





Primary Integrated  
Community Services Ltd



# Hama Medical Centre

Operated by Primary Integrated  
Community Services

 [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk)

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Did you know.... We have a Facebook site that is updated with relevant information about our local community? Search on Facebook for - "Hama Medical Centre".

# About Us

Hama Medical Centre provides a diverse range of care to the local community, including Kimberley, Nuthall, Watnall, Giltbrook, Awsworth and Eastwood.

Hama Medical Centre was first opened by Dr. T Hama and Dr. Z Hama who grew the practice into a high functioning service provider. In 2020, Primary Integrated Community Services were awarded the GP contract and took over Hama Medical Centre where we continue to aim and offer a high standard of care.

Our practice offers appointments to be seen or reviewed by:

- General Practitioner
- Nurse
- Health Care Assistant
- Pharmacists
- Physiotherapist (First Contact Practitioner)
- Mental Health Occupational Therapist
- Mental health and Wellbeing Coaches

Our site is also used by external services such as:

- Diabetic Eye Screening
- Pain Management Clinic
- Spirometry

# Welcome Message

**Sam Chevalier Crampton**  
Deputy Practice Manager



Welcome to Hama Medical Centre – where “We Care” is more than just a motto; it’s the foundation of everything we do.

As the Deputy Practice Manager, I am proud to be part of a dedicated and compassionate team that strives to provide the highest standard of care to our patients. At Hama Medical Centre, we work collaboratively across clinical and administrative teams to ensure that every patient receives respectful, timely, and personalised care.

## How We Work:

- **Patient-Centred Care:** Your health and wellbeing are our priority. We listen, we involve you in decisions, and we support you throughout your healthcare journey.
- **Team Collaboration:** Our GPs, nurses, healthcare assistants, and administrative staff work closely together to provide a seamless experience, from appointments and prescriptions to ongoing support for long-term conditions.
- **Continuous Improvement:** We are committed to learning, evolving, and improving our services by listening to your feedback and adapting to your needs.
- **Accessible Services:** Whether it’s in-person, over the phone, or online, we aim to make accessing care as straightforward as possible.

## Our Ethos – “We Care”:

- We care about your physical and emotional wellbeing.
- We care about providing a safe, welcoming, and inclusive environment for all.
- We care about building trusting relationships with our patients and our community.
- And we care about being there when you need us most.

Whether you’re a long-standing patient or new to our practice, please know that we are here for you. I look forward to supporting the practice in continuing to deliver exceptional care, and I welcome any thoughts or suggestions you may have as we work together to keep our community healthy.

*S. Chevalier-Crampton*

# Services We Offer

## GP Appointments

We currently operate a majority same-day appointment service. This means that we have a number of appointments each day as routine or more urgent appointments which get released at 7:30AM each day.

We also have pre-bookable appointments for you to book in advance that are accessible online via the NHS app or our website and over the phone..

## Practice Nurse Appointments

A Practice Nurse is a qualified registered nurse who works in a GP practice to provide care, treatment, and health education to patients of all ages. Their role covers a wide range of clinical responsibilities, including:

- Running chronic disease clinics (such as diabetes, asthma, COPD, and heart disease)
- Giving vaccinations and immunisations, including childhood and travel vaccines
- Performing cervical screening and women's health checks
- Providing wound care, dressings, and suture removal
- Carrying out health checks and reviewing long-term conditions
- Offering lifestyle advice on diet, exercise, and smoking cessation
- Supporting patients with management of medication and treatment plans

Practice Nurses work closely with GPs, Health Care Assistants, and other members of the practice team to deliver safe, effective, and compassionate care. They also play a key role in health promotion, prevention of illness, and empowering patients to manage their own health and wellbeing.



# Services We Offer



## Health Care Assistant

A Health Care Assistant (HCA) in a GP practice plays a vital role in supporting both patients and the clinical team. They carry out a wide range of tasks, including taking blood samples, recording vital signs (such as blood pressure, temperature, and pulse), performing ECGs, health checks, and assisting with wound care or dressings.

In addition, HCAs often act as a first point of contact for patients, helping them feel comfortable, listened to, and supported throughout their visit. Their role is key in promoting health and wellbeing, improving access to care, and ensuring smooth day-to-day running of the practice.

## First Contact Practitioner

A First Contact Practitioner (FCP) is an experienced health professional, often a physiotherapist, who is the first point of contact for patients with new or ongoing musculoskeletal (MSK) issues such as back, neck, joint, or muscle pain.

In a GP practice, their role includes:

- Assessing and diagnosing musculoskeletal conditions without the need to see a GP first
- Providing expert advice, treatment plans, and self-management strategies
- Referring for investigations (e.g., X-rays, blood tests) if needed
- Referring patients on to specialist services when appropriate
- Reducing waiting times by giving patients quicker access to the right care
- FCPs help patients manage their symptoms effectively while freeing up GP appointments, ensuring patients get the right support at the right time.

# How do your GP appointments work?

We have a number of same day GP appointments available. These are not purely for urgent ailments and are for same day routine appointments, which can be utilised as **telephone** or **face to face** appointments.

The reason for this, is because we have found and still seeing that pre-bookable appointments are not being attended.

In 2024 alone, we had **802** appointments across our practice, equalling a wasted spending of **£40,100!**

**To help us reduce this cost to the NHS, we ask that you cancel your appointment with at least 24 hours notice. We understand that sometimes exceptional circumstances means this cannot be adhered to.**

We also have pre-bookable appointments for any issues that can, wait or for follow-ups that a GP has requested. We aim to have our GP rotas on in advance to accommodate this





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# Meet our team!



**Lisa Chevalier-Crampton**  
*Practice Manager*

**Sam Chevalier-Crampton**  
*Deputy Practice Manager*

**Dr. Sheik Auckloo**  
*Lead General Practitioner*

## Nursing Team

**Emma** – Practice Nurse  
**Julie** – Health Care Assistant  
**Julia** – Health Care Assistant

## GP Team

**Dr. Pui Ling Khi** – General Practitioner  
**Dr. Evgeniya Petkova** – General Practitioner

## Pharmacists

**Mohammed** – Pharmacist  
**Gemma** – Pharmacist  
**Emma** – Pharmacy Technician

## Administration Team

**Kelly** – Receptionist  
**Suzanne** – Receptionist  
**Sue** – Receptionist  
**Debbie** – Receptionist  
**Alice** – Receptionist

**Jade** – Secretary  
**Tracey** – Secretary  
**Linda** – Secretary  
**Hannah** – Secretary  
**Natalie** – Receptionist



# How Prescriptions work at Hama Medical Centre

## Electronic Prescriptions

All of our prescriptions whether they are an acute or repeat prescription are sent electronically. This is why we require a nominated pharmacy so that we can send your prescription as soon as a clinician has signed it.

You can drop your repeat prescription slip in the green letter box at the end of our car park. We unfortunately do not take prescription requests over the phone, but can be emailed to us if you wish.

*Did you know...*

**You can now order your prescription online via:**

- **NHS App**
- **SystemOnline Log In**
- **Via our online messaging service – SystemConnect**

If you require more information or help to get online, please let our reception team know!

## Test Results

We are encouraging all patients to view their test results online if you can do so. This helps us run our services efficiently. If you require a hard copy of your tests, please let us know via any communication method.





# Reach out to us!



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