

### Teaching practice

The practice is a teaching practice and occasionally trainee GPs or medical students may, as part of their training, be required to sit in with their trainer clinician during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP or medical student will not sit in on your consultation.

### How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

### Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

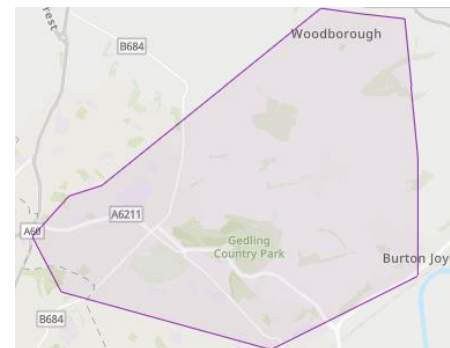
### Opening hours

Mon–Friday	8:00 am	6:30 pm
Saturday	9 am	16:00 pm

### Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding</p> <p>Choking</p> <p>Breathing difficulties</p> <p>Chest pain</p> <p>Stroke</p>

### GP services are provided to the following areas:



Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

## Patient Information Leaflet



Plains View Surgery is a partnership providing NHS Services under an NHS England Medical Services Contract.

Plains View Surgery  
57 Plains Rd,  
Mapperley,  
Nottingham,  
NG3 5LB

Telephone: 0115 962 1717

Email address: [nnicb-nn.c84115@nhs.net](mailto:nnicb-nn.c84115@nhs.net)

Website:  
<https://www.plainsviewsurgery.com>

## The practice team

This practice operates under a partnership agreement to provide services on behalf of the NHS.

### Partners

- Dr C. Pillai (M) – Qualified London 1977 (MBBS, DCH, Dip Med Ed, FRCGP) GMC: 2295484
- Dr U. Ahmad (M) – Qualified Bristol 2009 (MBChB, MRCGP) GMC:7041918

### Salaried GPs

- Dr M. Fernando (F) – Qualified Liverpool 2010 (MBCHB) GMC: 7080526
- Dr A. Malik (F) – Qualified London 1992 (MBBS, MRCGP, DRCOG, DFFP) GMC: 7080526
- Dr L. Filby (F) – Qualified Birmingham 2013 (MBChB (HONS), DRCOG, MRCGP) GMC: 7408210
- Dr A. Khan (F) – Qualified Pakistan 2011 (MBBS, MRCGP) GMC: 7563726

### Nurses Practitioners

- Shelley Bhambra (F)
- Sandy Gavin (F)
- Hilary Jones (F)

### Nurses

- Dawn Hurst (F)
- Diorin Allan (F)
- Karen Woolley (F)
- Caroline Henretty (F)
- Dominika Kluk (F)
- Karen Mo (F)

### Other healthcare staff

For more information, please visit the practice website.

### Practice manager

- Ann Pillai
- Sherry Sharpe (Deputy Manager)

## Appointments and accessing practice services

To access our practice services, please log on to the practice website at [www.plainsviewsurgery.com](http://www.plainsviewsurgery.com). Should you be unable to access the website, please ring 0115 962 1717 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at

<https://www.plainsviewsurgery.com>

### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

## NHS England Contact

Plains View Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

This leaflet was produced from the Patient Information Leaflet Policy.

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### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the front entrance.

Online – Please log in and order via our website

<https://www.plainsviewsurgery.com>

- NHS app – Please log in and order via the NHS app

**Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

## Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

### Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception before 11:00am.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)