

# Practice Leaflet 2025

Please ask at reception if you would like a larger print copy of this leaflet



## Sherrington Park Medical Practice

402 Mansfield Road, Nottingham NG5 2EJ

Tel: 0115 985 8552 / Email: [nnicb-nn.c84682@nhs.net](mailto:nnicb-nn.c84682@nhs.net) [www.sherringtonpark.co.uk](http://www.sherringtonpark.co.uk)

**Dr Mona Vindla** GP: MBBS London 1988, MRCGP, DRCOG, DOccMed, DSRFH

**Dr Emma Sawyer** GP: MBBS, MRCGP, DRCOG, DSRFH

**Dr Reshmi Dickson** GP: MbChb Leeds 1992, MRCGP, DSRFH, DRCOG

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**Lynda McColl** Practice Nurse

**Nicole Ward** Nurse Associate

**Lisa Percival** Healthcare Assistant

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**Anneka Beason** Practice Manager

**Administration Team**

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**PCN Pharmacists** Mandip Bassi / Dylan Jones



Sherrington Park Medical Practice

CQC overall rating

**Outstanding** ☆

20 April 2016

[See the report >](#)

### Opening Hours

**Monday–Friday 8:00 am – 6:30 pm** with extended hours of **Tuesdays** opening from 7:15am

Our phone lines are open **Monday-Friday from 8:00 am.**

## Appointments and Services

All surgery times are by appointment. We offer a variety of appointments including urgent/same day (either by phone or in person) and Routine Pre-bookable (either by phone or in person). As well as this we offer a range of nurse appointments for anything from blood tests to travel vaccinations. Please see below listed the types of nurse appointments we offer.

6 and 8 Week postnatal/baby Check

ADHD review\*

AF Review\*

Annual Reviews of Health Conditions\*

Asthma Check\*

B12 Injection

Baby/Children Immunisations

Blood Tests\*

Blood Pressure Check\*

Cancer Care Review with GP

Carers Clinics\*

Carers Health Check\*

Cervical Smear

Coil Check

Coil Counselling

Coil Fitting/Removal

Contraception Advice

Dementia Review\*

Depo Injection

Depot Injection (mental health) \*

Diabetic Education\*

Dressings

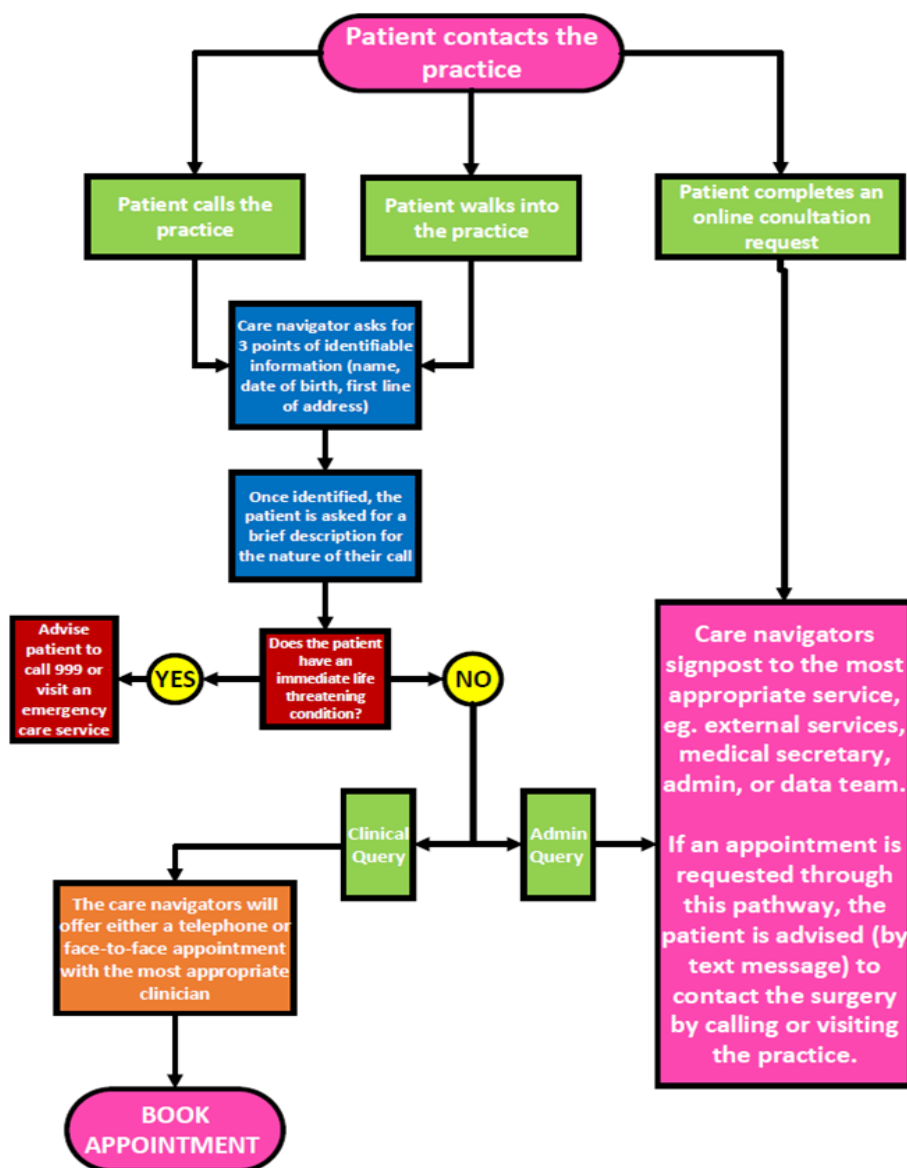
Ear Syringing\*

ECG

Hearing test

HRT Review

Implant Fitting/Removal



Mental Health Review

Mini-ACE (memory test)

NHS Health Check\*

NHS Results (telephone)

Over 75 Annual Review

Pill Check

Pneumonia Vaccine

Pre-DM\*

Removal of Stitches/Staples

Severe Frailty Review\*

Severe Mental Illness (SMI)\*

Shingles Vaccine

Vaccinations (B12)

Wellbeing for Homeless

Whooping Cough Vaccine

Wound Care

\*Please note that not all appointments are available for all patients; some appointments may have to be requested by the GP (such as bloods), while others may be for on-going health conditions that require a member of the admin team to call patients in for.

## **Urgent appointments**

An urgent appointment is a medical query/issue that requires same day attention and that is NOT severe enough to attend A+E, the Urgent Care Centre or to call 999. To request a same day appointment (Monday to Friday) call the surgery on 0115 985 8552 from 8am and a member of the team will assist you or visit the surgery and speak with a receptionist in person (from 8am).

## **Routine appointments**

These are pre-bookable appointments that can be made for a maximum of 6 months in the future. These are appointments that are for medical issues/queries that DO NOT require medical attention urgently, this also can include nurse appointments such as phlebotomy, cervical smears, immunisations, NHS health checks and many more. To request a routine appointment, call the surgery on 0115 985 8552 after 11am to speak to a member of the reception team who will assist you the best they can; alternatively, you can visit the surgery preferably after 11am to speak to a staff member in person to book a routine appointment.

The care navigators may ask questions regarding your medical issue, but this is confidential information that is not shared with anyone but the clinician you are being seen by. Please comply with the staff member, as this is to help get a better understanding of your issue and allows the clinician to efficiently help the patient.

## **Cancelling or changing an appointment**

If you are unable to attend your appointment, please contact the surgery on 0115 985 8552 and let us know AT LEAST 24 hours before the appointment is due. This allows the appointment you cancel to be allocated to other patients. We recognise that some patients may face challenges in notifying us about missed appointments, and we are understanding of these situations. We appreciate your communication and take these circumstances into account when they arise. **To cancel your appointment**, contact the surgery on 0115 985 8552 to speak to a staff member who can cancel or re-arrange your appointment. Alternately, you can visit the practice after 11am to speak to a staff member who will with help with your query. You can also cancel appointments through the NHS app, SystemOnline and through our text message service (this is accessible when a reminder text is sent to you from the surgery.)

## **Extended Opening Hours**

Routine appointments are available between 07:15 and 08:00 with either the practice nurse or doctor on Tuesday mornings.

## **Temporary Residents**

You may consult an NHS doctor anywhere in the UK if you are away from home and in need of medical attention. You can do this by simply asking to see the nearest GP as a “temporary resident.”. We will be happy to see any friends or relatives staying with you if they need a doctor. Please be aware if you’re registering as a temporary patient, we are not able to provide treatment room services such as bloods, hospital referrals or dressings/wound care. This service is for GP appointments only.

## **Travel Vaccinations**

We offer travel advice and vaccinations at the surgery. Our experienced nurses can assess your travel needs and recommend the necessary vaccines (if any) based on your completed questionnaire. If we are unable to provide this service, you can visit a travel clinic for advice and vaccinations (charges may apply).

Travel questionnaire must be completed within a reasonable time prior to departure (please speak to our nurses if you are unsure of a recommended time frame); this allows time for availability of appointments and ensures we have the most up-to-date information. The nurse may want to conduct a telephone appointment with you if further information is needed about your location(s) of travel. Please go to our website to access our travel questionnaire form alternatively speak to reception who can aid you in accessing this form.

## Sick/FIT Notes

For illnesses lasting seven days or less, you do not need a doctor's sick note. However, your employer may ask you to complete a self-certification form (SC2), available from your employer or on the HMRC website. <https://www.gov.uk/taking-sick-leave> . If you are sick for more than seven days, your employer may require medical evidence to support Statutory Sick Pay (SSP). A 'Statement of Fitness for Work' (Fit Note) from your doctor is strong evidence, but other professionals, such as dentists, may also provide supporting evidence.

Fit Notes were introduced on 6 April 2010, the Fit Note provides details of how your illness affects you. With your employer's support, adjustments can be made to help your return. For more information, visit <https://www.nhs.uk/nhs-services/gps/getting-a-fit-note/>

## Extended Access

Patients will be able to access additional routine appointments through GP+ Nottingham City service. Appointments will be available to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists in a fully equipped accessible location on Upper Parliament Street in Nottingham City Centre. This is not a walk-in service; appointments are required to be pre-booked through the reception team. Opening hours are: Monday – Friday 9am to 5pm.

## NHS Urgent Treatment Centre

Visit the NHS Urgent Treatment Centre on London Road NG2 4LA, is a nurse led drop-in service offering health advice, information and treatment of minor ailments by experienced NHS nurses and health information advisors. The centre offers assessment and treatment for health conditions such as: Minor burns or scalds, minor head injury with no loss of consciousness, skin infections or animal bites, suspected broken bones, sprains and strains (X-ray service available), eye infections or minor eye injuries. The centre is **not** appropriate for: non-urgent treatment that could be treated by your GP or routine services such as blood tests or wound dressing/suture removal

*Please note: The UTC is not appropriate for dental-related problems (such as toothaches or abscesses), please contact your own dentist, call NHS 111 or visit 111online*

## Pharmacy Service

Our local pharmacy service provides support for minor illnesses and urgent medication needs. Pharmacists can assess and provide treatment for common conditions through minor illness consultations. They may also be able to supply essential medications if you have run out. Additionally, pharmacists can provide NHS-funded treatment for seven common conditions through clinical pathway consultations, following strict clinical guidelines.

GP practices can refer patients for minor illness consultations, while urgent medication requests and clinical pathway consultations can also be accessed through NHS 111, emergency departments, and other healthcare providers. For more information, please ask at reception or visit your local pharmacy.

## Out of Hours and Emergencies

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

**NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.**

**In case of a life-threatening emergency, please dial 999**

## Bank Holidays

The practice will be closed on All Bank Holidays. If you urgently need to see a GP over the bank holidays, call 111. The NHS 111 service can put you in contact with the GP out-of-hours service, which can arrange for you to see a healthcare professional during bank holidays, evenings and weekends.

If you need help fast but your health problem isn't life threatening, the 111 service can help. It is available 24 hours a day, seven days a week, and is free to call from landlines and mobile phones. It includes a full range of local health services, including doctors, community nurses, emergency dental care and late opening chemists.

The Urgent Care Centre provides access to assessment and treatment if you need help with an urgent health problem. The service is open every day between 7am and 7pm at Seaton House, London Road, Nottingham NG2 4LA. This is a walk-in service, and you do not need an appointment to attend.

If you need advice for minor health problems you can speak to your pharmacist for advice and over-the-counter treatments for a wide range of problems such as stomach upsets, coughs and colds.

You can also access information about health symptoms, conditions, medicines and treatments online via NHS Choices. Please see NHS website for pharmacies that may be open on bank holidays or medical centres that you can visit, should you need to, on a bank holiday.

### **Home Visits**

We encourage patients to visit the surgery, where we have the necessary equipment, but understand this isn't always possible. If you need a home visit, call reception before 10:00. Home visits are for housebound patients or those too ill to attend. GPs assess if a visit is necessary and its urgency. Please provide relevant details when requesting one.

Community nurses can visit if referred by your GP, and health visitors will visit if you have recently had a baby or have a child under five and are newly registered.

### **Prescriptions**

You can request your repeat prescription by ordering through email, our emails are monitored daily, and prescription requests are actioned within 48 hours. Please include in your email your full name, date of birth, NHS number (if possible), address and the names of which medication you are requesting.

Alternatively, you can order medication via the NHS App, SystemOnline, medication request slip (available at the surgery) or our online prescription request form on the Sherrington Park Website. We DO NOT take prescription requests over the phone due to safety reasons and to avoid error, we must have every request in writing.

### **Medication Reviews**

Patients on repeat medication will be asked to see a doctor, nurse practitioner, practice nurse or PCN pharmacist at least once a year to review these regular medications and notification should appear on your repeat slip. If you find one or some of your repeat medication is unable to be ordered online this may be the reason as to why, please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions. Please be advised that not all medication re-authorisations need an appointment.

### **Prescriptions Charges and Exemptions**

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs). The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

### **NHS charges**

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge: Prescription (per item): £9.90, 12-month prepayment certificate (PPC): £114.50 (or 10 direct debit instalments of £11.45), 3-month PPC: £32.05

If you pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a PPC. For more information on this please call 0845 850 0300 for advice and ordering service. Or visit <https://buy-prescription-prepayment-certificate.nhsbsa.nhs.uk/start>

### HRT Prescription Pre-Payment Certificate (PPC)

The HRT Prescription Pre-Payment Certificate (PPC) helps patients save money on hormone replacement therapy prescriptions. For a one-off annual fee of **£19.30**, the certificate covers an unlimited number of eligible HRT medicines for **12 months**, instead of paying per prescription item.

The HRT PPC can be used alongside other NHS prescription exemptions but only applies to HRT medications. Patients can apply online or at a pharmacy. For more information and to apply, visit: [www.nhsbsa.nhs.uk/hrt-ppc](http://www.nhsbsa.nhs.uk/hrt-ppc) or ask at reception.

*There is further information about prescription exemptions and fees on the [NHS website](#).*

### Electronic Repeat Dispensing – for selected patients only

This is a system that allows GPs to prescribe medications for patients on long-term treatment in batches, so they don't need to request a prescription each time they need a refill. Instead, their pharmacy can dispense the medication at regular intervals, making it more convenient for patients and reducing the workload for both the surgery and pharmacy.

ERD is particularly useful for stable patients who require ongoing medication without frequent changes to their prescription.

### New Patients

If you reside within our practice area, you are welcome to register with us. Our reception team will be happy to guide you through the process. To check your eligibility, enter your postcode onto our catchment area checker that is on our website, this will advise you if you are within our catchment boundary. Please

use this link to find our area checker on the website:

<https://practice365.co.uk/c84682/practice-information/new-patients/>.

Alternatively, to register with us please use the following link and use our online service to become a patient or scan the QR code. <https://reg.ht1.uk/register-with-gp/C84682>



All new patients on regular repeat medication will be required to have an appointment with one of our GPs to review this medication, and if appropriate, a repeat template will be created. To avoid running out of medication,

it is advisable for new patients to obtain at least 1 month's supply prior to registering with us, should there be any delay in obtaining an appointment with a GP for review. Medical treatment is available from the date of registration. Please contact reception for further information.

### Guide to GP Services

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP surgeries and how to access them. You can view the guide here:

[https://practice365.co.uk/uploads/sites/821/2022/10/rcgp\\_iyp\\_full\\_booklet\\_web\\_version.pdf](https://practice365.co.uk/uploads/sites/821/2022/10/rcgp_iyp_full_booklet_web_version.pdf)

### Accessible Needs

At our GP surgery, we are committed to creating an inclusive and accessible environment for all patients. We strive to ensure that everyone, regardless of mobility or specific needs, can access our services with ease and comfort. Our practice offers several accessibility features, including designated **disabled parking** spaces reserved for Blue Badge holders. We kindly ask visitors without a valid Blue Badge to use general parking or alternative options nearby, such as free one-hour parking across the road or side roads within

walking distance. Our surgery is **wheelchair-friendly**, with wide doors and smooth, even flooring for easy movement. A fully accessible patient toilet is available, designed with ample space and support features for those with mobility needs. For patients with hearing difficulties, there is a **hearing loop available**. We also **support breastfeeding** mothers by offering a private space upon request—simply speak to our reception team for assistance. If you require any additional support during your visit, please let a member of our team know, and we will do our best to accommodate your needs. For any specific accessibility concerns, feel free to contact us in advance so we can ensure a smooth and comfortable experience.

### **Additional Needs**

We can arrange BSL support at appointments for patients who are hard of hearing or deaf. Please let reception know when booking the appointment if you need this service. We can also arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment and advise us of what language is best for you.

### **Changes of contact details/address**

If you have recently changed your address, please check our website to see if you are still within our catchment area. Unfortunately, we are unable to keep patients registered if their new address falls outside our practice boundary. If this applies to you, please use the NHS website to find a GP within your area and register accordingly.

If your phone number or email address has changed, let us know as soon as possible. You can update your details by visiting the surgery to complete a change of details form, using our online form, or emailing the practice.

For name changes due to marriage, we require proof, such as a marriage certificate, to update our records. If you have changed your name by deed poll, please provide the official document as evidence.

### **Our team**

#### **Doctors**

##### **Dr Mona Vindla (f) MBBS London 1988, MRCGP, DRCOG, DOccMed, DSRH**



Dr Vindla has been working as a GP at the practice for over 30 years and has looked after three generations of patients. She ensures that safe care is provided to all our patients with traditional GP values but keeps up to date with modern primary care. She provides a full range of GP services, including maternity and family planning services, which include intrauterine devices. She is also trained in occupational health.

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##### **Dr Emma Sawyer (f) MBBS, MRCGP, DRCOG, SFRH**



Dr Sawyer joined the practice in 2017 and provides comprehensive general practice care. She has a special interest in women's health, end-of-life care, and supporting patients with learning disabilities. She works closely with Nurse Nicole, leading on health checks and weekly care home visits. Dr Sawyer values building strong patient connections to ensure thorough, compassionate care and is also trained to perform contraceptive implant procedures.

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##### **Dr Reshmi Dickson (f) MbChb Leeds 1992, MRCGP, DFRH, DRCOG**



Dr Dickson joined us in 2024 and works alongside Dr Sawyer practicing on Wednesdays and Thursdays. She is an experienced GP with a broad range of general practice knowledge and a specialist interest in dermatology, particularly in managing children's eczema.

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## Nurses

Lynda McColl  
**Practice Nurse**

Nicole Ward  
**Nurse Associate**

Lisa Percival  
**Healthcare Assistant**

Our highly qualified nurses are available for appointments Monday to Friday, with extended hours on Tuesday mornings. They provide a range of services, including wound care, injections, blood tests, blood pressure monitoring, urine testing, and cervical screening. Additionally, our nurses run specialist clinics, such as travel health, and have expertise in managing long-term conditions like asthma and diabetes.

Please note that blood tests are only conducted with a request from a GP or hospital; we do not offer routine blood tests without prior authorisation.

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## Our Practice Team

Anneka Beason  
**Practice Manager**

Shannan Ward  
**Reception Manager &  
Medical Secretary**

Joanne & Abigail  
**Senior Data  
Administration**

Joanna, Lesley, Julie,  
Lucy, Andy, Abbie and  
Emma  
**Care Navigators**

**Practice Manager:** The practice manager 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.

**Reception Manager & Medical Secretary:** The reception manager works closely with the practice manager in recruiting new members of staff as well as providing in-house training, helping with the organisation and management of reception staff. The medical secretary works alongside the GPs to provide a quick and efficient service to all patients when referring to secondary care, this can be either through private or NHS referrals.

**Senior Data Administration:** The data administration team consists of Senior Data Admin and Data & Systems Lead, they work closely with the clinicians to ensure the best care possible is being provided to the patients, this includes high quality capture, processing and submission of complex clinical data from clinical records or clinical correspondence, ensuring the data is being handled in a timely and efficient manner, they also ensure all patients are recalled in for all health checks for ongoing medical conditions such as dementia, ADHD and diabetes checks ect.

**Reception Team/Care Navigators:** Our care navigators are the face of the practice and are the initial contact point for all general queries. They signpost patient in the correct direction to ensure the correct and most efficient care is provided. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses, they also perform other important tasks such as issuing repeat prescriptions and dealing with prescription enquiries and other varied administrative duties.

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## Healthcare Team

**PCN Pharmacist:** Our pharmacists plays a key role in ensuring safe and effective medication management for our patients. They work closely with GPs, nurses, and other healthcare professionals to optimise treatments and provide expert advice on medicines. They can provide several services some of which include medication reviews, repeat prescriptions, long-term condition support, structured medication reviews, patient advice and help with hospital discharge medications.



**Phlebotomists:** In addition to daily appointments at the practice, there is also a community phlebotomy service available through Nottingham City CCG health centres, please ask for details at reception.

**Community Midwives:** The community midwife cares for expectant mothers and attends after delivery. You may contact her by telephoning 0115 9691777 or the number on your maternity co-operation card any time of the day or night.

**Community Nurses:** District nurses provide nursing care at home for the housebound. The nurses have an office in the practice and can be contacted directly on 0115 9691777.

**Health Visitors:** A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. You may contact her by telephoning 0115 9691777.

## Complaints Procedure

At Sherrington Park Medical Practice, we aim to provide the highest standard of care. However, if you are unhappy with any aspect of our service, please let us know so we can address your concerns promptly and fairly. Please note if you are complaining on behalf of someone else, we will need their written consent.

### **How to Make a Complaint**

If you wish to make a complaint, please refer to the complaints leaflet available in the waiting room for full details on the process. Once submitted, your complaint will be forwarded to the Practice Manager for review and handled in line with our complaint's procedure. We aim to address concerns fairly and use feedback to improve our services.

### **Independent Complaints Process**

If you prefer to raise your complaint elsewhere, you can contact: Nottingham and Nottinghamshire Integrated Care Board (ICB)

Patient Experience Team: Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU, Tel: 0115 883 9570 Email: [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net) web: <https://notts.icb.nhs.uk/contact-us/patient-advice-and-complaints/>

*Note: Complaints cannot be raised with both the practice and the ICB.*

### **Time Limits for Complaints**

Complaints must be made within **12 months** of the incident or when you became aware of the issue. The sooner you raise your concern, the easier it is to investigate.

### **If You Are Not Satisfied with the Outcome**

If you are unhappy with our response, you can escalate your complaint to Parliamentary and Health Service Ombudsman (PHSO) Tel: 0345 015 4033 web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

For independent complaints support, contact POhWER – NHS Complaints Advocacy at 0300 456 2370 or visit [www.pohwer.net](http://www.pohwer.net).

*We value your feedback and appreciate the opportunity to improve our services.*

## Chaperones

At Sherrington Park Medical Practice, all patients are entitled to have a chaperone present at any point during their consultation or examination. Chaperones are provided to support both patients and clinicians, ensuring comfort, dignity, and safety, especially during intimate examinations or procedures.

Patients will routinely be offered a chaperone prior to the consultation/examination taking place, but they can also request one at any time throughout the appointment. Only trained staff members can act as chaperones, and their role includes offering reassurance, maintaining confidentiality, and ensuring

appropriate procedures are followed, all staff at Sherrington Park complete mandatory chaperone training annually.

Our chaperone policy is clearly displayed in the waiting area, clinical rooms, and on our website for awareness. If a chaperone is unavailable, the examination may be rescheduled if it does not affect the patient's health. Any discussion about chaperones, including acceptance or refusal, will be documented in the patient's record. For more information, please speak to a member of our team.

## [Violence and Zero Tolerance Policy](#)

Sherrington Park Medical Practice is committed to maintaining a safe, professional, and respectful environment for all patients and staff. The NHS operates a zero-tolerance policy towards violence, threats, and abuse, which we strictly enforce. Unacceptable behaviour includes physical violence or threats towards staff, patients, or others, verbal abuse such as shouting or swearing, and any aggressive or threatening conduct, whether in person, over the phone, or in writing. Any patient displaying such behaviour will be removed from our practice list with immediate effect, and a written notification will be issued with the details recorded in the patient's medical records. The individual will then be required to seek alternative medical care. We understand that medical concerns can be stressful, but it is essential to remain calm and respectful to ensure that all patients receive the care and support they need in a safe and professional setting. Thank you for your cooperation.

## [Accessing your medical records](#)

Patients now can view, export, and/or print summary information from their medical records online, such as medications, allergies, adverse reactions, and any additional information agreed upon between the GP and the patient. This can be accessed through SystmOnline and the NHS App. These platforms also allow you to book appointments, request repeat prescriptions, and access other important services.

For online consultations, our practice offers an online consultation service, which you can access via our website. This allows you to contact the practice remotely and receive advice or support, saving you time and making it easier to manage your healthcare needs.

If you would like more information on accessing your medical records online or using our digital services, please contact reception or visit our website for further details.

*Our practice complies with the Data Protection Act and UK GDPR. Patients have the right to access their medical records, and we are happy to assist with any questions regarding how your data is used.*

## [Access to patient Information](#)

We take patient confidentiality seriously. Only authorised healthcare professionals within the practice can access patient information, and all records—both written and electronic—are strictly confidential. Patient information may be shared with other NHS services, such as hospitals and specialist clinics, when necessary for treatment and referrals. Any request for information from a third party, such as insurance companies or legal representatives, will only be processed with the patient's signed consent. We use a secure computer system to manage medical records, appointments, prescriptions, screening recalls, and referrals. If you receive a letter from the practice, please do not ignore it, as it is part of our commitment to providing the best possible care. Our practice complies with the Data Protection Act and UK GDPR. Patients have the right to access their medical records and can speak to our team for more information on how their data is used.

## [Local NHS and Healthcare Services](#)

For patients seeking advice or help, please consider the following services before booking a GP appointment. This helps save clinicians' time and allows it to be allocated to another patient, while also providing you with direct 1-to-1 care tailored to your needs.

### **Mental Health Support**

- Self-help information: Visit [www.nhs.uk](http://www.nhs.uk) and search for Self-help therapies

Your NHS, your way  
Download the NHS App 📱



- Find NHS talking therapies: Visit [www.nhs.uk](http://www.nhs.uk) and search for Find an NHS talking therapies service
- Mind (mental health support and services): Visit [www.mind.org.uk](http://www.mind.org.uk)
- Samaritans (24/7 free support): Call 116 123 or visit [www.samaritans.org](http://www.samaritans.org)
- NHS Talking Therapies Nottinghamshire: Call 0333 188 1060 or email [enquiries@vhg.co.uk](mailto:enquiries@vhg.co.uk)
- Nottinghamshire Sexual Violence Support Services: Visit [www.nottssvss.org.uk](http://www.nottssvss.org.uk)
- Psychological therapy (IAPT) self-referral: Call 0333 188 1060 or visit [www.notts-talk.co.uk](http://www.notts-talk.co.uk)

### Self-Referrals and Self-Help Services

- Every Mind Matters (mental health support): Visit [www.nhs.uk](http://www.nhs.uk) and search for Every Mind Matters
- Alcohol & Substance Misuse: Call 0800 066 5362 or visit [www.nottinghamrecoverynetwork.com](http://www.nottinghamrecoverynetwork.com)
- Midwife Self-Referral: NG5 – tel: 0115 876 1891 / NG3 – tel: 0115 883 8712
- Continence Service: Call 0300 131 0300 (Option 1 → Option 3 → Option 1)
- Nottingham Health and Care Point: Call 0300 131 0300 (Monday – Friday, 08:30 – 17:00) or visit [www.nottinghamcitycare.nhs.uk](http://www.nottinghamcitycare.nhs.uk)
- BPAS (Termination Services): Call 03457 30 40 30 or visit [www.bpas.org](http://www.bpas.org)
- Community Podiatry Services: Visit [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk) and search for Community Podiatry
- Thrive Tribe (weight management, smoking cessation, mental wellbeing, health checks, and workplace health): Visit [www.thrivingnottingham.co.uk](http://www.thrivingnottingham.co.uk)

### Support for Young People and Teens

- Childline (confidential support for children and young people): Visit [www.childline.org.uk](http://www.childline.org.uk) or call 0800 1111
- Base 51 (counselling and drop-in service): Visit [www.base51.org](http://www.base51.org)
- KOOOTH (online text-based counselling service): Visit [www.kooth.com](http://www.kooth.com)
- CAMHS Crisis Resolution & Home Treatment Team: Visit [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk) and search for CAMHS Crisis Team
- CASY (counselling for young people): Visit [www.casy.org.uk](http://www.casy.org.uk)
- PAPYRUS (suicide prevention support for young people): Visit [www.papyrus-uk.org](http://www.papyrus-uk.org)
- East Midlands Children and Young People's Sexual Assault Service: Visit [www.emcypsas.co.uk](http://www.emcypsas.co.uk)
- Health for Teens: Visit [www.healthforteens.co.uk/nottinghamshire](http://www.healthforteens.co.uk/nottinghamshire)

### Additional Support Services

- Bereavement Support: Visit [www.thenbs.org](http://www.thenbs.org)
- Gambling Support (Gamblers Anonymous): Visit [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)
- Drug Advice (Talk to Frank): Call 0300 123 6600, text 82111, or visit [www.talktofrank.com](http://www.talktofrank.com)
- Breastfeeding Support: Visit [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk) and search for Breastfeeding Support
- Healthy Family Team: Visit [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk) and search for Healthy Family Teams
- Notts Help Yourself (Family and Community Support): Visit [www.nottshelphyourself.org.uk](http://www.nottshelphyourself.org.uk)
- Your Health Notts (health and wellbeing support): Visit [www.yourhealthnotts.co.uk](http://www.yourhealthnotts.co.uk)

### Pharmacy Referrals

Patients may be directed to a pharmacy instead of requiring a GP appointment, ensuring quicker access to care and treatment. This approach highlights alternative options, such as consulting a pharmacist for expert advice, checking trusted online resources for guidance, or purchasing over-the-counter medication when appropriate.

**Pharmacy First: What GPs need to know**  
The Pharmacy First service can help reduce pressure on GP practices

- Pharmacy First allows GPs and others to **electronically refer patients directly to pharmacies** for minor illness consultations
- Managing NHS resources more appropriately
- Pharmacists can **supply certain prescription-only medicines**, if clinically appropriate, for common conditions
- Expanding on work they have already been doing
- As experts in medicines and **managing minor conditions**, pharmacists can determine which medicine to give and when
- Helping ease pressure elsewhere in the NHS
- Any treatment supplied is recorded in the patient's GP record via new IT
- Providing visibility to other healthcare professionals
- Onward referral isn't usually needed, but in a small number of cases the patient will be referred elsewhere
- Ensuring people are directed to the most appropriate place

Pharmacy First could help save up to **10m** GP appointments a year

It covers **7** common conditions (age restrictions apply)

Over **90%** of community pharmacies in England have signed up to provide it

Please use Pharmacy First to electronically refer patients with minor conditions to community pharmacies  
For more information, visit [cpe.org.uk/pharmacyfirst](http://cpe.org.uk/pharmacyfirst)

## Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following: Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.), Insurance claim forms, Prescriptions for taking medication abroad, Private sick notes, Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

## Help Us Help You!

To ensure a safe, respectful, and efficient service for everyone, we kindly ask all patients to follow these guidelines:

### Respect for Staff and Others

- We have a zero-tolerance policy for any form of abuse, aggression, or violence towards staff or other patients. Any such behaviour may result in removal from our patient list.
- We understand that medical concerns can be stressful, but we ask all patients to remain calm, polite, and respectful always.

### Appointments and Waiting Room Etiquette

- Arrive on time for your appointment. If you are late, we may need to reschedule.
- If you can no longer attend, please cancel in advance so we can offer the slot to someone else.
- Keep noise levels low and put mobile phones on silent to maintain a calm environment.
- Respect patient confidentiality—avoid discussing private matters in the reception area.

### Prescriptions and Medical Requests

- Repeat prescriptions require at least 48 hours to process, so please order in advance.
- Requests for fit notes, letters, or other documents may take time to complete—please allow sufficient processing time.

### Accessing Care

- Urgent cases take priority, but we aim to see all patients as soon as possible.
- For non-urgent medical advice, consider using NHS 111, the NHS app, or our online consultation service (available via our website).

By following these guidelines, you help us create a safe, efficient, and welcoming environment for all. Thank you for your cooperation.

### Supporting Us and Getting Involved

- Stay updated – Follow our Facebook page for daily updates and health campaigns.  
[https://www.facebook.com/p/Sherrington-Park-Medical-Practice-61561448461535/?locale=en\\_GB](https://www.facebook.com/p/Sherrington-Park-Medical-Practice-61561448461535/?locale=en_GB)
- Opt into text messages – Allows quick and efficient communication.
- Register for Online Services – Use the NHS App or our online system to book appointments, order prescriptions, and access health records.
- Stay on top of your health – Keep up with vaccinations and annual health checks to avoid delays in care.



***Your support makes a big difference in keeping GP services running smoothly!***

***Thank you***