

OUR RESPONSIBILITY TO YOU:

You have the right to confidentiality and to be treated with courtesy and respect at all times

We will endeavour to accommodate your appointment needs

If your problem is urgent, we will try to see you or have you spoken to the same day

You will be referred for a consultant opinion where clinically necessary

Repeat medication requests take 48 hours to process. Please order in plenty of time

We will deal with any complaints or concerns quickly and sympathetically

Please inform us if you are a carer so we can ensure you receive the support you need

YOUR RESPONSIBILITY TO US:

Allow us to keep accurate records; please tell us if you change address, telephone number.

Provide us with an up to date email address

Only request urgent appointments for urgent problems

Please cancel your appointments if you no longer need them

Please respect that we cannot give out information regarding anyone else but you

THE PRACTICE HAS A ZERO TOLERANCE POLICY TOWARDS ANY KIND OF ABUSE TOWARDS ITS STAFF



PRACTICE LEAFLET

Always here for your wellbeing
Committed to all our family of patients
Open and honest at all times
Resolute in our aim to do our best
Never too busy to help

PRACTICE OPENING HOURS:

MON/TUES/WED/FRI 8.00—6.30

THURSDAY 7.15—6.30

Please note the Practice will be closed one Wednesday per month for staff training

Posters on the main door will inform you of the date

When we are closed, for non-urgent advice please call

NHS 111

For EMERGENCIES please call 999

OUR CLINICAL TEAM:

GP—Dr K A Rahman (MBBS, DFFP) (Male)

GP—Dr J Dar (Male)

GP—Dr T Henry (Male)

GP—Dr Nayab Malik

ANP—Mrs Helen White (Female)

Practice Nurse—Susan

Physician Associate—Huma

Health Care Assistant—Gemma

SERVICES WE OFFER:

New Patient Checks

Minor Surgery

Family Planning Services

Childhood Immunisations

Long Term Condition Management

Health Checks

Joint Injections

Ear Syringing

Private Medicals

24 Hour ECGs

COMPLAINTS PROCEDURE:

We aim to provide a happy, friendly Practice, who are dedicated to providing you with the best quality of care.

If you have any concerns please ask to speak to Mrs Alison Bailey (Practice Manager) who will be happy to discuss these with you.

Should you wish to complain formally, please send this in writing to Mrs Alison Bailey (Complaints Lead) and we will respond to your concerns as quickly and efficiently as possible.

All concerns and complaints are taken extremely seriously and will be investigated thoroughly to try to resolve them.

HOW TO REGISTER:

We are always pleased to accept new patients from all areas. However, please note that if you live outside the Practice catchment area, you will not be entitled to home visits. You will need to contact NHS 111 who will give you details of participating surgeries in your area who will be able to assess your need.

Please contact the reception team to request the registration forms or you can register online via the Practice website www.acornmedicalpractice.co.uk

Please complete registration forms as fully as possible as any missing information may delay your registration.

If you are registering a child, please provide up to date

Vaccination information as completely as possible.

GDPR: (General Data Protection Regulations)

New regulations came into force on 25th May 2018 to protect your data

The Practice holds your medical data securely and in accordance with the regulations

Your data is only shared with other health professionals who are involved in your care and with your explicit consent

For further information please speak to the reception team

Practice Manager—Mrs Alison Bailey (DDPM)

Business Supervisor—Mrs Mali Rahman

Receptionist—Michelle

Receptionist—Stephanie

Receptionist—Tanjina

Receptionist—Rachel

Receptionist—Charlene

Cleaners—Jo and Michelle

BOOKING AN APPOINTMENT:

Routine appointments: Bookable online or by telephone 48 hours in advance.

Prebookable appointments are available at the request of the clinicians

To book using our online service, please speak to the reception team who will provide you with a user name and password

Urgent appointments are available to book on the day. Please ring as early as possible and give the reception team as much information as possible regarding your symptoms

Practice Nurse and Health Care Assistant appointments are prebookable and unfortunately are not available to book online

EXTENDED HOURS AND EXTENDED ACCESS APPOINTMENTS:

The Practice provides early morning appointments on Thursday each week for a doctor and health care assistant from 7.15 am

Extended Access appointments are offered from 6.30—8.00pm on a rota basis on weekdays and 8.00—12.00 Saturday mornings at Forest Medical. Please speak to the reception team for further information, dates of working and to book an appointment

HOME VISITS:

These are for bedridden, housebound and frail patients only and visits are at the discretion of the clinician and may be referred on to the Acute Home Visiting Service

Please ring the Practice as early as possible to request a visit and give as much information about the symptoms as possible.

VISITS ARE NOT CARRIED OUT FOR PATIENTS WHO LIVE OUTSIDE OF THE PRACTICE AREA. YOU WILL HAVE BEEN INFORMED OF THIS WHEN YOU REGISTERED WITH THE PRACTICE AND COMPLETED THE REGISTRATION FORMS.

TELEPHONE AND VIDEO CONSULTATIONS:

The Practice offers both telephone and video consultations.

Please speak to the reception team for further information.

REPEAT MEDICATION REQUESTS:

Prescription requests take 48 hours to process

To request:

Bring a repeat slip to the Practice

Ask a pharmacy to request on your behalf

Order online via SystmOnLine or NHSApp

REPEAT MEDICATION REQUESTS ARE NOT TAKEN OVER THE TELEPHONE

Please ensure you request your medication in plenty of time. Prescriptions will not be issued early unless you are going on holiday.

All patients should have a nominated pharmacy recorded on their medical notes. This will enable us to send your prescription electronically to the pharmacy of your choice.

The Practice is now operating a paperless prescription service as much as possible.

TEST RESULTS:

TEST RESULTS WILL NOT BE AVAILABLE UNTIL AFTER 12.00

RESULTS WILL ONLY BE GIVEN TO THE PATIENT