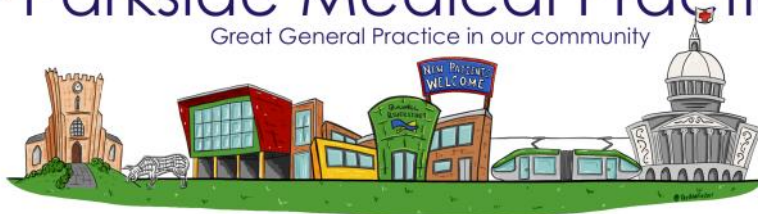


Parkside Medical Practice

Great General Practice in our community



Welcome to our medical practice. We hope that this leaflet will give you all the information you need to know about us and the services we offer. If you have any questions that are not answered by this leaflet please feel free to ask a member of our team or look on our website www.parksidemedicalpractice.co.uk

Our Practice is based in modern, purpose built premises in the heart of Bulwell, just minutes walk from both local bus and tram stops, as well as Bulwell train station. We share our premises with Bulwell library, a café and a wide range of community and social service teams.



Opening Times

Monday	8am-6.30pm
Tuesday	7am-6.30pm*
Wednesday	8am-7.30pm*
Thursday	8am-6.30pm
Friday	8am-6.30pm
Saturday & Sunday Closed	
* phones open 8am-6.30pm	

✉ Parkside Medical Practice
Bulwell Riverside
Main Street
Bulwell

☎ 0115 927 9119

Listen

Care

Innovate

Collaborate

Meet our Clinical Team



Dr Deolkar, Senior GP Partner, M.B.B.S, (India 1993), D.R.C.O.G.

Dr Deolkar has worked in Bulwell for over 15 years. She has an interest in dermatology and minor surgery. Dr Deolkar is the Practice Research and Safeguarding Lead and runs our vulnerable adult and child patient MDTs.



Dr Andrew Foster, GP Partner, MRCGP 2010 Birmingham, BMBS 2005 Nottingham, BMedSci, DCH

Dr Foster has been a GP Partner at the practice since 2011. He studied at Nottingham University and completed his GP training in Birmingham. He enjoys supporting his colleagues and is a Director of Nottingham City General Practice Alliance.



Benjamin Moorhouse, Advanced Nurse Practitioner Partner

Ben is an Advanced Nurse Practitioner with significant clinic experience in Primary, Urgent and Emergency care, with a Master's Degree in Advancing Professional Practice from Sheffield Hallam University. In recent years he has also worked in clinical governance and quality roles at a national level.

Dr James Waldron, GP

Dr Amit Savjani, GP

Andrew McGregor, Advanced Nurse Practitioner

Jo Booth, Nurse Prescriber

Jo leads our diabetic care. Jo is able to provide a full range of Practice Nurse services. She is able to prescribe medication, assess minor illnesses and review long term conditions.

Elaine Webb, Practice Nurse

Elaine leads the management of our patients with long term respiratory problems. Elaine also manages other long term conditions and provides a full range of Practice Nurse services.

Ellie Blake, Health Care Assistant

Ellie is able to perform a range of activities including blood taking and ECGs. Ellie plays a key role in managing our long term conditions.

Our wider practice team

Our clinicians are supported by a highly skilled and professional administrative team including Business and Quality Manager, Deputy Practice Manager, Secretaries, Receptionists and Administrators.

Our Clinics

Cervical Screening	With our highly experienced practice nurses
Health Care Assistant	Health Care Assistant Clinics Blood pressure checks Well person screening Information on health, weight and exercise ECG recordings Long term condition reviews
Minor Surgery	Minor surgery undertaken by Dr Deolkar and Mr Moorhouse Joint injections undertaken by a number of the clinicians
Nurse	Long term condition appointments, including asthma, COPD, Blood Pressure and Diabetes Dressings, wound care and removal of stitches
Travel	Run by our nursing team, please enquire with reception before booking
Phlebotomy	Blood tests once requested by a clinician
Doctor & ANP	All other medical matters

When the surgery is closed

If you or your family need urgent medical care when the surgery is closed, but it's not a 999 emergency, you can call 111 & you will be directed straight away to the local services that can help you best. Calls from landlines and mobiles to the 111 service are all free of charge.



Registering with us

If you wish to register with the practice, please complete the registration form (available from reception or to download from our website) and bring this along to our reception team, along with two forms of ID. If you are unable to provide two forms of ID please do not hesitate to discuss this with the team.



Please see details of our catchment area on the back of this leaflet.

Our Clinics

We offer a wide range of GP, Advanced Nurse Practitioner, Practice Nurse and Health Care Assistant appointments; these are mostly face to face in the surgery, but we also offer a number of telephone appointments too. We regularly monitor appointment utilisation and offer a mixture of advanced booking, 3 day pre-bookable and on the day appointments. These can be booked



Online via our website and the NHS App - account required



Calling the surgery during our opening hours



Face to face at our reception desk

When booking appointments it is really helpful to provide brief details of what the appointment is for - this helps us to ensure that you are seen by the right member of the team and that the right length of appointment is booked. All information provided is treated as strictly confidential.

Evening and weekend GP appointments now available

Patients registered at GP practices in the city can now access additional routine appointments

Contact your GP practice to book

Find out more at nccgpa.org.uk/gpplus

Home visits

If you are too unwell to attend surgery, it may be possible to arrange a home visit. Home visits are normally only possible in cases where patients are genuinely housebound and will always be triaged by the duty clinician before being undertaken. In order to request a home visit you must contact the surgery before 11am.

I no longer need my appointment...

If you no longer need your appointment, please let us know as soon as possible; by phone, online or by SMS, so that we can offer the appointment to someone else who needs to see one of our team. Missed appointments result in patients having to wait longer to make an appointment!

Chaperones

Sometimes it may be necessary for our doctors and nurses to perform examinations and procedures that are invasive, intimate or sensitive in nature as part of your care. Chaperones are used to

- Ensure your **privacy and dignity** are protected
- Ensure you **understand** all the information given to you
- Provide **support** and **reassurance**
- **Protect** the healthcare professional

If you would like to have a chaperone present during any of these examinations or procedures please ask and one will be provided.

Confidentiality & data protection

We need to hold personal information about you to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. **Please help to keep your record up to date by informing us of any changes to your circumstances.**

Clinicians and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details.

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.





Comments, suggestions & complaints

We aim to provide the highest standards of care; but we also recognise that things don't always go as planned. Because of this, feedback, both negative and positive, is important to us. Most concerns can be sorted out quickly and easily at the time that they arise with the person concerned, and this may be the approach you try first.

If you have a problem or complaint that you feel has not been resolved and you remain dissatisfied, please contact our Practice Manager.

Electronic prescriptions

Alongside the rest of the NHS, we actively encourage patients to have their prescriptions sent electronically to a nominated pharmacy. This improves safety, reduces paper use and speeds up the repeat prescription process.



Fit to work certificate (sick notes)



You are able to self certify for the first 7 consecutive days away from work due to illness or injury; the NHS does not normally issue certificates to cover this. If you are away from work for longer than this, you will need to be seen by a doctor. If you require further certificates or a copy please contact reception; an appointment may need to be arranged.

Interpreting services

If your first language is not English, please let the reception team know and we can arrange for an interpreter to be present for your consultation.



Named GP

All of our patients have a named allocated GP who holds overall responsibility for your care; however, you are still able to see any member of the clinical team. Please ask reception if you are unsure who your named GP is.



Non-NHS services

Some services are not funded by the NHS and as such will incur a fee. Where such work is required, we will inform you of the fee and require payment before work is started. Examples of this sort of work includes

- Writing letters of support / private sick notes
- Medicals for taxi / HGV / fostering purposes
- Completing insurance and other reports

Please speak to a member of the team for more information and our current schedule of charges

Patient behaviour

We aim to treat all patients with dignity and respect. We therefore also expect all patients to treat the practice team in the same way.

As such, we operate a zero tolerance policy with regards to threatening, abusive and violent behaviour against any of our team, patients or visitors. Where we deem behaviour to be unacceptable, we reserve the right to remove patients from our list and / or refer the matter to the police.

Online services

We are able to offer an online account to patients. Having an online account means that you will be able to

- Book appointments
- Request repeat prescriptions
- Cancel unneeded appointments
- View a summary of your medical record

Please speak to our reception team for more information.

Patient Participation Group



We have an active Patient Participation Group (PPG) that meets quarterly within the surgery. All patients are welcome to attend and hear about what is happening within the surgery and the wider NHS. This also provides an opportunity to feedback your views on the service we provide and how things could be improved.

Keep a look out for details of our next PPG meeting in the waiting room and on our website. Alternatively, why not sign up to our PPG mailing list on our website?

Patients with specific needs

All our consulting rooms are accessible to patients using a wheelchair. In addition to this, we have a number of parking spaces for disabled patients. Lift access to the practice, based on the 1st floor of the Riverside Health Centre building, can be found near the main entrance. There is also disabled toilet access on both the ground floor and 1st floor.

Repeat prescriptions

Requests for repeat prescriptions should be made

- **Online** using our website or the NHS App
- By putting your repeat request in the **drop off box** in reception or near the building help desk
- **By post** using the right hand part of your previous prescription
- **At reception** by completing one of the request slips

Unfortunately in order to maintain clinical safety, we are not able to accept requests for repeat prescriptions by telephone.

Please help us to help you and sustain the NHS for the future by

- Taking responsibility for ordering your repeat medication before it runs out, **allowing 48 hours for your request to be processed**
- **Only ordering the medications that you require** - let us know if you have lots left at home
- **Not requesting medicines that are available to purchase over the counter** unless a clinician has recommended them as part of the management of a long term condition.

Temporary residents

If a relative or friend requires medical attention while staying with you, we can treat them as a temporary resident. Please discuss this with our reception team, who will ask that a temporary resident registration form is completed before the appointment starts.

Training

The practice is actively involved in training the next generation of health care professionals. This means that from time to time you may be seen by a medical or nursing student alongside your regular clinician. This is a vital part of their training, during which they are supervised by an appropriate doctor or nurse.



If you would prefer to be seen without a student being present, please let either reception or your clinician know. It is your right to refuse to have a student present and it will not affect your treatment or care in any way.

Waiting times

We take every effort to make sure that our surgeries run on time.

However, there will be some instances where this is not possible due to emergencies that arise during the day or when patients genuinely need longer than their booked time. We therefore ask for your patience and understanding should this happen - there may be a time when you or a family member require this additional time too.



In order to help, we ask that you arrive on time for your appointment and that you let us know, with as much notice as possible, if you no longer require to be seen.

Don't know where to go or who to see?



...could you skip the surgery and
treat yourself?

...is there another service you
could use, rather than your GP?



*For information on community services and self-care in
Nottingham City visit:*

www.signpostinghealth.com

**Get the best help,
first time.**

 Nottingham City
General Practice
Alliance



Parkside medical practice is in the area covered by Nottingham City Clinical Commissioning Group (CCG). You can contact the CCG by

☎ 0115 845 45 45 (or via the Patient Experience Team on 0800 183 0456)

✉ 1 Standard Court, Park Row, Nottingham, NG1 6GN


Nottingham City
Clinical Commissioning Group
