



Littlewick
Medical Centre

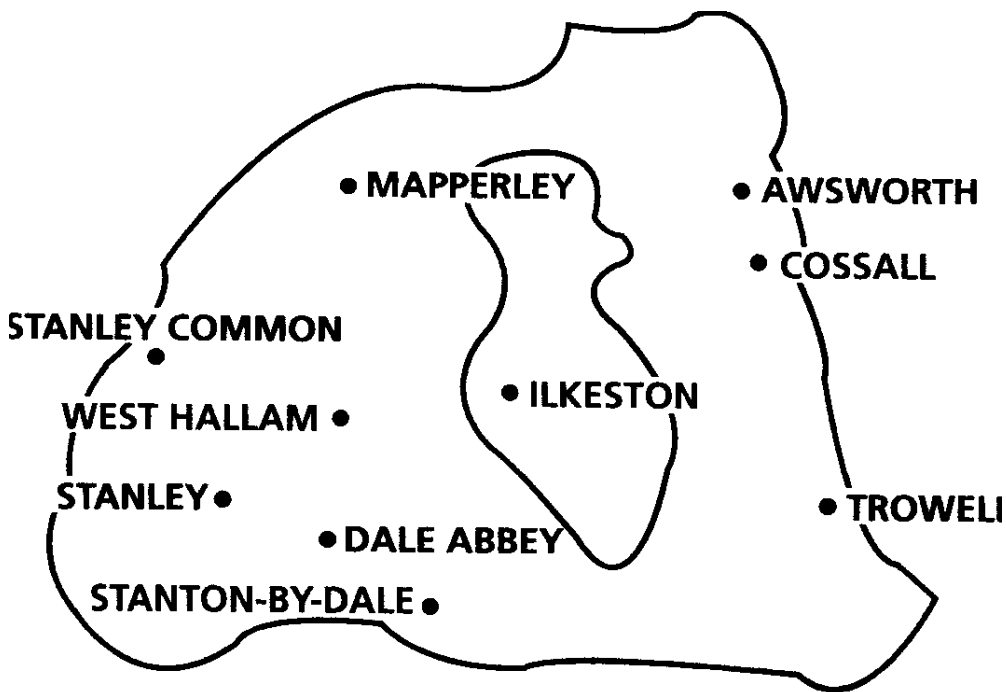
42 Nottingham Road ♦ Ilkeston ♦ DE7 5PR
Tel: 0115 932 5229

BRANCH SURGERY

The Dales Medical Centre
The Village ♦ West Hallam ♦ DE7 6JA

For up-to-date information regarding Littlewick Medical Centre or healthcare issues please refer to our website: www.littlewickmedicalcentre.co.uk and regular newsletters, which are available on our website or at the surgery

**DO NOT DESTROY. KEEP IN A SAFE PLACE. ALSO
AVAILABLE IN LARGE PRINT.**



THE AREA COVERED BY THIS PRACTICE

HISTORY OF THE PRACTICE

The practice began in the 1920's, originally in Market Street, Ilkeston. It moved to its present site in the late 1930's and was taken over by Dr T E Skinner at the start of the 1939/45 war.

Originally a single-handed doctor practice based on the family house (Littlewick), the practice began to expand in the 1950's and soon occupied the whole of the original house with new buildings taking over most of the gardens. The practice now has six partners and a purpose-built branch surgery in West Hallam.

In 2010 we moved into a brand-new purpose-built surgery on the site of the original Littlewick surgery with disabled and patient car parking at the rear of the building accessed via Orchard Street. We hope this will help us to continue to provide a better standard of care for our patients.

We are a training practice for medical students and doctors shortly to be GPs. We also help in the training of nurses.

THE PARTNERS

Dr Kath Bagshaw MB ChB DRCOG FPCert DFRSH MRCGP: Liverpool 1993

Dr Vickie Mok MB ChB MRCGP DRCOG FP Cert DPD: Aberdeen 1995

Dr Emma Pizzey MB ChB MRCP: Liverpool 1995

Dr Kriss Owen MBBS BSC MRCGP DRCOG: London 1995

Dr Caroline Garside MBMS MRCGP DCH: London 1994

Dr Antony Shanks MB ChB MRCGP: Aberdeen 2010

Mr Ben Jones

Associate GPs

Dr Weronika Tobiasiewicz MBBS, MRCGP

Dr Islam Gadi BMedSci BMBS (2018 University of Nottingham)
DRCOG (2017) MRCGP (2018)

Dr Corinna Small MBBS DRCOG MRCGP: Nottingham 1992

Dr Sheila Owusu

Dr Emma Roope MRCGP MRCP BMBS, BMedSci2012

Dr David Meacheam

Dr Jessica Bruce

Dr Oliva Jackson

HOW TO REGISTER AS A PATIENT

Littlewick accept new patient registrations for patients who live within the practice boundary. You can collect registration forms from the surgery or download these directly from the practice website.

HEALTH CARE TEAM

Practice Nurses

Our nursing team consists of Nurse Practitioners Fiona Schofield, Jackie Parkin, Julie Clarke and Hannah Mclean. Practice Nurses, Jayne Holmes, Suzanne Westwood, Gemma Dakin, and Hannah Johnson. They help and advise on a wide range of health topics including screening for diabetes, heart disease and asthma as well as the management of injuries and minor illness. They can be consulted for contraception, cervical smears and HRT follow up. Treatment sessions for procedures such as ear syringing, dressings, removal of sutures, injections and minor ailments (pre booked appointments only). We also have Health Care Assistants Amiee Henshaw, Lisa Plant, Karen Corbett and Vikki Sutton, who support medical and nursing staff with a range of tasks and run their own clinics. All appointments can be booked at reception.

Community Nurses

A regular team of community nursing sisters, nurses and nursing auxiliaries are attached to the practice. They have undergone specialist training in the management of nursing problems within the community. They undertake home visits where appropriate. To contact them directly ring: 01332 366717.

Health Visitors

The Health Visitor linked to our Practice is Gareth Hatton. He is a qualified nurse who has taken additional training in all aspects of maintaining good health. Much of his work focuses on families with young children and aspects of childcare. Health Visitors are involved in the health of the whole family and run Well Baby Clinics.

Health Visitors can be supportive and help with domestic violence and difficulties associated with child rearing and family life. They can be contacted on 0115 930 5599.

Midwife

The Midwife attached to the practice attends the surgery and holds antenatal clinics on weekdays at Littlewick. They are based at Long Eaton and can be contacted on 0115 855 4060.

Counselling/Cognitive Behavioural Therapy

There are several talking therapy services locally which you can self-refer to. Please ask reception for a leaflet of these available services.

Receptionists

Our receptionists are here to help you. They have a difficult job to do, often working under a lot of pressure, with phone calls and enquiries from every direction. We have committed staff whose role it is to act as a link between you and your doctor and for this reason they will ask you, in confidence, for the nature of your problem.

SURGERY HOURS/TELEPHONE NUMBERS

Littlewick Medical Centre is open between the hours of 8.00am to 6.30pm, Monday to Friday. Consulting times are usually 8.30 to 11.30am and 2.30pm to 5.30pm.

The Dales Medical Centre at West Hallam is open from 8.30am to 12.30pm Monday to Thursday and 2.30pm to 5.30pm on Friday.

Enquiries for results should be made by phone after 10.00am; most results take approximately ten days to return from the laboratory after testing.

For ordering your repeat prescription, please refer to the appropriate section in this booklet.

LITTLEWICK: 0115 932 5229 (8.00am - 6.30pm)

Email: www.littlewickmedicalcentre.co.uk (follow links)

CAR PARKING

A car park incorporating spaces allocated for the disabled is available for the use of our patients, which is accessed from Orchard Street. Cars are left at the owner's own risk. There is CCTV in operation around the building, however we cannot guarantee that all individual cars will be observed.

ACCESS FOR THE DISABLED

We do have a lift for access to the first floor; however, all our consulting rooms are on the ground floor and are easily accessible. We have designated disabled parking spaces closer to the building entrance in the car park.

ALLOCATING PATIENTS TO A GP

All patients are allocated to a specific GP when they register with the surgery.

All patients over the age of 75 are allocated an accountable GP.

If at any time you wish to change your allocated GP, please contact the surgery to request this.

All patients can make appointments with a GP of their choosing; this doesn't necessarily have to be their named /accountable GP.

MANAGEMENT

Joanne Deering is the Practice Manager and is involved in managing all the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and helps to develop extended services to enhance patient care.

Katie Gutteridge is the Assistant Practice Manager.

Beth Boot is the Operations and Communications Manager & Staff Wellbeing Champion.

HOW TO SEE YOUR DOCTOR

Please use our online tool available via our surgery website Monday to Friday between 8:00am – 6:30pm. If you're unable to use the online tool, you can call us on 0115 932 5229 or visit the surgery. A receptionist will complete the online form on your behalf.

Monday morning is the busiest time of the week, so please avoid telephoning then for non-urgent appointments and enquiries. It is usually much easier to telephone the surgery in the afternoon. Please make it clear if your problem requires urgent attention.

We have same day appointments available with GPs and Nurse Practitioners. Not all medical problems need to be seen by a GP. Our Nurse Practitioners are skilled in assessing and treating acute illnesses eg tonsillitis, chest infections etc.

Our GP appointments are for either face to face or telephone appointments, please make the receptionist aware of which method you would prefer at the time of booking.

HOW TO SEE YOUR PRACTICE NURSE

To make a Practice Nurse appointment please ring the surgery between 08:00am and 6:30pm on weekdays on 0115 932 5229. You will then be given an appropriate length appointment with the appropriate Nurse or Health Care Assistant.

CHECKING IN FOR YOUR APPOINTMENT

To speed up checking in at reception there is a touch screen facility to the right of the main reception desk. Please use the anti- bacterial hand gel provided after use. If all you require to do is check-in ready for your appointment, please use this. If you require a private discussion with the receptionist there are rooms for just this reason, please do not hesitate to ask. Ordering or collecting prescriptions is also done at the main reception desk.

Chaperones are available for patient appointments upon request and can be asked for at any time.

ILKESTON COMMUNITY HOSPITAL

There is an Urgent Treatment Centre at Ilkeston Hospital which should be used for minor accidents and injuries. X-rays are only available 9.00am to 4.30pm on weekdays and never at weekends.

HOME VISITS

These should be requested before 09.00 am wherever possible and are for those too ill to attend surgery. Emergency appointments are always available at short notice and may avoid an unnecessary home visit. (Home visits are only available for those patients who are truly housebound). If you think you need an urgent or early visit, please make this clear when you ring. All requests for home visits are then passed to a Dr who will ring you before a visit is arranged so that they can be prioritised and done by the appropriate clinician.

The number to ring is **0115 932 5229 (for both Littlewick and Dales patients)**.

OUT OF HOURS VISITS

Out of hours cover (i.e. from 6.30pm until 8.00am on weekdays and all-day Saturday, Sunday and Bank Holidays) is provided by Derbyshire Health United. However, access to a doctor will be by telephoning the same number as always – **111**.

If you require health information or advice a 24-hour advice line is available by dialling 111. If you have a mental health issue you may phone the 24-hour Focusline on 0800 027 2127.

MEDICAL STUDENTS, NURSING STUDENTS AND GP REGISTRARS

We have a particular interest in training the doctors and nurses of the future. Some of the GP Registrars and student consultations may be videoed or recorded, with the patient's consent, for teaching purposes. If you do not wish to be seen with a student present, please inform reception or point this out at the start of your consultation.

RESEARCH AND AUDIT

From time-to-time analysed data is collected using computer or paper records. No personal information will ever be released without your informed consent.

HOW THE PRACTICE USES PERSONAL HEALTH INFORMATION

Information regarding patients is held both in written notes and on the computer. All this information is highly password protected and our staff all sign contracts of confidentiality. Any information held about patients is only released to hospital consultants, if this is felt appropriate in the course of a referral. Any other information is only released with the written consent of the patient, e.g. requests for medical information for mortgage applications. The patient always has the right to see this information once the form is completed.

DESCRIPTION OF PATIENT'S RIGHTS AND RESPONSIBILITIES

The partnership believes that each patient has a right to high quality medical care that is easily accessible, as outlined earlier in this booklet. We believe everyone deserves to be dealt with, with dignity and confidentiality. Patients can always request to be seen alone and equally can request a chaperone (someone to be with them during the consultation and any examination). We believe that medical care is a two-way process and that as part of this the patient has a responsibility to use the services effectively. To this end we appreciate appointments being cancelled rather than not attended and we adhere to the Zero Tolerance NHS policy – that is we do not tolerate verbal or physical abuse of anyone in the Littlewick and Dales team.

Any incidents of aggression or abuse, both verbal and physical are taken seriously and the police may be contacted as a result. We can deduct patients from our list in the event that they are abusive or

aggressive to any member of our staff or where there has been a breakdown in relationship between patient and surgery.

COMPLIMENTS AND COMPLAINTS

If you have a compliment, complaint or concern about the service you have received from the doctors or any staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Your complaint should be made to the Practice Manager. The complaints procedure will be explained to you, and we will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach NHS England if you feel you cannot raise your complaint with us. You can contact NHS England by post; NHS England, PO Box 16738, Redditch, B97, 9PT, or phone on 0300 311 22 33 (Monday to Friday 8am to 6pm) or email england.contactus@nhs.net for further advice. If you are dissatisfied with the results of our investigation, you may contact The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP, Tel: 0345 015 4033.

REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are now computerised. Your doctor will have entered onto the computer what medication you are taking, and each time a new prescription is

written by the computer a new request form is also generated for you to make your next request.

Repeat prescriptions must be reviewed regularly and at least once a year by a doctor. When your repeat prescription warns you that you need to see a doctor, please book an appointment well in advance.

1. Allow **three full** working days (72 hours) for your prescription to be processed. Request and collection should be between 8.30 am to 6.30pm Monday to Friday (not Saturday mornings).
2. If you have more than one repeat prescription, please try and order all your items together. Email requests are also accepted. If your medicines run out at different times mention this to your doctor at your next consultation as we always aim to synchronise your medication.
3. The West Hallam surgery has a dispensary which can dispense for some patients. The rules regarding this have changed recently dependent on how far from the surgery you live and are more complicated than they used to be. As a generalisation we can dispense for patients who live over 1mile from the surgery. Please ask the surgery staff who can advise you.
4. Either deliver or post your repeat prescription form to the surgery. If you wish the prescription to be posted to your home address, please enclose a stamped addressed envelope. There is a special box at reception where you can leave your prescription request without the need to queue. **In line with current safety and legal guidance, we do not accept prescription requests over the telephone.**
5. **New Patients:** When registering with the surgery if you have regular prescribed medication on repeat prescription, please bring in a right-hand side order slip from your previous GP. All repeat medication will be reviewed by the practice with your

medical record (notes) in line with the most up to date national and local guidance.

Please plan your requirements ahead, particularly at holiday times and before Bank Holiday weekends.

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) that is available from your employer or from the gov.uk website. For any illness lasting longer than seven days you will need to consult with the doctor for them to issue a fit note (often referred to as a sick note or Med3) and for any subsequent renewal of the certificate. If you have recently been an inpatient or at hospital or attended a fracture clinic, you should obtain a certificate from the hospital doctor (a Med5). Please note: We do not issue sickness certificates for less than seven days on the employer's request. If your employer insists that you provide evidence, they will have to request a medical report in writing from your doctor. Your written consent must be included with this request. Your employer will be liable for the cost, charged on a timescale basis depending on the length of this report.

CLINICS AND OTHER SERVICES

Babies Developmental Assessments

Done by appointment at the time of Mum's 6 weeks postnatal consultation.

Blood Tests

We have Phlebotomists employed at the surgery to take blood tests. This is an appointment service and is run from 8.00am to 12.00pm Monday to Friday.

Please phone the surgery for results after 10.00 am weekdays 7 to 10 days after the test.

Please Note: Fasting lipids ('Cholesterol') and/or Fasting Blood sugar ('Glucose') are no longer considered the best way of testing, so all these blood tests are now done without asking you to starve in advance. Glucose tolerance test: Nothing to eat, drink (other than water) or smoke from 10 hours before the test is taken.

Contraceptive Services

Daily by appointment with appropriate GP or practice nurse. Coil and implant fitting is available at regular clinics at Littlewick by appointment.

Hormone Replacement Therapy (HRT)

Review appointments bookable throughout the week by appointment with the Practice Nurse. Please be aware that the nursing team are unable to start HRT, they can only review this. An appointment to start HRT would need to be booked with a GP.

Maternity Services

By appointment with the midwife.

Medical Examinations

Life assurance, HGV and PSV licences, fitness to drive, fitness to travel and other purposes. For these and other medicals please contact

reception for an appointment with the doctor. BMA recommended fees are charged.

Minor Surgery

Please discuss with your usual doctor who will advise you regarding appointments.

Patient Participation Group

We value the contribution of our PPG who advise on our provision of services. They meet every 4 – 6 weeks and anyone wishing to know more can contact them via secretary.littlewickppg@gmail.com or by emailing the surgery on ddicb.littlewickmedicalcentre@nhs.net.

Routine Paediatric Immunisations

Weekly by appointment.

Supervision Of Long-Term Problems

This includes diabetes, high blood pressure, asthma and thyroid disorders. Appointments are bookable daily with the practice nurses.

Travel Vaccinations

Please ring to discuss your requirements with the Practice Nurse as long before travel as possible. Please be aware that there is a charge for some vaccines; to cover the cost of the vaccine as not all travel vaccinations are free on the NHS.

Well Person Screening

This includes blood pressure checks and urine testing performed by the Health Care Assistants, and cervical smears for female patients performed by the Practice Nurses. Appointments are booked by ringing 0115 932 5229.

OTHER SURGERY INITIATIVES

We recognise that many things affect health and wellbeing.

We therefore host or run the following, please ask for more details:

- Citizens Advice Bureau (appointment needed)
- Falls Class (Wednesday Mornings, booking via the service needed)
- Carers' Coffee Mornings (last Thursday of the month)

USEFUL TELEPHONE NUMBERS

Citizens	Advice	Bureau	(Ilkeston)	0115 944 1646	
Mental Health Helpline for Derbyshire -24-hour service / 7 days a week www.derbyshirehealthcareft.nhs.uk/services/helpline-and-support-service				0800 028 0077	
Derby	City	Breast	Screening	Unit	01332 293916
Derby	Drug	and	Alcohol	Service	0300 790 0265

EMPAS	0115 962 1450
Focus Line (24 hour/7-day mental health issues)	0800 0272127
Genito-Urinary Clinic (William Donald Clinic Derby)	01332 254681
Genito- Urinary Clinic (Nottingham): Female: Male:	0115 962 7727 0115 962 7745
Hospital Transport Bookings	0843 357 1553
Ilkeston Community Hospital	0115 930 5522
Ilkeston Hospital Minor Injuries Unit	0115 930 5522
Live Life Better; Health and Wellbeing Service	0800 085 2299
London Road Community Hospital	01332 265500
Nottingham City Hospital	0115 969 1169
Patient Advice & Liaison Service (PALS)	0800 7857279
Police non urgent	101
Queens Medical Centre	0115 924 9924
Royal Derby Hospital	01332 340131
Samaritans	0115 944 1111