



THE
**CALVERTON
PRACTICE**

Information for Patients

2a St Wilfrid's Square
Calverton
Nottingham
NG14 6FP

0115 9657800

www.calvertonpractice.co.uk

PARTNERS

Dr Phillip M C Rayner • Dr James R Hopkinson • Dr Jane R Partington
Dr Emma Sherwood • Dr Caroline Wight

The Doctors in the Practice are:

Dr Philip Rayner (Male) (Partner)

MBChB 1985 (Leeds) MRCP FRCGP Dip Clin Ed

Dr James Hopkinson (Male) (Partner)

B Med Sci BMBS 1997 (Nottingham) MRCP Dip SEM FFSEM

Dr Jane Partington (Female) (Partner)

B Med Sci BMBS 1997 (Nottingham) MRCP DCH

Dr Emma Sherwood (Female) (Partner)

B Med Sci MBBS 2000 (Nottingham) MRCP DCH DRCOG DFRH

Dr Caroline Wight (Female) (Partner)

B Med Sci BMBS 2000 (Nottingham) MRCP DFFP DRCOG

Dr Jessica Brown (Female)

B Med Sci BMBS 2007 (Nottingham) MRCP

Chief Executive

Alan Selden

Practice Pharmacist

Adrian Kennedy

Assistant Practice Manager **Bridget Hall**

Contact Details & Opening Hours

Telephone

Appointments & Enquiries (0115) 9657800

Surgery Opening Hours

Monday to Friday 8.30am to 6.30pm

Closed Wednesday lunchtime for staff training 1.00pm to 2.00pm

Closed: Saturdays, Sundays and all Bank Holidays.

Access to Medical Care When the Surgery Is Closed

Out of hours Medical Care is provided by Nottingham Emergency Medical Services (NEMS), which is situated on Derby Road near the Queen's Medical Centre. Please ring the normal surgery number **(0115) 965 7800**. The answering machine will direct you to the correct number. If you think your problem can safely wait until the surgery is next open please do not use this service as they do not have access to your notes and your own GP is best placed to make any management decision.

Emergency Care

In a life threatening situation please dial **999**. Please be aware that the Emergency Department at Queen's Medical Centre and King's Mill Hospital should only be used in true cases of accident and/or emergency. If in any doubt about where you should seek medical help you can dial **111** for advice. In addition, NHS Direct, either by phone on 0845 46 47 or their website are useful sources of information and help.

The walk-in Centre on London Road (**telephone 0800 028 3693**) is also open for out of hour emergencies.

During normal opening hours, the Practice operates a triage service for urgent same day appointments. This allows you to speak to a doctor and is available all day but if possible please ring before 9.30am so that you may speak with your usual doctor. We also offer an open access treatment room service which is Nurse led, for advice and treatment of minor illness and injury. For minor illnesses the local pharmacist can give advice regarding over the counter medication.

Welcome to the Calverton Practice

We hope you will be very happy with our care and experience many happy, healthy days while we are looking after you. This Practice strives to offer the best possible healthcare to all our patients and we see good healthcare as being the result of an effective partnership between you, the patient and the entire Practice team.

New Patient Checks

In order to begin this partnership in the best possible way, we need to make sure that we have a clear understanding of your personal history and your current health. To this end, when you register with us, we will require you (and any family members joining the Practice at the same time as you) to make an appointment to attend the Surgery for a New Patient Check (NPC). It is very important that you do this as soon as possible once you have registered and certainly (unless in an emergency) **before** you need to visit your GP. The NPC involves a 20 minute appointment with a Healthcare Assistant who will perform a general health assessment including weight, height, blood pressure, smoking history etc. If you are on long term medication, you will also be given an appointment with our Pharmacist who will go through your medications with you in order to make any appropriate recommendations to your GP for your continuing care.

Practice Pharmacist

This Practice has an in-house Pharmacist who works with our GPs and nurses as a consultant for all matters to do with medication and prescribing. Very many consultations with GPs are about complications around medications and we find that using the expert skills of our Practice Pharmacist in an available consulting role for our patients helps us to offer you the best possible service.

Personal Lists

Although you are formally registered with the Practice, internally we operate a personal list system with a named GP looking after you and any immediate family members. We believe this allows us to offer you a level of personal, holistic care and provides continuity for both you and your GP. When you need to make a routine appointment, we will always try to place you with your own GP unless you request otherwise. Hopefully you will be very happy with your GP however, if, for any reason, things do not work out, we are always open to requests to transfer to another doctor's list.

Training Practice

This is a Training Practice which means that we routinely have both medical students and qualified doctors who are training to become GPs, working with us.

Appointments

We aim to offer a variety of GP, Pharmacist or Nurse led appointments to suit every requirement. In practice, this means that every day we are seeing a mixture of what we would call 'acute' or 'necessary for today' appointments and 'pre-booked' or 'routine' appointments.

In order to provide access to a clinician for people when they really need it, we operate a 'triage' system. This means that when you call us requesting an urgent appointment, a GP (this may be your own GP or the GP who is designated 'Duty Doctor' for that day) will call you back to have a quick chat to you about your problem and between you, a decision will be made about the best course of action. If this decision is that you really need to be seen, the GP will make an appointment for you there and then on the telephone. It would be very helpful if you could call before 10.00am for urgent appointments as this helps us to offer the most efficient service to you.

If you need to make a routine appointment to see your GP, we would ask that you telephone or call in after 10.00am for these as the telephones are usually very busy before then with people making urgent appointments. If you feel that you only need to talk to a doctor then please ask for a telephone appointment.

Details

It is very important that you let us know if any of your contact details change or if you move house. We rely on you to help us look after you effectively in this manner.

Nurses

All our nurses work closely with our GPs to support you in managing your healthcare needs. We offer a range of 15 and 30 minute appointments covering areas such as Diabetes, Respiratory Conditions, Heart Conditions and Sexual Health. Our 4 Nurses are ably supported by 3 Healthcare Assistants and carry out annual 'birthday' reviews of all our patients with certain long-term health needs.

Treatment Room

The Practice operates a treatment room service for dealing with minor injuries and conditions. This runs daily between 08.30 and 11.00am and it is not necessary to make an appointment. Please speak to our Reception team who will advise you whether something can be dealt with in the Treatment Room.

Wart Clinic

The Practice runs a regular clinic for the removal of warts etc. In order to access this service you need firstly to make a routine appointment to see your GP who, if appropriate, will refer you to the Wart Clinic.

Dispensary

Because of the relatively large area covered by the Practice, we are allowed to dispense prescriptions for all our patients who live more than a mile away from the local Pharmacy. When you register at the Practice, our Reception team will advise you whether this applies to you. A delivery service is available to eligible patients.

Prescriptions

If you need to pick your prescription up from the Surgery, we would ask that you do so if possible **after** 2.00 pm. Our GPs are in surgery all morning and frequently may not have the opportunity to sign or release a prescription for a patient before the end of morning surgery. We aim to have routine prescriptions ready 2 working days after you have requested them. **[Remember: the Practice is closed for 1 hour on Wednesdays between 1pm and 2pm]. Please leave 2 working days before collecting your prescription.** The Practice offers the facility to order prescriptions online via our website: www.calvertonpractice.co.uk. To set up an on-line account, please bring photographic identification and proof of address to reception who will provide you with the necessary information to set up an on-line account.

Test Results

From time to time, you may be asked by your GP or Nurse to have a blood test. If there are any issues arising from this, which your GP would wish to discuss with you, we will always call or write to you asking you to make an appropriate appointment. Sometimes, you may wish to call or ring in to find out the result of a test. If this is necessary, **please** do so after 2.00pm when our Receptionists will have more time to help you with your request.

Parking

There are two public car parks adjacent to the Practice. We also have our private car park in front of the grass at the side of the building. This is for the use of the doctors only and is clearly marked as such both on the ground and by a sign on the lamppost next to the building. We would ask that you do not park against the kerb behind the doctor's cars. This can block vital ambulance access to the building and has caused accidents in the past.

Attending Appointments

We have over 9,000 patients to look after and, in accordance with the NHS Plan, we aim to offer everyone, where appropriate, an appointment with a doctor within two working days. It is vital if, for any reason, you are unable to attend any appointment you have at the surgery, that you let us know as soon as possible. We may be able to offer this appointment to someone who really needs it – one day that could be you!

Chaperones

The Calverton Practice is committed to offering all our patients and staff a safe, comfortable and confidential environment, where they can be confident that best practice is being followed at all times. In the spirit of this commitment, we view the availability of Chaperones as a vital part of the service we offer to our patients. Please tell Reception when booking an appointment if you feel you would like or may need a Chaperone and we will do our very best to make one available.

Patient Participation Group

The Practice has a Patient Participation Group (PPG) which was set up in 2008 to promote increased patient involvement in the provision of healthcare. Our PPG provides a forum to explore suggestions from patients and ways we might improve the service we offer. We greatly value the input of this group and would welcome new members at any time. If you would like to know more or come along to one of the meetings, please contact the surgery for further information.

The Protection and Use of Patient Information

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. This practice operates in compliance with The Data Protection Act 2003 and The Freedom of Information Act 2000. The practice keeps your medical records on computer. Access is strictly limited to the staff at the surgery and the practice is registered under the Data Protection Act. You have a right of access to your health records by arrangement. 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.

Quality Matters

If you wish to complain or raise an issue of concern with us, please, in the first instance, address the matter in writing to the Chief Executive. He will investigate and respond to you, in writing, as soon as possible. The full version of our Complaints Policy is available on request or online on our website: www.calvertonpractice.co.uk