

Useful telephone numbers

QMC	0115 9249924
City Hospital	0115 9691169
Ilkeston Community Hospital	0115 9305522
Kings Mill Hospital	01623 622515
Royal Derby Hospital	01332 340131
Stapleford Care Centre	0115 8440510
Out of hours	111
Nottingham Urgent Care Centre	0115 8838500
District Nurses 'Hub'	0300 0830100
Child Health Clinic	0115 8835139
Nottinghamshire Social Services	0300 5008080
Carers	0300 5008080
Registrar of births and deaths	0115 9255530
Police	101
Child line	0800 1111
Citizen's advice bureau	0844 4991193
Stapleford volunteer bureau	0115 9491175
Broxtowe Borough Council	0115 9177777
Samaritans	0845 7909090
Cruse Bereavement	01623 404554
Alzheimer's Society	0115 9343800
Parkinson's UK	0808 8000303

PATIENT GUIDE

WELCOME TO OUR SURGERY!



BRAMCOTE SURGERY

**2a Hanley Avenue
Bramcote
Nottingham
NG9 3HF**

Telephone: 0115 922 4960

Patient Email: nnicb-nn.patients.c84112@nhs.net

<https://www.bramcotesurgery.co.uk>

WELCOME TO BRAMCOTE SURGERY

Bramcote Surgery is one of 12 practices who form NHS Nottingham West Primary Care Network (PCN) working together with the Nottingham & Nottinghamshire ICB (Integrated Care Board) who is responsible for the planning and delivery of NHS services for local patients in Nottingham & Nottinghamshire.

It is our aim to give a high level of care to patients in a relaxed setting, delivered in a friendly and easily accessible way.

This booklet is designed to help you make the best use of the services we provide. Further information can be found on our website at www.bramcotesurgery.co.uk

THE HEALTH TEAM

All staff, doctors, nurses, receptionists and administrative staff at Bramcote Surgery work together as a team to provide an effective, efficient and responsive health care service to our patients.

Doctors

Dr Andrew HOPWOOD (Male) GP Partner
MB BChir (CAMBRIDGE) 1998, MA, MRCP

Dr Munish Bhuchar (Male) GP Partner

Dr Nafisa Chowdhury (Female) Salaried GP

Dr Joshua Omiawe (Male) GP part of ARRS PCN team

Practice Nurse Team

Leona Walsh	Lead Practice Nurse
Zoe Lawson	Practice Nurse
Alison Smith	Healthcare Assistant
Mo Grigg	Healthcare Assistant

Management

Pam Husband	Practice Manager
Lorraine Oakden	Reception Manager

Reception and Administration Team

Ruth, Mo, Deborah and Amber

Together they are responsible for the day-to-day administration of the practice. They will be able to answer any queries regarding our services.

Revised Jan 2025

CARERS – DO YOU LOOK AFTER SOMEONE?

Carers are people who look after family, partners or friends who are ill, frail, have a disability or a mental health problem. They may be caring for another adult or be a parent of a disabled child. The care they provide is unpaid. An estimated 5% of people in Nottingham are carers. Please ask at reception for further information, advice, and support. Alison Smith (HCA) & Deborah Denman are our Surgery's carer's champions.

For more information you can contact Nottinghamshire County Council Customer Care Centre 0300 500 80 80 or Family Action Service – Young Carers on 0115 947 3023.

WHEN THE SURGERY IS CLOSED

If you require urgent medical attention which cannot wait until the surgery re-opens, please dial 111. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency, please dial 999.

This practice uses the Nottingham Emergency Medical Services (N.E.M.S.) outside the surgery hours as listed above. Please note that you may be expected to travel to the N.E.M.S. site (Platform One, Station Street, Nottingham NG2 3AJ) for out-of-hour consultations. You will be asked to dial 111 (free phone) which will connect you to Derbyshire Health United when you call during out-of-hours times.

NHS Urgent Care Centre

NHS Urgent Care Centre is located at Seaton House, London Road, Nottingham NG2 4LA (next to the BBC building).

The centre offers assessment and treatment for health conditions that are urgent but non-life threatening such as:

- Minor burns and scalds
- Minor head injury with no loss of consciousness
- Skin infections and animal bites
- Suspected broken bones, sprains and strains (X-Ray available on site)
- Eye infections and minor eye injuries

No appointment is needed; just drop in between 7am and 7pm 365 days a year.

Your local pharmacy can also offer you a range of services, including advice and medicines to relieve symptoms of minor ailments.

CHANGE OF ADDRESS OR TELEPHONE NUMBER

Remember to keep us informed if you move house or change your name, including any other family members registered at the surgery. We may ask you for proof of ID if changes are to be made to your records. We aim to ensure that your records are always up-to-date. A contact telephone number is crucial.

NEW PATIENTS

We are actively building up our practice and we welcome new patients to our list. For anyone who wants to register, simply pay a visit to the practice, or download the registration forms from our website. Don't forget to bring two forms of ID with you when you come in to register. We encourage all people living at the same address to be registered with the same practice for practical purposes.

If you are newly registered with the surgery, you will be invited in for a new patient check with the nurse or health care assistant if you are on any regular medication, but this may take a few weeks to get you booked in so make sure you have enough medication for at least two weeks before you register.

PATIENT PARTICIPATION GROUP (PPG)

Our Patient Group meets regularly with the Practice Manager to improve the service for the patients and to give feedback to the Practice on behalf of the patients.

New members are always welcome; therefore, if you would like to come along, please ask at reception for further details. The PPG group meets bimonthly with the Practice Manager. Meetings usually last for 2 hours (approx.) and more details can be found on the PPG notice board in the waiting room.

ZERO TOLERANCE

Bramcote Surgery supports the Government's NHS Zero Tolerance Campaign. We ask that you treat your doctor and surgery staff properly, without violence or abuse. Violent patients will be removed from the list and will be reported to the Police.

SURGERY OPENING TIMES

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	7.15am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday and Sunday	Closed

CONSULTATION TIMES

Doctors

Monday

8.00-18.30

9.00-1.10

Dr Nafisa Chowdhury

Dr Joshua Omiawe

Tuesday

8.00- 17.30

9.00- 18.30

11.30-4.30

Dr Nafisa Chowdhury

Dr Munish Bhuchar

Dr Andrew Hopwood (vasectomy clinic)

Wednesday

7.15- 18.30

Dr Andrew Hopwood

Thursday

08:00 – 18.30

Dr Andrew Hopwood

Friday

09.00 –18.30

08.00- 12.30

Dr Munish Bhuchar

Dr Andrew Hopwood (alt Fridays)

BOOKING A GP APPOINTMENT

GP Appointments can be made by calling in at the surgery, online or telephoning on 0115 9224960.

We offer both same day appointments (emergency) and pre-bookable (routine) appointments. To book an emergency appointment, please call the surgery at 8:00am. **You may be asked about the reasoning for your appointment by our reception team, this is to help the GP's to prepare before your appointment and so you are booked into the correct slot with the right clinician.**

Routine GP appointments are available up to up to one month ahead are available and these can be booked at the reception desk, by telephone at any time of day or online, via systmonline or NHS APP.

Consultations with the Doctors and the Nurses are by appointment only. When booking appointments, patients may indicate their choice of doctor, but in a small practice like ours, there are limitations of availability. Emergency appointments are dealt with by the on-call doctor and only available to be booked in time order.

TEMPORARY RESIDENTS

You are able to see a doctor anywhere in the UK if you are away from home and need medical help. You can do this by asking to be registered as a temporary resident, in the same way we are able to see any relatives or friends staying with you if they need to see a doctor.

TELEPHONE CONSULTATIONS

You are welcome to speak to the doctor or one of the nurses over the telephone to discuss a problem or to seek medical advice. Our receptionists will take your details and book you a phone call appointment with our doctor or nurse.

HOME VISITS

These are reserved for patients who are genuinely too ill to attend surgery and housebound. Please telephone before 10.00am and be prepared to answer a few questions to help the doctors plan their calls and to give the doctors an idea of urgency. You may receive a phone call from the doctor before they decide to visit as sometimes this can be resolved over the phone.

Please remember the doctor can see at least four patients in surgery in the time taken to do one home visit.

COMMENTS, COMPLAINTS & SUGGESTIONS

We value feedback from our patients. If you have any comments or suggestions about the service we provide or any other aspects of the practice please contact the practice manager. Alternatively, patients may wish to use the suggestion box which is situated in the waiting room or leave feedback by completing our Friends and Family Survey, the forms are available on the reception counter or on our website.

We aim to provide our patients with a high standard of care delivered efficiently. If you are not happy about the service, you have received please contact the Practice Manager. Complaints will be dealt with according to the practice complaints procedure. Our complaints procedure leaflet is available at reception or on our website.

RIGHTS AND RESPONSIBILITIES

As a patient with the surgery you have the right to:

- Receive treatment regardless of your age, sex, sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you reside within the surgery's catchment area and qualify for NHS treatment
- Confidentiality
- Have your treatment explained to you
- Refuse to be treated in front of any medical students
- Complain, without discrimination, if there is a problem
- Consult with a primary care professional within 24 hours for urgent medical problems
- Gain access to an interpreter

You are responsible for:

- Making and keeping appointments. Please notify the surgery in good time if you are unable to keep a booked appointment
- Ordering repeat prescriptions in good time using the advised methods
- Behaving in an acceptable manner
- Informing the surgery of any change of name, address or telephone number
- Switching mobile phones to silent whilst on surgery premises.
- Keeping young children in your care under supervision and ensuring they behave appropriately

CONFIDENTIALITY

We have a duty to keep personal information about you confidential – but we will keep records and share information with other NHS professionals involved in your care. We shall ask your permission before giving your information to anyone else outside the NHS, such as family members or an employer. In exceptional circumstances, confidentiality may be broken, for example, if a child is at risk, or if there is an immediate danger to yourself or others.

ACCESS TO HEALTH RECORDS

Under the Data Protection Act 1998 all patients can access their medical records. The requirement does not come under the terms and conditions of the NHS, there is no charge for this service. Please ask at reception for further details or see our website to fill out a form.

ACCESSIBLE INFORMATION

As from 1st April 2016 all practices are required to record any specific communication and information needs of patients.

Therefore please inform us if you have any particular needs.

For example: larger print, easy to read text, a different language, contact via email, translation/interpreting services or BSL or braille.

Please speak with one of the receptionist team to find out more or to let us know what your communication requirements are.

FREEDOM OF INFORMATION

The Freedom of Information Act 2000 entitles anybody to ask a public authority for any recorded information they keep. All public authorities have a publication scheme, which lists the information which is required to be available.

BOOKING A NURSE APPOINTMENT

The nursing team provides a comprehensive range of services including chronic disease management, child immunisations, travel advice and vaccinations, cervical smear tests, stitch removal, dressings and wound care, ear syringing, adult health checks and assisting GPs with minor surgical procedures.

All nurse and health care assistant clinics are by appointment only which can be booked in person or by telephone. Please try to help us by giving as much notice as possible if you need to be seen for routine matters, you are able to book into these clinics up to 2 months in advance.

BOOKING A HEALTHCARE ASSISTANT (HCA) APPOINTMENT

Our HCA's are trained to carry out a number of healthcare procedures including Blood pressure monitoring, ECGs, blood tests and NHS Heart Checks.

Appointments are available every day.

CHAPERONES

If you would like someone to be present during your appointment with a doctor or other health professional. Please ask your doctor or health professional whilst at your appointment, our admin team are fully trained to chaperone for our clinicians so they would be happy to help make you feel more comfortable during your appointment.

DENTAL EMERGENCIES

If you have a dental emergency there is a walk in service at the Integrated Dental Unit (IDU) located at Seaton House on London Road, Nottingham. This service is open Monday - Saturday. Ring 111 for advice and an appointment.

Please note we do not treat dental problems of any kind.

OUT OF AREA REGISTRATIONS

If you move out of our practice area, you can easily re-register yourself at a GP surgery closer to you. If not, we will send you a letter to ask you to re-register, if you fail to do so another letter will be sent out giving you a warning that we will be removing you from our patient list.

ATTACHED STAFF

Mental Health Wellbeing Coach

Louis Minney is with us on a Wednesday and occasional Thursday afternoons. If you feel this may benefit you, please book an appointment with a GP to be referred.

Mental Health Occupational Therapist

Amelia, our Mental Health Occupational Therapist, joins us on a Wednesday morning to see patients. This service can be recommended by a GP or if you feel yourself that speaking to someone might help, do call us to book an appointment.

Midwife

The midwife team give advice on all aspects of your pregnancy and visits mothers and babies after the baby is born. Our midwife sees our antenatal ladies at appointments based at Dovecote House, Beeston (Tel: 0115 9254281)

Child Health Clinics

The child health clinics are held in the children's suite at Stapleford Care Centre Monday 1.30pm-3.30pm and Thursday 9.30am-11.30am. For more information, contact 0115 8835139.

District Nursing Team

District nurses provide nursing care, advice, and support to patients and carers within their own homes who are unable to attend the surgery. They can be contacted at the Stapleford Care Centre on 0300 0830100.

Phlebotomy

If you require a blood test only, our phlebotomist is available Tuesday to Friday mornings; please use this service to save valuable practice nurse time.

Social Prescribers

PCN has a team of social prescribers our patients can access for support with financial benefits, social isolation, help at home and much more, please speak to our admin team for more info.

Clinical Pharmacy Team

Our PCN clinical pharmacy team, Cheren-Pharmacist and Leoni-Pharmacist technician work here on Wednesdays and Thursdays reviewing discharge letters from hospital, changes to medication, medication reviews, synchronising of your medication, medicines audits.

We also have a group of PCN pharmacists supporting the practice patients with Cholesterol and Hypertension invites for reviews and medicine management

TEACHING

We are a teaching practice for medical students from the University of Nottingham. This means, on occasions, a trainee doctor will be sitting in during consultations. You will be notified of this and if you have any objection, please advise a receptionist who will ensure the student is not present during your consultation.

NON-NHS SERVICES

Like other professionals your doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to non-NHS organizations eg leisure centres, school and work places. Please see the notice in the waiting room for a current fee list.

FAMILY PLANNING

You may discuss any of these services with either the doctor or the practice nurses. We provide a range of contraceptive services including contraceptive pills, injections, for other contraception such as copper and hormonal coils and the implant procedures our buddy practice The Oaks in Beeston will register you as a temp patient and offer you an appt there.

MINOR SURGERY

The surgery provides minor surgical procedures including, joint injection, excision and aspiration of simple lumps etc. You would need to see the doctors prior to arrangement of any procedure.

VASECTOMY SERVICE

Dr Hopwood runs a vasectomy clinic on a Tuesday afternoon. Please make an initial appointment with Dr Hopwood who will discuss the procedure with you in more detail.

REPEAT PRESCRIPTIONS

You can order repeat prescriptions in a number of ways: Send or hand in your request at reception, **or order online using the NHS APP or systmonline.**

Prescriptions are processed within 48 hours and can be collected from Reception, or you nominated pharmacy.

ELECTRONIC PRESCRIBING

Prescriptions can now be sent electronically to the pharmacy of your choice. Sign up with your preferred pharmacy to send prescriptions straight there – no need to collect from the surgery. Please ask at your pharmacy for more details or inform Reception of your chosen pharmacy and they can add this onto your record.

ENQUIRIES AND TEST RESULTS

We cannot give medical information, including test results to anyone other than the person who had the test (unless we have their consent recorded). Please do not put pressure on the receptionists to divulge such information.

The only exception to this rule is for young children who are unable to understand their treatment and for patients that are cared for.

ACCESS FOR THE DISABLED

The surgery has a ramp for wheelchair access and all consulting rooms are accessible. The toilet is adapted for use for the disabled. We have an Induction loop installed at the surgery and we can arrange for sign language interpreters to attend when required.

We have one disabled parking bay in the car park at the rear of the Surgery and there are two public disabled spaces on Hanley Avenue.