

# A GUIDE TO OUR SERVICES

## **RADFORD MEDICAL PRACTICE**

**Radford Health Centre**

**Ilkeston Road**

**Radford**

**Nottingham**

**NG7 3GW**

**Telephone: (0115) 9792691**

**Fax: (0115) 9422619**

**[www.radfordmedicalpractice.co.uk](http://www.radfordmedicalpractice.co.uk)**

## **The Nottingham Trent University**

**Student Health Centre**

**Shakespeare Street**

**Nottingham**

**NG1 4FQ**

**Telephone: (0115) 8486481**

**Fax: (0115) 8484255**

**[www.ntu.ac.uk/sss/health](http://www.ntu.ac.uk/sss/health)**

### **Dr Kamlash Kaur (Female)**

MB ChB (Sheffield 1976)

DRCOG MRCGP M Med Sci FP Cert

(GMC 2310716)

### **Dr Richard Lonsdale (Male)**

MA MB BS (London 1982)

DCH FP Cert

(GMC 2619130)

### **Dr Fah-Onn Liau (Male)**

MB BCH (Cardiff 1982)

DPD MRCGP FP Cert

(GMC 2582555)

## **SURGERY RECEPTION**

Monday	8.30 am – 6.30 pm
Tuesday	8.30 am – 6.30 pm
Wednesday	8.30 am – 6.30 pm
Thursday	8.30 am – 1.30 pm
Friday	8.30 am – 6.30 pm

Telephone lines open at 8.00 am

The Practice is within the Nottingham City Primary  
Care Trust

## **WELCOME TO RADFORD MEDICAL PRACTICE**

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers and for patients needing minor surgery. We aim to treat patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to - our staff can be identified by their name badge. Details of all Practice staff can be obtained from our website.

We are a training Practice. This means hospital doctors wanting to enter general practice spend six months with us in order to gain the experience they need to become family doctors. If you would prefer that a trainee is not present during your consultation please let your doctor know.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access

them and some general information about how our Practice operates.

## **HOW TO REGISTER**

If you live in our Practice area (see map available at reception) and would like to register with us, please call into the surgery to complete a GMS1 registration form. If you have your current medical card it will make registration simpler but this is not essential.

As a patient you have the right to express your preferred Doctor. It is important to note however that you will be registering with the Practice rather than an individual doctor.

If you move outside the Practice boundary you are able to obtain information about doctors in your new area by contacting Nottingham City PCT at 1 Standard Court, Park Row, Nottingham NG1 6GN. Tel: 0115 8454545

## **PATIENT RESPONSIBILITIES**

It is the patient's responsibility to advise the Health Centre of any details concerning change of address, telephone number, medication etc. Please also inform the surgery if you are not able to keep an appointment – we may be able to offer it to another patient.

## **ZERO TOLERANCE POLICY**

The doctors and staff at the Practice will not accept any form of verbal or physical abuse. This could result in the patient being removed from our list.

## **ROUTINE APPOINTMENTS**

Please telephone the surgery on (0115) 9792691 to make an appointment.

If your condition is non-urgent, you can expect to see a doctor within two working days, though you may have to wait longer if you want to see a particular doctor. If you don't need an appointment within two working days, you also have the option to pre-book up to two weeks in advance if this is more convenient for you.

Nurses based in our Practice treat patients for a wide range of common conditions. Nurse appointments are expected to comply with access targets.

Tell us if you want someone to accompany you during an examination or if you require access to a private room to discuss any matters – we will make every effort to accommodate your request.

Let us know if more than one person in the family needs to be seen or if you need to discuss more than one complaint. We can offer you a longer appointment if necessary.

## **TELEPHONE CONSULTATION WITH A DOCTOR**

You can book to have a telephone consultation with a doctor. Your call will be logged and a doctor will ring you at a convenient time on the telephone number you have given.

### **YOU CAN HELP US BY**

- Being on time for your appointment
- Letting us know if you need to cancel

- Calling for a home visit or urgent appointment before 10.00 am
- Phoning for the results of tests after 2.00 pm Monday-Wednesday and Friday (our phones are closed from 12.30 pm on a Thursday).
- Only the patient phones for results of tests (we cannot give them to anyone else)

## **URGENT APPOINTMENTS**

If you have an urgent problem please telephone the surgery on (0115) 9792691. A nurse will triage (assess) your needs and, if considered urgent, will arrange a suitable appointment time.

## **EMERGENCIES**

Emergencies will be seen the same day either by the nurse or doctor. Advice and information can also be obtained from:

NHS Direct 0845 4647 – [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

They offer free expert health information and advice 24 hours a day.

For deaf people and those hard of hearing a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

A nurse led drop-in service offering health advice, information and treatment of minor ailments by experienced NHS nurses and health information advisors. It is open all year round at:

***The Walk in Centre***, London Road, Nottingham (next to the BBC)  
Tel: 0115 8440212 / 8440073 (please contact direct for current opening times).

### ***Accident and Emergency / 999***

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or phone 999.

### **APPOINTMENTS WITH THE DOCTOR**

Monday	9.30-11.40	4.30-6.10
Tuesday	9.30-11.40	4.30-6.10
Wednesday	9.30-11.40	4.30-6.10
Thursday	9.30-11.40	<b>closed</b>
Friday	9.30-11.40	4.30-6.10

### **APPOINTMENTS WITH THE NURSE**

Monday	8.30 - 5.00
Tuesday	11.30 - 6.30
Wednesday	8.30 - 6.30
Thursday	8.30 - 12.30
Friday	8.30 - 2.30

Our **PRACTICE NURSES** are available by appointment for the following services:

- Sexual Health & Contraception
  1. Morning after pill
  2. Repeat contraception prescriptions
  3. All other contraception / sexual health advice
- Blood pressure check
- Ear syringing

- Blood tests (if the Phlebotomist/HCA is unavailable)
- Preventive health measures
- Health promotion / education
- Cervical smears
- Breast examination advice
- Smoking cessation support
- Wound dressing
- Well person check
- Asthma assessment/clinic
- Vaccinations
- Dietary advice
- Suture removal
- Minor Surgery (referral from doctor)
- New patient registration check
- Spirometry
- Travel Advice
- Travel vaccinations (there may be a charge for some vaccinations – please ask to see our scale of fees)
- Yellow Fever vaccination – we are a Yellow Fever Centre and open to patients and non-patients (there is a charge for this vaccination)

Our **HEALTH CARE ASSISTANT** is available, by appointment, for the following services:

- Blood tests
- New patient registration checks
- Blood pressure checks
- Health promotion
- Weight clinic

Please ask for an appointment with our **PHLEBOTOMIST** if you require a blood test. A phlebotomist is available twice a week in the Practice.

## **HOME VISITS**

We would request patients make every effort to attend surgery if they are feeling unwell. However we do recognise that, in the event of serious illness which means your condition does not allow you to travel to the surgery; you may need to request the doctor to visit you at home.

If this is the case please phone 0115 9792691 before 10.30 a.m. and a nurse will assess your needs. Please let us know if your condition is urgent.

## **WHEN THE SURGERY IS CLOSED**

If you have an urgent problem that cannot wait until the surgery is open please telephone 0115 9792691 and your call will be diverted to our deputising service. Your needs will be assessed and you will be given advice or arrangements will be made for you to be seen by a healthcare professional.

### ***Other local NHS services***

As well as our Practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)

- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

### ***Remember***

- Keep the medicine chest in a secure, locked place out of reach of small children
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out of date medicines back to the Pharmacy

### ***Your Local Pharmacist***

Your local Pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many Pharmacies operate extended hours on a rota basis. Call NHS Direct on 0845 4647 for details

### ***Pharmacy First Scheme***

If you are exempt from prescription charges you will be able to get the same medicines the doctor would have prescribed free of charge for head lice, temperature/fever, sore throat, earache, teething pain and pain relief for toothache. To access the service go to your local Pharmacy First pharmacist (look out for posters, leaflets and window stickers for your nearest one).

## **PRESCRIPTIONS**

Repeat prescriptions can be ordered by letter, enclosing a stamped addressed envelope, or in person. Please allow 48 hours before collection. We are not able to take repeat prescriptions over the telephone.

Please ask at reception for details about repeat dispensing prescriptions and Pharmacy collection – for patients who are exempt from payment for prescriptions only.

## **SPECIAL SERVICES AND CLINICS**

We run a range of clinics (see below). For an appointment for any special services listed or further details, please call 0115 9792691.

- **Sexual health and contraception advice** – the Practice operates a fully comprehensive service
- **Asthma clinic** – for routine asthma checks/ support please ask to see the Practice Nurse who specialises in asthma care
- **Minor surgery** – minor operations can be carried out at Radford Health Centre on a Monday morning (please discuss with your doctor first)
- **Counselling** services – please ask for a referral from your doctor
- **Diabetic clinic** – this is held on a Wednesday morning at Radford Health Centre.
- **Ante Natal clinic** – this is held on a Friday afternoon at Radford Health Centre for expectant mothers and partners. If you become pregnant, you will be given a “booking appointment” at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the Practice by the doctor/midwife or at the local hospital, or both.
- **Child Health surveillance and immunisation clinic** – this is held every Tuesday – **appointments required for immunisations** – the clinic is held between 1.30 pm – 3.00 pm for baby checks, developmental assessments and immunisations. A Doctor, Health Visitor and Practice Nurse are usually available to answer any queries.
- **Health check** – if you are between 16-74 years and have not been seen in the last 3 years or if you are over the age of 75 and have not been seen within the last year and wish to have a

basic health check please book an appointment with the Health Care Assistant or Practice Nurse.

- **Stopping Smoking** – run by NEW LEAF at Radford Health Centre. Please phone 0115 9349526 for an appointment.
- **Other Health care services** not available at the Practice are provided by Nottingham City Primary Care Trust. Telephone: 0115 9123344 for details.
- **Travel Health** – please speak to one of the Practice Nurses before you travel. You may require vaccination depending on the country you are visiting.

### **EMPLOYMENT AND INSURANCE MEDICALS**

The doctors are available to carry out these medicals by special appointment. Please ask for details of our charges for these non-NHS services.

### **SPECIALIST AND HOSPITAL CARE**

If the doctor believes you need hospital treatment or specialist care elsewhere, he/she will ask you where and when you would like to go. Your appointment may be booked electronically while you wait or by the secretary some time after your consultation (usually within seven days).

If you would prefer to have some time to think before deciding where and when you wish to have treatment, you will be offered the option of calling the Practice later and the secretary will be able to book your appointment at that time.

### **DISABLED ACCESS**

There is a disabled access ramp at the Health Centre. There are 3 disabled car parking spaces at the premises.

## **HEARING LOOP**

Is available at the Health Centre – please enquire at reception.

## **INTERPRETERS**

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know, in advance, if you need this service or when booking an appointment.

## **ACCESS TO MEDICAL RECORDS**

The access to Health records Act 1990 gave individuals the right of access, subject to certain expectations, to health information recorded about themselves within manual records. If you require access to your medical records please ask to speak to the Practice Manager who will issue you with a form for this purpose. There is a charge for this service.

## **PATIENT CONFIDENTIALITY**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you e.g. hospital, Social Services or Health Authority can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care confidentially or by removing identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your

information or you would like to see your records, please call our Practice Manager, on 0115 9792691.

## **PRACTICE CHARTER**

Please ask for a copy of the Practice Charter or visit our website at [www.radfordmedicalpractice.co.uk](http://www.radfordmedicalpractice.co.uk) to download a copy.

## **COMPLIMENTS/COMPLAINTS/SUGGESTIONS**

Our Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. We always strive to improve and enhance our service to you.

Please ask to see the Practice Manager in the first instance who will be happy to help. In the majority of cases, concerns can be resolved quite easily. There is also a suggestion box on the premises for you to post your suggestion anonymously if you wish.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager, Nottingham City Primary Care Trust (PCT), 1 Standard Court, Park Row, Nottingham NG1 6GN. Tel: 0115 9123344.

The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, Tel: 0115 9123344 or ask at reception for a leaflet.

## **PATIENT PARTICIPATION GROUP**

This is a selection of patients and Practice staff who meet at regular intervals to decide ways of making a positive contribution

to the services and facilities provided by the Practice to its patients.

If you would like to join this informal group which meets on a Thursday at 2.00 pm please speak to one of the Practice staff or contact the Practice Manager for more information or see our patient notice board.

### **YOUR LOCAL PRIMARY CARE TRUST (PCT)**

The area serviced by the Practice is in the district covered by Nottingham City PCT. The PCT is responsible for ensuring you get all the services you need. For details, look at Your PCT Guide to Primary Care Services at [www.nottinghamcitypct.nhs.uk](http://www.nottinghamcitypct.nhs.uk), or get the information you need at [www.nhs.uk](http://www.nhs.uk). The PCT also produces Your Guide to Local Health Services at:

Nottingham City PCT

1 Standard Court  
Park Row  
Nottingham  
NG1 6GN

Telephone: 0115 8454545

## USEFUL TELEPHONE NUMBERS

NHS Direct	0845 4647
Radford Medical Practice	0115 9792691
Radford Health Centre	0115 9420360
QMC/University Hospital	0115 9249924
Nottingham City Hospital	0115 9691169
AIDS helpline	01872 242520
Alcoholics Anonymous	0115 9417100
Alcohol Problem Advisory Services	0115 9414747
Rape Crisis Centre	0115 9410440
Samaritans	0115 9411111
Sexually Transmitted Diseases clinic:	
G.U. Clinic City Hospital (female)	0115 9427747
G.U. Clinic City Hospital (male)	0115 9627745
Teenage Health Clinic	
Victoria Health Centre	0115 9509151
Radford Sexual Health Clinic	0115 9420360
Women's Centre	0115 9470230
Women's Aid	0115 9410457
New Leaf Smoking Cessation Clinic	0115 9349526
Domestic Violence Helpline	0808 8000340

**This leaflet can also be made available on request in Braille, on audiocassette tape, on disk, in large print or in a translated condensed version.**

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