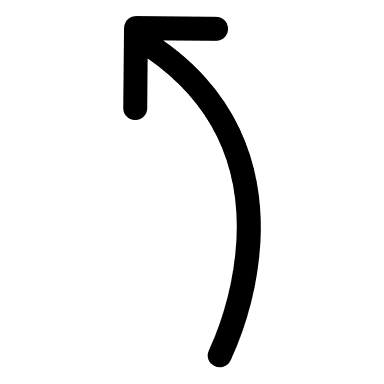
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| Who we are The Hama Medical Centre team are a group of established members who are here to help you with your health and wellbeing needs. |  |  | Practice Information |  |
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| Contact Us We have numerous ways for you to get in touch! See the options below:  **Write to us at:**  Hama Medical Centre  11 Nottingham Road  Kimberley  Nottingham  NG16 2NP  **Call us:**  0115 938 2101  **Email:**  nnicb-nn.c84624@nhs.net  **Web:**  www.hamamedicalcentre.co.uk |
| Hama  Medical  Centre | |



**Scan this QR code to take you to our website!**



Travel Advice. They can also offer Healthy Living advice including Weight Management.

**Julie - HealthCare Assistant**

Julie supports the nursing team by providing Phlebotomy services, Blood Pressure Checks and Hypertension Reviews, Diabetic Foot Examinations and Patient Health Checks, Flu, Pneumonia and Shingles Vaccinations as well as ECGs and Dressings.

**Advanced Clinical Practitioner - Sharon**

Provides a Coil and Implant clinic. Sharon also does pessary changes.

**Pharmacy Team**

Susan ‘Dawn’ Gajree—Clinical Pharmacist

Emma Hallam—PCN Pharmacy Technician

Claire Macefield—PCN Pharmacy Technician

A considerable number of appointments per month are wasted due to patients not arriving for an appointment but did not contact the surgery in advance to cancel.

If a patient fails to attend a pre-booked appointment on 3 occasions in the space of 12 months an informal warning letter will be sent to the patient advising them that a further occurrence could result in their removal from the practice list.

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| Meet our clinicians | |  |  | Zero Tolerance | |
| **Doctors**  Dr P Khi — Female Salaried GP  Dr E Petkova - Female Salaried GP  Dr T Hama — Male Locum GP  **Nursing Team**  Tracey ‘Anne’ —Registered General Nurse  Emma —Registered General Nurse    Our nurses provide general practice nursing services including the management of chronic conditions such as Diabetes, Asthma and COPD. As well as Dressings, ECGs, Cervical Cytology and Contraception Services, Vaccinations, Immunisations and |  |  |  | The practice will not tolerate and incident where a member of staff or others are verbally abused, threatened, or assaulted in any circumstance. | |
| **Did Not Attend (DNA)** | **Any person deemed to have acted inappropriately will be removed from our practice list and may be reported to the police.** |
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| Carers information We aim to ensure all patients registered with the practice, who have regular carers have their carers details recorded at the surgery.  If you have a carer or care for someone, please complete a carers form that is available from the reception desk.  If you would like any more information on support for carers, please ask to speak with our nominated carers champion – **Debbie.**  **Travel Advice**  Recommendations about foreign travel and immunisations can change frequently so we encourage patients that are holidaying abroad to fill out a travel questionnaire.  Some immunisations take time to become effective, so we need a minimum of 8 weeks before your date of travel. |  |  | Introduction |
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| Hama Medical Centre is committed to providing high quality GP care in a well organised, modern and friendly setting.  This booklet is designed to help you make the best use of the services we offer and how best to make use of everything that our practice has to offer you. Should you need any more information please ask any of our team.  Hopefully, this booklet will help unlock the information that you have been looking for. |
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| NON-CLINICAL Practice Staff **Lisa Chevalier-Crampton—*Practice Manager***  *Ensures the smooth and sound financial running of the practice. Maintains overall responsibility for the business affairs of the practice. Is also the appointed Complaints Manager and oversees our complaints procedure.*    **Sam Chevalier-Crampton—*Reception Manager***  *Ensures efficient running of reception providing support to the Clinical Staff, Receptionists and Practice Administrators.*  **Reception Team**  Debbie  Hannah *(currently on maternity leave)*  Julia  Kelly  Kerrieann  Susan  Suzanne  Laura *(Temp maternity cover)*  **Administrators**  Jade  Linda  Tracey  **Appointments**  All our appointments can be made by telephone or by attending surgery in person, or online. We offer emergency on the day appointments and have appointments that can be booked up to eight weeks in advance.  We also have Online Service which patients can book/cancel their own appointments. |  |  | Test ReSuslts The practice encourages patients to find out the results of any test they may have had by calling the surgery or sending a message via the online service. You can also view your results via the NHS – use the QR code below!  The practice operates a robust recall system for test results and any patients with abnormal results requiring action or discussion will receive a phone call or letter inviting them to discuss the results with a GP or practice nurse.  **Repeat Prescriptions**  If the doctor agrees you can have repeat prescriptions, please send or post your request in the letterbox. **Requests for repeat medication are not accepted over the telephone.** Prescriptions are processed within 48 working hours.  We also have a service where you can order your repeat prescriptions via online services where you can do this from the comfort of your own home or even on the go. Please use the QR code below to gain access to the NHS app today!    You may also request your repeat prescription online via our website: [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk) – before you can request your repeat prescriptions online, you will need to ask the receptionist for a username and password. |
| other services available to our patient **Sean – First Contact Physio**  Sean works from our practice on a Friday and is able to see patients with any type of muscular pain such as back pain, or shoulder pain. There is no need to see a GP or be referred.  **Counsellor**  Self-Referral – See reception for details  **Social Prescribing**  GPs can refer patients for support in the community in order to improve their health and wellbeing.  **Retinopathy**  Diabetic eye screening run a clinic from our practice meaning our patients could attend here for their yearly check.    **Pain Clinic and Gynae Clinic**  Community Service which runs from our practice meaning that our patients who may have been referred to these services maybe seen here rather than at the hospital.    **Mental Health Occupational Therapist (MHOT)**  Specialist support that focuses on how mental health may be affecting a person’s daily life. MHOT explores with a person what they need/want to be able to do themselves, taking into account all aspects of their life. They identify & break down the barriers to achieving this. The support helps with anxiety and mood management, regulating emotions, developing motivation and interest levels, re-engaging in hobbies and important roles within life. |  |  | community services **District Nursing Team**  We are supported by a professional district nursing service. The district nurses  provide high quality nursing care to our patients who are unable to attend the surgery.  **Community Midwife Services**  Our midwifery team are based at Hucknall with local clinics allocated in the community. The team can be contracted on 0115 8832128.  **Health Visitors**  Our Healthy Families team are located in Beeston and can be contacted on 0115 9522412. |

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| How to register at Hama medical centre We operate an open list policy, and we accept new patients who live within our boundary area. You can check this by using the following link: [Find a GP - NHS (www.nhs.uk)](https://www.nhs.uk/service-search/find-a-GP) or by searching “NHS find a GP”.  We have a patient questionnaire that each patient must complete that includes details about you and your health pending receipt of your full medical records. It is important that this is completed and done carefully. Your medical records may take up to 12 weeks to arrive and the new patient questionnaire helps us to provide you with an efficient and safe service until they arrive.  If you take regular medication, please also include this in the form so that we can book a pharmacist appointment for you. It would be helpful if you have a repeat slip from your most recent prescription should you have had one.  Please make sure that you also bring 2 forms of ID one of which must be photographic, and the other proof of address (utility bill, council tax bill etc.). |  |  | helpful links **Family Health**  Family health includes a variety of different services such as pregnancy care planner, child health (0-6, 7-15) as well as other health services available for all adults including sexual health  **Minor Illness**  Advice and guidance on self-care and what to do when you have symptoms of minor illnesses.  **In times of bereavement**  This link helps you to know what to do when an unfortunate event a person has passed away. We have also included bereavement charities who can also help you through difficult times.  **Carers Hub**  Our carer champion is our very own receptionist – Debbie. If you are a carer, they can support you in your role and provide you with the necessary assistance. There are also links within the webpage above that can help you with this also.  **Hama Medical Centre Webpage-** <https://www.hamamedicalcentre.co.uk/>  There is so much more information on our website to view, however if you do not see a service here that you think you may need, please make it known to a member of staff so that we can help and assist you. |

**Write your notes here:**

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