



**OAKENHALL
MEDICAL
PRACTICE**

**Bolsover Street, Hucknall, Nottingham, NG15 7UA
TELEPHONE NUMBER: 0115 963 3511**

WEBSITE ADDRESS: www.oakenhallmedicalpractice.co.uk

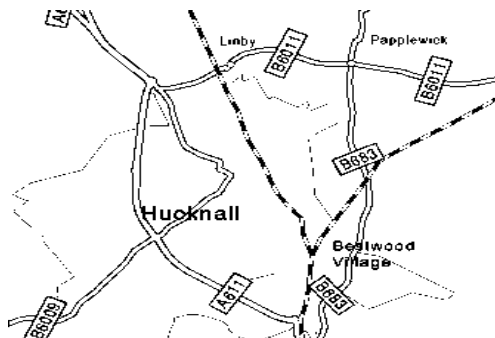
PRACTICE LEAFLET

Welcome to Oakenhall Medical Practice, we aim to provide you with high quality efficient care. Our team is made up of four Doctors, Nurse Practitioner, three Practice Nurses, Health Care Assistant, Practice Manager, Reception Manager, Data Quality Team and the Reception Team. We also have a Pharmacy Team, Physiotherapist, Care Home Practitioner, Health Visitor, Midwife, Community Matron and a team of District Nurses who help us in providing your care.

The Doctors

GP Name	Gender	Qualification	Full or Part Time
Dr H C Roughton	Female	B.Med SC, DRCOG MRCGP BMBS (Nottingham 1991)	Part-time
Dr S Webster	Female	MBChB, DFFP, MRCGP (Birmingham 1998)	Part-time
Dr N Khan	Female	MBBS (Pakistan 2003) MRCGP 2019	
Dr E Ferguson	Female	MbChB (Glasgow 1991)	Part-time

Practice Area -The Practice Area includes: Hucknall, Bestwood Village, Linby Village and parts of Papplewick Village (extending as far as Papplewick Hall and Forest Lane).



Surgery Hours -The surgery is open Monday to Friday between 8.00am and 6.30pm. Morning and Evening surgeries for the GP's, Practice Nurses and Healthcare Assistant are by appointment only.

All surgeries are by appointment only. You can also book appointments online, please call in at reception to register for this service.

We have appointments available from 7.30am – 08:00 on Monday - Friday as part of our extended hours contract.

We also provide GP and Nurse Practitioner assessments over the telephone. If you have an issue that you feel can no longer wait another day, please telephone the practice as soon as you can after 8am. The receptionist will ask for a brief description of the issue you are experiencing. They will either offer you a face-to-face appointment or will arrange for the GP to telephone you back to

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see how we can best deal with your request on the morning that you telephone the surgery The Receptionist is trained to signpost you to other services where appropriate. Patients who are seriously unwell and call after 11 am will be assessed by the on-call Doctor.

If for any reason you are unable to keep your appointment or no longer need it, please let us know as soon as possible so that we can offer the appointment to someone else.

It is advisable to confirm that the doctor you wish to see is on duty, particularly during holiday periods. There may be circumstances in which you are asked to see an alternative doctor as some changes are inevitable at various times.

Dr Roughton	Wednesday, Thursday & Friday
Dr Webster	Monday, Tuesday & Wednesday
Dr Kham	Monday, Tuesday & Friday
Dr Ferguson	Monday, Thursday & Friday
Nurse Practitioner L Driver	Monday - Thursday

If you require a further opinion by a different doctor, please contact reception to book an appointment.

All the doctors provide maternity, contraception, child health surveillance and minor surgery services in addition to their general medical services.

Asthma/respiratory, diabetes, stroke and coronary vascular annual review clinics are held by appointment.

Practice Nurses - The Practice Nurses are responsible for immunisation, travel advice, flu immunisations, dressings, cervical smears, removal of stitches and ear syringing and assist the doctor with minor surgery. The Nurses also run the Diabetic, Heart/Stroke Prevention and Asthma/Respiratory clinics and are available for Family Planning Advice.

Healthcare Assistant -The Healthcare Assistant carries out routine blood pressure checks, dressings, removal of stitches, ear syringing, blood monitoring checks for certain medications, assists doctor with minor surgery and preventative immunisations – flu and pneumonia. The Healthcare Assistant also provides a home visiting service for blood pressure checks and blood test monitoring for patients who are housebound.

The Healthcare Assistant is available by appointment only:

Phlebotomy - The practice provides phlebotomy; this is the taking of blood for tests ordered by the doctor or hospital. Phlebotomy is available by Community Phlebotomy, which is held at the Hucknall Health Centre, Curtis Street, Hucknall, Nottingham NG15 7JE – Monday to Friday 8.30am – 11.40am. To arrange your blood test, please contact the Hucknall Health Centre on 0115 8440565 or you can book your appointment in person. In order for a blood tests to be carried out, patients are required to attend with a blood test request form – please speak to the practice receptionist, who will ensure this is available for collection at Oakenhall Medical Practice prior to your booked appointment.

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What to do on Arrival - On arrival in the waiting room please inform the receptionist, who will then inform the doctor that you have arrived or alternatively please attend the patient self check in screen. If you require assistance to use the patient self check in screen, please ask a receptionist.

If you have a medical/insurance form to be completed, please inform the receptionist.

The doctors pride themselves on providing good continuity of care and we will endeavour to ensure that you see your own personal doctor each time you attend the surgery. Should your own doctor not be available, then one of their partners or a locum doctor will attend to you on that occasion.

Disabled Facilities -The surgery is fully accessible to all disabled people. It is situated on ground floor premises and is designed to accommodate disabled persons, including a disabled toilet.

Medical Emergencies - For medical emergencies, please contact the practice at any time and your problem will be dealt with.

Urgent Medical Problems - If you are concerned about an urgent medical problem, please contact the practice on: 0115 963 3511 between the hours of 8am and 6.30pm where you will be able to speak with a receptionist, who will assist you in your enquiry.

When the GP Surgery Closed – If you or your family need urgent medical care when the surgery is closed, please telephone 111. Calls to the NHS 111 service are free from both landlines and mobiles. Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional.

If you have a life threatening emergency please telephone 999.

Urgent Care Centre in Nottingham - The NHS Urgent Care Centre is based at Seaton House, London Road (site of existing Walk-in Centre). The NHS Urgent Care Centre will offer assessment and treatment for health conditions that are urgent but non-life threatening such as:

Minor burns and scalds, minor head injury with no loss of consciousness, skin infections and animal bites, suspected broken bones, sprains and strains (X-ray will be available on site), eye infections and minor eye injuries.

No appointment is needed; just drop in between 7am and 9pm 365 days a year.

Patients who have a minor illness or who require a wound dressing service at the weekend, should contact Oakenhall Medical Practice on 0115 9633511 Monday – Friday between the hours of 8am to 6.30pm or telephone 111 between the hours of 6.30pm to 8am Monday – Friday or at weekends.

Your local pharmacy can also offer you a range of services, including advice and medications to relieve the symptoms of minor ailments.

Self-help information is also available at www.nhs.uk.

Home Visits - We endeavour to see all patients where possible at the surgery as facilities for examination and treatment are much better than at home. We do offer home visits for those patients who are genuinely housebound and for the terminally ill. If you require a home visit – please let us know before 10.30am by ringing the surgery on telephone numbers 0115 9633511.

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Practice Staff - Our team includes:

Practice Manager:	Mrs Lisa Ellison, who ensures the smooth running of the practice, deals with suggestions, complaints and is responsible for all practice administration.
Reception Manager:	Mrs Nicola Thring
Data Quality Team:	Includes Secretaries and clinical coders.
Reception Team:	Who book appointments, deal with repeat prescription requests, letters and general enquiries.

Please be aware that all members of staff who are employed by our practice have signed a confidentiality agreement. You are assured that we will not divulge any details of your medical history to any outside source without your express written permission.

Attached Primary Care Staff

District Nurses: provide nursing care for house bound patients and the terminally ill.

Community Matron: provides nursing care at home for patients with chronic medical conditions.

Midwives: provide full maternity services both antenatally and postnatally, at The Sure-Start Centre, Broomhill Road, Hucknall, Nottingham, and at the patient's home.

Health Visitor: provides advice and help for babies and young children with their parents.

First Contact Physiotherapist (Byron PCN): provides first contact with patients who have new joint/back pain or injury. This is available by telephoning the reception team on 0115 963 3511.

Clinical Pharmacy Team (Byron PCN): provides assistance with medication reviews, prescribing advice and medication safety.

Social Prescriber (Byron PCN): Provides support and wellbeing of patients aged 18+ by helping connecting you with a range of different services, support, and community activities. To support you to live as independently as possible. This is available by telephoning the reception team on 0115 963 3511.

Care Home Practitioner: provides support and wellbeing of patients residing in a care/nursing home.

Mental Health Practitioner: provides support and wellbeing of patients aged 18+.

Prescriptions - We provide a 48 hour repeat prescription service. Please order your prescriptions directly at the practice which you can do in a number of ways:

Online: The easiest and safest method using our clinical system which can be accessed via the link on our website.

At the surgery: by indicating your requirements on your repeat medications list or by letter.

By post: By sending your repeat medication list/letter via Royal Mail (please include a stamped addressed envelope for us to post the prescription back to you).

All requests reaching the prescription desk by 11.30am will be available two working days later. Any prescription requests received after 11.30am will be processed the next working day.

Unfortunately, we are unable to accept requests for prescriptions over the telephone or by email.

If you require a pharmacy to collect the prescription, on your behalf, from the practice, you will need to contact your pharmacy directly to arrange this.

NHS APP

You can register/download the NHS App to book appointments and order repeat medication. For more information, please visit: <http://www.nhs.uk/nhs-app/>

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Test Results and General Enquiries - If you have any general enquiries or wish to obtain test results, please telephone between 11 am to 6 pm. We will always aim to contact you if further action is needed after we receive a test result.

To Register with the Practice - If you wish to register with Oakenhall Medical Practice, you will be asked to attend surgery initially to collect the New Patient Documentation, which must be completed and returned to the surgery for the registration to proceed. When you return the documentation, you will be offered an appointment with the Health Care Assistant (for a brief health check) and/or Practice Pharmacist if you are taking medication. Following your registration, your computer held records will be transferred to the practice electronically. Your paper held medical records will be forwarded to the practice by Patient Services.

Named Accountable GP for all Patients - All patients have a named GP who is responsible for patient's overall care at the practice. This named GP will take responsibility for the coordination of all services that are required by you. If you wish to know your named GP, please contact the practice. If you have a preference for a particular named GP, please contact the practice to discuss this and the practice will make reasonable efforts to accommodate your request.

Chaperone - When seen by a clinician you have a right to a chaperone at all times. Please ask at reception and this will be arranged.

Support During your Consultation (Interpreter) - Please let a member of the Practice Team know if you have any communication, information or support needs during your clinician appointment or on accessing the practice. Such as an Interpreter, large print, easy read, Braille, an Advocate or Portable Hearing Induction Loop. Please provide the practice with advanced notice of your requirement, for this service may need to be booked. Your appointment time may be limited by the availability of this service.

Confidentiality - We provide a confidential service to all our patients including patients under the age of 16. If you wish to discuss something of a confidential nature with the surgery staff, please inform a member of staff.

Compliments, Complaints, Suggestions - This practice offers a complaints procedure, as part of the NHS system, for dealing with complaints about the service we provide. Please speak with our Reception Team, who will provide you with further information. The Practice Manager oversees all complaints. We attempt to resolve problems swiftly and take action as appropriate when we have failed to achieve the high standards we aim for. If you would like the NHS Complaints Advocacy Service (POhWER) to help you with a complaint, information about this service is available at the practice or from the Practice Manager.

Alternatively for help, advice, support, or information about local NHS Services in Nottinghamshire please contact the Patient Advice & Liaison Service (PALS), they can be contacted on 0800 028 3693, Option 2 or email: pet@nottinghammortheastccg.nhs.uk.

We are keen to know your views about the practice. We aim to continually improve the services we provide. From time to time, we will undertake surveys asking for your opinions. If you have any comments or suggestions, please speak with one of the administration team or place your comment in the suggestion box located in the main reception area.

Patient Participation Group - We would like to invite you to join our Patient Participation Group to give your views on our practice and how we can improve our services for patients. The Patient Participation Group meets regularly where opinions and suggestions are freely exchanged at these meetings. You can also use the group to disseminate information to our patients and we hope that

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you will feed back to us your ideas via the group. If you would like to join us, please contact the Reception Team to express an interest.

How we handle Data held by the Practice - All medical records are held securely and confidentially either on a computer and/or in paper form. Information may be recorded (i.e. telephone conversations) and it may be shared with others for the purpose of clinical audit (to monitor or improve health care). Any person having access to your data will be bound by patient confidentiality. We may request your specific consent to use personal information in research projects or other non-medical aspects of treatment (i.e. social care). If you do not wish your information/medical records to be accessed for such purpose, please inform a member of staff.

Access to Patient information - Information contained in your medical record is kept confidential at all times. Information is only ever disclosed to others for purposes related to your health or when you have given explicit permission. If you require access to your own medical records, please discuss this with the Practice Manager, where arrangements can be made including assistance with interpreting information held by us.

Summary Care Record - The Summary Care Record is an electronic record which will give healthcare staff faster, easier access to essential information about you, (this includes any medications you are taking, allergies you suffer from and any bad reactions to medicines that you have had) to help provide you with safe treatment when you need care in an emergency or when your GP Practice is closed. You can choose not to have a Summary Care Record, in which case you would need to fill an opt out form which is available by request at the main reception.

Sharing your Detailed Care Record - Your care record contains medical information recorded by health workers who have been involved in your care. This information could include: letters from the hospital, information about your visits, test results, medications, allergies and diagnoses. Information may have been added to your record at many different care locations. Sharing your record means that health workers will have your most up to date information. Detailed care record sharing is different from national sharing schemes such as the Summary Care Record and care data as these do not share the full record. To improve their care some patients may have their detailed care record shared automatically e.g., children 15 years and under. A patient information leaflet and to give consent - consent forms are available by request at the main reception. Further information is available at www.nhs.uk/caredata or by viewing an explanatory video on <https://vimeo.com/124915322>.

Care Data – How information about you helps us to provide better care - Confidential information from your medical records can be used by the NHS to improve services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number, but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have concerns or wish to prevent this from happening, please speak to practice staff or ask reception for a copy of the leaflet “How information about you helps us to provide better care”. More information can be found at www.nhs.uk/caredata

Carers - We are keen to help any patient registered with the practice who may be a carer or who has a carer, to assist them in accessing help and benefits that may be available to them or the person they care for. Please inform us if you are a carer or have a carer. Information for carers are available in the surgery or by speaking to one of the practice staff.

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Zero Tolerance Policy - We operate a zero tolerance policy against patients who are abusive or violent towards any practice member. We will not hesitate towards removing patients from the practice list who abuse this.

Miscellaneous Information - Details of primary medical services in the area may be obtained from:

ICB Nottingham and Nottinghamshire

Birch House

Southwell Road West

Mansfield

Nottinghamshire

NG21 OHJ

Telephone Number: 0300 300 1234

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