

# HILL VIEW SURGERY

## PRACTICE INFORMATION BOOKLET



**Healthcare for all the family**

Hill View Surgery  
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Nottinghamshire  
NG21 0JP  
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E-mail: [nshccg.c84656@nhs.net](mailto:nshccg.c84656@nhs.net)

Web address: [www.hillviewsurgery.co.uk](http://www.hillviewsurgery.co.uk)

## **WELCOME**

Welcome to Hill View Surgery. We are a small friendly practice looking after patients in and around Rainworth. We have created this booklet to help you get the most out of the services that we offer at the surgery. If this booklet does not contain the information you require please feel free to contact the surgery, our staff are always happy to help.

## **HISTORY OF THE SURGERY**

We are a small, friendly practice in Rainworth, serving just fewer than 3000 patients. We are part of Newark & Sherwood Clinical Commissioning Group. The practice was runners up in the Local Medical Committee Medium Practice of the Year 2013 and runners up in the Small Practice of the year 2011 (It didn't run in 2012!). The practice is listed as number 3 in the Chad March 2016 with 91.5% of patients who are likely to recommend us and 2<sup>nd</sup> in Nottinghamshire for identifying their 1% EPACCS. More recently we have won two awards in the Newark & Sherwood Clinical Commissioning Group Celebrating General Practice Awards - the Kindness award and the Going the Extra Mile Award.



## MEET OUR CLINICAL TEAM

**Dr Jairam** (Female) MRCPGP, MDFFP, BM, BS

**Dr Shrestha** (Male) MBBS, MRCPGP

**Jane Campbell** (Female) Practice Nurse

**Sharn Wilson** (Female) Healthcare Assistant

## PRACTICE STAFF

Amanda Brown- Practice Manager

Level 5 Diploma in management, Diploma with merit in Primary Care Management

Kath Nicholls- Secretary

Ainsley Clark- Secretary

Louise Parbery- Administrator

Sam Baldry- Receptionist

Natasha Stokes- Receptionist

Natalie Langrick- Receptionist

## **THE PRIMARY CARE TEAM**

Practice Manager – The practice manager is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology.

Reception Staff - Our receptionists will often be the first point of contact between you and the practice. Please try and be considerate and patient because at times they are extremely busy. Please do not be offended if they ask you questions regarding the nature of your call, it is to ensure they offer you the correct appointment or assess the urgency of your call.

Practice Nurse – deals with wound care, vaccinations, immunisations, smears, blood tests, blood pressure checks and asthma reviews.

Midwives - provide maternity services. They are involved in antenatal and postnatal care, offering support and education and helping mothers and their partners prepare for parenthood.  
Tel: advice line 01623 676170, emergency midwife 01623 655722

Health Visitors - are registered nurses who have undergone further training in health education and promotion and they can offer support and advice on a different range of health issues.  
Tel: Kim- 01623 791027

PRISM Team- are an integrated team who collaborate closely with general practice to deliver care and treatment.  
Community Nursing Team - carrying out treatment within your home environment. Tel: 01623 781891

## ACCESSING OUR SERVICES

### Reception opening times

Day	Opening time	Closing time
Monday	08:00	18:30
Tuesday	08:00	18:30
Wednesday	08:00	18:30
Thursday	08:00	20:00
Friday	08:00	18:30

### Doctor consultation times

Day	Starting time	Finishing time
Monday	08:00	18:00
Tuesday	09:30	18:00
Wednesday	08:00	18:00
Thursday	09:30	20:00
Friday	09:30	18:00

### Nurse consultation times

Day	Starting time	Finishing time
Monday	09:00	17:00
Tuesday	09:00	17:00
Wednesday	09:30	13:00
Thursday	09:00	17:00

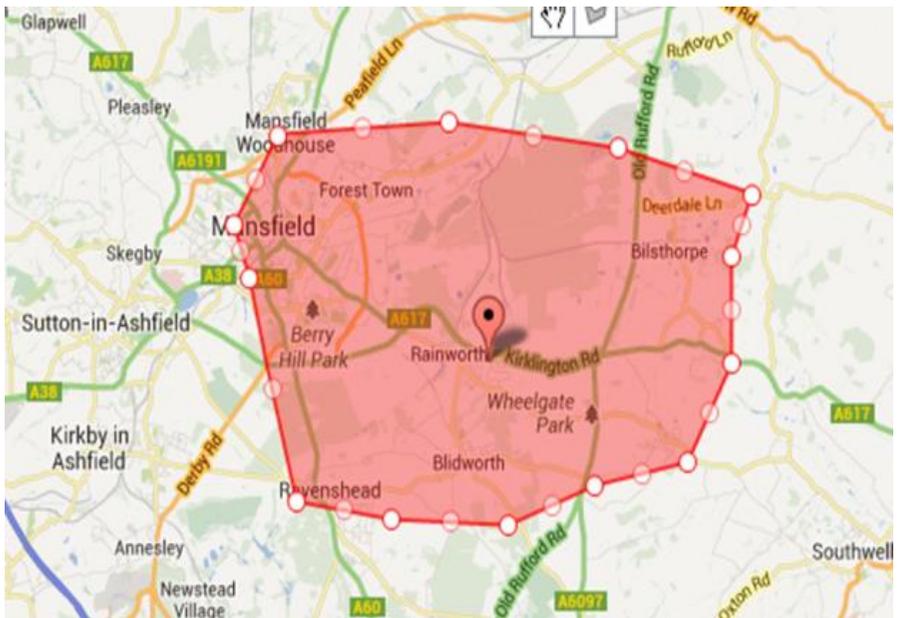
### HCA times

Day	Starting time	Finishing time
Monday	08:00	18:30
Friday	08:00	18:30

We will be closed **one** Wednesday afternoon per month for staff training.

## BECOMING A PATIENT AT HILL VIEW SURGERY

To become a patient of Hill View Surgery you must live within our catchment area. All you need to do to register is complete the necessary paperwork. The paperwork can be collected from the surgery or can be completed on our website. Once you have completed the paperwork all we need is your NHS number or TWO forms of identification. When you are registered you will have the opportunity to have a new patient check. This will allow you a 20 minute appointment with our practice nurse to discuss your past and current health, any information such as current or repeat medication you are taking. It also allows us to gather a more detailed outline of your health. For example smoking status, height, weight and blood pressure.



## **BOOKING APPOINTMENTS**

We do aim for you to be seen within 48 hours of requesting an appointment. We offer pre-bookable appointments as well as same day and emergency appointments on a daily basis. There is only a limited amount of same day appointment available, so to avoid disappointment please call as close to 8am as possible. You can specify which doctor you would like to see but there may be a longer wait. You can book an appointment by coming into the surgery and speaking to a member of staff on reception, you can give us a call or you can book online using "SystemOnline".

If you are unable to attend your appointment please let me know as soon as possible and this will allow us to offer it to another patient. You can cancel appointments by coming into the surgery and speaking to a member of staff on reception, you can give us a call or you can cancel online using "SystemOnline".

## **ORDERING YOUR REPEAT PRESCRIPTIONS**

There are many different ways your can order your repeat prescriptions. You can phone us any day after midday and we can take your request over the telephone, all we need is your name, date of birth and an accurate list of medication that you require. You can call into the surgery with the items ticked on your repeat list; we do also have prescription request sheets here in surgery. You can also order your prescription online though "SystemOnline". Please ask at reception for more information about using "SystemOnline". We now do most of our prescriptions electronically, this means we can complete your prescription and send it electronically to the pharmacy of your choice providing they are able to receive electronic prescriptions. There are some medications that cannot be done electronically. Please ask at reception about these medications.



Using “SystemOnline” is fast, free and simple. All you have to do is come into surgery and ask at reception for your username and password. We will need to see one form of identification to give you this information due to patient confidentiality. Once we have seen the identification we will print you a copy of your username and password out for you to use at home. The username is just your name and date of birth and your password will be a series of random letters and numbers. You will be given to opportunity to change your password to something more memorable. You can order prescriptions, cancel appointments and make appointments using “SystemOnline”. “SystemOnline” even has its own mobile app.

## **Confidentiality**

Confidentiality is a condition of employment and is written into every staff contract, confidentiality still has to be maintained even after the staff member is no longer employed by us. We provide a highly confidential service to all of our patients including patients under 16 years old. The only time we may have to consider breaking confidentiality without your permission is if we believe it is in your best interest, to protect you or to protect someone else. Other than that we would not release any information at any other time. For example if an insurance company were requesting medical information about you we would need to see a signed consent form before releasing any information.

## **CHAPERONE POLICY**

During every consultation with the doctor or the nurse you are welcome to have a friend or family member with you. The surgery can also provide you with a chaperone if you wish to have someone with you. The chaperone will be requested by the practitioner should the patient request one or if the practitioner feels it is necessary.

## **YOUR MEDICAL RECORDS**

Although we are a paperlite practice we do still keep all of your paper records on site. The practice now uses computers for record storage, repeat prescribing and documenting information, so there is no need to have your paper notes out during a consultation. When you join the surgery your paper notes are summarised and everything is coded onto the computer, this makes it easier for the doctor or nurse to access your medical history when needed.

## **HOME VISITING GUIDELINES**

In order to ensure that the GP's time is used appropriately please attend surgery when able. In certain circumstances we understand that you are not able to get into surgery. You can then request a home visit. Home visits have to be requested before 10am, the receptionist will take some brief symptoms to pass through to the doctor so he knows why he is visiting. Home visits are done between morning and afternoon surgery.

## **REFERRALS**

All our referrals are discussed by our clinical team to determine how is best to treat you and if there are any other options that may be available. If it is decided that you need to be referred you will be contacted by either the Surgery or the MSK Hub to arrange your appointment. This depends on which service you are referred to. However, if the appointment is urgent or it is a private appointment, we will make the appointment for you and then you will be asked to collect the letter from the surgery and take it to your appointment with you.

For those patients with private medical insurance you may wish to tell your doctor as you may wish to arrange a private referral.

## **MINOR SURGERY**

Many small lumps and bumps are treatable within the surgery. Please make an appointment for an initial discussion and diagnosis. Following this you may be asked to make a minor surgery appointment with doctor.

## **TEST RESULTS**

You are advised to find out test results for any test you may have had. You can do this by booking a telephone consultation with the nurse (if it was a blood or urine test) or with the doctor for anything else. Please allow up to a week for urine and blood test results and three weeks for any other results.

## **TRAVEL VACCINATIONS**

If you are travelling abroad and think you may need to update your vaccines please come into surgery and pick up a travel pack. All you have to do is complete the form and bring it back to us. The practice nurse will then take a look at it and will inform you of what vaccinations you need. We do advise to complete the form around eight weeks before flying to ensure we have time to check the forms and give the vaccinations.

## **CHRONIC DISEASE MANAGEMENT CLINICS**

The practice nurse manages illnesses like asthma hypertension and diabetes. The nurse is also available for dietary advice and monitoring your weight.

## **ANTENATAL CLINIC**

Antenatal clinics are held every Tuesday afternoon by a midwife. These clinics are appointment only, appointments can be made at reception, over the phone or via "SystmOnline". The midwife will look after you throughout your pregnancy, during and after childbirth. Your first midwife appointment is about one hour long and any appointments following that will be 20 roughly minutes.

## **TEXT MESSAGE REMINDERS**

We have now started sending out appointment confirmation and reminders to our patients via text messages. We will also send you a text if you cancel your appointment or if you do not attend. In order to receive these messages you need to ensure we have your correct mobile number on our records.

If you need to update your current mobile number or DO NOT wish to receive these text please contact the surgery and let a member of staff know.

## **Friends of Hill View Surgery**

Patients are co-opted as members of the friends of Hill View Surgery group. The group meet once a month. We also have virtual members who are included in the circulation of the minutes of this meeting.

## **Sharing your GP Records**

Your GP record contains medical information recorded by health workers who are involved in your care.

This information could include: letters from the hospital, information about your visits, test results, medications, diagnosis of allergies (e.g. Asthma). In fact it's everything that could help a health professional who is treating you outside your GP Practice provide you with the correct care.

Making your record available means that care professionals will have your most up to date information. This means that you won't have unnecessary tests, have to repeat information or be given drugs that you may be allergic to.

Everyone should make their record available in case they need to be seen in an emergency. If you have certain health conditions, illnesses or have to go to hospital a lot, then you should definitely make your record available.

Making your GP record available is completely different from national sharing schemes such as the Summary Care Record (SCR) and Care.

Many people think their GP record is available to all healthcare professionals involved in their care, but this is not the case. At the moment, each professional you see keeps a separate record. This can mean some important information is not communicated between health services as well as it could be.

## **GP EXTRACTION SYSTEM- CARE DATA**

The way that data is used in the NHS to plan healthcare is changing. From autumn 2014 data will be taken securely from the practice IT system. This is so the NHS can plan and improve services for all patients.

How your information is being used?

Confidential information from your medical records can be used by the NHS to improve the services offered so the best possible care can be offered to everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This will allow those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You DO have a choice.

If you are happy for your information to be used in this way you do not have to do anything.

If you have concerns or wish to prevent this from happening please speak to a member of our reception team.

## USE YOUR NHS APPROPRIATELY

### Choose Well

**Get the right treatment for you and help the NHS do its job.**

Did you know that every time you attend A&E at your local hospital, it can cost the NHS £124? You may not be aware but your practice is charged for every patient that attends. Please remember A&E is for real emergencies.

**Accident & Emergency NOT Anything and Everything.**

Self-care
Pharmacy
GP/NHS111
A&E/999

The NHS have put in place other services to help you and your family if it is *not* an emergency. For example if you have any of these common complaints: coughs, colds, sore throats, upset stomachs, aches and pains.

For example:

### **Walk-in Centre, PC24 – Kings Mill site**

PC24 is located by the side of the Emergency Department.

### **NHS 111**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## OUT OF HOURS SERVICE

Between the hours of 6.30pm and 8.00am the following morning, weekends and bank holidays the surgery will be closed. Please call 111 (free from any line).

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

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



**when it's less  
urgent than 999**

## **SELF HELP FOR COMMON ILLNESSES**

### **COLDS**

These are caused by a virus infection for which there is no known cure; antibiotics have no effect. Symptoms are troublesome but, in normally healthy people, not dangerous and include fatigue, high temperature, runny nose, sneezing and often including sore throat and cough. Symptoms may last for a week or longer and treatment includes drinking plenty of fluids, rest.

### **SORE THROATS AND COUGHS**

The majority again are caused by a virus infection and only about one in ten people will require antibiotics. The most effective treatment is gargling with soluble aspirin (provided you are not allergic to this or taking medicine that interacts with it). Symptoms usually last for about five days and might be accompanied by a high temperature. See your doctor if symptoms persist or are severe.

### **DIARRHOEA AND VOMITING**

Again, this is usually caused by a viral infection. Adults and children should take plenty of fluids preferably with one of the oral rehydration powders – Dioralyte, Rehidrat or Electrolade – to avoid dehydration. Kaolin and morphine and similar preparations are not recommended. Consult your doctor if the diarrhoea does not appear to be settling after three or four days. Babies in particular can become dehydrated quite rapidly if diarrhoea and/or vomiting persist and advice should be sought within the first 12-24 hours.

## **COMPLAINTS PROCEDURE**

We do everything we can to ensure we provide the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible— ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

Within 6 months of the incident that caused the problem; or

Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The practice operates an in-house complaints procedure. In the first instance please contact the practice manager Amanda Brown by letter, telephone or in person, so your complaint can be investigated and dealt with quickly. It is our policy to give you a full explanation and advise you of the outcome.

## **PALS**

The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answer their questions and resolve any concerns they may have as quickly as possible.

Contact PALS

Tel: 01623 672222

## **POhWER**

POhWER is a charity and membership organisation. They provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

Contact POhWER

Tel: 03000200093 (charged at local rate)

Text- Text "pohwer" and your name to 81025

Post: PO Box 14043, Birmingham B6 9BL

Email- [yourvoiceyourchoise@pohwer.net](mailto:yourvoiceyourchoise@pohwer.net)

## **NHS England**

NHS England welcomes concerns, compliments and complaints as valuable feedback that can help us learn from experiences and make improvements to services we commission.

NHS England

PO Box 16738

Redditch

B97 9PT

By email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

## **ZERO TOLERANCY**

The NHS operates a zero tolerance policy with regards to violence and abuse. The practice has the right to remove violent patients from their patient list with immediate effect. This is in order to safeguard our practice staff, patients and other persons within the surgery. Violence in this context includes actual or threatened physical violence or verbal/physical abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record the incident in the patient's medical records.

## **Non-NHS Services**

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.