**CLINICS**

WE OFFER A RANGE OF CLINICS TO PROMOTE THE HEALTH OF ALL OUR PATIENTS AND TO HELP PATIENTS WITH PARTICULAR NEEDS

* CONSULTATIONS WITH THE DOCTOR
* CONSULTATIONS WITH THE PRACTICE NURSE
* FULL MATERNITY SERVICES
* IMMUNISATIONS
* HOLIDAY VACCINATIONS/TRAVEL ADVICE
* CERVICAL SCREENING AND BREAST SCREENING
* BIRTH CONTROL ADVICE
* CHILD HEALTH SURVEILLANCE
* ASTHMA MANAGEMENT
* DIABETES MANAGEMENT
* CHRONIC DISEASE MANAGEMENT
* WELL PERSON CHECKS
* STROKE AND HYPERTENSION CHECKS
* OVER 75s CLINIC
* SMOKING CESSATION
* WEIGHT CONTROL
* MINOR OPERATIONS
* WART CLINIC inc. LUMPS AND BUMPS REMOVAL

THE FOLLOWING SERVICES ARE ALSO AVAILABLE AT THE SURGERY

* COUNSELLING
* CONTINENCE CLINIC (by appointment with District Nurse)
* CHILD HEARING TEST (by appointment with Health Visitor)
* WELL BABY CLINIC (by appointment with Health Visitor)

### PREMISES

The Surgery is easily accessible with parking and toilet facilities for the disabled.

Car parking is available at the side of the Surgery.

### APPOINTMENTS – now available to book online

Patients can be seen by appointment, made in advance either by telephone or by calling in at the Reception Desk. If you need to see a Doctor more urgently please telephone the Surgery at 8.00am and you may be given an appointment for the same day.

If you are unable to keep an appointment please let us know as soon as possible so that the appointment can be offered to another patient.

### HOME VISITS

A patient who is too ill to attend Surgery is asked to request a home visit between the hours of 9.00am and 10.30am. This can be done either by telephoning or calling at reception desk. A brief description of the symptoms should be given. Try to call before 10.30am unless it is an emergency. If the Doctor is on his or her rounds the receptionist or nurse will help and advise until the doctor is contacted.

### OUT OF HOURS inc. A & E

This service is only used to be used in a medical emergency. If you need the doctor urgently when the surgery is closed – please telephone 111, your call will be answered by the NHS 111 Service. If you feel that the Emergency Doctor may have difficulty finding your house please give accurate directions to the person dealing with your call and where possible leave a light on outside your house.

### HELP US TO HELP YOU BY

**Attending surgery where possible explaining your problem clearly to the receptionist remembering to cancel appointments if no longer required**

WELCOME TO

SANDY LANE SURGERY

**PRACTICE LEAFLET 2016**

77 SANDY LANE

MANSFIELD

NOTTS

NG18 2LT

TEL: 01623 656055

FAX: 01623 424898

www.sandylane-surgery.co.uk

REVIEW DATE: April 2017**REPEAT PRESCRIPTIONS – now available to order online**

You are allowed to have certain treatments on a repeat prescription without seeing the doctor. Please order your prescriptions a few days before you run out of medication. After a period of time the doctor will wish to review your medication and you will be notified if the doctor wishes to see you. To obtain a prescription you may bring in your repeat slip and put it in the box. Prescriptions are available 48 hours from when it is brought in; requests brought in on a Friday will be ready Tuesday.

When ordering your prescription you must give the precise name of your medication, current dosage and how many times per day it is taken. You will find all these details on the box or bottle.

### CHANGE OF ADDRESS

If you move home please inform the receptionist as soon as possible. We will be able to tell you if you are still in our practice area. We will need you new address and telephone number.

### COMPLAINTS PROCEDURE

If you have any complaint or concern about the service received from the doctors or staff within the practice, you are entitled to ask for an explanation. You can speak to the receptionist initially but if you wish to pursue the matter further please ask for the Practice Manager or alternatively put your complaint in writing. Your complaint will be investigated thoroughly and speedily. We will acknowledge receipt and aim to report back within two weeks if possible. More time may be required on occasions. You can meet with the people involved if you wish. The practice has a non-discriminatory approach to complaints. Patients, their relatives and carers, will not be treated adversely as a result of having complained.

### ACCESS TO PATIENTS RECORDS

Information contained in your medical records is kept confidential at all times and is only disclosed to other qualified health professionals for purposes relating to your health (except where you have given written consent and permission to do so).

From time to time NHS auditors have a duty to carry out routine checks of practice records to determine if claims made by the practice are correct. In the course of these checks, it may be necessary to verify details from your medical records. Medical records are sometimes examined as part of the education and monitoring of NHS staff. These checks are undertaken in accordance with strict protocols agreed with the Health Authority, the Local Medical Committee and Community Health Council.

All staff working for the NHS has a legal duty to keep information about you confidential and all our employees at Sandy Lane Surgery have signed a confidentiality agreement.

If you have any concerns or objections about your records being inspected for these purposes please notify the practice via your GP or Practice Manager. Your wishes will be respected.

#### DR H MASUD - MBBS MRCS LRCP (MALE)

***DR H QURESHI - MBBS DRCOG (FEMALE)***

***DR S ALI – MBBS MRCGP DFSRH (MALE***

***HELEN SMITH – ADVANCED NURSE PRACTITIONER (FEMALE)***

***PRACTICE STAFF***

***PRACTICE MANAGER – JILL TOWNS***

Jill looks after the day to day management of the practice. She will be happy to discuss any questions regarding the administration of the practice, any comments or complaints.

***SPECIALIST PRACTICE NURSE – ELAINE RICHARDSON – RGN Bsc (Hons)***

***PRACTICE NURSE – CATHERINE HOUGH – RGN***

***PRACTICE NURSE – NATASHA LANGTON - RGN***

All of our three nurse offer childhood vaccinations, dressings, venepuncture, ear syringing, travel advice and vaccinations and offer health promotion, health checks and smoking cessation. In addition, Elaine , Cat & Natasha perform cervical cytology and chronic disease monitoring and management. As a Specialist Nurse Prescriber, Elaine also offers consultations not requiring a GP such as minor illnesses and weight management. She is able to deal with general health related enquiries. Please ask at reception for an appointment with the nurse who best suits your needs.

***KATHERINE MORRIS – HEALTHCARE ASSISTANT***

#### JOHANN TOWNSEND – I.T. DEPT/DATA QUALITY

Johann is responsible for the co-ordination of the computer system.

#### JANICE SIMPSON – SECRETARY

Janice is responsible for all the Secretarial work and also Choose and Book

***TRUDY O’BRIEN – ADMIN DEPT.***

#### GLENYS SMITH – SENIOR RECEPTIONIST

***JULIE FROST – RECEPTIONIST***

***PAULINE JOHNSON – RECEPTIONIST***

***JACKIE WATSON - RECEPTIONIST***

***ANN SIMPSON – FILING CLERK***

***OPENING TIMES***

***SANDY LANE SURGERY IS OPEN MONDAY – FRIDAY 8.00AM UNTIL 6.30PM***

***WE NOW DO SATURDAY OPENING ONCE A MONTH – SEE RECEPTION FOR DATES***

***From 01.04.2014***

***SURGERY HOURS***

**5 DAYS A WEEK – VARYING TIMES BETWEEN 9.00 – 1.00 AND 4.00 – 6.30**

**SATURDAY MORNING ONCE A MONTH**

**Please ask at reception for details**

##### WE OFFER 24 & 48 HOURS APPOINTMENTS

**TELEPHONE CONSULTATIONS FOR ALL GP’S and NURSES ARE AVAILABLE ON REQUEST**

**PLEASE NOTE THAT ON OCCASIONS THE SURGERY UNDERTAKES THE TEACHING OF UNDERGRADUATE MEDICAL STUDENTS AND NURSING STUDENTS. YOU WILL BE MADE AWARE OF THIS PRIOR TO YOUR APPOINTMENT**

#### NURSE CLINICS

##### MONDAY TO FRIDAY BY APPOINTMENT

#### TELEPHONE NUMBERS

##### APPOINTMENTS (01623) 656055 – press 2

**ENQUIRIES (01623) 656055 – press 3**

**PRESCRIPTIONS ARE NOT TAKEN OVER THE TELEPHONE**

**OUT OF HOURS 111 (THIS CALL IS TO NHS 111)**

**EMERGENCIES (01623) 656055 – press 1**

**FAX NO. (01623) 424898**