fit for work note during the first week of illness this will be in the form of a private note for which there will be a charge. The Practice will require a written request by the employer together with the patient's consent.

We can send this electronically to you now or for collection.

Referrals, Letters and Reports

When you and your GP agree that you need an appointment with a specialist, the E-referral system shows you which hospitals or clinics are available for your treatment. Your GP will discuss with you the appropriate options which are available for treating your medical condition.

If you know where and when you would like to be seen, you can book your appointment before you leave the surgery. You will be given confirmation of the place, date and time of your appointment.

You may want more time to consider your choices. If so, you can take the appointment request letter away with you and book your appointment later.

Non-NHS Services

Some services are not covered under the NHS and for these your GP can charge a fee.

The fee will reflect both the Doctors' time to carry out the service and the doctors' professional opinion. Please contact reception if you wish to arrange a medical examination/report other than that covered by the NHS.

Change of Personal Details

Please notify us if you have changed your name or address. You will need to provide us with the necessary documents before any changes can be made to your record. If you reside outside of the Practice boundary you may be asked to re-register with another Practice. Our receptionists will advise you accordingly.

Patients Leaving the UK

NHS England are required to remove from Practice's lists the names of patients who either intend to leave the UK for at least 3 months, or who have been out of the country for more than three months at a time. If you are leaving the UK for 3 months or more, you should notify your Practice. You will then need to re-register on your return to the UK if you are still in our catchment area.

Acceptance/Refusal onto a practice's list of NHS patients

Everyone has the right to change their Practice without having to give a reason.

You can approach a GP Practice near to where you are living and apply to join its list of NHS patients as either a registered patient or as a temporary resident. You can be registered as a temporary resident if you are in the area for more than 24 hours but less than 3 months.

Practices may use their discretion whether to accept or decline your application. In declining an application, they must have reasonable

grounds for doing so which do not relate to your race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Disabled Access

We have suitable access for disabled patients. The Practice has designated disabled parking bays for ease. A loop system is available within the Practice. A wheelchair is available for you to borrow to help you to and from the car park, please ask at reception so we can have it ready for your appointment.

Parking Arrangements

The Patients' car park is situated at the rear of Mansfield Community Hospital. Patients are kindly reminded not to leave their vehicle in the car park after they have attended their appointment. This allows other patients to park and attend their appointment on time. The car park can sometimes get very busy so please bear this in mind to leave plenty of time when attending for an appointment.

Patients are asked to refrain from parking in the disabled parking bays, unless they hold a disabled blue badge.

Orchard Medical Practice accepts no liability for any loss of property on or within the premises. Patients are also reminded that no pets (other than guide dogs) are permitted in or on the premises

Comment, Complaints and Suggestions

We care about what you think and are happy to receive your views regarding our services. Your comments will be totally confidential and there is no need to give your name and address unless you would like a response. Please speak to one of our receptionists or write to the Practice Manager or Doctors. Whilst we strive to give all our patients the best possible service, we appreciate from time-to-time complaints arise and we will listen to rectify any problems we are notified of. In the first instance you will need to put any complaints in writing and address it to the Practice Manager. There is a complaint Policy and Leaflet available from reception or via our website that will explain the process to you. If you are unhappy with any services offered to you by the local hospital or local services, you may wish to contact the Patient Experience Team on 0800 028 3693.

Patient Participation Group

Orchard Medical Practice has a responsibility to ensure it involves its patients in relevant issues to the Practice and to respond appropriately to the views and experiences of patients.

The Practice has established a Patient Participation Group (PPG) to bring together patients, doctors, and members of the practice team to work together in partnership in order to promote the wellbeing of patients and support the practice to provide high quality of care. The group meet bi-monthly except for August & December. If you are interested in joining, please contact our receptionist for further details.

Patient Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential. No information will be released to any individual without your prior consent except where we are obliged by law to release that information. All paper medical records are kept in secure storage to which only relevant staff has access. The holding of information by Orchard Medical Practice on patients registered with this Practice is compliant with the General Data Protection Act. If you require further information as to who has access to your medical records, please contact the Assistant Practice Manager.

Zero Tolerance

We operate a Zero Tolerance policy for abusive and aggressive behaviour in the surgery. Any incident where it is reported that a patient has been displaying such aggressive behaviour, will be taken very seriously and may lead to a patient (and their family) being removed from the Practice list.

Access to Records

We keep both manual and computerised records and are registered under the Data Protection Act. If you wish to see your records, (subject to the relevant Act) please ask at reception. Our staff will be happy to advise you on how to do this.

Children, Babies & Breast feeding

We have baby changing facilities. Children are welcome to play with the toys provided in the waiting areas, but we ask that parents always supervise their children. If you need a private room to breast feed, we would be happy to oblige please ask at reception.

PATIENT RESPONSIBILITIES

Please make the most of our services by:

- Reading the notices posted in the surgery
- Make sure you know the opening times of the Practice
- Find out how to arrange an appointment, repeat prescription, home visit and request urgent appointments
- Keep your appointment or cancel it
- If more than one patient needs to be seen make a separate appointment for each
- Ask your doctor to write down anything you do not understand the answers to
- Take a friend or relative with you if necessary
- Please remember that a prescription is not always necessary with every consultation. Your doctor will advise you accordingly
- Please request out of hours consultations for emergencies only. Home visits are ONLY for patients who are too ill or immobile to attend surgery.
- Please be patient with the receptionists. They are doing their best and at busy times are working under a great deal of pressure
- Look after your own health. Exercise regularly, eat healthily and try not to smoke. Please feel free to ask the Doctors or Nurses for advice.
- We do not tolerate physical or verbal aggression under any circumstances. Our policy is to remove patients from the Practice list with immediate effect where this occurs.

OUR PATIENTS CHARTER

We are committed to providing you and your family with quality health care.

- You will be treated in a friendly and courteous manner by all our staff
- You can expect confidentiality of your records to be always maintained
- The doctors aim to see patients within 30 minutes of their scheduled appointment. You will be informed of any delays
- You can expect to be given an urgent initial phone call with an unspecified clinician 24 hours of a request. When we are to capacity, please call NHS 111.
- We want to keep you healthy and offer free health promotion services
- All children are offered immunisation and annual health checks are available for those over 75 years. Cervical smears are recommended every three (or 5 years) with a reminder sent out to eligible women
- We will provide training to all our staff to improve our services to you

If you require a chaperone present during your consultation, please inform reception when you attend your appointment.

Integrated Care Board (ICB)

The Integrated Care Board is responsible for commissioning the primary healthcare services provided to you. Details of primary medical services in the area may be obtained from the ICB. The telephone number is below:

Integrated Care Board
Sir John Robinson House
Sir John Robinson Way
Arnold
Nottingham
NG5 6DA

Patient Experience Team Tel: 0115 8454545
Website address: www.notts.icb.nhs.uk/contact-us

Please note we reserve the right to make any changes to the above booklet at any time.