

# Highcroft Surgery



**Highcroft Medical Centre  
High Street  
Arnold  
Nottingham  
NG5 7BQ  
Tel: 0115 8832330  
Fax: 0115 9563232  
[www.highcroftsurgery.co.uk](http://www.highcroftsurgery.co.uk)**

## **Practice Booklet**

October 2016

The purpose of this leaflet is to help patients make the best use of the services we offer and to help us build a partnership with you as our patient. We hope you will find the information helpful.

The practice is based at Highcroft Medical Centre between High Street and Croft Road. The map at the back of this leaflet shows the area in which we accept patients. If you are not sure whether we can accept you on our list our staff will advise you.

We hope you find the information provided helpful and informative. Please keep it safely for future reference.

**Surgery opening times**

Monday – Friday 8.00am – 6.30pm  
Phone lines open from 8.00am until 6.30pm

**Appointments**

Monday- Friday 8.30am – 6.30pm  
Tuesday and Wednesday until 7.30pm

**Out of hours emergency care** is handled by NEMS and if after assessment you require a face to face consultation you will be directed to the most appropriate service provider. Please phone the surgery on 0115 8832330 and your call will be automatically connected to NEMS.

You can call NHS 111 for free, 24/7, 365 days a year for urgent medical advice or if you're unsure which service to use.

You can also visit the NHS Urgent Care Centre, open every day from 7am-9pm, situated at Seaton House, London Road, Nottingham, NG2 4LA.

Please remember that Accident and Emergency is for urgent life threatening conditions and severe injuries only. If you attend inappropriately you may be waiting for a long period of time, may be advised to contact your GP for further treatment and may delay the care of patients requiring urgent attention.

**In an emergency, such as severe shortness of breath, chest pains, stroke symptoms or loss of consciousness please call 999**

## **THE PRACTICE TEAM**

### **GP Partners**

Dr B McKeating (male) MSc, BMBCCh, MRCP

Dr S Jobling (female) MBChB

Dr A Alurwar (male) MBBS, DA, MRCA, DFSRH, MRCP

### **Salaried Partner**

Dr K Jack (female) BMedSci, BMBS

### **Salaried GP**

Dr N Williams (female) MBChB, MRCP

### **Registrar**

Dr A Brodie (male) BSc(hons), BMBS, PGDipMedEd

### **Your usual 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 practice if you wish to know who this is, or if you have a preference as to which GP that is. Your practice will make reasonable efforts to accommodate this request.

You may still book appointments with any GP of your choice as long as they are available, and having your named GP changed will not affect any on-going treatments or appointments you may already have.

### **Teaching and Training**

We are a teaching practice in which qualified doctors (GP registrars) spend 4 months to a year of their training gaining experience of General Practice. We also regularly have medical students attached to the practice, if your doctor has student sitting with him, you will be informed. If you do not wish a student to be present, please inform a receptionist or your doctor.

## **Advanced Nurse Practitioners**

Mrs Julieann Gray BSc, PGDip, PGCert, DipHE, RGN

Mrs Carol Pape MSc, PGDip, PGCert, RGN

An advanced nurse practitioner is a very highly trained prescribing nurse who is able to see and treat a wide range of medical problems. They work alongside our doctors and can refer you to hospital or for further tests as needed. Julieann is our Chief Nurse and is responsible for leading and developing our nursing team.

## **Nurses**

Mrs Jo Balchin

Mrs Gail Hamilton

Mrs Michelle Hills

The practice nurses 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.

## **Health care assistants**

Mrs Julie Corrigan

Mrs Mandy Clifford

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, diet advice and Flu, B12 and Pneumonia vaccinations.

## **Phlebotomist**

Mrs Deborah Hawkins

A phlebotomist performs blood tests and may be training to perform some of the other tasks carried out by Healthcare Assistants.

## **Practice Management**

Matt Doig is the Practice Manager. He is responsible for the overall management of the practice. He will be pleased to discuss any non-medical problems with you and welcomes any suggestions you may have for improving the service provided. He is responsible for the practice complaints procedure.

Sally Mutton works alongside Matt as the Assistant Practice Manager.

## **Secretary**

Emily Denny, Alicia Garcia and Jo Croft are our practice secretaries. Secretaries provide administration support for the practice dealing with GP referrals.

## **Reception and Admin**

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.

Please do not blame our staff if you are unhappy with the service you receive. If there is a problem, please ask to speak to the Assistant Manager Sally Mutton or the Practice Manager Matt Doig.

## **Community Team**

Also working with us in the Health Centre are district nurses, midwives, health visitors, chiropodists, physiotherapists and school nurses. Other services using the Health Centre are a Community Paediatrician and Family Planning Clinics.

To access any of these services, please phone 0115 8832300

## **Consultations**

Please telephone 0115 8832330 or call in at reception.

If your condition is non-urgent you can make a routine appointment up to 8 weeks in advance with a doctor of your choice.

Urgent cases are seen on the same day. Many conditions can be seen and treated by our Advanced Nurse Practitioners and Practice Nurses.

If you would like an appointment on the same day, please tell our receptionists a bit about why you need to be seen. They may direct you to an appointment with one of our nurses, or add you to a list for a doctor to review. The doctor may decide you need to come in and be seen face to face or they will call you back that day to see if help can be given over the phone.

Emergency problems will be managed on the same day by the duty doctor. This may incur a wait at the surgery, particularly if the duty doctor has been called out to an emergency.

**PLEASE NOTE THE SURGERY IS NOT AN EMERGENCY CENTRE – A DOCTOR IS NOT ALWAYS ON THE PREMISES**

It is also possible to book and cancel appointments, change your contact details and order repeat prescriptions via our website: [www.highcroftsurgery.co.uk](http://www.highcroftsurgery.co.uk). To use this system, please ask for a password at reception.

## **Additional Services Offered**

We offer a number of services by appointment:

- Antenatal care
- Asthma review
- Anticoagulation (Warfarin)
- Cervical smears
- Child health & Immunisation
- Contraception
- Diabetes monitoring
- Elderly – over 75 review
- Flu vaccination
- Heart MOT
- HRT monitoring
- Hypertension monitoring
- Menopause advice
- Minor surgery
- NHS Health Check
- Phlebotomy
- Private Medicals
- Travel Clinic
- Treatment room nursing

## **Chaperone**

We encourage patients to ask for a chaperone for any examination by medical staff where you feel it necessary. If you wish to have a chaperone during a consultation or examination, please ask your doctor, nurse or a member of the reception staff and they will arrange this for you.

## **Home Visits**

If you are housebound, i.e. unable to leave the house, please telephone before 11am to request a visit. Visits will usually be done between 12 and 4pm. Please try to give the receptionist some idea of the problem. This information is used to help plan visits and clinicians may ring back to clarify the request or see if it can be managed over the phone.

Please do not request an immediate visit unless you feel there is a real emergency because of the disruption this causes to surgeries. In the time it takes to visit you at home the doctor can see several patients in the surgery

## **For repeat prescriptions**

When you need a repeat prescription please use the counterfoil attached to your previous prescription. Tick the items you need and place the list in the box in the entrance to the Medical Centre or post to us.

Please allow two working days for us to process your request. You may also order prescriptions online once you have signed up for the service at reception. This is the most reliable method of ordering.

### **Access for disabled patients**

Although we are situated on the first floor, our building is designed to facilitate easy access for disabled patients. There are also rooms available for consultations downstairs if this is necessary.

### **Complaints**

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

The Practice Manager Matt Doig will be pleased to deal with any complaint. He will explain the procedure to you and make sure that your concerns are dealt with promptly.

Some complaints may be easier to explain in writing. Please give as much information as can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible. A complaints form can be found on our website, or in reception.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge your complaint within 3 working days and will start looking into your complaint as soon as possible. We will endeavor to respond as soon as we can but the time taken to properly investigate and respond to a complaint will vary depending on the nature of the complaint. We shall then be in a position to offer you an explanation and a meeting with the people involved.

Alternatively, you may contact Patient Advice and Liaison Service (PALS) Tel: 0800 028 3693 or e-mail [pals.south@nottinghamnortheastccg.nhs.uk](mailto:pals.south@nottinghamnortheastccg.nhs.uk) or write to: FREEPOST RTCH-KTCH-KXJE-JULT, Patient Advice & Liaison Service, NHS Nottinghamshire County, Civic Centre, Arnot Hill Park, Nottingham, NG5 6LU.

## **Confidentiality**

You will only be asked for information about yourself in order that you can receive proper care and treatment. This information together with details of your care is kept in your patient notes.

You have a right of access to your health records. Please ask at reception if you would like to do this.

Anyone working at the practice and in the NHS as a whole has a legal duty to keep information about you confidential. Information about you is only disclosed when you have given express permission, for example, to allow your doctor to complete insurance or other types of reports.

## **Patient Participation Group**

Our practice is committed to hearing your views and has an active PPG (Patient Participation Group) made up of a diverse group of patients of all ages and backgrounds. If you would like to know more, please visit the PPG noticeboard in reception or visit our web site [www.highcroftsurgery.co.uk](http://www.highcroftsurgery.co.uk).

## **Zero Tolerance**

We strongly support the NHS policy on zero tolerance. Anyone phoning or 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**

If you wish to register with us, you will need to complete a form and provide photographic identification (e.g. passport or driving licence) and proof of your address. Registration forms can be obtained from the reception desk.

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.

## **Fees for Non-NHS Work**

Various work such as insurance reports, holiday insurance certificates and private medicals are not NHS work and therefore incur a charge. To request work to be done on your behalf please ask for a



form from reception or you download the form from our website. The form includes our prices and we have additional information about why GPs sometimes charge fees for work.

## **Minor Illnesses**

### **Coughs, Colds and Sore Throats**

These illnesses are extremely common and troublesome. Most of these infections are caused by viruses, which will not get better with antibiotics. Even if the illness is caused by bacteria, it is not always necessary to treat with antibiotics as the human body is capable of fighting these infections naturally and there is little evidence that antibiotic use in these infections will make you better any quicker.

Overuse of antibiotics leads to the development of super-bugs (e.g. MRSA). It is better to only use antibiotics when they are really essential.

There are certain times of year when these infections are more prevalent. If you have had symptoms for more than five or six days and have tried various preparations from the chemist without result, then feel free to see a GP or nurse for an assessment.

### **Fever Symptoms in Children**

There are lots of illnesses in children that can cause fever. Most of the time they are simple viral infections. Below are some simple measures for controlling a fever, when to consult a GP about a fever and any warning signs you should look out for.

- It is very helpful if you can keep a thermometer at home for monitoring temperature accurately. The forehead strip thermometers are not always very helpful. Chat to your chemist about this.
- If you have a child under three months with a fever, please seek medical attention as soon as possible.
- If you have a child with a fever, who is otherwise well in him/herself (eg, eating ok, drinking well, alert, no rashes) then use paracetamol/calpol suspension as directed on the bottle, and encourage fluids. If he/she is no better after 48 hours then please see a GP for assessment.
- If your child is unwell with a fever - more drowsy than usual, has a rash, isn't taking fluids very well, or if you are at all worried, then see a GP for urgent assessment. It usually takes us only a few minutes to assess your child, enabling us to offer

appropriate treatment and advice, and we should be able to put your mind at ease about your child's illness.

## **Diarrhoea and Vomiting**

Most cases of diarrhoea and vomiting are caused by airborne viral infections, although some are passed by direct contact. They are usually self-limiting.

Symptoms include diarrhoea, vomiting, abdominal cramps and fever. Babies with diarrhoea and vomiting are often well in themselves - but if you have any uncertainty then, please, see a GP for assessment. Signs of dehydration include sunken soft-spot, dry mouth, dry nappies and change in colour of skin. If any of these signs occur then see a GP as an emergency.

It is usually not recommended to change your baby's feeding regime when they have diarrhoea and vomiting. In the past we used to advise watering down feeds, but this is not necessary. Just offer usual fluids and milk/feeds.

If you have any doubt at all about your child/family member, then do not hesitate to come for an assessment. If you think you may have food poisoning then bring a faeces sample so it can be sent for analysis.

## **Minor Accidents**

For simple cuts and grazes, wash the wound under running water and apply a clean dressing or plaster; available in all chemists and supermarkets.

If the wound does not stop bleeding after 5 minutes of pressure and it's during surgery hours you can be seen by either a Practice Nurse or a GP as an emergency to review the injury. Treatment will be offered as appropriate for any minor injuries or concerns.

Any accident or injury out of surgery time must be seen at the hospital.

## **Sun Safe Advice**

- Do not sit or work outside in the midday sun if you can help it.
- Always apply a high factor sun screen at least 30 minutes before going out in the sun.
- You can still burn even if it is a cloudy day
- Beware of sunny, windy weather as you may not notice that you are burning.
- Always wear a hat or sunglasses as eyesight can be damaged by UV rays.

- It is better to be pale and free of skin cancer! There are lots of good fake tan products out there!

### **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.

### **Useful Telephone Numbers**

Out of hours medical help/advice	111
Local police (non-emergency)	101
Podiatry	0115 9617616
Community Physiotherapist	0115 9617616
Health Visitor	0115 9617616
District Nurses (SPA Single point of access)	0300 083 0100
Nottingham North & East CCG	0115 883 1838
Mandala Centre (Mental health)	0115 960 2820
Midwife Out of hours	0115 929 9771
Citizens Advice Bureau	0844 848 7997

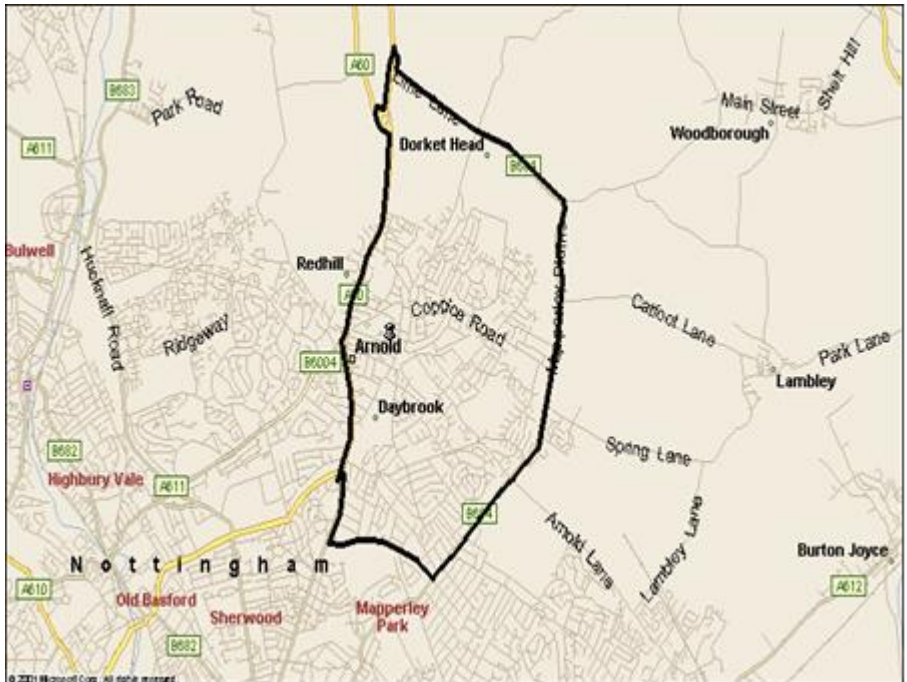
PALS Patient Advice & Liaison Service  
Child line  
Gedling district council enquiries  
NSCB Safeguarding  
City Hospital  
Queen's Medical Centre  
Kings Mill Hospital

0800 028 3693  
0800 1111  
0115 901 3901  
0115 977 3935  
0115 969 1169  
0115 924 9924  
01623 622515

## Practice Boundary

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.

Unless you have been registered with us previously, you are not able to register with the practice if you live outside the practice boundary.



If you would like a copy of this booklet in larger print or a different language, please ask at reception.