

We support the NHS Zero Tolerance policy, and violent abusive behaviour towards any of the staff or doctors will not be tolerated, and may lead to a patient being removed from the practice list.

We are part of NHS Nottingham City. Their address is 1 Standard Court, Park Row, Nottingham NG51 6GN Tel 0115 8839200.

We ask for information about you so that you can receive the proper treatment and care. We keep it because we may need it when we see you again. **Everyone working in the NHS has a legal duty to keep your information confidential.**

We are a research teaching practice and anonymised data from the practice may be used in research. Patient confidentiality is maintained at all times. Medical students may sometimes sit-in with doctors, and take some consultations.

### **Complaints**

We realise that occasionally things do not go as smoothly as we would like. If you have any problems, please discuss them with your doctor or the Practice Manager. We are here to help and aim to deal with your problems promptly. A copy of the Practice Complaints Procedure is available at reception and has details of the POhWer Tel 0300 0200 093 and the Patient Advice and Liaison Service (PALS) Tel 0115 859 9511.



Suggestions for improving the services which we provide are always welcome. Please talk to the Practice Manager about your ideas, or

### **Other services available at FMC**

**Maternity services - Minor surgery - Ear Irrigation - Routine ECG**

**Child Health Surveillance - Childhood immunisations**

**Flu and pneumonia for over 65's and risk groups**

**Anti-coagulation monitoring - Treatment Room Services**

**Travel vaccinations (please give 6 weeks notice.)**

The Family Medical Centre  
171 Carlton Road  
Nottingham  
NG3 2FW

**Tel 0115 9504068**  
**Fax 0115 9509844**



## **The Family Medical Centre**

The surgery is open Monday to Friday  
8.00 am-6.30 pm  
Saturday 8.30 am-11.30 pm  
Saturday routine appointments only  
[www.familymedicalcentre.co.uk](http://www.familymedicalcentre.co.uk)

Weekend and evening appointments available through GP+ at 79A Upper Parliament street bookable through this surgery

**If you need a doctor when the surgery is closed please ring 0115 9504068 or ring 111**

**Dr Naresh Sood FRCGP DRCOG DCh**  
 (Male, qualified Poona, India 1976)  
**Dr Kenneth Brown FRCGP DRCOG DCh DGM**  
 (Male, qualified Nottingham 1984)  
**Dr Anthony Crofts-Barnes MRCGP DFFP**  
 (Male, qualified Newcastle 1999)  
**Dr Edward Fairhurst MRCGP**  
 (Male, qualified Nottingham 2007)  
**Dr Zaineb Hafeez**  
 MRCGP (Female Qualified Lahore, Pakistan 2003)  
**Dr Jamie Perry MRCGP**  
 (Male qualified Nottingham 2012)  
**Dr Rachel Mead MRCGP**  
 Female Qualified Nottingham 2005)  
**Dr Beth Guy MRCGP DCh DFRH**  
 (Female Qualified Nottingham 2008)

**The Practice Area**

We are on Carlton Road, before the Hindu Temple as you head towards Carlton. We are situated by the puffin crossing. Bus route numbers 27, 25 and 24. There is a car park at the rear of the building.



*If you live within this area we are happy to register you.*

**The surgery has disabled access and toilet facilities, disabled parking spaces and an induction loop system in the waiting area. If you require assistance, please do not hesitate to ask.**

**Prescriptions**

**Please allow 48 hours for your prescriptions**

- Most common illnesses get better without drug treatment and the doctors and nurses will advise you on how to deal with them.
- If you have been given a repeat prescription, you will find the medication authorised for repeat listed on the tear off slip .
- Please tick those which you require and put the slip in the box at reception. If required by post, please enclose an SAE. We regret that it is only possible to take telephone requests from the housebound.
- A number of local chemists offer a home delivery service, but you will need to speak to them directly.
- You also order online at [www.familymedicalcentre.co.uk](http://www.familymedicalcentre.co.uk) (Please contact reception to register for the online service.)
- Prescriptions can now be sent electronically, please discuss with your nominated pharmacy. Please let us know if you change your address

**Quit Smoking**

NHS Choices provides free online support for all smokers. Includes 28 days free quitting advice and tips sent via email. Access to a free stop smoking App and a community forum. [www.nhs.uk/live-well/quit-smoking](http://www.nhs.uk/live-well/quit-smoking).

GP+ offer appointments through the stub it initiative appointments to be made through the surgery

NHS smokefree is a national campaign [www.nhs.uk/smokefree](http://www.nhs.uk/smokefree). You can also speak to your GP or practice nurse

**Alcohol problems Nottingham Recovery Network 0800 066 5362**

**Take control of your health**

Your health is your responsibility as well as ours. Do you smoke? Are you overweight? How much alcohol do you drink? When did you last have your blood pressure checked? Are you up to date with you tetanus vaccinations? Do you feel free to discuss your health problems with the doctors and nurses? We can arrange longer appointments if necessary.

Please let us know if you change your address or phone number.

### **Substance Misuse Services**

Dr Ken Brown and Anthony Kiehne from Recovery Nottingham provide a service at the surgery. You will be assessed and offered drug treatment if appropriate. Speak to one of the GP's first if you think you need help.

### **Family Planning Clinic: Wednesday drop in 4.30-6.00 pm**

For smears, pill checks and contraceptive advice.

Coil insertions are in double appointments during ordinary surgery.

If you need emergency contraception make an urgent appointment with the doctor. Alternatively the pharmacist offers emergency contraception.

More information can be found in reception, from our nurses or at [www.ccardnottingham.co.uk](http://www.ccardnottingham.co.uk)

### **Other Members of the Team**

Secretarial Team - Eileen, Sue, Celia

Office manager - Janet

Note Summarising - Angela

Admin - Shirley

District Nurse Team - based at St Anns

Health Visiting team—based at Sneinton



*If you need a language interpreter, please tell reception which language you require when you make your appointment. We are able to use Languageline, a telephone service, if necessary.*

### **Access to Psychological Therapies**

You can now self refer yourself to psychotherapy. Cards with the contact details found in the waiting area or please ask at reception. Insight Health care 0300 555 5580, Let's Talk 0115 956 0888 or Trent PTS 0115 896 3160

**Physiotherapy** self referral 0115 883 8320

**Ac-**

Please ask if you require a chaperone.



Why not get involved and join our **patient participation group**? Details at reception and on the website, or join the patient reference group by leaving your email address, or emailing the Practice Manager at [elizabeth.pain@nhs.net](mailto:elizabeth.pain@nhs.net) and we will contact you for your views on future developments and to keep you in touch with future plans.

### **Registration**

To register, you need to fill in a GMS1 form, available from the surgery or online from the website. All patients at the Family Medical Centre can see any of the doctors practicing there. Your registration will be processed within a few days.

### **Appointments**

To make an appointment please contact the surgery on **0115 950 4068**. The receptionist will ask you for a brief description of your problem which would help the doctor to decide who is the best person to see you and when. You will either be booked an appointment or put on the doctors "call back" list and they will call you and decide on the best way forward. For a morning please ring from 8.00am for afternoon after 12.30pm

### **Emergencies**

If you think there is a medical emergency, please let the receptionists know, and you will be put through to the doctor on call.

### **Cancellations**

**If you are unable to come to an appointment please cancel it as soon as possible, so that another patient can benefit. Missed appointments are the main reason why patients may have to wait to see a doctor.**

**In case of sudden collapse or severe chest pain, call 999**

### **Home Visits**

Please try to come to the surgery, if possible. If you do need a home visit please try to ring before 10.30 am. The receptionist will need to know a few details about the problem, so that the doctor can decide which visits, if any, need to be done first. If you require an urgent visit the reception staff will put you through to the doctor on call.



### **What to do if the Surgery is Closed**

Please do not call between 6.30 pm and 8.00 am, unless you are in urgent need of medical advice or attention. If you do ring, you will be advised to ring 111 and they will triage the call. They may then divert you to the Nottingham Emergency Medical Service, who will deal with the problem.

**NHS 111** A 24 hours per day service for non-emergency health problems. Fully trained advisors will assess your symptoms, give you health advice, or direct you to the local service that can help you best. Tel 111



**The NHS Urgent Care Centre** on London Road is open 7am-9pm Tel 8838500

## The Family Medical Centre Team

We are a group of family doctors, practicing as a partnership, from our own purpose-built medical centre. We form part of a practice team, which includes:

### Practice Manager: Elizabeth Pain

She will help you with any administrative or non-clinical aspect of your health or treatment. If you have any suggestions, or wish to make a complaint, they should be addressed to her.

### Reception Team: Jan, Evi, Mary, Angela, Rosa, Faye, Claire, Donna, Lisa and Ceri-Anne

The receptionists treat all information in the strictest of confidence. They are employed to help you, as well as the doctors. Please remember that their job isn't always easy.

### Practice Nurses: Julie Marlow, Debbie Cooke, Vicky Hammond

Our practice nurses, who are all Practice Nurse Specialists, can advise you on a wide range of health problems. For example: General health checks; Coronary heart disease; Asthma; Diabetes; COPD; Blood pressure; Travel and contraceptive advice. All patients over 75 are offered an annual health check with a practice nurse. They also carry out blood tests, removal of stitches, dressing of wounds, vaccinations, immunisations, cervical smear tests, ECG's and Ear syringing.

The nurses run a variety of clinics, together with doctors.

**Baby Clinic** Tuesday drop in vaccination clinic 2.00-3.00 pm (Nurse only)

Thursday drop in 1.30-3.00 pm (health visitor, nurse and doctor)



**Chronic disease management and Anti-Coagulation clinics** By appointment

**Minor Operations** Tuesday morning, by appointment.

**Family Planning** Wednesday drop in 4.30 - 6.00 pm

### Nurse Practitioner Chris Newton

Appointments Monday to Friday our nurse practitioner sees and treats minor illnesses and injuries along with a variety of other problems.

### Results and Advice Service

A message can be left for the nurses, regarding test results or general advice and they will ring you back in the next few days.

## Phlebotomy Services and HCAs

Mary, Angela Azra and Jo are our phlebotomists, will take blood, by appointment only. They are also available for blood pressure checks flu vacs. Azra and Jo are Health Care Assistants and also do ECG, dressings, and other procedures

### Midwife: Jo Smedley

She will coordinate your antenatal care, arranging hospital scans, antenatal classes, and other services to support you during your pregnancy and with your new baby. She is based at St Anns Health Centre.

### Health Visitors: Chimwemwe Chideya and team

The Baby Clinic is for all children under 5.

Thursday afternoon drop in 1.30-3.00 pm.

A doctor is available 2.00-3.00 pm.

A nurse is available for immunisations from 2.00-3.00 pm.



The health visitors have a particular interest in your child's progress, from birth to school age, and are qualified to discuss a wide range of problems. For example: Sleeping; Eating; Behaviour; Toileting etc. If you would like to talk to them, they can be seen at the clinic, or by making an appointment directly with them for another time.

Child development checks are by appointment arranged by the health visiting team.

### Visiting Doctors

As a training practice, we have qualified Registrars and Foundation doctors with us, who are fully qualified doctors gaining experience in general practice, after working in hospitals. Sometimes we will also have locum doctors standing in whilst your doctor is away.

### Visiting Students

We are committed to education and research, so you may find that a medical or nursing student or a pharmacist is sitting in with a doctor. The receptionists will tell you if this is the case, and should you prefer to see the doctor alone, they will be happy to arrange this.

### Carers

If you are a carer of whatever age please let us know for our records. Free access to support and services is available from the carers hub 0115 824 8824. or The Carers Federation 0115 629310 [www.carersfederation.co.uk](http://www.carersfederation.co.uk). There are special services for young carers-Confidential telephone service 0115 962 9353 [www.aycnottingham.co.uk](http://www.aycnottingham.co.uk).