

PRACTICE STAFF

Doctors

Dr Julian Henry, Dr Jonathan Lloyd & Dr Jennifer Simm

Nurse Practitioner & Physicians Associate

Simon Court & David Kataria

Nurses

Nichola & Sapphire

Healthcare Assistants

Charlotte

Managers

Patricia Gibbons (Practice) Ann Bradshaw (Operations)

Receptionists/Administrators/Secretaries

Jayne, Shannon, Rahila, Sandra, Abbie & Chloe

CHAPERONE SERVICE

Some patients find that having another person in the room when intimate examinations are undertaken is helpful, if you would like a chaperone, please feel free to say so, your clinician will not be offended.

STUDENT DOCTORS, NURSES & JUNIOR DOCTORS

This practice is involved in the training of new doctors and you may be asked to allow them to see you during a consultation, if you are uncomfortable with this please inform reception. This will not affect your care in any way.

Named GP

We are pleased to inform you that every patient now has a named GP. This does not affect your ability to see any GP in practice. If you have a preference as to which GP that is we will make reasonable efforts to accommodate your request.

NEW PATIENTS

We accept new patient registrations from anywhere within our practice area. You can check if you are in our catchment area on the new patient registration page on our website. Registration forms can be completed online or in practice.



ZERO TOLERANCE

Please note that physical violence or verbal abuse will not be tolerated by this practice and any such behaviour by patients or their family could lead to them being removed from the practice list.

COMMENTS/SUGGESTIONS/COMPLAINTS

We hope that you will be satisfied with your care and treatment here. In order to give you the best possible service, we welcome any suggestions or comments you may have, likewise if you have a complaint please inform us. These will be treated in total confidence. Full details of our complaints procedure can be found on our website or in the leaflet available from the practice or give the practice a call and speak with Tricia or Ann.

Tudor House Medical Practice is part of the Nottingham and Nottinghamshire Integrated Care Board

Sir John Robinson House
Sir John Robinson Way
Arnold
Nottingham
NG5 6DA

Tudor House Medical Practice



**138 Edwards Lane
Sherwood
NG5 3HU**

Tel: 0115 9661233

 www.tudorhousemedical.nhs.uk



Partners

Dr Julian Henry
Dr Jonathan Lloyd

Associate GP

Dr Jennifer Simm

Practice Manager

Tricia Gibbons

DISABLED ACCESS

The practice is on one level with wide automatic opening doors providing access for disabled patients and visitors

Updated February 2024

OPENING TIMES

MONDAY 7.30am to 7:00pm

TUESDAY 7.30am to 7:00pm

WEDNESDAY 8am to 6:30pm

THURSDAY 8am to 6:30pm

FRIDAY 8am to 6:30pm

Phone lines are open 8AM—6.30PM every day

PATIENTS CHARTER

With your support we aim to offer you:

- An appointment within 48 hours if needed.
- Keep your wait at the surgery to a minimum.
- Offer emergency triaged appointments on the same day.

Please help us to help you by:

- Arriving on time for your appointment (if you arrive too late we may not have time to see you)
- Cancelling in good time if you do not require your appointment, ideally at least 1 hour before
- Being courteous to all staff.

APPOINTMENTS - Tel 0115 9661233

Pre-bookable appointments are available to book with most clinicians up to 6 weeks in advance.

We offer a mix of telephone and face to face appointments.

If you require an urgent same day appointment please call the surgery at 8am.

Missed appointments are very costly for the practice; please note that if you repeatedly fail to attend appointments we may deregister from you the practice.

HOME VISITS - Tel 0115 9661233

If you are housebound the doctor may be able to visit you at home. Please telephone the surgery before 10.00am so that we can review your request.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions can be made online via the NHS App or SystmOnline Paper requests can be posted in the box in reception.

Prescriptions can then be collected 2 working days after requesting at your pharmacy of choice

WHEN THE GP SURGERY IS CLOSED

If you or your family requires urgent medical care that cannot wait until the surgery reopens, please phone 111 or 999 for a medical emergency.

ALTERNATIVE SOURCES OF HELP OR ADVICE

LOCAL PHARMACIES

They can offer advice and treatment of minor ailments and, if required, can prescribe for certain conditions.

GP+ NOTTINGHAM CITY—64 Long Row, NG1 6JE

Routine pre-booked appointments with GPs, nurses, advanced nurse practitioners, physios & clinical pharmacists

Mon—Fri 4PM—8PM

Sat & Sun 9AM—1PM

Appointments are booked through the practice

NOTTINGHAM NHS Urgent Care Centre

Seaton House, City Link, Nottingham NG2 4LA

Open 7AM—9PM 365 days a year offering assessment and treatment for health conditions that are urgent but non-life threatening such as:

Minor burns & scalds, minor head injury with no loss of consciousness, skin infections and animal bites, suspected broken bones, sprains and strains (X-rays are available on site) and eye infections and minor eye injuries

A & E DEPARTMENT, QMC - Tel 0115 9249924

You should only attend A&E if you have had an accident or you genuinely feel that your health needs constitute an emergency. Please only use this service in an emergency

WHO SHOULD I SEE FOR MY PROBLEM?

We operate as an integral team within the practice and in many cases the most suitable person for you to see is not the doctor. Please be prepared to give the reception staff a brief reason for any appointment request so that they can book you in to the most appropriate clinic or signpost you to a more appropriate service.

Advanced Nurse Practitioner, Physicians Associate & Nurse Prescribers, Physiotherapists

Can see patients with a wide range of illnesses and injuries and, if it is needed, they can provide a prescription.

Practice Nurses or Healthcare Assistant

Management of chronic disease including heart disease, diabetes, asthma, high blood pressure, well man and woman checks, immunisations and routine tests such as smears, blood pressure checks and blood tests.

Pharmacist

Our practice pharmacist can deal with medication queries and patients may be booked to see/speak with them for medication reviews.

Health Visitors - Advice and monitoring of children under 5, advice re immunisations, feeding, behaviour, etc.

Midwives - all aspects of ante-natal care. Midwife appointments are not held at the practice but you will be offered an appointment at a location close to where you live.

School Nurses - Advice and monitoring of school age children, bed wetting, immunisations, emotional support.

Dentists - your local dentist can deal with dental problems and also problems with the mouth and gums.

Social Services - 0300 300 3333 Patients and Carers can refer themselves to Adult Social Care for assessment and for the provision of extra care.

The practice does not currently offer the following services:

Travel Vaccinations (except Tetanus and Hepatitis A)

Children's phlebotomy (under 12) 0300 123 3387