

Queens Bower Surgery

Dr Tarun Arya MB.BChir (Cantab),MRCS

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Queens Bower Surgery

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This booklet has been produced to help you understand the services available from the surgery. Please read it and keep it in a safe place for future reference. The practice is affiliated to NHS Nottingham City CCG.

THE PRACTICE TEAM

You are registered with Dr Tarun Arya who is the principal GP and does most of the surgeries. Dr Arya is assisted by regular locum GPs. The doctors are assisted by other members of the practice team including receptionists who help to keep the practice running smoothly. Queens Bower Surgery will, as will all providers in the NHS, all keep information about you confidential.

We have two practice nurses Tracy Nelmes and Carol Needham (SRNs) who are nurse prescribers who can see you for health checks as well as minor illness and infections. We are trying to get other services into the practice to improve care to our patients. At present this includes a specialist diabetic nurse.

Your named GP is Dr Tarun Arya. This does not mean that you cannot see the GPs. We work together as a team.

If you require a female doctor or a chaperone please ask when you make your appointment. We will try and accommodate your requests at a time convenient to you.

ATTACHED STAFF

The **Midwife** provides services during pregnancy (including antenatal care and also visits after the baby is born). The **Health Visitor** provides health care checks as well as advice in baby clinic at South Glade Access Centre. This is for children usually up to the age of five. The school nurses provide support to children above this age. The **District Nurses** care for our housebound patients. **Community Matrons** look after patients with long term serious illnesses within their set criteria.

CONTACT DETAILS

Please keep your contact details up to date. This includes your address and mobile phone number.

If you move home, please let the reception know your new address as soon as possible. This is important if we or the hospital need to contact you. It may be that you are no longer in the practice area.

We may use text messaging to remind you of appointments, to advise you of referrals as well as blood results, so please keep your number up to date and your phone secure. We may also use it for the promotion of our services and health messages. E.g. flu jabs. We may also use it instead of paper forms for blood tests and to advise you of recalls. It is vitally important to have the right address especially for referrals, or for the emergency services.

SURGERY RECEPTION HOURS

The surgery reception is normally open from 8.30am – 6.30pm Monday to Friday (excluding Thursday when surgery is open between 8.30am and 12.30pm).

Emergencies outside these hours will need to go to the out-of-hours services. The answering machine guides you to using 111 for all calls after 6.30pm, or at weekends or during bank holidays. On weekdays where the surgery may be closed for training or on Thursday please ring our out of hours GP service (NEMS) the telephone number is available on the answer phone (0115 8462380) until 6.30pm after which 111 triages the calls.

HOW TO MAKE AN APPOINTMENT TO SEE THE DOCTOR

Please telephone or call at the surgery to **make an appointment**. Wherever possible, **please ring before 10am** and you will be given an appointment normally for that or the following surgery. If you wish to make an appointment for a specific doctor please make the request when booking the appointment. It may not always be possible to see a particular doctor especially in an emergency.

If your condition is urgent you will be seen on the same day.

Please arrive on time or cancel your appointment if you cannot keep it so that we may offer it to someone else. You will be seen as near as possible to your appointment time. At busy times of the year you may have to wait longer than usual.

Please also bear in mind that appointments are booked for ten minute periods (as most GP surgeries) and that if you have many problems these may need to be dealt with over one or more appointments. If you need to ring for phone advice please ring between 10 am – 11.30 am.

PLEASE NOTE that you can register to book appointments over the internet, as well as request prescriptions. In time various access to other information sources will also be made available.

Other Requests

Please ring for **routine enquiries** e.g. test results etc. between **11 am and 12 noon** to help keep the telephone line free for more urgent calls.

PRACTICE CONSULTATION TIMES

By appointment only

Monday			
	Normal Surgery	9.00 – 11.00am	4 - 6pm
Tuesday			
	Normal Surgery	9.00 – 11.00am	4 – 6pm
Wednesday			
	Normal Surgery	9.00 – 11.00am	4 – 6pm
Thursday			
	Normal Surgery	9.00 – 11.00am	
Friday			
	Normal Surgery	9.00 – 11.00am	4 – 6pm

Please note that due to the use of locums the surgery appointment times may vary from this but will generally include these times.

OUT OF HOURS COVER

If you are in need of emergency treatment from a hospital, please call 999 for an ambulance.

NHS Direct has been replaced by 111 for the purposes medical enquiries and out of hours call handling.

A doctor is always available but will only be called out of hours for an **urgent** problem which cannot wait until the next surgery. Out of hours please ring **111**. 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.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to [A&E](#) or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

Or visit the **NHS Urgent Care Centre** on London Road (next to the BBC), a nurse-led drop-in service offering health advice, information and treatment of minor ailments as well as dressings by experienced NHS nurses and health information advisors supported by a GP. This now has x-ray facilities and can treat minor injuries.. **Telephone : 0115-8440212**

Your local pharmacy can also offer you advice, and treatment for a range of minor ailments. Under **Pharmacy First Scheme** if you are exempt from prescription charges you will be able to get the same medicines the GP 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).

Please use your dentist for dental pain or dental abscess.

HOME VISITS

Wherever possible, patients should make every attempt to attend surgery but if you are seriously ill or disabled, the doctor will visit you at home. Please **ring the surgery, before 10.30am** if possible, and be prepared to answer a few questions to help the doctor assess how urgent the visit is.

REPEAT PRESCRIPTIONS

Some patients requiring long-term medication may be given a repeat prescription without having to see the doctor. If so, **you will need to use the right hand side of the repeat prescription and tick the medications needed**. Please use this rather than writing down the medicine names as drugs may have several names which may cause confusion. Please post or hand in your card and your prescription will be ready for collection within 2 working days. If you would like your prescription posted to you, please supply a stamped, self-addressed envelope.

Alternatively

Please note we offer internet requests for repeat prescriptions. If you are interested in this please mention it to reception and they will setup security for you. This will save you having to come in to surgery to put in your request.

We, like many practices, DO NOT TAKE PHONE REQUESTS FOR MEDICATION. This is due to various safety issues. Medicines may have many names and this may cause confusion as well as drug errors.

It also takes up significant time preventing callers getting through.

Please do not request medication if it is not on your repeat. Please also check what you need and what is requested is correct if you are using your chemist to order your medicines.

In future the prescriptions will also be sent electronically to your preferred provider..

Repeat prescription may only **exceptionally** be requested by telephone if there is a good reason that it is not possible to bring or post the script to the surgery. This will be at the discretion of the doctor. If this is so, please state the patient's name, medication(s) and dosages from the right hand side of the repeat prescription. This saves much time and is safer as medications have more than one name.

Medication reviews

To this end, medication reviews are extremely important to ensure that your medicines are being taken properly, tolerated, working and not doing you harm and may involve doing blood tests or other assessments. Medication reviews are important in ensuring that you health is maintained / improved.

It is your responsibility to come for reviews.

If the hospital changes your medication, please inform your doctor.

GENERAL MEDICAL SERVICES PROVIDED

By appointment only

Immunisation Clinic

For immunisation against Whooping cough, Diptheria, Tetanus, Polio, Measles, Mumps, Rubella, Meningitis and HIB.

For immunisations for travelling abroad e.g. Typhoid, Tetanus, Polio and Hepatitis, Influenza and Pneumonia vaccinations please make an appointment during normal surgery hours.

Anticoagulation Services

Blood is taken for the monitoring of warfarin. The hospital advise of the dosage from the result.

Antenatal/Postnatal Clinics

Held with the doctor for the care of pregnant women and nursing mothers.

Child Health Surveillance & Immunisations

Please attend baby clinic.

Well Women Services

For contraceptive services (including general advice, and various treatments including I.U.C.D. checking); cervical smear tests; breast screening (including guidance on self-examination) and pre pregnancy care, please make an appointment during normal surgery hours to see the staff. Please also use the www.stmarysmedical.co.uk website for further information.'

Asthma/Diabetes Care

Please make an appointment, during normal surgery hours for the advice and care of your asthma, copd or diabetes. Blood tests, urine tests, blood pressure and eye screening should normally be done at least yearly in diabetics. The latter is done by Nottingham University Hospitals who run the retinal screening programme.

General Health Advice

Please make an appointment to see the nurse or doctor for advice on how to **stop smoking**, lose weight or/and reduce your alcohol intake and to check your blood pressure. If you wish to have help quitting smoking please contact the surgery or New Leaf on 0800 561 2121.

GENERAL INFORMATION

Carers

A carer looks after a friend, relative or disabled child who needs support to live at home. A carer can be a child. Please talk to reception to access more information or the nurses or GPs to access information or seek help.

Disabled Access

The main entrance has a ramp for wheelchair access.

The surgery and toilet are designed to allow easy wheelchair access.

A hearing loop is available for patients who have hearing loss. Letters and other practice information is available in large print if required. A BSL interpreter is available if required. Please let us know if you need additional help using our services.

Temporary Residents

You are able to contact a doctor anywhere in the UK if you are away from home and in need of medical attention. Simply ask to see a doctor at the nearest surgery as a temporary resident.

Your doctor will be happy to see any friend or relatives staying with you if they need medical attention as a temporary resident.

Interpreting Services

If you need an interpreter please let us know when an appointment is booked.

Non-NHS Services

Your doctor also provides certain private services such as medical certificates, medical examinations (e.g. for insurance companies, taxi and hgv medicals) and reports for which a fee will be charged. Ask at reception for further details.

Teaching

This practice is not a teaching practice at present.

DATA PROTECTION

- The surgery uses computers to manage the day to day running of the surgery to do various things including printing of prescriptions, monitoring your health and treatment, to receive results of various tests from the healthcare providers. Your information will be kept confidential.
- Information may be passed on in your interests e.g. hospital referrals etc
- Anonymous information may be used for planning health services and research which will hopefully benefit everyone. This is done in accordance with National Guidelines. Your confidentiality is one of the important features of these guidelines. If you do not want even your anonymous information transferred please let reception know and we can block any transmission.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact Dr Tarun Arya to do this. Please view our data protection poster or ask for further details.

Summary Care Record

Please advise us if you do not wish to participate.

- For further information regarding these records please look at www.nhscarerecords.nhs.uk
- More information may be found out on the Summary Care Record Information Line on 0300 123 3020

The Medical Interoperability Gateway

THE PRACTICE AREA

The practice area map is available in surgery. The practice area covers Bestwood and Top Valley and surrounding areas. Please ask at reception for details of the exact boundary.

HOW TO REGISTER AS A PATIENT

To register please bring your medical card to the surgery and sign it to say that you wish to register with the practice. Please ensure that you provide your correct and up to date name, address and date of birth. If you have lost your medical card then a GMS1 form will be provided at the surgery reception for you to fill out. Please bring proof of identification, and if entering the U.K. from abroad please provide the date of entry into the U.K. Please also mention any asylum or refugee status if applicable.