



Primary Integrated
Community Services Ltd

NHS

**Patient & Practice
Information Leaflet**



WHYBURN
MEDICAL PRACTICE



Whyburn Medical Practice

Curtis Street, Hucknall

Nottingham, NG15 7JE

T: 0115 883 2150

E: whyburnmedicalpractice@nhs.net

www.whyburnpractice.nhs.uk

Our Clinical Team



The General Practitioners

Dr Catriona Kennedy [F] Lead GP	Dr Kerri Sallis [F]
Dr Susan Taylor [F]	Dr Olamide Adegoke [F]
Dr Arslan Akbar [M]	Dr Oritsetimeyin Morrison [M]
Dr Mary Ariyo [F]	Dr Chiamaka Oguchi [F]

The Nursing Team

Advanced Nurse Practitioner	Marcia
Practice Nurses	Karen, Nathia, Stephanie, Zoe
Healthcare Assistants	Lisa, Holly, Laura

Supporting Medical Staff

Wajahat: MSK Specialist	Denise & Maddi: Paramedics
Harvinder & Tina: Clinical Pharmacist	Mark: Pharmacy Technician
Mark & Lauren: Mental Health Practitioner	Rueben: YP Mental Health

Our Practice Team

The Practice Management Team

Rebecca Dabell, Practice Manager

Jo, Reception Manager

Leanne, Reception Supervisor

The Reception & Admin Team

Lorraine, Michelle, Sarah S,
Sarah A, Kay, Sian, Olivia, Naomi,
Sarah S, Carol

The Data Quality & Secretarial Team

Jayne, Helen, Sue, Gail, Fiona & Kay

Supporting Administration Staff

Sally Haywood: PICS Primary Care
Support Manager

Sarah Chalmers: PICS Primary Care
Support & Quality Audit

Anthea Johnstone: PICS General
Practice Support

Any person deemed to have acted inappropriately will be removed from our practice list and may be reported to the police.



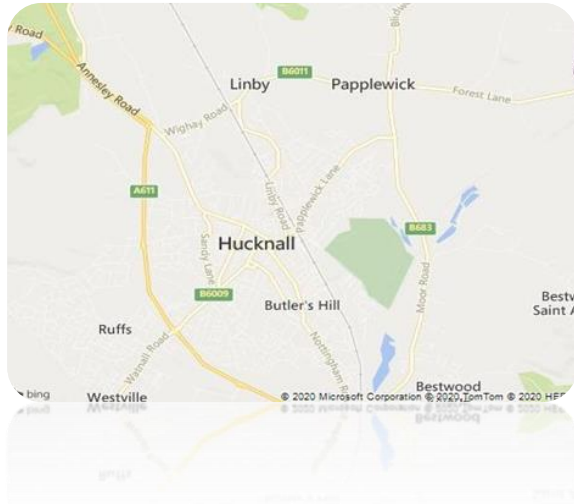
#WEAREPRIMARYCARE

**ABUSE WILL NOT
BE TOLERATED AT
THIS PRACTICE.**

WE HAVE A RIGHT TO REFUSE YOUR CARE IF YOU ARE ABUSIVE TO STAFF.

About Our Practice

The practice is based in purpose-built premises with a large car park for both staff and patients. The practice covers the Hucknall population and local NG15 as illustrated on the map below:



Our boundary area is set to ensure that we are able to provide adequate medical services for our patients when it is needed. The practice has suitable access for all patients, with a ramp for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

Practice Working Hours

	Open	Close	<i>Extended Access Time</i>
Monday	8.00AM	8.00PM	6.30-8.00PM
Tuesday	8.00AM	6.30PM	7.30-8.00AM
Wednesday	8.00AM	6.30PM	
Thursday	8.00AM	8.00PM	7.15-8.00AM 6.30-8.00PM
Friday	8.00AM	6.30PM	7.15-8.00AM

We offer some appointments outside of our core opening hours. These are mainly there to help people who might otherwise not be able to come to the surgery, due to work or caring commitments, for example. These appointments tend to be with a GP or nurse.

Saturday	CLOSED
Sunday	CLOSED

In life-threatening emergencies such as chest pain and severe shortness of breath you should call 999

When we are closed: For health information and advice, or if you need medical help fast when we are closed, telephone 111. NHS 111 is the number to call when you need medical help fast but it's not a life-threatening emergency.

Appointments and Helping Us to Help You

All our appointments can be made by telephone or by attending surgery in person, or online. We offer on the day appointments for urgent health needs and have appointments which can be booked up to 8 weeks in advance.

Our Online service enables patients to book / cancel their own appointments.

Important Information.

- **We are not a walk in or emergency service:** please book to see us.
- **An appointment with a GP is ten minutes and is for one problem only:** To discuss additional health concerns, please ask the reception staff to arrange a double appointment for you: this will help us run on time and prevents other patients waiting excessively.
- **Ring 999 if you have acute, severe chest pain or signs of a stroke:** Please do not ring for an appointment if you have these or other emergency conditions.
- **We do not have unlimited appointments:** when we are have reached our daily, safe capacity you will be signposted to an appropriate service. We must ensure the safety of our patients and the welfare of our staff.
- **Missed appointments [DNA]:** patients who DNA appointments waste time and resources. Repeated DNA's can lead to patients being removed from the practice register.

Appointments and Helping Us to Help You

Home Visits. We accept requests for Home Visits on daily basis and **before 1000am**. Any visit request is medically assessed and will be at the discretion of the clinician.

Please note that home visits will usually be carried out only under the following circumstances –

- Terminally ill patients
- Bedbound patients
- Patients too ill to be moved.
- Truly housebound patients [never leave the house for anything]

We will not provide home visits due to –

- Bad weather
- Lack of transport or money
- Lack of childcare
- Patient unable to drive.

We do not routinely provide visits for children, young people or anyone who is mobile.

Home visits will usually be carries out between 1130-1400 Monday to Friday



Why does the receptionist ask me about why I need an appointment? Our receptionists are authorised by our GP's to ask questions about the nature of the problem you are seeking an appointment for. The receptionists can actively signpost patients, depending on symptoms presented, to the most appropriate professional, which may not always be a GP. By requesting this information, which is added to the appointments, the clinicians can see who might need more urgent assistance.

Our Services



Along with the routine appointments, the practice offers the following services:

- > Family Planning
- > Immunisations: adult and child immunisations.
- > Travel Immunisations
- > Minor Operations: Simple minor surgery
- > Cervical Smear Testing
- > NHS Health Checks for eligible patients
- > Chronic Disease Management [Asthma, Hypertension, Diabetes, Heart Disease, Kidney Disease]

Our patients can also access:

- > Post Natal Maternal Care
- > Health Promotion
- > Physiotherapy via our MSK Specialist
- > Mental Health & Wellbeing support
- > A range of self-referral options
- > Social Prescribing

We also offer **Non-NHS Medical Services** which include physical examinations, medical reports, and certificates and which all attract a range of advance payment fees. Please ask for further details and a list of our current fees

Community Services



District Nursing Team

We are supported by a professional district nursing service. The district nurses provide high quality nursing care to our patients who are unable to attend the surgery.

Community Midwife Services

Our midwifery team are based at Hucknall with local clinics allocated in the community. The team can be contracted on 0115 8832128.

Health Visitors

Our Healthy Families team can be contacted by calling Hucknall Health Centre on 0115 883 2100

Caring for our Carers & Veterans



It is important that we know if you are an Unpaid Carer. If you are a carer, you may need some support yourself. We hold a carers register. Please let us know if you are an Unpaid Carer and we can ensure this is recorded within your medical record. We can offer support if you need it – you are important too!



Armed Forces veteran
friendly accredited
GP practice

We are proud to have achieved accredited Veteran-friendly status, which is a scheme supported by the Royal College of General Practitioners. Please make sure we know if you are a veteran or a veteran family



Prescriptions & Medication

Repeat prescriptions can be ordered in the following ways:

1. **In person:** By ticking the required medications on your prescription and placing it in the dedicated letter box, located at reception or by taking it directly to your pharmacist. You may also complete a medication request form which is available at reception.

2. **Online:** Please log in and order via our website
<https://www.whyburnpractice.nhs.uk>

3. **Online via the NHS App**

Log in to your NHS account to access services online on your computer, tablet or mobile phone.

Scan the QR code to get started with the app.



4. **Via Post:** Post the computerised repeat prescription slip indicating the medication you require to the surgery, enclosing a stamped self-addressed envelope. If posting, please remember to give at least one weeks' notice for a first-class stamp and longer if using second class.



In the interest of safety

**! Please do not request repeat prescriptions
by telephone!**



Prescriptions & Medication

Help us to help you.

- Please allow at least 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.
- Should you run out of your medication when the practice is closed, visit your local pharmacy who may be able to give you an emergency supply.
- Urgent requests for medication should be made by speaking to a member of the pharmacy team. If you are unable to speak to the pharmacy team, call reception who will take your details and ask a member of the pharmacy staff to call you back.
- Please do not order more medication than you need
- If your medication requires you to have regular blood tests or BP checks, please keep these appointments

We can process your prescription requests more easily when:

- Your medication review is in date
- We have up to date blood tests/BP checks as required
- You are not over or under using your medication
- You have not requested something new or extra
- We have a minimum of 2 working days' notice of your request

New Medication: You will usually be able to collect your medication by the afternoon/evening after your appointment with the GP or Nurse.

Responsibilities & Contract of Care

The Clinicians and Staff at Whyburn Medical Practice aim to provide the highest possible care to our patients. The aim of this Contract of Care is to ensure that you understand the practice policies and why such policies are in place, and then follow them.

PATIENT RESPONSIBILITIES	PRACTICE RESPONSIBILITIES
Comply with recommended treatment	Offer access to quality medical services.
Participate in appropriate screening and prevention programmes when called for by the practice or screening services.	Provide you with an appointment with the most appropriate clinician or healthcare professional or signpost you to a suitable alternative service in line with our appointment procedure.
Commit to a healthy lifestyle with support from the Practice if required	Enable you to access relevant appointments with the right clinician, the first time.
Treat clinicians and practice staff with dignity and respect always.	Always treat you with dignity and respect.
Be aware of our practice booking system and use this appropriately to book with the appropriate clinician.	Ensure all patients have access to a patient information leaflet which includes information on how to book an appointment.

Zero Tolerance



Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is always paramount. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.



Patient Information

Your Information:

- Is held on our secure system; we can only disclose this information to a third party with your written consent.
- All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).
- You are able to access your health record online; please ask at reception for further information.
- You can request a copy of your medical records using a Subject Access Request form.
- Patients have the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. For more information visit: www.nhs.uk/your-nhs-data-matters/.



Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at <https://www.whyburnpractice.nhs>. We want to proactively engage with our patients and, at all times, maintain an effective working relationship between the practice and our patients.

Compliments, Comments & Complaints

Whyburn Medical Practice aims to give a friendly and professional service to all our patients but does acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or if you feel you need to make a complaint, please speak to a member of the team.

The complaints manager is the Practice Manager, who will talk to you about the complaint procedure.

Our aim is to resolve all complaints in a timely manner, and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.



Equally, if we do something well, we would very much appreciate your feedback so that we can continue providing our services which are most appreciated by our patients. You can also provide feedback directly via our Patient Feedback page on our website.

www.whyburnpractice.nhs.uk/practice-information/friends-family-test/

Useful Information

For Phlebotomy [blood tests] at the Health Centre		T: 0115 844 0565
Nottingham City Hospital	T: 0115 9691169	www.nuh.nhs.uk/city-hospital/
Queens Medical Centre	T: 0115 9249924	www.nuh.nhs.uk/qmc/
Park Hospital	T: 0115 9670670	www.circlehealthgroup.co.uk/hospitals/the-park-hospital
Kings Mill Hospital	T: 01623 622515	www.sfh-tr.nhs.uk/our-hospitals/kings-mill-hospital/
Nottingham Urgent Treatment Centre	T: 0115 8838500	www.nottinghamcitycare.nhs.uk/our-services/urgent-treatment-centre
<p>We are members of the local Integrated Care Board for Nottingham & Nottinghamshire</p>		
T: 0115 8839570	W: notts.icb.nhs.uk/	E: nnicb-nn.patientexperience@nhs.net
<p>Sir John Robinson House Sir John Robinson Way Arnold Nottingham NG5 6DA</p>		
Get help for your symptoms: NHS 111 Online 111.nhs.uk or T: 111		COVID query: nhs.uk/nhs-services/covid-19-services .

