



## Our Practice Team

**Dr Zahoor Khan** – MB.ChB, DRCOG. MRCGP Qualified 1982 University of Manchester – GMC 3648502 – Male GP – English, Urdu & Punjabi speaker. Dr Khan is in surgery 5 days.

**Dr Musarat Ali** – MBChB, DFFP, DRCOG. NMRCGP Qualified 2006 University of Leicester – GMC 6143795 – Female GP – English, Urdu & Punjabi Speaker. Dr Ali is in surgery 3 days.

Locum GP's may be employed by the Practice to increase the number of available GP appointments, patients will be encouraged to utilise these GP's as it may now always be possible to see their usual GP as surgery times can be very busy. The Practice Team also includes 2 Nurses and an ACP (Advanced Care Practitioner). The ACP has been employed by the Practice to work alongside the Doctors reviewing mild ailments and illnesses.

The High Green Medical Practice is an approved training practice and this means we have trainee doctors working with us for 6 months or sometimes over a year at times. They have a lot of hospital experience but need to learn more about medicine in the community. You may be offered an appointment with a doctor whose name you do not recognise, if so please be reassured that he or she is a fully qualified doctor and that you will be properly cared for.

We are also a training practice for medical students. At times Medical, Nursing and pharmacy students may accompany the GP's and nurses. You will be informed if this is the case and if you prefer to be seen alone then please say so and the necessary arrangements will be made.

### Research

The practice at times provides fully anonymised patient data for the General Practice Research Database which provides a valuable nationwide resource for the government and public health doctors on trends in primary care. We also occasionally participate in local medical research studies. We take care at all times to protect patients' rights to confidentiality as set out under the Data Protection Act.

### The following healthcare services are provided by the Practice:

These are mainly nurse-led services with the Practice Nurse, which are run on an appointment system during normal surgery hours. A GP is available for advice and guidance and is involved in the initial diagnosis of patient health needs.

- Diabetic Care
- Over 75 health checks
- Blood Pressure Checks
- Asthma Care
- Travel Vaccinations
- Immunisations
- Contraceptive advice
- Cervical Cytology
- Healthcare/Lifestyle advice – including smoking cessation, weight loss and management, sexual health, healthy eating and exercise.



**Child Health and Immunisations** – All new babies are invited to attend regular check-ups and immunisations from 8 weeks. The health visitors hold baby clinics on Tuesday mornings and a GP and Practice Nurse will also see children in practice on a Tuesday morning for immunisations and healthcare checks.

**Antenatal Clinic** – Patient will be referred to the antenatal clinic after seeing a doctor for a routine appointment during normal surgery hours. The clinic will provide care of expectant mothers. The Midwife is responsible for booking in and then following up the care of pregnant women. The community midwives are available at the Mary Potter Health Centre on Wednesdays.

**Minor Surgery** – The Practice has a contract via Nottingham City PCT for services to be provided by other Practices for procedures such as warts and verruca removal.

### Community Health Services

The following services are provided to our patients and are available at the Mary Potter Centre and throughout the Nottingham City Area. Patients will be referred to these by the GP or Nurse.

**Counselling and Stress Management** – Mental Health Nurses and counsellors are available.

**Phlebotomy Clinic** – This is run on an appointment system, patients will have to wait to see a phlebotomist. If patients require blood tests the Practice will provide the patient with a request form, information regarding booking an appointment will also be provided.

### Social Workers and Occupational Therapy

#### Practice Manager & Reception/Patient Service Administrators

The Practice Manager together with the reception/administrative staff are here to assist patients' access the most appropriate healthcare advice and service within the Practice. The team answer the telephone, deal with patient enquiries, process repeat prescription requests, maintain patient records and carry out many other clerical tasks.

Our reception team will be your first point of contact within the Practice; reception is manned by our well-trained and friendly staff. We are proud of them and confident that they can give you the help you need to make the most out of the service we offer. It may be necessary for staff to ask certain questions in order to help you. Anything you share with the staff will be completely confidential.

Mrs Shaheen Khan the Business Practice Manager is the point of contact for help with regards to administrative problems you may have and any questions you have regarding the way the practice is run. We value all our practice staff and ensure that they are well-trained in order to provide the best possible service to our patients. High Green Medical Practice is a busy practice which means our practice staffs job is very demanding. We request that individuals are patient when staff are dealing with their requests.



## Attached Practice Staff

- **Health Visitor**  
Provides health advice to families of pre-school children
- **District Nurses**  
Visit ill patients at home providing health care services
- **Community Midwife**  
Sees expectant mothers at the antenatal clinic and visits mother at home
- **Community Matron**  
Works with identified patients to provide improved and managed care within the community setting for these patients

## How to Register with the Practice

If you live in our practice area (see enclosed map) and would like to register with us, you will need to complete one of our registration forms which are available from our reception desk. To register please visit the practice after 11am.

*Please do not leave registering with the practice until you need to see a doctor, as we will not have your previous medical records and this may hinder our ability to treat you appropriately.*

All children who are under 6 years of age who wish to be registered at the High Green Medical Practice will need to attend a face to face clinical appointment with the practice nurse prior to the child being accepted onto the practice list. The parent, carer or guardian must bring the child/children with the relevant identification of the child including all current medical records including vaccination and immunisation history.

Please contact the practice reception staff to make an appointment to bring in your child(ren) for the pre-registration screening with the practice nurse. If you fail to attend the appointment your child will not be fully registered as a patient at the practice. If we do not hear from you within 10 days then we will assume you no longer wish to register your child at the practice.

As a patient, you have the right to express preference as to which GP you wish to see. However, if you require an appointment and your preferred GP is not available, you will be offered an appointment with another doctor. If you still wish to see your preferred GP you may have to wait longer.

## Re-registration

Patients who have in the past been registered as patients at the practice are able to apply for a re-registration by filling in a re-registration form held at the reception. Each patient's request to re-register at the practice will be assessed on a case-by-case basis by the practice GP's taking into account the original reason for the patients' removal from the practice list.

As a patient, you have the right to express preference as to which GP you wish to see. However, if you require an appointment and your preferred GP is not available, you will be offered an



appointment with another doctor. If you still wish to see your preferred GP you may have to wait longer.

### Registration of children under 6 years

All children who are under 6 years of age who wish to be registered at the High Green Medical Practice will need to attend a face to face clinical appointment with the practice nurse prior to the child being accepted onto the practice list. The parent, carer or guardian must bring the child/children with the relevant identification of the child including all current medical records including vaccination and immunisation history.

Please contact the practice reception staff to make an appointment to bring in your child(ren) for the pre-registration screening with the practice nurse. If you fail to attend the appointment your child will not be fully registered as a patient at the practice. If we do not hear from you within 10 days then we will assume you no longer wish to register your child at the practice.

### Appointments

Appointments may be made by telephone using the following number: 0115 9423216 or by calling into the Practice and speaking to a receptionist. We operate a book on the day system Monday to Friday and ask patients to phone in at 8:00am on the day that an appointment is needed. The phone lines can be busy at times so we ask for patients understanding if there is a delay in answering the phones. There are also a number of PRE-BOOKABLE appointments available which can be booked 5 days/1 week in advance.

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. We do try to run to time, but please be patient if you have to wait – some problems need more than the allotted time.

### Triage

In order to ensure that patients are directed to the appropriate healthcare service or person, our reception staff will ask questions from patients who request an appointment with the GP; this is in order to direct them to the most appropriate person – GP, practice nurse, or other healthcare professional services such as Pharmacy First Scheme, NHS Urgent Care Centre. Many problems, concerns and questions can be dealt with in this way allowing those patients with higher priority need to be seen by a GP.

If you prefer not to disclose your medical problem with the receptionist, your privacy will be respected. You will then be offered a routine appointment with the GP of your choice, if available. It should be remembered that not all GP's work every day.

### Making an Appointment

Appointments are 'book on the day', although we do offer some book in advance appointments (up to 1 week in advance). Appointment slots are 10 minutes to discuss a single medical problem.

If the doctor feels unable to deal with all your issues in that time slot, they may ask you to return at a later date to deal with any outstanding issues not fully explored.



## Urgent Appointments

If there are no appointments left and you need to be seen urgently, you may be advised that the doctor may call you back to discuss your problem and decide the best course of action.

## Appointment Reminders

The practice runs a text reminder service. A text message will be sent to your mobile phone the day before your appointment to remind you. To increase the effectiveness of this service, reception will ask to check your contact details when you book an appointment.

We ask that patients keep us informed of changes of address and contact details.

## Cancelling an appointment

If for any reason you are unable to keep your appointment or no longer need it, *please let us know as soon as possible* so that it can be re-allocated. Please remember that there is always a shortage of appointments and when you fail to attend, you have prevented someone else from being seen in your place.

## After Hours Care

If you call the surgery number 0115 9423216 after 6:30pm on weekdays and other times when the surgery is closed, your call will be transferred to the out of hours GP service provided by Nottingham Emergency Medical Service (NEMS) who will assess your medical needs and provide appropriate care.

NEMs provide duty doctors who are available to deal with medical emergencies from 6:30pm – 8:00am on weekdays and 24 hours at weekends and bank holidays. PCT is responsible for the out of hour's service provided by NEMs for our patients.

*Patient with fractures, major injuries or those who have chest pains with suspected heart attack symptoms or those who have collapsed should be taken to the Accident & Emergency Department (A&E) at the Queens Medical Centre.*

## Repeat Prescription

If you take medication on a long term basis you can request a repeat prescription in the following ways:

- By using the print out which you received with your previous prescription, please tick only the medication you need, drop this into the surgery letter box located in reception.
- Fill in a slip (available in reception) and drop it into the surgery letter box located in reception.



- Ordering via the Patient Online Service. Patients will need to register for this service by simply bringing in 1 form of photo identification to reception so that they can receive their access detail to login to the system.
- By fax – requests should be sent to the following number 0115 970 4640.

Practice prescriptions will be ready within 48hrs excluding bank holidays and weekends.

**Please note we do not accept prescription requests over the telephone except for the elderly or infirm who are house bound.**

**It is essential that you attend regular medication reviews. If you do not attend these your repeat prescription could be refused until you have attended an appointment with a clinician.**

Prescription collection and delivery services are available from local pharmacies, patients must organise this service and then attend our reception desk to sign our consent form.

### Requesting a Sick Note

For the first 7 days that you are unable to work through a sickness, you can complete a self-certificate form.

*The surgery does not issue self-certificate forms.*

If you are in hospital, they will provide you with a sick note. They should also include any period necessary after you leave the hospital. If necessary this can be extended by your GP when you return home.

After the first 7 days. You will need a sick note from your GP. If necessary this can be backdated to ensure continuity of sickness absence so an immediate appointment is not necessary.

When you know the date you are returning to work, we can often give you a 'starting back' note (also known as a 'fit' note or a 'return to work' note) on request.

If you want to see your doctor solely to extend a sick note; please check with the receptionist whether an appointment is necessary.

The practice charges for the release of a duplicate sick note; the charge for this is £5.00 per sick note.

### Private sick notes

If you want a sick note to confirm sickness within the first 7 days of absence there will also be a fee of £10.00



## Requesting Home Visits

Patients are requested, where possible, to telephone before 10:30am if a home visit is required that day.

We would request that, apart from genuinely housebound, all other patients attend the surgery rather than request a home visit because of the extra time home visiting takes. On average four to five patients can be seen in surgery in the time it takes to do a single house call. In addition, the care that can be offered due to lack of adequate lighting, examination facilities and equipment means that you may not receive as good a service as the doctor may be able to offer if you came to the surgery.

Please note that the doctors may telephone you rather than visit you if this is medically appropriate. Ultimately it is the doctors right to decide whether or not a visit is appropriate for a particular set of circumstances.

## Your Medical Records

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

Your medical history is recorded on our practice computer system, which may only be accessed by authorised members of our team. All members of our staff are bound by a practice confidentiality agreement. Information from your medical records can only be passed on to another health care professional on a strictly need-to-know basis in relation to your care.

We cannot pass on information to any outside third party, such as insurance companies, without your written consent. For routine audit and accounting purposes, representatives of the Primary Care Trust will be required to look at patients records. We will make every effort to render any identifiable patient data anonymous before it is scrutinised.

Please contact our reception staff if you require further information regarding access to your medical notes and they will be happy to assist you regarding any queries you may have. You have a right to know what information we hold about you, if you would like to see your records please contact our Practice Manager.

## Zero Tolerance to Aggression & Abuse

The staff of this practice are here to help patients and always try to do their best. Unfortunately our staff are increasingly being subjected to verbal aggression or abuse. We will not tolerate any abusive behaviour towards any of the practice staff. We consider abusive behaviour to include physical and/or verbal abuse (either on the telephone or face to face), racial abuse, sexual abuse, and threatening or intimidation behaviour including shouting and or obscene language. The practice has therefore adopted a Zero Tolerance Policy to such behaviour.



If our staff are subject to verbal or physical aggression or abuse, then the practice reserves the right to take action to protect its staff.

**Please treat our staff with respect.**

For more detailed information regarding our practice policies can be found at:  
[www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk)

### Helping Us

**All patients can help us by:**

- Being on time for your appointments
- Letting us know if you need to cancel your appointment – Please try to give us as much notice as possible as this will allow us to offer the appointment to another patient.
- Letting us know if you require an interpreter at the time of booking an appointment, alternatively please help us by bringing along someone who can help you understand what is being said by the GP and the practice staff.

### Disabled Access

The Mary Potter Health Centre has been designed for disabled access. There are dedicated disabled parking spaces within the car park, access point at the reception desk and disabled toilets. We would ask that you let us know if you need help as your disability may not be a visible one. We would also welcome any suggestions you may have in making your visit to the surgery easier.

### Surgery Car Park

Car parking is available at the Mary Potter Health Centre; there are designated blue badge spaces. Car parking spaces are limited so if possible please use public transport to get to the surgery. However if you are arriving by car please allow extra time before your appointment to find a parking space.

### Non-English Speakers

We can arrange interpretation and translation services in person or by telephone for patients who find it difficult to speak English.

There are fact sheets available to explain the roles of the UK Health Services, the National Health Service (NHS), to newly-arrived individuals seeking asylum. They cover issues such as the role of GP's, their function as gatekeepers to the health services, how to register and how to access emergency services.

Special care has been taken to ensure that information is given in clear language, and the content and style has been tested with user groups.





These fact sheets are available to download at: [www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk)

## Complaints

High Green Medical Practice aims to give a friendly and professional service to all our patients. However if you are unhappy for any reason regarding the service and care you receive from the High Green Medical Practice please speak to whoever you feel most comfortable with within the practice and they will be happy to help. Your concerns in the majority of cases can be resolved quite easily, however if you feel that the issues you have raised have not been dealt with in a satisfactory manner, then please put your complaint in writing to Mrs Shaheen Khan – Practice Manager who will:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem, if you wish to
- Ensure you receive an apology where appropriate
- Identify what the practice can do to prevent the issues occurring again

A copy of the practice complaints procedure can be requested from reception if required.

If you are not satisfied by the result of the practices internal complaints procedure you may contact:

The Complaints Manager  
Nottingham City NHS Primary Care Trust  
1 Standard Court  
Park Row  
Nottingham  
NG1 6GN

The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become a formal complaint.

PALS is located at:  
1 standard court  
Park Row  
Nottingham  
NG1 6GN

Independent Complaints Advocacy Service (ICAS) is a free and independent service for patients who want to complain about any part of their NHS treatment or care, you can talk to them in confidence on: 0300 456 8347.

## Patients that Do Not Attend Appointments

The practice aims to provide the best possible health care for its patients however there may be circumstances when it is considered reasonable or in the best interests of the patient, to remove the individual from the practice list.

For example when:

- A patient does not respond to the practices/NHS England communications – whether face to face, letter or telephone contact for the healthcare purposes over a 12 month period.



- Failure to attend 3 pre-booked appointments in a 12 month period.
- A patient moves out of the practice area.
- The practice receives notification that a patient has moved abroad for more than 3 months.

A copy of our Patient Removal Policy document can be found at:

[www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk)

### Useful Information

Medical Advice can also be accessed at:

**NHS Direct** – can be contact on 0845 46 47 this is a 24 hour telephone line which provides free expert health advice and information. NHS Direct can also be accessed by logging onto:

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**NHS Urgent Care Centre** – At the Urgent Care Centre you will be able to see an experienced nurse for treatment of minor injuries and illness, seven days a week, 7am until 9pm. These are both drop in services and do not run on an appointment system.

The Urgent Care Centre can be located at:

**The Urgent Care Centre**  
**Seaton House**  
**Island Site (Next to BBC)**  
**London Road**  
**Nottingham**  
**NG2 4LA**

You can call 0115 883 8500 for directions if needed.

### Local Pharmacies

Your local pharmacy can offer a range of services including advice and medication for the relief of minor ailments.

A number of local pharmacies operate the **Pharmacy First Scheme, under this scheme** if you are exempt from paying prescription charges, you can receive free treatment/medication fir minor ailments such as temperature/fever, sore throat, earache, teething pain, pain relief for toothache and headlice treatments.



## Useful Contact Numbers

### **Queens Medical Centre**

OMC Campus & City

0115 9249924

### **Information on giving up smoking contacts:**

New Leaf- Nottinghamshire NHS Stop-smoking service

0800 561 2121

The National NHS Smoking Helpline

0800 169 0169

### **National/Domestic Violence**

24 hour national Freephone Helpline

0808 2000 247

Samaritans

08457 90 90 90

NHS Direct

0845 46 47

Nottingham City PCT

0115 845 4545

Citizens Advice Bureau

08444 111 444

Relate Nottingham

0115 950 7836

Nottingham & Nottinghamshire refugee Forum

0115 853 2381