



HICKINGS LANE
MEDICAL CENTRE

Information for Patients

120 Ryecroft Street
Stapleford
Nottingham
NG9 8PN

0115 939 5555

www.hickingslanemc.nhs.uk

PARTNERS

Dr John Doddy • Mrs Dorinda Doddy

The Doctors in the Practice are:

Dr John Doddy (m)

MBBS, MRCGP, MSc, BCh, DCH, DGM, DRCOG

Dr Laura Durbar (f)

MBBS, MRCGP, DFRH

Dr Shiasta Khan (f)

BMedSci, MBBS, MRCGP

Contact Details & Opening Hours

Telephone

Appointments & Enquiries 0115 939 5555

Surgery Opening Hours

Monday to Friday 7:30am to 6:30pm

Weekends and all Bank Holidays Closed

Extended Access

6:30pm to 8:00pm

Routine GP and nurse appointments can be booked in the evening and at weekends. Pre-bookable appointments are available Monday-Friday, 6:30pm-8pm, plus weekends and bank holidays, with GPs, nurses and healthcare assistants available to be seen.

Appointments are booked by contacting the practice during normal opening hours. To provide choice of venue and ensure accessibility is spread across the area, appointments may take place at another local GP Practice.

Access to Medical Care When the Surgery Is Closed

Outside normal surgery hours (evenings, weekends and bank holidays) emergency cover for the practice is provided by NEMS Community Benefit Services Ltd Out of Hours service. The Out of Hours service provides medical care for patients that do not need Emergency Department Care. It is a service that is led by a range of clinical staff such as GPs, Nurses, Advanced Nurse Practitioners and Emergency Care Practitioners.

This service is for problems which cannot wait until the next available surgery. You will be required to provide full information about your problem and will be expected if required to attend Platform One Practice (based on Station Street, Nottingham) if necessary. Advice may also be given if attending for a face to face appointment is not deemed to be required.

During out of hours you should contact the NHS 111 service if you urgently need medical help or advice but it is not a life threatening situation.

Emergency Care

In a life threatening situation please dial 999. Please be aware that the Emergency Department at Queen's Medical Centre should only be used in true cases of accident and/or emergency. If in any doubt about where you should seek medical help you can either dial 111 or visit NHS 111 online for advice.

The walk-in Centre on London Road (0115 883 8500) is also open for out of hour emergencies.

Welcome to Hickings Lane Medical Centre

Welcome to Hickings Lane Medical Centre. Our aim is to strive to offer the best possible service to all our patients, by providing a friendly, personal and effective healthcare.

We endeavour to treat all our patients fairly to meet their needs in an appropriate way and as promptly as possible.

Our staff should treat everyone courteously and we would ask that patients help us by being polite when accessing the surgery.

This leaflet tells you about us and the services available.

New Patient Checks

We see good healthcare as being the result of an effective partnership between you, the patient and the entire practice team. In order to begin this partnership in the best possible way, we need to make sure that we have a clear understanding of your personal history and your current health.

To this end, when you register with us, we will require you (and any family members joining the Practice at the same time as you) to make an appointment to attend the Surgery for a New Patient Health Check.

It is very important that you do this as soon as possible once you have registered and certainly (unless in an emergency) before you need to visit your GP.

The new patient health check involves a 20 minute appointment with a Nurse who will perform a general health assessment including weight, height, blood pressure, smoking history etc.

If you are on long term medication, you will also be given an appointment with our Clinical Pharmacist who will go through your medications with you in order to make any appropriate recommendations to your GP for your continuing care.

Name GP

Although you are formally registered with the Practice, internally we operate a personal list system with a named GP looking after you and any immediate family members. We believe this allows us to offer you a level of personal, holistic care and provides continuity for both you and your GP. When you need to make a routine appointment, we will always try to place you with your own GP unless you request otherwise. Hopefully you will be very happy with your GP however, if, for any reason, things do not work out, we are always open to requests to transfer to another doctor's list.

Appointments

We aim to offer a variety of GP, Pharmacist or Nurse led appointments to suit every requirement. In practice, this means that every day we are seeing a mixture of what we would call 'acute' or 'necessary for today' appointments and 'pre-booked' or 'routine' appointments.

In order to provide access to a clinician for people when they really need it, we operate a hybrid appointments system.

If you believe your appointment is necessary for today you can call the practice at either 8am or 2pm for a sameday appointment with a GP.

If you need to make a routine appointment to see your GP, we would ask that you telephone or call in after 10.00am as the telephones are usually very busy before then with people making urgent appointments. If you feel that you only need to talk to a doctor then please ask for a telephone appointment.

Please note you will be asked by our Care Coordinators for the reason you wish to see a GP. This is to ensure you see the right clinician the first time around.

Online Services

Owned and run by the NHS, the new NHS App is the simple and secure way to access a range of NHS services on your smartphone, tablet and computer. The NHS App is available now on iOS, Android and as a web version through any browser.

Most patients can create an NHS App account and verify their identity from their sofa at home. They can then book and cancel appointments, view their summary care information, manage repeat prescriptions, set organ donation and data-sharing preferences and use the NHS A-Z symptoms checker and 111 Online triage service. Please visit our website for more information.

Urgent Appointments

For patients with an urgent medical need, please contact the surgery as soon as you can. Please note that we are not an emergency or walk-in service.

Running Late

We do our best to run to time but emergencies or complex cases may cause us to run late. Our receptionists will try and let you know when your Doctor or Nurse is running late. Please try to be on time for your appointment, please note that we cannot guarantee you will be seen if you arrive late and you may be asked to rebook.

DNA's

The practice monitors patients who frequently do not attend appointments. If a patient consistently fails to attend, a letter may be sent explaining the implications. Regular offenders who have received previous letters may risk removal from the practice.

Telephone Advice

Telephone advice can be obtained by booking a telephone consultation with the doctor or nurse through reception.

Home Visits

If you are too ill to come to the surgery, please try and contact us as soon as possible during the morning. Please be prepared to give brief details to our care coordinators so that the doctor can assess your request. A doctor may call you back in the first instance. Please only ask for a home visit if really necessary.

Appointment Cancellations

We have over 6,000 patients to look after and, in accordance with the NHS Plan, we aim to offer everyone, where appropriate, an appointment with a doctor within two working days.

It is vital if, for any reason, you are unable to attend your appointment that you let us know as soon as possible. We may be able to offer this appointment to someone who really needs it – one day that could be you!

The practice sends SMS appointment reminders, this will also include an option to cancel the appointment via text. Please ensure we have an up to date mobile phone number so you can benefit from this service.

You may also cancel your appointment by calling the reception desk or online via the new NHS App.

Contact Details

Please let us know your new address and contact number as soon as possible. By providing us with your contact details, we assume you have given informed consent for us to contact you by these channels. We will only use this facility in the context of your healthcare at Hickings Lane Medical Centre. You can now update your contact information by visiting our website.

If you do not wish to receive text alerts/email alerts, please advise a receptionist who will amend your records accordingly.

If you move outside our Practice area you will be required to register with a more local GP Practice. A map of our practice area can be found on our website.

Self Check-in Screen

Save time queuing at the reception desk and use the automatic self check-in screen. Located to the right of reception. Simply enter your date of birth, confirm your appointment and take a seat in the waiting area.

Chaperones

The Practice is committed to offering all our patients and staff a safe, comfortable and confidential environment, where they can be confident that best practice is being followed at all times. If you would like a chaperone present during an examination please ask the Doctor or Nurse. Chaperones are usually clinical staff, but on occasions other suitably trained staff may be used. In all cases the Practice chaperone policy will be followed.

Waiting Area

We do not have any toys in the waiting areas due to the risk of spread of infection, and being a danger to other patients if left on the floor. Patients may wish to bring a favourite book or toy for their child.

Training Practice

This is a Training Practice which means that we routinely have medical students from the University of Nottingham working with us. They will only be present during consultations with your consent.

Practice Pharmacist

This Practice has an in-house Pharmacist who works with our GPs and nurses as a consultant for all matters to do with medication and prescribing. Very many consultations with GPs are about complications around medications and we find that using the expert skills of our Practice Pharmacist in an available consulting role for our patients helps us to offer you the best possible service.

Nurses

All our Nurses work closely with our GPs to support you in managing your healthcare needs. We offer a range of 15 and 30 minute appointments covering areas such as Diabetes, Respiratory Conditions, Heart Conditions and Sexual Health. Nurses carry out annual 'birthday' reviews of all our patients with certain long-term health needs.

Sexual Health Clinic

The Practice runs a regular sexual health clinic for the insertion/removal of coils and implants etc. In order to access this service please contact the practice for an appointment.

Repeat Prescriptions

You will receive a 'tear-off' slip with each prescription which lists the medicines you received by repeat prescription. When you require repeat medication you should return the slip to the surgery indicating which items you require. Please check the items carefully to ensure they are correct.

Alternatively please enclose a stamped addressed envelope and we will be happy to post your prescription back to you.

When you need to pick your prescription up from the practice, we would ask that you do so if possible after 2pm. Our GPs are in surgery all morning and frequently may not have the opportunity to sign or release a prescription for a patient before the end of morning surgery.

Please allow 2 full working days before collecting your prescription from the practice.

Please note requests cannot be accepted over the phone (except for housebound patients) as it may lead to mistakes and can block emergency calls.

Online Repeat Prescriptions

You can now order your repeat prescriptions via the new NHS App. This new service lets the practice send your prescription electronically to the place you choose to get your medication from. This means there is less need for patients with repeat prescriptions to call the practice just to collect a prescription form.

Medication Reviews

Patients on repeat medication will be asked to see a GP or Clinical Pharmacist at least once a year to review these regular medications. The tear off portion of your prescription will inform you of this. Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

Please note if you do not attend a medication review we may not be able to continue to issue your medication. Your co-operation is greatly appreciated in attending for your review.

Test Results

From time to time, you may be asked by your GP or Nurse to have a blood test. If there are any issues arising from this, which your GP would wish to discuss with you, we will always call or write to you asking you to make an appropriate appointment.

Sometimes, you may wish to contact the practice to find out the result of a test. If this is necessary, please do so after 10am when our Care Coordinators will have more time to help you with your request. To maintain confidentiality, you should call the practice personally. If you are asked to bring a sample to the surgery, please let us have it by 12pm in order for us to have it before the courier arrives to take samples to the lab for testing.

Accessible Information

How do you communicate? Do you need information in a different format? Do you need support? Please tell us and ask at reception. We can help with Easy Read, Large Print, BSL, Braille, E-mail/SMS and other communication support.

Please let us know if you have hearing difficulties and require more help because of this. There is a loop system on the reception desk for the benefit of hearing aid users.

The Practice has access to a translation service; this can be either through telephone or face to face. Please ask at reception if this service is required.

If you have a carer, or are a carer, then please let us know and we will provide you with a carers pack which contains useful information.

Disabled Access

The practice has ground-floor access for the disabled. The staff will be happy to give assistance if required.

Parking

We have a limited number of spaces to the front of the building. This includes a dedicated disabled bay. There is plenty of on street parking around the practice.

Patient Participation Group

The Practice has a Patient Participation Group (PPG) which was set up in 2012 to promote increased patient involvement in the provision of healthcare. Our PPG provides a forum to explore suggestions from patients and ways we might improve the service we offer. We greatly value the input of this group and would welcome new members at any time. If you would like to know more or come along to one of the meetings, please contact the surgery or visit our website for further information.

The Protection and Use of Patient Information

You will only be asked for information about yourself in order that you can receive proper care and treatment. This information together with details of your care is kept in your patient notes. This practice operates in compliance with The Data Protection Act 2003 and The Freedom of Information Act 2000. The practice keeps your medical records on computer. Access is strictly limited to the staff at the surgery and the practice is registered under the Data Protection Act. You have a right of access to your health records by arrangement. Information about you is only disclosed when you have given express permission, for example, to allow your doctor to complete insurance or other types of reports.

Freedom Of Information (FOI)

The Practice will comply with the FOI Act and sees it as an opportunity to enhance public trust and confidence in the Practice. For more information ask at reception.

Access to Medical Records

Medical records are kept on our computer system. Patients can be assured that their rights are protected by the General Data Protection Regulation (GDPR), which covers access to medical records. For more information, please ask for a leaflet on 'How We Use Your Information' or see our Privacy Notice, under the about us section on our website.

If you wish to request access to a medical record please ask at reception for an application form and leaflet. Alternatively, download the NHS App and view your medical records online.

This practice now offers patients full access to their on-line medical records.

Summary Care Record

A Summary Care Record (SCR) is a national electronic record which contains information about the medicines you take, allergies you suffer from and any adverse reactions to medicines you have had. A SCR means that it is easier for healthcare staff to treat you in an emergency or when your GP Practice is closed. If you do not want a SCR then please complete the opt out form available from reception or see the SCR leaflet enclosed with the new patient registration pack.

Our Practice Team

We have 3 longstanding GPs who are supported by 3 Practice Nurses, an in-house Clinical Pharmacist along with a full administrative support service.

All members of the team work closely with the doctors and all staff are bound by strict rules of patient confidentiality.

Practice Manager

Matt Singh is the Practice Manager at the practice and is responsible for the day to day running of the practice. He is available to help with administrative or non-medical aspects of the Practice.

Administrative Staff

The Practice Manager is supported by Care Coordinator Manager – Karen Platt, who oversees the reception staff who work behind the scenes to help support the medical staff in the smooth running of the Practice.

Nursing Staff

Our highly trained Nursing Teamwork alongside the doctors.

Dorinda Doddy leads the team of Nurses and is also a one of the partners.

The Nursing Team also see patients by appointment, offering a range of services including vaccinations, ear syringing, wound care and cervical smears.

We ask that patients give the Care Coordinators a brief description of their problem so the most appropriate service can be offered.

District Nurses

District Nurses in the team, who are employed by Nottinghamshire Community Health Services, are based at Stapleford Care Centre. They are able to visit the housebound to offer a range of nursing care when this is needed.

Midwifery

Midwives are allocated to the Practice by Nottinghamshire Community Health Services based at Stapleford Care Centre. They arrange booking to the hospital of choice for delivery, carry out the majority of antenatal care at the surgeries and visit patients at home after their baby has been born.

Health Visitors

The health visiting service is provided by Nottinghamshire Community Health Services based at Stapleford Care Centre. Health visitors provide valuable support to patients with young children.

Travel Clinic

We also provide a travel clinic providing information, advice and vaccinations for travel. Please ask at reception for more information and a form to complete. Travel forms must be received at least 6 weeks before the date of travel, otherwise patients will need to consult a travel clinic. This form can also be completed on our website.

Violence or Aggressive Behaviour

Our staff should treat everyone courteously and we would ask that patients help us by being polite when they contact us at the surgery.

The Practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the Practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Practice Website

Our Practice Website has Practice information and links to other useful sites. You can order prescriptions online, make and cancel appointments, access your medical record, notify changes of address and other personal details, and complete surveys and pre-registration forms.

www.hickingslanemc.nhs.uk

Suggestions/Compliments

If you have any suggestions/comments to improve our service or wish to compliment our staff then please let us know. You can put suggestions/compliments into the box in the reception area which is also used for repeat prescription requests or you can send us a message via our contact page on our website.

Patient Survey

We are keen to hear your feedback whether positive or negative in order to help us improve our services. You can do this by visiting our website and completing a short survey. Please see our latest survey results in the waiting room or on our website.

From time to time we, and also the PPG, conduct surveys off patients. In addition, national surveys are conducted by NHS England. We are very grateful for your co-operation in completing these, when asked to help us improve our services.

Friends & Family Test

Would you recommend this service to friends and family?

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

You will receive a text message after your appointment with a quick survey – we appreciate your time in completing this. You can also complete this survey via our website.

Complaints

We try to provide the best care we can, but occasionally misunderstandings or mistakes occur. If you wish to complain or raise an issue of concern with us, please, in the first instance, address the matter in writing to the Practice Manager. He will investigate and respond to you, in writing, as soon as possible. The full version of our Complaints Policy is available on request or online on our website: www.hickingslanemc.nhs.uk

If you prefer, or feel unable to raise your complaint with us, or you are dissatisfied with the outcome of your complaint, you may approach NHS England:

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By Email:

England.contactus@nhs.net

Or by telephone:

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Useful Numbers

The Queens Medical Centre.....	0115 924 9924
The City Hospital.....	0115 969 1169
Ilkeston Community Hospital.....	0115 930 5522
NHS Urgent Treatment Centre.....	0115 883 8500
Out of Hours Service.....	111
Stapleford Care Centre.....	0115 883 5000
Jhoots Pharmacy.....	0115 939 7352
Well Pharmacy.....	0115 949 0905
Peak Pharmacy.....	0115 939 2125
Boots Pharmacy.....	0115 939 1589