

# COLLEGE STREET MEDICAL PRACTICE

*“We aim to improve our patient experience, wellbeing and treatment by providing safe and effective care in a non-judgemental way.*

*We continuously strive to communicate effectively to encourage openness and transparency throughout our patients care”.*

**Updated October 2022**

We pride ourselves on being a small and friendly Practice. We aim to give you the best possible standard of care. Your treatment will be given after discussion and consent by yourself by the most appropriately qualified member of the team. It is important that you understand all the information offered to you, so if in doubt, please ask.

We offer a wide variety of services within normal surgery times. These include: chronic disease management (diabetes, respiratory disease & heart disease), contraception, including coil and implants, minor surgery, joint injections, INR (warfarin monitoring), smears, holiday and routine immunisations, antenatal and postnatal clinics and NHS health checks.

We are supported in the community by Erewash Health, Derbyshire Health United, District Nurses, Macmillan Nursing and a Health Visiting team who will treat or visit patients in the community if necessary.

This leaflet provides a brief outline of our Practice, if you require any other information, please telephone our Reception team on 0115 9734502 or [admin.collegestreet@nhs.net](mailto:admin.collegestreet@nhs.net)

If you are wishing to join our Practice please collect a registration pack from reception, complete and return to the Practice. In order to process the paperwork of registering new patients please allow 7 to 10 days, although as soon as the process has been completed you will receive a welcome text from the Practice. We are happy to register patients who live within the NG10 postcode, as this forms part of our boundary limits

We look forward to a long and healthy relationship with you.

## Surgery opening hours:

**Monday 8am – 6.30pm**

**Tuesday 8am – 6.30pm**

**Wednesday 8am – 6.30pm**

(The Practice is usually closed from 1.30pm on the 2<sup>nd</sup> Wednesday of the month, this is for staff training)

**Thursday 8am – 6.30pm**

**Friday 8am – 6.30pm**

Should you require urgent medical advice or attention outside normal opening hours please contact NHS 111

## Staff:

**Practice Manager:**

Helen Millward

**Assistant Practice Manager:**

Helen Chadwick

**Doctors:**

Dr S Ramchandran –  
Senior Partner/ Registrar trainer  
Dr T Whala – Registrar trainer  
Dr F Abdillahi  
Dr K Taylor

**GP Registrar:**

Various registrars are training at the Practice throughout the year, who are with the Practice for 4 or 12 months

**Advanced Nurse Practitioner:**

Helen White – Nurse Partner

**Nurse Specialist:**

Jan Hoggan

**Practice Nurse:**

Julie Walker  
Andrea Bucknall  
Jan Hoggan

**Healthcare Assistant:**

Hazel Wainwright

**Medical Secretarial team:**

Emma, Stephanie

**Reception team:**

Alison, Anne, Nadine, Sue and Tracey

**Admin support:**

Jill

**Parking:**

Parking is available but unfortunately, this is limited. Disabled parking available, again, this is limited.

<b>Training:</b>	To help with the education of future Doctors we are linked to both Derby and Nottingham Hospitals training programme. We therefore may have medical students in the surgery from time to time. You will be informed on arrival if this is the case. If you do not wish to have the student present during your consultation please let Reception or the Doctor know. We also have GP Registrars working with us for periods of six to twelve months whilst completing their GP training. Occasionally a consultation may be recorded on video, but only with the patient's consent. These recordings are strictly confidential and seen on by Doctors involved in training and are erased afterwards.
<b>Access:</b>	To comply with The Disability Access Regulations all of our consulting rooms are located on the ground floor for ease of access for patients. We have a portable Induction Loop System available for patients with hearing difficulties; please ask the Receptionist for more details or to use the Induction Loop.
<b>Promote Practice Facilities:</b>	On request registered patients can have access to book, view, amend, cancel and print appointments on line. Order repeat prescriptions, view and print a list of medication. Should you require access to your medical notes we ask that you make a formal request in writing to the Practice who will process your request in a timely manner
<b>Appointments and Non-attendance:</b>	<p>We operate an appointment system and ask for your co-operation by attending at your given time. Every effort will be made for you to be seen at the time stated, but sometimes, emergencies do arise. If you are unable to attend your appointment, please inform Reception as soon as possible so this appointment can be offered to other patients.</p> <p>Same day appointments are available to patients who feel they need to be seen as a matter of urgency. These appointments are booked with the Erewash Health on day service, based at Long Eaton Health Centre; appointments will be booked in time order.</p> <p>Routine appointments to see a Doctor become available every morning at 8am for the following working day or up to two weeks in advance, although these appointments are limited.</p> <p>Practice Nurse and Health Care Assistant appointments can be made routinely up to four weeks in advance.</p> <p>The demand for appointments outweighs the availability therefore it is important if you are unable to attend any appointment that you contact the Practice to cancel. Continuous non attendance may result in you being removed from our Practice list</p>
<b>Home Visits:</b>	Home visits are for patients who, because of illness or infirmity cannot access the surgery, home visits must be requested before 11.30am. Please give the Receptionist an indication of the problem and a contact number.

**Repeat Prescriptions:** We use the Electronic Prescription Service; the Practice encourages patients with repeat prescriptions to use this service; please see your Pharmacy for details of how to register.

To avoid mistakes, we do not take prescription requests over the telephone at the practice, but we do encourage patients to use the Medicines Order Line service, which is a service provided on behalf of Derby and Derbyshire CCG; simply call the telephone order line on **0115 8550260 between 9am and 4pm**; your call will be answered by a dedicated, experienced, and fully trained call handler who will have access to your medical record in order to process your prescription request. Your prescription request is then authorised by your usual GP and will then be sent to a pharmacy of your choice within two working days. Your personal information is secure and confidential in line with the Data Protection Act 1998.

If you do not wish to use this service, you can request your repeat medication either in surgery, via a verified email address, via an online Systmone account or by post.

**Test results:** Please telephone for test results between 12pm and 2pm when our telephone lines are less busy. It is Practice policy that results should only be given to the patient themselves except in the case of children. Please ensure any specimens requested by the Doctor are brought to Reception before 12pm as they are transported to the hospital the same day.

**Travel Vaccinations:** For vaccinations or advice, please make an appointment with the Practice Nurse at least 6 weeks before you travel. Many vaccinations are free of charge, but some vaccinations and all malaria prevention treatments do incur a fee. Please ask the Nurse for further details.

**Change of details:** If you move home or change telephone number, please inform the Receptionist as soon as possible. The Receptionist will be able to tell you if your new address is still within the Practice catchment area.

**Zero Tolerance:** The Practice supports the Government's NHS zero tolerance zone campaign. Violence and abuse is a growing concern. Practice staff have the right to care for others without the fear of being attacked or abused. Violent patients will be reported to the Police and removed from the Practice list. We ask that you treat the Practice staff properly, without violence or abuse. All incoming and outgoing telephone calls may be recorded for training and monitoring purposes.

**Non NHS services:** Like other professionals, your Doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to non-NHS organisations, e.g. leisure centres, school/college and work places. Please see the notice board in Reception for a list of these together with the charges payable or ask one of the medical secretaries for further information as different charges do apply

## Comments and Complaints:

We aim to provide a high quality service and we are always interested to hear any comments, complaints or observations you have so that we can act upon them and improve the service we give. We hope that most problems can be sorted out easily and quickly, preferably at the time they occur. If your problem cannot be sorted out this way and you wish to make a complaint we would like you to let us know as soon as possible, in the first instance please speak to a senior member of staff who will be happy to assist you. We operate a Practice complaints procedure and details of this are available from the Practice Manager. Complaints packs are available from the Reception desk. We hope that, if you have a problem you will use our complaints procedure; we believe that this will give us the best opportunity of putting right whatever has gone wrong and an opportunity for us to improve our Practice.

## Patient Participation Group:

The Practice has a small group of patients who meet on the 1<sup>st</sup> Saturday of every second month. The meetings run from 10am to 12pm. All patients are welcome to attend to share their views and suggestions. Please ask at Reception for further details.

## Useful Telephone Numbers

Citizens Advice .....	0808 2787954
Childline.....	0800 1111
Ilkeston Community Hospital.....	0115 9305522
London road Community Hospital .....	013320347141
Long Eaton Health Centre.....	0115 8554000
Nottingham City Hospital.....	0115 9691169
Nottingham Queens Medical Centre .....	0115 9249924
Royal Derby Hospital .....	01332 783111
Samaritans.....	0845 7909090
Social Services Derbyshire.....	0845 6058058
Social Services Nottingham .....	0845 9808080