

ST PETER'S MEDICAL PRACTICE

PRACTICE

LEAFLET

*Chaucer House, Commercial Street, Mansfield, Notts
NG18 1EE*

TEL: 01623 422355

Out of hours emergency telephone number dial 111

November 2021 Review November 2022

Opening times

Monday, Tuesday, Thursday, Friday 8.30—6.30 pm

Wednesday 8.30—5.00 pm (every 4th Wednesday we will close at 12.00 noon, apart from the months of August and December)

Surgery times

Monday, Tuesday, Wednesday, Thursday and Friday Mornings 8.30—10.00 am

Monday, Tuesday, Thursday and Friday evenings 4.00 pm—6.00 pm

If you require an emergency appointment it would be appreciated if you rang reception before coming down to surgery.

Practice Staff

Dr Hamid Masud (male)

Marie Rowson Advance Nurse Practitioner

Practice Manager

Laurie Smith Practice Nurse

Donna Carr Healthcare Assistant

Linda Moore Data Quality/Summary Clerk

Julie Fell Receptionist

Angela Jackson Receptionist

Rosalind Murray Receptionist

Christie Mollatt Receptionist

Midwife

Requests for access to view medical records

Patients have a right to request access to view their medical records.

If you would like to view your medical records please ask to speak to the Practice Manager.

Carers

If you are a carer, or if you have a carer please let the reception know so we can with your permission add this to your medical records. Please see practice Carers notice board for further details. Carers Champion Linda Moore

Out of Hours

In the event that the surgery is closed you can seek advice by phoning NHS 111 for non-emergency symptoms, or by contacting your pharmacist. If these services suggest you need to seek urgent care then Primary Care 24, right next to Emergency Department at Kings Mill Hospital provides 24 hour walk in service. Out of hours is from when the GP surgery closes to the time it opens .

Comments / Suggestions / Complaints

We hope you are happy with our service but if you wish to make comments, suggestions or complaints, please contact Practice Manager. We have a Suggestion box available in the waiting area. Please see practice complaints leaflet for further details on how to complain and details of the Independent Conciliation and Advisory Service ICAS and Patient Advice and Liaison Service PALS

From time to time it is helpful for us to share information about your health and care requirements with other health organisations that are responsible for providing you with healthcare. Across Nottinghamshire we are introducing a new system called **MIG (Medical Interoperability Gateway)** which will enable us to share relevant medical information from your GP record with other healthcare professionals who are providing you with direct care. The MIG allows for relevant information to be viewed by other healthcare professionals, **however before your information is accessed you will be asked for your explicit consent. Examples of organisations that may access your GP health information include Out of Hours team and local A&E departments.** Sharing information in this way is designed to ensure that the healthcare professionals looking after you have the most relevant information to enable them to provide you with the most appropriate care. **The type of information shared is restricted and includes a summary of current problems, current medication, allergies, recent tests, diagnosis, procedures, investigations, risks and warnings—all this information is currently held in your GP system record.** Whenever a clinician from another healthcare organisation wishes to view your GP information via the MIG **they will always seek your permission before doing so, if you say No they will not be able to see any information from your GP record during the episode of care.** If you have any concerns about the sharing of your information, or do not want your information being made available via the MIG, then please speak to the Practice who can advise accordingly.

Appointments to see the Doctor

If you require a GP or nurse appointment please contact the surgery or book your appointment on-line via our website or the NHS App please ask reception for details. to do so. We would appreciate it if patients would not just turn up at the reception desk as it is not always possible to offer appointments there and then.

Patients are seen by appointment only. Our aim is for you to be seen by a doctor within 48 hrs to meet NHS guidelines whether your appointment is urgent or not.

Please telephone the practice at 8.30 am and you will be given an appointment that morning or be put through to a doctor or nurse who will give you advice over the telephone or ask you to attend the surgery.

Appointment duration is 10 minutes Appointments are for one person only. We aim to see you within 30 minutes of your appointment time, however, delays can occur, in particular, where a doctor is called out of surgery to attend an emergency visit.

If you are unable to keep your appointment please let us know as soon as possible so that it can be offered to someone else. It is your responsibility to cancel unwanted appointments.

If a patient wishes to speak to the doctor or nurse, we will book a telephone consultation slot for you and the doctor or nurse will contact you.

Clinic times for Sister Smith

Monday 8.30—11.45 2 pm—4.45 pm

Tuesday 8.30—11.45 1.15—2.00 pm

Wednesday 8.30—11.45 1.00—2.00 pm

Thursday 8.30—11.45 1.00—2.00 pm

Please enquire at reception for an appointment with Sister Smith. It would be helpful if we know the reason for the appointment so that the appropriate amount of time can be allocated.

Treatment room appointments available with Sister Smith for attention to dressings, removal of sutures ear syringing etc

As instructed by the doctor or hospital.

Phlebotomist will be available for blood tests please make an appointment at the reception desk.

Staff Training

The surgery will close at 12.00 noon on the 4th Wednesday of every month for team training except for August and December.

CCTV

This is located on the exterior of the premises and

Is for the purpose of crime prevention

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy.

We need to make sure that you know this is happen-ing and the choices you have.

**PLEASE TAKE TIME TO READ THE LEAFLET.
YOU NEED TO MAKE A CHOICE.**

How information about you helps us to provide better care.

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. It is important that we, the NHS, can use this information to plan and improve services for patients. We would like to link the information from all different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture.

This will allow us to compare the care you received in one area against the care you received in another, so we can see what has worked best.

Information such as your postcode, and NHS number, but not your name, will be used to link your records in a secure system, so your identity is protected.

Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure we provide the health care possible for everyone.

Referrals

Choose and book is a new service that allows you to choose where and when your first out-patient appointment takes place. You can book your initial appointment either at the surgery or later at home, after referral by your doctor.

Home Visits

Home visits are at the discretion of the doctor and are reserved for terminally ill patients, truly housebound patients, whose condition would deteriorate if they travelled to the surgery, patients in Nursing/Residential homes or those patients who are deemed by the doctor to be too ill to attend surgery.

To request a GP visit please ring between 8.30 and 10.00 am wherever possible where patient or relative has doubts, they should talk to a health care professional. Visit may be agreed.

Please help Receptionist

If you are given an emergency appointment at the end of surgery please appreciate that pre-booked appointments will be seen first.

Change of details

If you have a change of telephone number or address please let the reception staff know.

Cervical Smears

We recommend that all women 25-49 years of age have smears every three years. Those aged 50-64 should be every five years.

Repeat Prescriptions

Please allow 48 hours from ordering your prescription. You may request a repeat of your medication by phone between 2.00—4.00 Mon-Frid, see telephone/ number on front cover) or use your repeat order form you can now order your repeat prescription online via NHS App or our website . Every 6 months you will be asked to make an appointment with the doctor for a medication review. Electronic Prescription Service now available please ask your usual chemist or the reception staff for details.

About our services

We hold clinics for the management of selected long-term medical conditions including Asthma, Diabetes, Heart Disease (angina etc), High blood pressure, Hypothyroidism, Epilepsy, Chronic bronchitis/Emphysema, Stress disorders, Obesity and Smoking addictions.

Other clinics available -

Child immunisations, Travel health, Cytology and Well person, smoking cessation. For any of the above clinics please ring to make an appointment with Sister Smith.

Computer

A computer system is used by the practice for repeat prescriptions, compiling disease registers, cervical cytology and immunisation, etc.

All information is governed by strict laws of the Data Protection Act, Computer Misuse Act and longstanding traditions of medical confidentiality. Everyone working for the NHS has a

Sharing of Electronic Patient record

Today, records are kept in all the places where you receive healthcare. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down your treatment and mean information is hard to access.

Your care service, however, uses a unique computer system called SystmOne that allows the sharing of information of full electronic records across different healthcare care services. We are telling you about this as you register with a new NHS care service so that you can think about your choice.

Please see the leaflet available on the reception desk for further details. We will ask you to complete a form so we can record your consent or dissent to sharing of your electronic patient record.

Repeat Prescriptions , Make Appointments and view your Medical Record On-line

You can now order your repeat prescriptions and book appointments and view your medical record on-line through our website.

You will need to obtain your personal password from our receptionists, who will be happy to help you with any other queries.

Visit our website on www.stpetersmedicalpractice.co.uk and follow the instructions to order your repeat prescription, book an on-line appointment and view your summary care record once you have the password.

Named Accountable GP for all patients

You may be aware that all practices are required to provide all their patients with a named GP who will have overall responsibility for the care and support that our surgery provides to them.

As one of our patients, Dr H Masud will be your named GP. Dr Masud will have overall responsibility for the care and support that our surgery provides for you. This does not prevent you from seeing any GP in the practice as you currently do.

Travel vaccinations

If you require travel vaccinations you will need to have these done at least 4 weeks prior to travel. Please book in to see Sister Smith stating to the receptionist which country you are visiting.

Other Services Minor surgery and family planning.

Health for Teens www.healthforteens.co.uk

Antenatal and baby clinics -

Antenatal clinic is held on Friday morning by our practice midwife. Child Health clinic is held every Thursday at Titchfield and Oakham Children's Centre Princess Street, Mansfield. The times of the clinic are 1.00—2.30 pm

www.healthforkids.co.uk

Chaperones

If you require a chaperone for an intimate examination please see the receptionist. If at the time it is not possible we will arrange an appointment so that a member of staff is free to accompany you. This applies to male and female patients.

Disabled Access

A ramp is available for access to the surgery as well as disabled parking outside the main entrance. We have wheelchair height reception and hearing loop available. All our services are located on the ground floor.