



15.07.01



Church Street Medical Centre
11b Church Street • Eastwood • Nottingham • NG16 3BS
Tel: 01773 712065 Fax: 01773 534295
www.churchstreetmedicalcentre.com



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CHURCH STREET MEDICAL CENTRE PATIENT INFORMATION BOOKLET 2015/16

**11B Church Street
Eastwood
Nottingham NG16 3BS
01773 712065
01773 534295 (Fax)**

Website: www.churchstreetmedicalcentre.com



**Caring about Carers
National Award winners
2014**



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Statement of Purpose

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people’s needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

Our Aims and Objectives

- Provide a high standard of Medical Care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe effective services and environment
- To improve as a patient centred service through decisions making and communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

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General Practitioners

DR PETER EXLEY	MBChB BSc (LIVERPOOL) 1987
DR JEREMY WALKER	BM BS (NOTTINGHAM) 1988 MRCGP
DR NICOLE ATKINSON	BMEDSci (NOTTINGHAM) 2002 BM DS DRCOG
DR C DONNA SMITH	MBBS (NEWCASTLE) 1994 MRCGP DFSP DRCOG
DR PAUL SCULLARD	BmedSci (NOTTINGHAM) BM BS MRCGP DCH DRCOG 2005
DR FERRE AKBARI	MD (IRAN) 1997 MRCGP DFSRH DRCOG

Nurses and Clinical Staff

SUSAN LODGE	PRACTICE NURSE (PRESCRIBER)
KIM CLOVER	PRACTICE NURSE
COLETTE WOODLEY	HEALTH CARE ASSISTANT
JOY HARRISON	PHLEBOTOMIST
EMMA WHYSALL	PHLEBOTOMIST

The Nursing Team run Asthma/Coronary Heart Disease/Chronic Obstructive Pulmonary Disease/Diabetic clinics each week

Our Senior Practice Nurse is qualified to prescribe; she will always refer to a Doctor if necessary.

Our Practice Team

DEBBIE BROOKES	PRACTICE ADMINISTRATION MANAGER
KAREN FAIRBROTHER	ASSISTANT PRACTICE ADMINISTRATION MANAGER
LIBBY CHAMBERLAIN	DISPENSARY MANAGER

In addition we have a strong team of staff consisting of Secretaries, Data Input Clerks, Summarizers, Dispensers, Senior Receptionists and Receptionists.

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Attached Staff

Health Visitors and School Nurses– work closely with the practice and are based at Eastwood Clinic
District Nursing team – again work very closely with the team and see housebound patients
Midwifery Team – hold Antenatal and booking clinics either at Church Walk Surgery or Chewton Street Children’s Centre

Disabled Access

Wheelchair access is via a ramp. Patient services are all on ground floor level with no steps. A disabled patients’ WC is available and clearly marked. Corridors and doors are suitable for wheelchair access. The practice has a wheelchair available for use on site.

Surgery Hours

Monday, Tuesday, Thursday and Friday 8.00 am - 6.30 pm. On Wednesdays we offer extended hours from 7 am – 6:30pm. (Please note these appointments before 8am are only bookable in advance)

Consultations are booked by appointment.

Booking Appointments – if you wish to book a routine appointment this can be done either by; telephone, in person or online (once you have a log in *available from reception*) at our website <http://www.churchstreetmedicalcentre.com/>

We also have appointments to allocate on the day if necessary. Please telephone between 8.00 am - 10.00 am for one of these appointments.

Telephone consultations – if you believe your problem may be resolved on the telephone with a Doctor please inform the receptionist when booking and the doctor will call you back. This can be done for both urgent and same day requests or for routine consultations booked in advance.

Home Visits – requests should be telephoned through BEFORE 10.00 am.

We would ask if possible that patients do attend the surgery and that the home visiting service is reserved for those who are terminally ill or are completely house bound.

Home visits do take a long time and limit the number of patients we can see so do try to get to the surgery if you can. In general home visits are not as satisfactory as visits to the surgery given that the doctors do not have your full records available and only limited clinical equipment.

If transport is an issue there is usually somebody (a friend, a neighbour, a relative) who can give you a lift down in a car. Home visits are intended for those with a medical need, ie for those who are too

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ill to come to the surgery, not for those for whom it is inconvenient or who do not wish to use transport.

For those patients who struggle with their mobility we are happy for them to exit the car or taxi right at the main entrance although we ask not to park there or block access to the site for others.

Remember that we can see several people at the surgery in the time it takes to do one home visit.

1 home visit –equates to a Doctor seeing at least 4 patients in Surgery.

If you have a long term or terminal condition, and you would like continuity of care from one Doctor (when available) please mention this if you ring for appointments/advice and our receptionists will do their best to accommodate this.

Telephone Queries

Please ring after 10 am to make any general prescription, care or test result enquiries.

Confidentiality

All information in our care is treated with the utmost confidentiality. All our reception staff are fully aware of their roles and the need for strict confidence. Please feel able to give information to them, when requested, such as in request for a home visit, with assurance that they will maintain confidentiality. (Please see leaflet available from reception)

WE CANNOT give medical information, including test results to anyone other than the person who had the test (unless we have consent on record). Please do not put pressure on the receptionists to divulge such information. The only exception to this rule is for young children who are unable to understand their treatment.

Change of Address, Name or Telephone Number

Remember to keep us informed if you move house or change your name, including any other family members registered at the practice. We ask for proof of ID if changes are to be made to your records. We aim to ensure that your records are always up to date. A contact number is crucial.

Out of Hours Cover and Emergency Care

If you need advice or to see a doctor when the surgery is closed please call 111. Their staff will help you find the best support option for your situation. They can organise an appointment or telephone consultation with the NEMS out of hours GPs, contact the District nurses or signpost you to another provider. Ilkeston Minor Injuries Unit (Heanor Road, Ilkeston, Derbyshire, DE7 8LN, 0115 9305522) is

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the closest A and E although please note this is for **Minor Injuries Only** and there is not always a Doctor on Site. The closest A and E is QMC Nottingham. For life threatening emergencies please dial 999. We ask that our patients do not use the A and E or 999 service for minor or long term problems – this takes away care from those who really need it.

Changing Doctors

If you move out of our area, or wish to change doctors for any reason simply contact a practice with whom you wish to register and they will explain their process.

Online Services

You may at any time request login details for yourself to access our online services of; GP appointment booking/cancelling, ordering of repeat prescriptions and to view your summary record. Subject to GP approval you can complete a request for access to your full record online, ask reception for details of our online services.

Teaching

We are a GP training practice. This means qualified doctors may be working at the surgery alongside our regular team for a minimum of 4 months, but in some cases a year whilst specialising in General Practice. The practice is continuously assessed to make sure we meet the high standards required to train other GPs. Dr Walker and Dr Scullard are the GP Trainers.

We also have nursing students with our practice nurses occasionally. They are well supervised and only allowed to carry out procedures after proving their competency. However, if you have any objection to them being present please mention this to the receptionist or practice nurse.

On-line Support

If you want on-line support try our website <http://www.churchstreetmedicalcentre.com/> and select one of our useful links such as '[self-help](#)' and '[common childhood illnesses](#)', where you will find guidance on a large range of topics.

Data Protection Act

The Practice complies with the current legislation as laid down in the Data Protection Act 1984 (Please see leaflet available from reception).

Rights and Responsibilities

As a patient with the Practice you have a right to:

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Receive treatment regardless of your age, sex, sexuality, ethnic origin, religious beliefs, disability or nature of your health problems as long as you reside within the Practice boundaries and qualify for NHS treatment. Details of the Practice boundary can be found in this booklet.

- Confidentiality
- Gain access to an interpreter
- Have your treatment explained to you
- Refuse to be treated in front of any medical students
- Complain, without discrimination if there is a problem
- Consult with a primary care professional within 24 hours for urgent medical problems.

You are responsible for:

- Making and keeping appointments. Please notify the surgery in good time if you are unable to keep a booked appointment.
- Ordering repeat prescriptions in good time using the advised methods
- Behaving in an acceptable manner.
- Informing the Practice of any change of name, address or telephone number
- Switching off mobile phones whilst on surgery premises
- Keeping young children in your care under supervision and ensuring they behave appropriately.

Named GP

All patients have a named GP with overall responsibility for your care, this will usually be your registered GP. Please be aware that when making appointments if you want to see a specific GP, appointment waiting times may be longer.

Repeat Prescriptions

You are allowed to have certain treatments on repeat prescription without seeing the doctor.

There are various ways to order: **Note: We do not accept telephone requests for repeat prescriptions**

- Call in person and complete request slip
- Post prescription request to the surgery
- Use our Web site to order: www.churchstreetmedicalcentre.com

These are produced by computer and we require 48 hours' notice for your prescription to be processed. Please allow extra time for weekends and Bank Holidays.

Please note the following prescription ordering timescales:

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Ordered **Monday** prescription will be ready for collection **Wednesday** after 2pm.

Ordered **Tuesday** prescription will be ready for collection **Thursday** after 2pm.

Ordered **Wednesday** prescription will be ready for collection **Friday** after 2pm.

Ordered **Thursday** prescription will be ready for collection **Monday** after 2pm.

Ordered **Friday** prescription will be ready for collection **Tuesday** after 2pm.

Ordered **Saturday** prescription will be ready for collection **Wednesday** after 2pm.

Ordered **Sunday** prescription will be ready for collection **Wednesday** after 2pm.

Sign up to a local pharmacy of your choice for an ordering and possible delivery service.

If the Pharmacy collects your prescriptions you need to allow **72 WORKING HOURS**. (This does not include the weekend or bank holidays so please remember if you order on a Friday before a bank holiday your request will not be ready for collection until the following Thursday (collection Wednesday if it is a normal weekend)).

If you wish us to post back your prescriptions, please let us have a stamped addressed envelope and mention this when requesting the prescription.

Please order in time but remember:

- Only order drugs you require
- Do not stockpile drugs
- Please let us know if you are no longer taking a particular medication
- If you have decided against taking certain drugs please let us know. The doctors would prefer to know exactly what medication you are taking to ensure treatment is efficient. It is better they know!

Dispensing

We may only dispense to patients who live more than one mile from the nearest pharmacy so, we are limited to patients in the outlying Underwood and Watnall/Moorgreen areas.

Sickness Certificates

For the first 7 days of illness, including weekends, you can self-certify 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 doctor.

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

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New Patient Health Check

All newly registered patients over the age of five are asked to have a health check with the health care assistant. This is a 20 minute appointment with the Health Care Assistant and will be offered on registering with us.

Advice on Immunisation

It is very important that children and babies are fully immunised. Illnesses such as diphtheria, tetanus and polio are, thankfully, rare now because of recent immunisation policies.

Complaints

We strive to provide a good service. However, if you have a complaint 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 then please speak or write to the Practice Administration Manager.

Investigations will be made and, if you are not happy with the initial response from the surgery, your complaint will be taken through the appropriate stages which will be explained to you. (Please see leaflet available from reception)

Comments and Suggestions

Patient's suggestions are always welcome and will be considered. You are welcome to write into the surgery or speak with the receptionist. We have a suggestions box located in the reception area where you can complete a suggestions slip. Please note this is not a complaints process, please see the complaints leaflet available from reception should you wish to make a complaint.

Friends of Church Street Medical Centre



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We are a small group of patients who are a link between the patients and the practice. We aim to meet several times a year and gain an insight into practice procedures. We also offer a patient perspective to the practice to ensure that all views are heard regarding a variety of matters from booking appointments to supporting flu clinics. We have helped with new innovations and produced patient newsletters in the past year and will be continuing to do so in the future. In addition we will support the practice in co-ordinating health promotion events and be available for patients to talk to and offer their perspectives on how the practice runs.

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If you would be interested in joining us and supporting both patients and the medical centre then please contact Joan Morley Chair at joankirkmorley@live.com or via mobile 07847472358.

POhWER

POhWER has been working in Nottinghamshire since 2010. We work in partnership with Age UK Nottingham & Nottinghamshire.

Their services:

Your Voice, Your Choice



- [NHS Complaints Advocacy](#)
- [NHS Complaints Advocacy self help tools](#)
- [Independent Mental Capacity Advocacy \(IMCA\)](#), including [Deprivation of Liberty Safeguards \(DoLS\)](#) and [Paid Relevant Persons Representative Services](#).
- [Independent Mental Health Advocacy \(IMHA\)](#)
- [Secure Services Advocacy](#)
- [Access to Information and Advocacy services across Nottinghamshire](#)

What if I want to make a formal complaint?

POhWER is about resolving issues on the spot but if you wish to make a formal complaint you still have the right to do so. POhWER will point you in the right direction for that process.

Friends and Family Test

Please look out for our 'friends and family test' questionnaires after you visit. You are asked if based on your recent experiences at the practice you would recommend the practice to your friends and family (if they could register with us of course). We publicise our monthly returns, a summary of the comments made and if applicable our action plan based on your ideas.

The monthly returns will also be published on the NHS Choices website <http://www.nhs.uk> to enable new patients to see how our current patients feel about us.

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 house as the person they care for. Carers may be in receipt of carer's allowance/premium but otherwise undertake caring without payment.

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

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Church Street Medical Centre have been awarded the 2014 national Royal College of General Practitioners (RCGP) 'Caring about Carers' award for our efforts to promote and support the carers of patients in the area. We want to do more help us by letting us know you are a carer?

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 routinely make available (please see leaflet available from reception).

Zero Tolerance

We strongly support the NHS policy of zero tolerance. Anyone attending the surgery who abuses the GP's, 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.

What to Do in Time of Bereavement

If Death Occurs At Home

Telephone the doctor; they will visit to confirm death has taken place.

Contact the funeral director, or ask the doctor to do this for you. It is not necessary that the body of the deceased be removed immediately. You may well want friends or relatives to visit before this is done.

If the doctor has attended the deceased within the last 14 days he will be able to issue a death certificate. If not, they will have to contact the coroner first. It is very rare that a post-mortem has to be done.

When Death Occurs In Hospital

Contact the funeral directors to inform them that their services will be required.

Collect the death certificate from the hospital.

Take this to the registrar's office for the area in which the death took place. Also take the deceased's medical card if available.

Take the green form, issued by the registrar, to the funeral directors who will take over the complete responsibility for arranging the funeral. If any difficulty, ring the funeral director.

Useful Telephone Numbers

Non-emergency Helpline

111 (free call)

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Nottingham City Hospital	0115 969 1169
Queens Medical Centre	0115 924 9924
Park Hospital	0115 967 0670
Kings Mill Hospital, Mansfield	01623 622515
The Nottingham Woodthorpe	0115 920 9209
Heanor Memorial	01773 710711
Ilkeston Community Hospital	0115 930 5522
Registrar of Births and Deaths	01773 712449
Eastwood Clinic	01733 712218
Kimberley Clinic	0115 938 3404
Nottingham Walk-in Centre	
Seaton House, London Road, Nottingham	0115 883 8500
79a Upper Parliament St, Nottingham	0115 883 1960
POLICE	0115 968 0999
Citizens Advice Bureau	01773 718065
Carers Federation	0115 9629310
Carers UK	0808 8087777
DSS, Ilkeston	0115 944 8000
NHS England (Birch House)	0300 300 1234
Nottingham Social Services	0300 300 3333
Amber Valley Social Services	01773 570222

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NHS
Nottingham West
Clinical Commissioning Group

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PRACTICE AREA

EASTWOOD, KIMBERLEY, WATNALL, MOORGREEN, BRINSLEY, UNDERWOOD AND SOME OF NUTHALL

PRACTICE BOUNDARY MAP (SEE OUR INTERACTIVE MAP ON OUR WEBSITE FOR GREATER DETAIL)

