



Sherwood Medical Partnership

Clipstone | Farnsfield

www.sherwoodmedical.co.uk

Practice Booklet



Crown Medical Centre



Farnsfield Surgery

April 2018

We're a GP practice serving the populations of Clipstone, Farnsfield. We hope this booklet gives you a helpful overview of how we work as a practice and the services we provide.

Crown Medical Centre

Crown Farm Way, Forest Town
Mansfield, NG19 0FW
T: 01623 626132
F: 01623 628425

The Surgery

Station Lane, Farnsfield
Newark, NG22 8LA
T: 01623 882289
F: 01623 882286

www.SherwoodMedical.co.uk

Facebook:

Sherwoodmedicalpartnership

Reception opening times

Reception	Monday – Friday	8.00am – 6.50pm
Phones	Monday – Friday	8.00am – 6.00pm

Crown Medical Centre

Doctor appointments	7.30 - 11.50am	3.00 – 6.00pm
Nurse appointments	8.30am – 12.30pm	2.00 – 6.00pm
HCA appointments	7.30am – 1.00pm	1.00 – 4.30pm
Drop-in Phlebotomy clinic	8:00am-12:00pm	(Tuesday)

The Farnsfield Surgery

Doctor appointments	8.10 – 11.30am	3.30 – 5.30pm
Nurse appointments	8.00 – 11.30am	1.30 – 5.30pm
HCA appointments	8.00am – 2.30 pm	

Extended Opening

We offer pre-booked appointments with GPs and nurses most Saturday morning (8.30am-12.30pm).

Two in three Saturdays will be at Crown Medical Centre and one in three at Farnsfield. You are free to book at either location.

For emergency care outside surgery hours call 111

THE PRACTICE TEAM

Your named GP

All patients are assigned a named GP who is responsible for your overall care, and who will take lead responsibility of your care at the practice, you should contact the practise.

You may book appointments with any GP of your choice as long as they are available, and having a named GP will not affect any ongoing treatments or appointments you may have.

GP Partners

Dr J Smith (male) MB, BCh, DCH, MRCGP

Dr S Das (male) MD, MRCS, FRCS, MRCGP

Dr B Hirsh (female) MBBS, MA Hons (Oxon), MRCGP, DFSRH

Dr G Thurland (male) BMBS, MRCGP

Dr M Lea (Male) DR COG

GPs

Dr N Lewis (female) BSc (Hons), BMBS, MRCGP

Dr A Liew (male)

Nurse Practitioners

Sister Sarah Richardson (*Crown and Farnsfield*)

Sister Nina Hawkins RGN (*Crown*)

Sister Sarah Kirkby RGN (*Crown and Farnsfield*)

Sister Emma Cope (*Crown and Farnsfield*)

Sister Sheryl Holmes (*Crown and Farnsfield*)

GP Registrar

The practice is a training practice and will have GP registrars for most of the year. This is a fully qualified doctor training to be a GP.

Medical Students

The practice is a recognised training practice and we will have Medical Students & Student Nurses attending the practice to shadow the clinical team.

Practice Nurses

The practice nurses offer advice and screening to patients on health promotion. They see patients with minor injuries; minor illnesses; run child vaccination clinics; provide cervical smears; travel vaccinations; contraceptive injections and offer reviews for patients with long term conditions such as asthma and diabetes, as well as a number of other services. Sarah Richardson is our lead practice nurse and leads the nursing team across both locations.

Healthcare Assistants

Susan Bramley (*Crown*)
Karen McDonald (*Crown & Farnsfield*)
Claire Towers (*Crown & Farnsfield*)

Our HCAs work with the practice nurses. Their duties include taking bloods, well man and well woman checks, NHS Health Checks, blood pressures, suture removal and dressings, smoking cessation advisor, diet advice and Flu, B12 and Pneumonia vaccinations. They also do home visits to assist the nurses with annual reviews of housebound patients with chronic diseases and assist GPs in minor surgery and other procedures. They are also Phlebotomists and will perform blood tests.

Practice Manager

Michelle Barksby is responsible for the overall management of the practice. The Operation Manager is responsible for reception teams. The HR officer is responsible for the practice complaints

procedure, and can discuss any non-medical problems with you as well as being responsible for training and HR.

Operations Manager

Lorna English (Crown)

Human Resource Officer

Claire Vincent (Crown & Farnsfield)

Reception Lead

Catherine Overton (*Farnsfield*)

Admin Lead

Harley Rodgers (Crown)

Secretaries

Our secretaries provide administration support for the practice and GPs dealing with all referrals and Choose and Book.

Prescription Team

Our experienced team of prescription clerks manage all repeat prescriptions requests and help patients with medication queries.

Reception and Admin Staff

The receptionists are trained to help and guide you. All information they receive will be treated in the strictest confidence. Admin staff are responsible for arranging child surveillance and child vaccination appointments, ante natal enquiries, registration of new patients and any information or documentation required for outside agencies. Our reception team are trained to ask for brief details of what you want an appointment for.

Please do not blame our staff if you are unhappy with the service you receive. If there is a problem, please complete a complaint form to give to the HR Officer.

The Wider Practice Team

Health Visitors

A health visitor is concerned with the health of the whole community, offering particular attention to those with special needs, children and the elderly. Health visitors run their own clinics and support parents and carers with problems which arise as a result of bringing up children.

Information can also be supplied to clients on ways of maintaining and improving health, both individually and to groups.

District Nurses

They provide skilled nursing care to our clients at home and can also offer support and advice on general health issues.

Community Child Health Nurse

This nurse provides pro-active health surveillance and health education.

Speech Therapy (*Clipstone*)

Services are available through a doctor's referral. Two sessions are held weekly.

Midwife

The midwife provides care for expectant mothers and works with the doctors during antenatal clinics. An antenatal clinic is held by the midwife at Clipstone on Tuesday and Wednesday and at Farnsfield on a Wednesday morning. Home deliveries may be possible in suitable cases.

Consultations

There is a full appointment system with the following options available to you:

1. Routine appointments with a Doctor

2. Appointments for long-term conditions can be booked up much further in advance
3. Same day appointments for conditions that can't wait- these are mainly nurse led.
4. Bookable telephone consultations

Receptionists will ask what the appointment is for in order to aid the doctors and to ensure you are booked with the correct clinician. All information is treated with the strictest confidence.

Please remember that one appointment is for one patient even if it is to discuss another patient. Please cancel your appointment if you can't attend so that someone else may take your place.

You can sign up to book appointments online. To register bring photo ID to the practice and sign up at reception.

You may also find it helpful to register for our text messaging service. You will receive reminders for appointments the day before and we may also text you about other health related matters from time to time. Ask at reception or when on the phone to register.

Home Visits

Home visits are available for those too ill to come to the health centre. Please come to the health centre if at all possible. This ensures the doctor has all facilities at hand and that the doctor's time is used effectively. You will also be seen sooner.

On average a doctor can see four patients in the health centre in the time it takes to make one single home visit. Sick children will always be seen as soon as possible if brought to the health centre. Lack of transport is not a valid reason for a home visit; the doctor is not a taxi service!

Routine visits should be requested from 8.00 to 10.00am and these will usually be made between 12 and 3.30pm. Emergency visits, for life-threatening cases, can be requested at any time. These are usually put through to the doctor on call who will visit at the appropriate time according to need. Sometimes, for example in collapse with unconsciousness, severe chest pain, or stroke symptoms, it is safer to call 999 first, before the doctor.

Out of hours arrangements

Our doctors cover from 8.00am to 6.00pm weekdays. Outside these hours we pay for an emergency deputising service. Central Notts Clinical Services are responsible for providing these services and their contact details can be found at the back of this booklet. Please avoid using this service if possible - we would rather see you during normal hours. **For emergency care outside surgery hours call 111.** This number can also give health advice and direct you to the most appropriate service. Calls are free from landlines and mobiles 24 hours a day, 365 days a year.

For repeat prescriptions

There are 3 ways you can order your repeat prescriptions:

1. Order online. You need to register for our online service by bringing photo ID to the practice and signing up at reception.
2. Bring in your prescription slip. Please circle the items you require and leave it in the box provided in the waiting area.
3. If you can't order online or bring in your prescription slip you can order by telephone. Call our dedicated prescriptions line (01623 629232) or either of our main numbers and you can leave a message to order your prescription at any time.

To have your prescriptions sent to a pharmacy electronically, sign up in the practice or at your pharmacy. More information on this service is available on our website or in the practice.

Your prescription will be ready for collection in 72 hours. If you are signed up to Electronic Prescribing your prescription will be sent directly to your nominated pharmacy. Please allow 72 hours for the pharmacy to process the request.

If you have difficulty coming to the surgery the local chemists operate a collection and delivery service. Telephone your local pharmacist for further information.

Please help us to run to time by not requesting repeat prescriptions during consultations.

Results or telephone advice

We will contact you if we need to see you again following the results of tests. You can also call us to find out your results. The receptionists can pass on comments from the GPs or nurses about your results but cannot discuss them further with you. For telephone

advice you can book a telephone appointment with a doctor or nurse. This may save you having to visit the surgery.

Access for disabled patients

We offer full facilities for the disabled. All staff will be happy to assist you. Induction loop system is also installed at the Farnsfield surgery for hard of hearing.

Complaints

If you have a complaint or a suggestion to make, please address it to the HR Officer. It will be investigated promptly with an appropriate response issued in a timely manner. We welcome your comments and will make every effort to ensure that problems you experience are quickly resolved. You can get a copy of the practice complaints procedure and a complaint form at reception or by downloading it from the practice website.

There are also independent services available that you may find helpful:

- The NHS Complaints Advocacy service (POhWER) can help you to use the NHS complaints process. You can contact them on 0300 020 0093 or find out more information about their service at www.pohwer.net or from a leaflet in the waiting room.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. For the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the wider health centre team, e.g. doctors, nurses, managers, receptionists, district nurses, etc.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

How to register as a patient

1. In person at either surgery; request a Registration pack from reception for completion.
2. You can print the registration forms online (www.sherwoodmedical.co.uk) and then bring them in to register.
3. Contact us on 01623 626132 or 882289 and request a registration pack which we will be happy to send out to you by post.

If you need to see a doctor or nurse but haven't yet registered, you can still book an appointment; you just need to come 10 minutes early and register when you get here.

You will not be able to register with the practices if you live outside the practice boundary. You can see a map of the boundary on the back page of this booklet.

Preferred Practitioner

You are entitled to see your preferred GP for routine appointments. However, this will not be possible for urgent or emergency appointments that must be seen that day. You may also find that you have to wait longer than usual if you only want to see your preferred GP.

When you register with us you will be assigned to a particular GP, though that doesn't stop you from expressing a preference to see a different GP when you book appointments. If you would like to be formally assigned to a different GP, you can call us and we will be able to make this change for you.

Additional Services Offered

Minor Surgery Clinic

Dr Das offers a minor surgery clinic at Clipstone. Clinics are also available at Farnsfield.

Joint Injection Clinic

Dr Das offers joint injection clinics and other GPs are able to give joint injections.

Minor Injuries

Minor injuries such as sprains, bumps and minor cuts can be seen at the practice. Please call and ask for an urgent appointment. These are nurse led clinics.

Family Planning

We provide advice on all aspects of birth control during surgery consultations. Please make an appointment to see a nurse for contraception advice.

Some of our female GPs fit and remove coils and Implanons. Please make an appointment with one of these GPs to discuss these options.

Chronic Disease Management

This includes diabetes, asthma, COPD, heart disease and stroke. Patients will be invited for an annual review by the Practice Nurse but can make an appointment with the Practice Nurse between these times if they have any concerns about their condition.

Health Checks

If you're aged 40-74 and have not been diagnosed with heart disease, stroke, diabetes, kidney disease or certain types of dementia, you are entitled to a free NHS health check. We also offer well woman and well man health checks with our Healthcare Assistants. Please ask at reception or call to book a health check.

Vaccinations

Every autumn we have flu vaccine clinics. These are mainly for those over 65, immuno-compromised diabetics, those with chest problems (e.g. asthma and bronchitis), heart problems (e.g. angina), kidney problems and pregnant ladies. We hold drop in clinics on a Saturday where no appointment is necessary, as well as bookable appointments in the week. There is also a vaccine called Pneumovax II available at any time against bacterial chest infections and pneumonia recommended for the same people. Vaccinations for shingles are also available for some patients over 70. We will contact you if you are eligible.

For travel vaccinations, please book an appointment for least 8 weeks before you travel.

Paediatric Surveillance

Eight week checks are performed by GPs. Baby vaccinations are also given at this time or alternative times are available if required.

Private Certificates and Letters

A self-certificate SC1 is normally sufficient for the first week off work. Private fit for work notes are available from day three to day seven of an illness. There is a charge for these.

Letters to appeal against Disability Living Allowance ratings, to the Council, Citizens Advice Bureau and Housing Associations also attract a nominal fee. Please allow 3 weeks for this work to be completed. Private medicals, e.g. for HGV or taxi licenses, normally cost £80. These can be arranged on request to reception.

PPG

We have patient participation groups at both Crown and Farnsfield. These meet roughly every 2 months and work with the practice to improve services, discuss ideas and communication link with patients. If you are interested in joining either of these groups, please ask at reception for details.

Minor Illnesses

When should I call 999?

There are always reports in the papers about inappropriate reasons for calling for emergency help - 'I couldn't find my glasses' being one of the many inappropriate requests 999 have heard over the years.

The following symptoms or conditions are potentially life threatening and warrant a 999 call.

- Collapse/loss of consciousness
- A fit in someone not known to have epilepsy, or an unusually long or violent fit in a known epileptic.
- Severe shortness of breath - signs may include strangely noisy breathing, chest heaving in and out, difficulty speaking in sentences.
- Any chest pain, especially if associated with breathlessness.
- If you suspect someone has had a stroke

The following conditions may warrant a 999 call - if in doubt dial 999 and discuss with the operator or speak to the duty doctor here.

- Anyone who is very unwell and not able to be moved into a vehicle to be taken to A&E by a family member or friend.
- Severe sudden abdominal pain.
- Very heavy bleeding that does not slow when pressure is applied for five minutes

If you speak to a receptionist or medical staff member at the surgery and are advised to dial 999 then please follow that advice.

Infectious Diseases

Chickenpox has an incubation period of 11-21 days and an infectious period of one day before the rash appears to 6 days after.

Freedom of information- Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available on request.

Newark & Sherwood NHS Clinical Commissioning Group

Newark and Sherwood CCG is one of the commissioning organisations in England, led by a group of doctors, nurses and health service managers from your area, including a number from Sherwood Medical Partnership. Sherwood Medical Partnership is one of 13 GP (family doctor) practices in Newark and Sherwood CCG. GP Practices, local hospitals and community services are contracted by the CCG. Details of local health services are available from them:

Newark and Sherwood Clinical Commissioning Group
Balderton Primary Care Centre
Lowfield Lane
Balderton
Newark NG24 3HJ
01636 594824

Useful Telephone Numbers

Central Notts Clinical Services	0300 4564953
Childline	0800 1111
Citizens Advice Bureau	627163
Community Health Council	627541
Family Planning Clinic	622541
King's Mill Hospital	622515
Mansfield District Council	656656
Nottinghamshire Police	101
Patient Advice and Liaison Service	0800 028 3693
Relate (Marriage Guidance)	636553
Samaritans	422224
Social Services	622551

Online

www.sherwoodmedical.co.uk for practice news
www.newarkandsherwood.nhs.uk for CCG news
www.nhs.uk for information on local services and health conditions
www.nottshelpyourself.org.uk for a large database of help and advice

Follow us on Twitter @SherwoodMedical and Facebook at Sherwood Medical Partnership

Practice Boundary

At present we have one list covering both practises, so you can register at either site.

If you move outside the boundary we will ask you to register with another practice. However, you can apply to re-register with us as an "Out of area patient" (no home visits). If you required a home visit we would ask you to call 111 who would make arrangements for you.

