

Inappropriate behaviour of Patients

As a Practice we are seeing increasing incidents of inappropriate behaviour towards both clinical and support staff. As a Practice we have a zero tolerance towards any behaviour deemed inappropriate & unacceptable. **Any patient who treats a staff member inappropriately will receive an initial warning letter with any further incidents resulting in the patients removal from the Practice list.**

The Practice staff are here to support patients & ensure that they receive the correct level of service, whilst understanding patients concerns & anxieties. As a Practice we understand that patients can become frustrated as a result of internal processes & procedures which support patient care, however it is not acceptable for patients to treat staff in any manner that can cause distress & anxiety during the course of their duties

GP+

The GP+ appointment service has been running since the middle of 2018 & is a supplementary resource to the services provided at this Practice. The scheme offers evening & weekend appointments which can be booked by patients thorough the Practice.

Appointments are available for patients to see GPs, Practices Nurses, Treatment Room Nurses, Clinical Pharmacists, Physiotherapists & Stop Smoking Advisors. Appointments take place at a fully accessible location on Upper Parliament Street in Nottingham City Centre. The service is **NOT** a walk-in service.

The booking process.....

Practice staff will book a convenient time for the appointment, they will check your mobile number & then a text will be sent to the number once the appointment has been booked. The text will give details of where the appointment is & the time.

Please note: If you change your mind about the appointment you can cancel the appointment via text.

Changes to Practice Opening Hours *

From the 1st July 2019 the Practice will be open as follows:

**Monday, Wednesday, Thursday & Friday 8am to 7pm
& Tuesday 8am to 7.30pm**

Patients will be able to take advantage of the GP+ service with bookable appointments available from 4pm to 8pm Monday to Friday & 9am to 1pm Saturday & Sunday.

When the Practice is closed telephone calls will be diverted to the OOH service

***The amended hours are as a result of a review of services & provide additional clinical resources for patients to utilise.**

Where do I get help when the Practice is Closed?

Patients can seek medical advice from the following sources:

LOCAL PHARMACY under the 'Pharmacy First' scheme – this is available for children over 3 months & those who do not pay for prescriptions.

CALLING 111 – calls are free to this number & this service is available 24 hours 7 days per week
The URGENT CARE CENTRE located at Seaton House Nottingham NG2 4LA – Open every day 7am to 9pm

High Green Medical Practice

Your Health is Our Concern

Mary Potter Centre, Gregory Boulevard, Hyson Green, Nottingham NG7 5HY

Tel: 0115 942 3216

NHS



Summer 2019

Boundary Reduction

Since March 2019 the Practice has applied a reduced Practice boundary (catchment area) it is hoped that this change may help ease the pressure on the Practice.

Minor Illness Clinics

Patients calling the practice with mild ailments and illnesses may be offered appointments with our Nurse Prescriber Sarah, or Theresa our Primary Care Practitioner (PCP) they will be able to review patients & provide prescriptions as required.

The Nurse Prescribers & PCP will work alongside the Practice Doctors and will ease the pressure on clinicians especially when the Practice experiences high demands for 'on the day' appointments.

We want to hear Your Views??

The Practice is currently asking patients to complete questionnaires relating to the service provided by the Practice. Questionnaires will be provided to patients when they visit the Practice. We will also be sending out a link to the questionnaire via text to all patients that have indicated that they prefer to be contacted by SMS text. You can also find a link to the questionnaire on the Practice website. www.highgreenmedicalpractice.co.uk

We want to hear your views. We generally experience low rates of feedback but encourage patients to fill the form in so we know how we are doing. Lets us know your views!!!!

Patients Complaints

High Green Medical Practice aims to give a friendly and professional service to all our patients. However if you have any concerns about any aspect of our service please let us know. In the majority of cases concerns can be resolved quite easily. However if you feel the issues you have raised have not been dealt with in the manner you would wish please put your complaint in writing to the Practice Manager who will investigate your complaint or concern. Complaints forms are available from reception.

Text Messages

In order to help you remember your appointment time the practice will send a text message to your mobile phone at the time of booking an appointment; we will then send you another text the day before your appointment to remind you. To increase the effectiveness of this service our reception staff will ask to check your details when you book an appointment. From time to time the practice may also send text reminders for specialist clinics. Text messages are an effective way of contacting patients quickly & easily, if you would prefer not to be contacted by text please make us aware.

