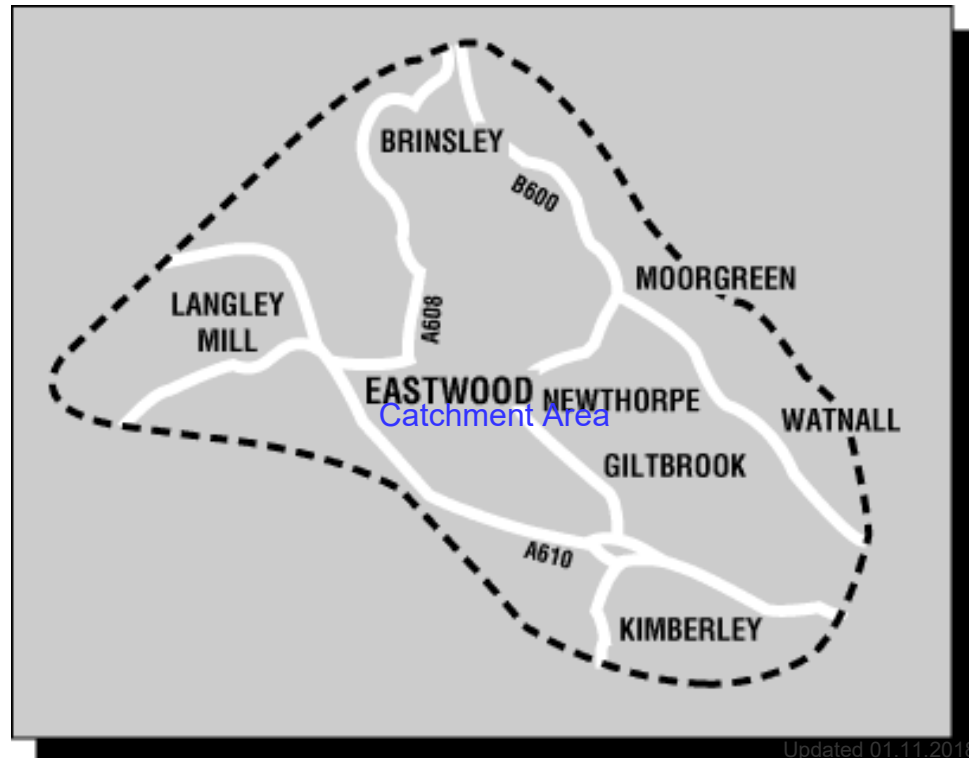


## Useful Numbers

Nottingham City Hospital	0115 9691169
Queen's Medical Centre	0115 9249924
Park Hospital	0115 9670670
King's Mill Hospital	01623 622515
Kimberley Clinic	0115 9383404
Nottingham Walk-in Centre	0115 8838500
Citizens Advice Bureau	01773 718065

## When the surgery is closed and medical attention is required:

Telephone the surgery number	01773 304700
<i>Your call will be diverted to the out of hours service.</i>	
If life-threatening	999
Not life-threatening but cannot wait until the surgery opens	111
Your local pharmacy can provide advice and treatments for minor illness.	



eastwood primary care centre

# Practice Leaflet

tel: 01773 304700

[www.eastwoodprimarycarecentre.nhs.uk](http://www.eastwoodprimarycarecentre.nhs.uk)

## Correspondence Planned Care Centre

Eastwood Primary Care Centre  
Church Walk, Eastwood  
Nottingham NG16 3BH

## Prescriptions Urgent Care Centre

Eastwood Primary Care Centre  
11b Church Street, Eastwood  
Nottingham NG16 3BS

# WELCOME TO EASTWOOD PRIMARY CARE CENTRE

## Opening Times

	Planned Care Centre	Urgent Care Centre
Monday	7.00am—7.30pm	8.00am—6.30pm
Tuesday	7.00am—6.30pm	8.00am—6.30pm
Wednesday	7.00am—6.30pm	8.00am—6.30pm
Thursday	8.00am—6.30pm	8.00am—6.30pm
Friday	8.00am—6.30pm	8.00am—6.30pm
Saturday	<i>Check for open hours</i>	Closed
Sunday	<i>Check for open hours</i>	Closed

## When the Surgery is Closed

Ring the usual Surgery telephone number **01773 304700**. Your call will be directed to the out of hours emergency doctor.

## How To Book An Appointment

All of the Eastwood Primary Care Doctors work across both Church Street and Church Walk sites (in rotation). When telephoning the Surgery select:

**Option 1** for an Urgent Appointment

**Option 2** for Planned Care and General Enquiries

## Urgent Care Centre (Church Street site) - Telephone option 1

**Urgent Appointments:** Requests for urgent appointments will be assessed and appointments/treatment allocated as appropriate by the on-call GPs at the Church Street site on the day.

Following your request for an urgent appointment (to be seen on the day), the doctor will ring you back to take further details of your problem. Ensure you have given the telephone number you wish to be contacted and have your phone with you to receive the call from the doctor. The doctor will attempt to ring you 2 times. If this is unsuccessful, you will need to log the request to the surgery again. When the doctor rings you, he/she will inform you of arrangements regarding your care.

**Urgent appointments take place on the Church Street site.**

## Planned Care Centre (Church Walk site) - Telephone option 2

**Routine Appointments take place in the Planned Care Centre.** You will be able to make a routine appointment with the doctor of your choice.

## Home Visits

These should be requested before 10.00am on the day, These are reserved for patients who are genuinely too ill to attend surgery. Please remember, a doctor can see 4 patients in surgery in the time taken to do one visit.

## Emergencies

For life-threatening emergencies (e.g. severe chest pain, collapse, unconsciousness or severe bleeding) dial **999** for an ambulance immediately.

## Comments, Suggestions and Complaints

### Comment and Suggestions:

We always welcome patients' suggestions and will consider them. Suggestion slips are available at the reception for you to complete and hand in or post in one of the suggestion boxes/letter boxes in the waiting room. Please note, this is not a complaints process.

### Making a Complaint:

We strive to provide a good service. If, however, you have any complaints or concerns about any aspect of the practice, please speak in the first instance to a member of the reception team. If they are unable to resolve your complaint, please speak or write to the Practice Manager.

### Complaining on behalf of someone else:

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided.

### What we will do:

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 10 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final communication setting out the result of any practice investigations.

### Taking it further:

If you remain dissatisfied with the outcome you may refer the matter to:  
The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel 0345 0154033

## Sick Notes

You can self-certify for the first 7 days of sickness (including weekends) and do not need to see a doctor. If you are unable to return to work after this, you will need a "Fit Note" signed by a GP.

If employers insist on a sick note during the first week of illness, this will be in the form of a private note, following a written application by the employer with the patient's consent (i.e. declaration and signature). There is a charge for this.

## Non-NHS Fees

Not all services provided by the practice are NHS services or free of charge. Private letters, statements, reports, insurance/solicitor reports and pro formas and some vaccinations incur a fee. *Please refer to the list at reception/on our website or ask for further details.*

## Patient Participation Group

We are a small group of registered patients who are a link between the patients and the practice. We meet up regularly with the practice and aim to offer a patient perspective to the practice to ensure all views are heard/considered. The practice sometimes uses us as a sounding board regarding changes/new services being implemented. If you wish to discuss practice aspects with us, ask reception for details.

## Carers—Do you look after someone unpaid?

If you are currently providing unpaid care, help or support to another person who, due to disability, frailty, illness and/or vulnerability, cannot manage in the community without your help, please let us know.

Carers can be any age and need not necessarily live in the same household as the person they care for. Carers may be in receipt of carer's allowance but otherwise undertake caring without payment.

Further information on available services and support for carers can be found on our carers' noticeboard in the waiting room or ask to speak to our Carer Lead.

## Eastwood Memory Café

Eastwood Memory Café is a not for profit organisation helping those affected by dementia and their carers to live well. We meet once a month at Plumtre Hall in Eastwood on the 2nd Tuesday of the month from 12.30-3pm, the cost is £1 per person (no charge for care/nursing home staff).

A warm welcome is guaranteed and we offer a variety of entertainment and activities along with carer support, information and signposting, as well as the opportunity to enjoy a relaxing treatment with our Holistic Therapist. Many other additional events run alongside this, such as regular meet-ups at a local pub, bowling, fun exercise, crafts and singing groups, as well as trips to the theatre and days out. For more information please phone 07847 716759 or ask to speak to our Carer Champion.

## Doctors (partners)

Dr Fere Akbari (female)	MD (Iran) 1997 MRCGP DFSRH DRCOG
Dr Nicole Atkinson (female)	BMEDSCI (Nottingham) 2002 BM DS DRCOG
Dr Mark Dickson (male)	MB ChB (Leeds) 1992 MRCGP DRCOG DCCH
Dr Thankam Dickson (female)	MB ChB (Leeds) 1992 MRCGP DRCOG DFSRH
Dr Kelvin Lim (male)	MB BS (Nottingham) 1986 BMEDSCI MRCGP
Dr Paul Scullard (male)	BMEDSCI (Nottingham) BM BS MRCGP DCH DRCOG 2005
Dr Subramaniam Sivan (male)	MB BS (India) 1993 LRCP LRFCS LRCP&S
Dr Hersad Vaghela (male)	MB BS (London) 1997 MRCS MRCGP MRCSEd BSc DLO DRCOG DFSRH

## Doctors (other)

Salaried GP	Dr Beth Homer
Salaried GP	Dr Syed Zaidi
Salaried GP	Dr Marcia Clark
Salaried GP	Dr Summer Scullard
Salaried GP	Dr Sophie Walker
GP Retainer	Dr Jenny Dickinson

GP Registrars Eastwood Primary Care Centre is a training practice. Registrars are qualified doctors and are in post at the practice between 4-12 months. They can prescribe and refer for hospital appointments.

## Healthcare Team

Clinical Pharmacist	Nisha Desai MPharms
Advanced Nurse Practitioners	Rachel Thorpe / Erica Pearson
Senior Nurses	Sue Lodge / Karen Hodgkiss
Practice Nurses	
Health Care Assistants	
Phlebotomists	

Eastwood Primary Care Centre sometimes also uses locum services for some clinicians (Advanced Nurse Practitioners / Health Care Assistants / Doctors).

## Practice Team

Managing Partner	Alison Rounce
Practice Manager	Anita Smith
Finance Manager	Sarah Petter
Reception Managers	Sarah Delicate / Teresa Leary
Administration Managers	Maggie Murphy / Debbie Brookes
Dispensary Manager	Libby Chamberlain

In addition to the above leads at Eastwood Primary Care Centre, we have a team of secretaries, summarisers, data input clerks, office assistants, prescribing clerks, dispensers and receptionists.

## Online Services

We offer the following online services:

- Repeat prescription ordering
- Booking GP appointments
- Cancellation of appointments
- Viewing your medical records
- Viewing test results

Please contact the surgery and ask to register for this service. It's simple and convenient!

## How to order a Repeat Prescription

There are various ways to order a repeat prescription: **Please note, we do not accept telephone requests for repeat prescriptions or allow a chemist to order for you.**

- Come to surgery (either site) and complete a repeat prescription request slip.
- Post the prescription request to the surgery.
- Order online (ask the receptionist how you register for this service).

We require **48 hours' notice** to produce the prescription. Extra time is needed for weekends and bank holidays.

Nominated Pharmacy: If you wish a chemist to collect your prescription from the surgery or the surgery send the prescription electronically to your preferred chemist, **96 hours' notice** is required.

## Prescription Timescales:

Ordered Monday BEFORE 2pm—ready to collect Wednesday after 2pm  
Tuesday BEFORE 2pm—ready to collect Thursday after 2pm  
Wednesday BEFORE 2pm—ready to collect Friday after 2pm  
Thursday BEFORE 2pm—ready to collect Monday after 2pm  
Friday BEFORE 2pm—ready to collect Tuesday after 2pm

Please ensure you order timely in order to avoid running out of medication but remember:

- Only order medications you require.
- Do not stockpile drugs.
- Please let us know if you are no longer taking a particular medication. The doctor needs to know!

Prescriptions are collected from the **Church Street** site.

Dispensed medications are collected from the **Church Street** site dispensary, if issued from there.

Church Walk Pharmacy dispensed medications are collected from the **Church Walk** site at the Prescription Collection Point.

## Dispensing

We are a dispensing practice but can only dispense to patients who live more than 1 mile away from the nearest pharmacy (patients who reside in the outlying areas of Moorgreen, Underwood and Watnall).

## Clinics

Clinics are by appointment only.

### Practice Nurse

- Vaccinations & Immunisations
- Diabetic reviews
- Asthma and COPD reviews
- Chronic Disease management and reviews
- Blood Pressure monitoring
- Dressings & wound care
- Family planning and contraception
- Cervical smear screening
- HRT (Hormone replacement therapy)

### Nurse Clinical Support / Health Care Assistant

- Taking blood tests
- ECGs
- Ear syringing
- Spirometry
- NHS Health/Heart Checks
- Health promotion (blood pressure, diet, exercise)
- Dressings

### Doctor

- Minor surgery procedures (joint injections, aspirations, excisions)
- Coil and implant fittings and removals

## Patient Data & Data Sharing

All patient information at Eastwood Primary Care Centre is treated with the utmost confidentiality and is held, retained and destroyed in accordance with NHS guidelines and under the data protection act 1998.

Occasionally, patient records may be reviewed by a healthcare professional who is not the individual's own GP for the purposes of clinical audit. This would only be for the purpose of quality assurance and each healthcare professional is bound by a code of conduct with respect to confidentiality. If you do not wish your records to be reviewed for such purposes, you should inform a member of staff. The surgery will then record that you, the patient, has not given consent and ensure your records do not form part of any external review.