



East Bridgford Medical Centre Patient Guide



East Bridgford Medical Centre
2 Butt Lane, East Bridgford,
Nottingham, NG13 8NY

Telephone: 01949 20216
Fax: 01949 21283

www.eastbridgfordmedicalcentre.co.uk

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Welcome to East Bridgford Medical Centre

We hope this booklet will be helpful in advising you of the services available at the Medical Centre. There are four doctors who work regularly at East Bridgford Medical Centre, three partners and one associated GP, who together with our staff, provide a comprehensive medical service for East Bridgford and surrounding villages.

Our practice is a training practice for GP registrars. These doctors, who are fully qualified, are usually with us for four to twelve months at a time.

Opening Hours

Monday to Friday

8:00am – 6:30pm

Late Evening Surgery

Some Monday, Tuesday and Thursday evenings from 6.30pm – 7.30pm pre-booked appointments only. The dispensary is not open during these hours.

When the Practice is Closed

Closed on Saturdays, Sundays, Good Friday, Easter Monday, Bank Holidays, Christmas Day and Boxing Day.

The Doctors

The Partners

Dr Rob Scaffardi (male)

B.Med Sci. (Hons) Nottingham 1982

B.M.B.S. Nottingham 1984, MRCP

Dr Ann-Marie Stewart (female)

M.B.Ch.B (Hons) Sheffield 1994

DRCOG, FRCGP

Dr Chris Cope (male)

B.Med Sci. (Hons) Nottingham 2004

B.M.B.S. Nottingham 2006, MRCP

Associated GP

Dr Meg Pryor (female)

B.Med Sci. (Hons) Nottingham 2007

B.M.B.S. MRCP, DRCOG

Some Useful Telephone Numbers

East Bridgford Medical Centre

Main Telephone Number	01949 20216
Fax Number	01949 21283
Out of surgery hours 24hr phone number	111
Community Services (District Nurse, School Nurses, Health Visitor)	01949 872770
Patient Transport Services (Aviva)	0845 2669662
Queens Medical Centre, Nottingham	0115 9249924
Nottingham City Hospital	0115 9691169
Citizens Advice Bureau (from a landline)	0844 8487997
(from a mobile)	0300 3305457
Rape Crisis Centre	0115 9410440
Relate (Marriage Guidance)	0115 9584278
Rushcliffe Borough Council	0115 9819911
Age UK, Nottingham	0115 8440011
Patient Advice and Liaison Service (POHWERS)	0300 456 2370
Rushcliffe CCG	0115 8837880
The Treatment Centre	0115 9705800
Midwives	0115 8837000

The Healthcare Team & Practice Staff

The Practice Manager: Is **Karen Montrose**, who is usually available between 9:30am and 4:30pm Monday to Friday.

The Practice Nurses: Are led by **Sister Rachel Green**. Our nurses are fully qualified and have a range of skills and interests. When you ask to book a nurse appointment you may be asked the general nature of your problem so that we can direct you to an appropriate nurse. We provide monitoring and advice on many chronic conditions including diabetes and asthma.

Health Care Assistant & Phlebotomy Service: Phlebotomy clinics are held each morning Monday to Friday, and our healthcare assistants are **Toni Newbold & Mel Cox**.

Dispensary: **Karen Delahunty** leads the dispensary. The dispensary is able to provide dispensing patients with all of their prescription medicines.

Reception: **Johanne Bloor** leads the reception team. The receptionists will do their best to deal with you quickly and efficiently, but please be patient as reception can be extremely busy, especially first thing in the morning.

Secretary/Admin: The secretary is **Sharron Parker**, and there are two admin assistants working in the Medical Centre.

Health Visitors: Are based at Bingham. The Health Visitors attend East Bridgford baby clinics (first and third Thursday of every month by appointment) and they can be contacted on 01949 872770.

Midwives: Are based at Kegworth Health Centre, and usually see our patients here at the Medical Centre every Thursday. When you register with the midwife you will be given a pack with all of their contact telephone numbers.

The District Nursing team: Have a base at Bingham. The nurses will visit patients at home when they are unable to attend at the Surgery. Care may range from basic post-operative wound care through to palliative care for those terminally ill who opt for home treatment. The service includes a full comprehensive assessment of the individual's needs, supply of equipment, and if appropriate, referral can be made to other agencies.

Health Visitors/District Nurses: They can be contacted on (01949) 872770.

How to Register

You will need to collect from our reception or download from our website a registration pack. This will include the necessary form to fill out and return to the Medical Centre. When registering you will need to come in person and bring along photo ID (eg. passport/driving licence). There will also be a short questionnaire to fill in to provide the practice with other important information, and you will be asked to attend the practice for a new patient check while we await your notes arriving from your previous doctor. You will be allocated to a named accountable GP who will take lead responsibility for the coordination of all services required under the contract and ensure they are delivered to each of their patients.

It can be very useful to us to know your mobile telephone number as well as your landline. If you would like us to text or email you please provide us with your number/address.

Temporary Residents

If any friends or relatives are staying with you and need to see a doctor urgently for immediate, necessary treatment, they can register with the practice as temporary residents. Overseas residents, or those who usually live outside of the UK for more than three months of the year may be charged for their treatment.

Changes to your Personal Information

Please let our receptionists know if you change your name, address, telephone numbers. If you move out of the area it may be necessary for you to find a doctor in your new area. You can find this via the NHS website www.nhs.co.uk and go to Find and Choose Services where you simply enter your new postcode. You may also speak to @Patient Services in your new area.

Telephone Appointments

The doctors operate a telephone appointment system. The doctor can contact you at a prearranged time and if there is a need for you to be seen, the doctor will make you a face-face appointment. Please ask the receptionist for a telephone appointment.

The doctors operate a 10 minute appointment system. We endeavour to see all patients within 48 hours of request, but need to balance this demand with appointments bookable further ahead. Please phone before 9:00am if you want to be seen on the same day. Always inform reception if you consider your problem to be urgent.

If you are unable to attend an appointment please let us know so that we can relocate your time to another patient. Failing to arrive is a waste of the doctors' and nurses' time.

Appointments

Call through to Reception for an appointment or book online through SystemOne.

Home Visits

If you are too ill to attend the Surgery, then please telephone before 10:00am and a doctor will call you back and arrange a visit if required.

Out of Hours Cover

What to do when the Medical Centre is closed

A doctor is available in an emergency 24 hours a day. When you telephone the Medical Centre out of hours you will be connected to the out of hours service. This is co-ordinated by Nottingham Emergency Medical Services (NEMS) staffed by local doctors and nurses, and is for emergencies that cannot wait until the Medical Centre is open again. Out of hours cover does not connect automatically, you need to replace the handset and dial 111. The doctor on call may give you advice or may ask you to attend the surgery the following day, or make a visit to you in your home.

If you simply need advice, you can contact **111**. You may also visit the NHS Urgent Care Centre on London Road, Nottingham (near the BBC).

Or in a serious EMERGENCY—dial **999** for an ambulance.

Accident and Emergency (A+E) Please try to avoid attending the A+E Department. If you have an urgent medical problem ring the surgery between 8:00am – 6:30pm for advice. Out of opening hours please ring **111**.

Test Results

Please telephone **01949 20216** between 2:00pm – 4:00pm as there is less pressure on the telephones at this time and we will have received reports from the laboratory for that day.

Languages

If you require the assistance of an interpreter of any language, please let us know in advance of your appointment and we will try to accommodate your request.

Acts & Confidentiality

Access to Health Records Act 1990

Patient Access to Medical Records

Patients may apply for access to their own records, or may authorise a third party such as their lawyer, to do so on their behalf. The third party must provide proof that they are acting on the patient's behalf. For more information please ask at the reception for our access to health records information leaflet.

The protection and use of patients' information

We ask you for information so that you can receive treatment. We keep this information together with details of your care because it may be needed if we see you again. We may use some of this information for other reasons. For example, to help us protect the health of the public generally and see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the Law requires us to pass on information: for example, to notify a birth. The NHS central register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not at the present time contain clinical information, but may do so in the future.

Everyone working with the NHS has a legal duty to keep information about you confidential.

You may receive care from other people as well as the NHS. So that we can always work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it and it is in your interest.

Whenever we can we shall remove details that identify you.

The main reasons which your information may be needed are

- Giving you healthcare and treatment
- Looking after the health of the general public
- Managing and planning the NHS
- Helping staff review the care they provide, to make sure it is at the highest standard.
- Training and education of staff (but you can choose whether or not to be involved personally)
- Research approved by the local ethics community. (if anything to do with the research would involve you personally, you will be contacted to see if you are willing).

Caldicott Guidelines

It is the practice's policy to adhere strictly to the department of Health Caldicott guidelines on protecting confidential information.

If you do not wish your information to be used in this way please advise your GP.

Freedom of Information Act 2000

This act of parliament entitles anybody to ask a public authority for any recorded information they keep. All public authorities have a publication scheme, which lists the information which is required to be made available. For further information please ask at reception for the 'East Bridgford Medical Centre Publication Scheme'.

Our Services

Foreign Travel Services

The Medical Centre provides a basic medical foreign travel service, including advice and some vaccinations . If you are travelling abroad, please ask reception for a questionnaire to submit to the practice nurse in advance for your appointment. Please allow plenty of time, before you travel, for the necessary treatment, as it may not be possible at short notice to develop the protection or immunity you'll need. See also information on our website www.eastbridgfordmedicalcentre.co.uk

Health Checks for those over 40 years of age

The practice will be inviting in all patients who are between the ages of 40 and 74 for a health check. This will involve taking blood pressure readings, weight and height (BMI), a blood test to check your cholesterol level, and carrying out a cardio-vascular risk assessment. Lifestyle advice will be given to you to help you stay healthy for longer, and to prevent heart disease, strokes, diabetes, and kidney disease. This is expected to take up to five years to complete the first cycle so please be patient whilst awaiting your turn. You will then be invited back every five years to monitor your health until you reach the age of 74.

Primary Care Pharmacist **Mrs Gill Gookey**
BPharm(Hons), Clin Dip Pharm, IPresc.

You can call to make an appointment for a medicines review.

Other Information

Car Parking

There is limited car parking space for the practice adjacent to the building. Please leave free any spaces marked for doctors, and those marked for deliveries. There are two spaces allocated for disabled patients. If you are able to walk to the Medical Centre, please do so as more than two thirds of our patients live outside East Bridgford and need to come by car.

Suggestions, Comments and Complaints

If you have ideas or suggestions for improving our service there is a Suggestions and Comments box in the reception area, alternatively you can leave feedback by completing our Friends and Family Survey on our website www.eastbridgfordmedicalcentre.co.uk, or by completing the forms at the Practice. If there are any problems with the service you've received, then please write to or ask to speak to the Practice Manager. For further details please ask at reception for our leaflet 'Practice Complaints Procedure'.

Carers

A carer is a person who takes unpaid responsibility for the physical and/or mental well-being of someone who cannot perform the tasks of daily living unaided, because of age, disability, or mental distress. If you are the main carer for someone please let us know so that we may register this on your records. We will also give you information about support available through The Carers Federation. If you know of any adult or child who cares for another member on their family, and you believe they may not be aware that help is available, please ask them to contact the Medical Centre.

The Surgery has a 'Carers Champion' Denise Birch who is always happy to assist and advise patients where necessary.

Patient Advice and Liaison Service (POHWERS)

This service is available on Free phone– 0800 0283693 - Fax 01623 673001 and can help you with your enquiries to ensure you get the best out of the NHS. They are available Monday to Friday 9:00am to 5:00pm. Leaflets are available at reception.

East Bridgford Medical Centre Patient Reference Group

We have an active Patient Reference Group (PRG) who work with the Practice in many areas of the Practice/Patient Information and Services.

If you would like to be involved with, or to know more about the East Bridgford Patient Reference Group please contact any member of staff.

Rushcliffe Clinical Commissioning Group (CCG)

The doctors at East Bridgford Medical Centre have joined with all other GP Practices and local health services in Rushcliffe to form Rushcliffe CCG. Patients are involved in all levels of the organisation from Chairman of the board to GP Practice 'Patient Reference Groups'.

You can be involved and to find out how, visit www.rushcliffeccg.nhs.uk/ or telephone: **0115 8837880**.

Rushcliffe Clinical Commissioning Group is based at Easthorpe House, 165 Loughborough Road, Ruddington, NG11 6LQ

Our Services

Family Planning

We provide a full range of services including Long Acting Reversible Contraception (LARC) such as coils and implants.

Sexual Health

The practice can provide you with advice about avoiding sexually transmitted diseases, and with Chlamydia screening. You can also get a C Card (free contraception). If you are interested in this ask at reception to make an appointment with the nurse.

Pregnancy

We provide comprehensive maternity care, co-ordinated by our community midwives with support from your GP, and when appropriate, a hospital specialist. Your midwife will also advise you about post-natal support.

Child Health

We hold baby clinics on the first and third Thursday afternoons of each month in the meeting room at the Surgery. Here you can get advice and weigh your baby. These clinics are co-ordinated by our health visitors.

Continence Promotion Clinic

Our community nurses run a continence clinic based at Bingham and they operate a self referral policy. If you suffer from urinary incontinence, you are able to self refer to this service by calling (01949) 872770.

Phlebotomy

This service is available every morning Monday–Friday. Your doctor may refer you to the phlebotomist if you need to have blood tests.

Long Term Conditions

If you suffer from long term conditions such as diabetes, heart disease, stroke, hypertension or lung disease such as asthma or COPD, our doctors and nurses will be involved in monitoring your illness. You will be invited to attend the Medical Centre for a check-up once a year, usually during the month of your birthday.

Health Care Assistants

HCAs are qualified to carry out procedures such as taking blood, ECGs, smoking cessation advice, new patient checks, blood pressure monitoring, flu vaccinations, wound dressings, suture removal and NHS Checkups.

Seasonal Influenza and Pneumonia Vaccinations

Flu clinics are held usually from October to December. If you suffer from a long-term illness such as those mentioned in this booklet, you will be entitled to have vaccinations.

Please visit our website for details: www.eastbridfordmedicalcentre.co.uk

Prescriptions

Please allow 48 working hours for dispensary to process your repeat prescription request. You are able to order by the following methods.

SystemOnline

Repeat prescriptions can be ordered on line through our website using the secure SystemOnline facility. You first need to obtain a username and password from reception. You can also make appointments and change registration details such as your address or phone number using SystemOnline. An easy to follow instruction leaflet is available at reception.

Drop your repeat prescription slip over to the surgery in either of the boxes located in the foyer and at the dispensary window.

Order over the telephone - **01949 20216**

Prescription Collection Services

If we do not dispense for you because you live close to a pharmacy, you can arrange for your chosen pharmacy to collect your prescriptions from East Bridgford for you. Speak to the dispensary staff about this collection service.

Home Delivery

If you are not able to get to the Medical Centre we offer a Home Delivery Service for prescriptions. If you are interested in this, please speak to a member of staff in reception or dispensary.

When you order your Repeat Prescription for the Home Delivery Service you **MUST** allow 5 working days to process your order.



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