

# A GUIDE TO OUR PRACTICE

## Hama Medical Centre



Hama Medical Centre is committed to providing high quality GP care in well organised, modern and friendly settings.

This booklet is designed to help you make the best use of the services we offer. Should you need any more information please ask any of our team.

**Hama Medical Centre**

**11 Nottingham Road**

**Kimberley**

**Nottingham**

**NG16 2NB**

**Tel: 0115 9382101**

Website: [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk)

Email: [nnccg.c84624@nhs.net](mailto:nnccg.c84624@nhs.net)

**Dr K H Ngu - Male GP**

**Mrs Lisa Chevalier-Crampton- Practice Manager**



INVESTORS IN PEOPLE



Primary Integrated  
Community Services Ltd

## **Mission Statement**

As your practice we aim:

### **To be**

- Caring towards each other and our community
- Efficient in all aspects of our work
- An asset to the profession and the community

### **To do**

- Our best to cure illness
- Our best to prevent disease
- Our best to promote good health

### **To develop**

- Our expertise
- Our service to patients
- Our links with other NHS service providers

## **Practice Opening Times**

Our practice is open on

Monday	7.30 am - 6.30 pm
Tuesday	7.30 am - 6.30 pm
Wednesday	7.30 am - 6.30 pm
Thursday	7.30 am - 6.30 pm
Friday	7.30 am - 6.30 pm

We currently offer extended hours surgeries. These are advance booking Surgeries and can be accessed by speaking to one of the reception team. Timings may vary according to demand so please ask for more information.

## **Medical Staff**

Dr Ngu (male) GP

Mrs Dawn Gajree - Clinical Pharmacist

## **Nursing Staff**

Tracy (Annie) Connolly RGN  
Emma Dye RGN  
Joanne Stackhouse RNA

Provide general practice nursing services; offers healthy living advice including weight management, cholesterol advice. They help manage chronic conditions such as asthma, Copd, heart disease and diabetes. Cervical cytology and contraception services. Travel advice. Vaccinations and immunisations. Learning Disability assessments. ECGs. Dressings. Flu,

## **Healthcare Assistant**

Zoe Fox - supports the nursing team by providing phlebotomy services, blood pressure checks and hypertension reviews, diabetic foot examination, patient health checks. Flu, pneumonia and shingles vaccinations, ECGs and dressings.

## **Advanced Clinical Practitioner**

Sharon Smithurst - provides a coil and implant clinic. Sharon also does pessary changes.

## **Management and Reception Team**

Mrs Lisa Chevalier-Crampton  
Practice Manager

Ensures the smooth and sound financial running of the practice. Maintains overall responsibility for the business affairs of the practice.

Is the appointed Complaints Manager and oversees our complaints procedure.

Reception Manager

Ensures efficient running of reception providing support to the Clinical Staff, Receptionists and Practice Administrators.

### Administrators

Linda Pendleton  
Tracey Chapman  
Jade Rowley

### Receptionists

Suzanne Barker  
Julia Wolvin  
Linda Pendleton  
Kelly Stephenson-Page  
Debbie Stevenson  
Kerriann Thomas

## **District Nursing Team**

We are supported by a professional district nursing service. The district nurses provide high quality nursing care to our patients who are unable to attend the surgery.

## **Community Midwife Services**

Our midwifery team are based at Hucknall with local clinics allocated in the community. The team can be contacted on 0115 8832128.

## **Health Visitors**

Our Healthy Families team are located at Beeston and can be contacted on 0115 9522412.

## **Counsellor**

Self-referral—see reception for details.

## **First Contact Physio**

Triage service for patients who may require physiotherapy. Patients can self refer by visiting [www.connecthealth.co.uk/services/nottingham](http://www.connecthealth.co.uk/services/nottingham) and click self-refer, or by calling 0115 7842147.

## **Appointments**

All our appointments can be made by telephone or by attending surgery in person. We offer emergency on the day appointments and have appointments that can be booked up to eight weeks in advance. We also have Online service which patients can book/cancel their own appointments.

## **Home Visits**

We do expect patients to make their own way to surgery and encourage patients to seek the help of family, friends and other means of transport to do this. Home visits are reserved for patients deemed medically too sick to travel to the surgery.

Routine home visit requests must be made before 11 am each morning by calling the surgery. A request does not guarantee that a visit will occur and the doctor may contact you to arrange a more appropriate appointment.

## **Outside Normal Working Hours**

Outside normal working hours, weekends and Bank Holidays the surgery is closed and telephone calls are transferred to the Out of Hours Service.

Emergency medical and nursing cover is co-ordinated by Nottingham Emergency Medical Services.

## **How to Register**

We operate an open list policy and are happy to accept new patients who live within our boundary area. If you would like to register with the practice you will need to call into the surgery and complete the registration forms. If you are unable to get to the surgery for medical reasons speak to a receptionist who will be able to arrange alternative means.

Our patient questionnaire provides the practice with details about you and your health pending receipt of your full medical records. It is important you complete this carefully. Your medical records can take up to six weeks to arrive and the new patient questionnaire helps us to provide you with an efficient and safe service until they arrive. If you take regular medication you should also make a routine appointment to see the doctor.

Please remember to bring your medication boxes and a copy of your previous repeat medication slip if you have one.

## Catchment Area



Patients living within the boundary who move outside may be considered to remain with the practice if their care provision is best served by Hama Medical Centre.

## **Chaperoning Policy**

At Hama Medical Centre we strive to provide compassionate healthcare in supportive and private surroundings.

As a result we are able to offer a chaperone to any patient who wishes one.

Doctors and Nurses will also routinely offer a chaperone for consultations of a sensitive nature or examinations involving exposure. For example genital, breast or rectal examination.

The decision of whom shall act as chaperone and whether or not a chaperone is appropriate can be reached by discussion with the relevant Doctor or Nurse.

All staff members offered as a chaperone have received training in practice and are bound by the same confidentiality as our Doctors and Nurses.

Deciding whether or not to have chaperone and who the chaperone shall be will not affect the quality of care you are offered. Occasionally however, non-urgent examinations are rescheduled if an appropriate chaperone is unavailable.

## **Accessibility**

Our building is designed to enable access for less able people. The surgery is accessible to wheel chair users and have a dedicated 'disabled' parking space. The reception desk is fitted with induction loops for hearing aid users and the reception staff receive regular training in helping patients with specific limitations make the most of our services. We always welcome constructive suggestions to improve access.

## **Carers**

We aim to ensure all patients registered with the practice, who have regular carers have their carers details recorded at the surgery. If you have a regular carer or care for someone please complete a carers form, available from the reception desk.

## **Test Results**

The practice encourages patients to find out the results of any test they may have had by calling the surgery after 2 pm, or send a message via the online service. It can be accessed by calling us on 0115 9382101. The practice operates a robust recall system for test results and any patients with abnormal results requiring action or discussion will receive a phone call, text message or letter inviting them to discuss the results with a GP or practice nurse.

## **Repeat Prescriptions**

If the doctor agrees you can have repeat prescriptions please send or post your request in the letterbox. Requests for repeat medication are not accepted over the telephone. Prescriptions are processed within 48 working hours. Please indicate on the request slip the pharmacy from which you wish to collect your medication. You may request your repeat prescription online via our website: [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk) – before you can request your repeat prescriptions online, you will need to ask the receptionist for a username and password.

Please do not leave it until you have run out before you order your medication as we cannot guarantee the medications will be available or a prescription done in time.

## **Travel Advice**

Recommendations about foreign travel and immunisations can change frequently we encourage patients going abroad to fill in a travel questionnaire. Remember some immunisations take time to become effective so give us plenty of notice by filling in the questionnaire at the earliest opportunity.

## Self Help and Minor Ailments

### CHEST PAIN

Please remember that if you or any relative or neighbour is complaining of chest pains the best course of action is to telephone 999 for an ambulance. If chest pain has been continuous for more than 10 minutes you must always call for an ambulance. The hospital has all the emergency equipment to deal with suspected heart problems.

DO NOT ask for a doctor's visit for chest pain.

### BACK PAIN

This causes 13 million working days to be lost in Britain each year.

The spine, has 24 fragile bones and associated cartilages and tendons, supports the whole weight of the upper body therefore, it is understandable that it sometimes goes wrong.

Due to the complex nature of the spine it is advisable to consult your doctor if your back pain persists for more than a few days. If, the pain has been caused by lifting weights incorrectly, be sensible and take things easy. Take care to sit as upright as possible with the support for the small of the back. Take ibuprofen and paracetamol which should relieve the pain and help settle the inflammation. Your doctor may well advise stronger drugs, heat treatment, gentle exercise and some kind of supportive corset.

### BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides (this could be as long as 15 minutes). If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 10cm (4inches) in diameter or if the skin is broken, go directly to A&E.

### COUGHS

Most coughs, particularly in children, are caused by viral infections and antibiotics are unhelpful. Most seem to get worse at night. Drinking plenty of fluids help. Cough mixtures are often unhelpful. Paracetamol should be taken if there is a high temperature. Most will settle in about a week; however, if they do not or there is difficulty in breathing; large amounts of phlegm being coughed up or the patient appears generally unwell, the doctor should be consulted.

### INFLUENZA (FLU)

This is a viral infection that causes high temperature with sweating, shivering severe fatigue, headache, and often generalised aching. Some people might experience vomiting. Rest (in a cool room), drinking plenty of fluids and take regular paracetamol. Most of the symptoms will subside after about seven days, but the fatigue might persist for a week or two after. The illness is extremely uncomfortable but in the majority of people is not serious.

**Please note:** for all patients over 65, or those who suffer from chronic illness, a flu vaccination is recommended annually. Please ask at reception for further details.

## **DIARRHOEA AND VOMITING**

This is usually caused by a viral infection. Adults and children should take plenty of fluids preferably with one of the oral rehydration powders to avoid dehydration. 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 persists and advice should be sought within the first 12/24 hours.

## **HIGH TEMPERATURE**

Many illnesses can cause a high temperature. Adults should take paracetamol or aspirin (unless you have been told to avoid aspirin), drink plenty of cool fluids and keep clothing and room temperature to a minimum until symptoms subside.

Children should take paracetamol, clothing removed and reduce the room temperature as far as possible. You can cool the child's body with a sponge soaked in tepid (**not cold**) water.

## **SPRAINS**

First apply a cold compress, containing ice if possible (a bag of peas from the freezer wrapped in a thin towel will do) for a maximum of 20 minutes to reduce the swelling; if necessary, repeat after one hour. Firmly apply a crepe bandage and give the sprain plenty of rest, keeping it elevated, until the discomfort has subsided. If there is any doubt that the injury is worse than a simple sprain, go directly to A&E.

## **MINOR CUTS AND GRAZES**

Wash the wound with running water and a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

## **NOSE BLEEDS**

Sit in a chair, leaning forward with your mouth open, and pinch your nose just below the bone for 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist consult your doctor. Nose bleeds lasting more than 20 minutes or in the case of patients taking warfarin, you should go directly to A&E.

## **SUNBURN**

Treat as for other burns with cold water to remove the heat. Calamine lotions will relieve the irritation and paracetamol will also help. It is better to avoid sunburn with the sun protection creams suitable for your skin.

## **INSECT BITES**

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Bee stings should be scraped away rather than 'plucked out' in order to avoid squeezing the contents of the venom sac into the wound.

## **HEADLICE**

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without a prescription, alternatively washing the hair as usual, rinsing with vinegar and rigorous brushing everyday for 4-5 days usually works.

## **CHICKEN POX**

A rash appears as small red patches on the first day . Within a few hours small blisters start developing in the centre of these patches. During the next 3-4 days further patches will appear and the earlier ones will 'crust' and fall off. Calamine lotion may be applied to soothe itching. Cool baths may also help. The most infectious period is form 2-3 days before the rash appears and up to 5 days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

## **Complaints Procedure**

Complaints are an important measure of people's satisfaction with our services and help us to improve our service delivery.

Hama Medical Centre's GPs and their team seek to provide high quality and responsive services. However, there may be times when your expectations are not met and we encourage you to let us know.

If you have any concerns you should in the first instance contact the Practice Manager, Lisa Chevalier-Crampton.

This can be done by:

- Telephoning the surgery on 0115 9382101
- In person by visiting the surgery, or
- Or writing a letter marked "Private and Confidential" to

The Complaints Manager  
Hama Medical Centre  
11 Nottingham Road  
Kimberley  
Nottingham  
NG16 2NB

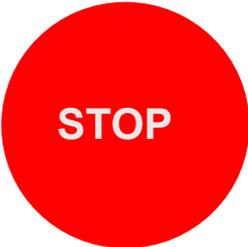
We usually acknowledge all complaints within three working days. We will contact you within three weeks to discuss your complaint further. The Practice Manager investigates all complaints and will inform you of her findings within a mutually agreed timescale. If you are not satisfied with the outcome of your complaint you can contact either:

## **Zero Tolerance to Violence**

The practice will not tolerate any incident where a member of staff, or others are verbally abused, threatened or assaulted in any circumstance.

Anyone deemed to have acted in an inappropriate manner will be removed from the practice list and reported to the Police

## At-a-glance guide to your health problem



**STOP**

### Is it an Emergency?

- Chest pain lasting more than 15 minutes
- Loss of consciousness
- Heavy bleeding
- Deep wound
- Poisoning, overdose or accidentally swallowing something harmful

## Call 999 or go to Accident and Emergency



**Ask**

### Do you need advice or Treatment?

- During surgery hours call for an appointment or to request a doctor or nurse to call you back for advice
- Call NHS 111 24hrs a day
- Outside opening hours your call to the surgery will be re-directed to the Out of Hours Service who will be able to provide you with advice and appointments for urgent medical problems.

## Can you deal with it yourself?



**Think**

- Inside this booklet are tips on how to recognise common minor medical problems and recommendations for self treatment.