

Saxon Cross Surgery

Stapleford Care Centre, Church Street, Stapleford,
Nottingham NG9 8DA
Telephone 0115 9392444



Information for patients

www.saxoncrosssurgery.co.uk

Welcome to the practice

Who We Are

Doctors

Dr Helen O'Neil	MBBS (London 1979) DRCOG DCH MRCGP	female	(Part-time)
Dr Mike O'Neil	BSc MBBS (London 1980) MRCP (UK)	male	(Part-time)
Dr Ritu Kothari	MBBS (Nagpur 1988) MRCGP DRCOG DFFP	female	(Part-time)
Dr Solomon Akwei	MS (surgery) DNB (surgery) MCh (plastic surgery) MB ChB (Leicester Warwick Medical School 2005) MRCS, MRCGP	male	(Part-time)
Dr Rishi Mosaheb	MBBS (London 2010) MRCGP	male	(Part-time)

Nurse Practitioner

Di Finch RGN, RSCN, MSc (Adv Practice Nurse Practitioner)

Practice Nurses

Liz Towlson RGN, Louise Walters RGN, Bev Walter RGN

Health Care Assistant

Alison Hatton

Practice Manager

Tony Oram Adv Diploma Mgt in General Practice

Administration and Reception team

Rachel Marshall, Angela Hickling, Keely Wilson, Wendy Reule, Sue Parkin, Shirley Smith, Debbie Blake, Nicolette Holland, Bev Chaplin, Jean Stark, Charlotte Oram.

Saxon Cross Surgery is the business name of an unlimited partnership in law. The general partners of the practice are the doctors as listed above. Any correspondence to the partners should be sent via the practice address.

Surgery Hours

Our reception is open:

Monday, Wednesday & Friday	8.00am to 6.30pm	
Tuesday	8.00am to 8.30pm	
Thursday	8.00am to 1.00pm	then 4.00pm to 6.30pm

Our phone lines are open as follows:

Monday, Wednesday & Friday	8.00am to 6.30pm	
Tuesday	8.00am to 6.30pm	
Thursday	8.00am to 1.00pm	4.00pm to 6.30pm

The Care Centre building is open:

Monday to Friday	7.00am to 6.00pm
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Appointments

Except for emergencies you will need to make an appointment to see the doctor.

We ask that wherever possible you book your appointment in advance, either at our reception desk or by telephone or by registering for our online appointment booking service.

If you need to be seen on the same day that you request your appointment, then one of our nursing team (usually Di Finch) will phone you back as soon as possible to discuss your request. You will then be offered one of the following:

- Telephone advice there and then
- A routine appointment with either a nurse or GP at a later date
- An urgent appointment that day with a nurse experienced in dealing with the problem described
- An urgent appointment with a GP

If you do need to be seen on the day then you will need to be able to come at the time given to you.

Please try to help us by giving as much notice as possible if you need to be seen for routine matters. (For example, if your doctor asks you to return to see them at some time in the future to review your treatment).

Please let us know as soon as possible if you cannot keep your appointment so that it can be used for someone else.

We encourage our patients to see the same GP each time that they attend for an appointment, although we recognise that this is not always possible. All patients are free to choose which of the GP's they wish to see at any time. Please tell the receptionist at the time you make your appointment

Surgery Times – By Appointment

Monday	8.40am –12.30am	3.40pm –6.10pm
Tuesday	8.30am –12.20am	3.40pm –6.10pm then 6.30pm –8.30pm
Wednesday	8.30am –12.20am	3.40pm –6.10pm
Thursday	8.30am –12.20am	4.00pm –6.10pm
Friday	8.30am –12.20am	3.40pm –6.10pm

Please check with the receptionists which doctors are available at which time when you make your appointment.

Registering as a patient

You can register as a patient of the practice provided that you are resident within the practice area. To register, you will need to attend at the surgery, bringing with you your medical card if this is available. If you do not have this then you will need to complete a form. Please ask for help if required when completing this. You will then be asked to complete a short health questionnaire and to arrange to see one of our nurses for a new patient health check, at a later date. The health check takes approximately 20 minutes to complete, and, whilst not compulsory, we encourage all of our new patients to attend for this check as it enables us to make sure that our information is as up to date as possible from the start of your time as a patient of the practice.

Alternatively you can complete the application form and health questionnaire online and submit it to us electronically for approval. You will however need to come into the practice to sign the paperwork before you can be formally registered

Telephoning the Practice

You are welcome to talk to your doctor or one of the nurses over the telephone to discuss a problem or to seek medical advice. Our receptionists will take your details and the doctor or nurse will telephone you back, usually at some time between 1.00 & 2.00pm

Our switchboard is usually busiest between 8.00am and 9.30am and 1.00pm and 2.30pm and so we would ask you to avoid those times unless it is urgent.

Home Visits

These may be requested for any patient too ill to attend surgery or if you are housebound. Please telephone before 10.00am if possible, and be prepared to answer a few questions about the problem to help the doctors decide in which order to visit patients. Visits usually take place in the early afternoon.

Please remember that several patients can be seen at the surgery in the time that it takes to complete a home visit. A lack of transport, or having to look after children, are not acceptable reasons to request a visit.

Emergencies/Out of hours arrangements

There is always a doctor available to deal with emergencies. Telephone the normal surgery number 0115 9392444. between 8.00am and 6.30pm weekdays (except Thursday afternoons between 1.00pm and 4.00pm) when your call will be dealt with by one of our receptionists. Outside these hours, you should dial 111 and your call will go to the Out of Hours service.

A Health Information advisor will take your details. Arrangements may be made for a specially trained nurse to speak to you. During busy periods a delay may occur before you are able to speak to the nurse. However, very urgent calls will be given priority. A detailed assessment will be completed and you may be given advice. If you need to see a doctor you might be asked to go to a special out of hours centre, or a doctor may visit you at home. If you have a minor illness or injury you may be asked to attend a Walk-in Centre where a nurse will see you.

Your local pharmacy can also offer a range of services, including advice and medicines to relieve symptoms of minor ailments

Responsibility for the provision of out of hours care rests with NHS England

How you can help us

Please let us know of any changes to your name, telephone number or address as soon as possible so that we can keep your records up to date. Please make sure that your house number is clearly visible so that we can find you in an emergency. If you call a doctor out after dark, please put on your front room lights, as this makes it easier to find the right house in a dark street! Please only use the out of hours service for genuine emergencies.

Temporary Residents

You are able to consult any local doctor when away from home. You can do this by asking to be seen as a ‘temporary resident’. We will be happy to see anyone staying with you as temporary residents.

Repeat Prescriptions

You may be allowed to have some treatments on repeat prescriptions, without seeing your doctor (We will want to see you at least once a year if you are on regular medication). With your prescription you will be given a tear-off slip listing your current medication. If you need repeats of these, please tick the items required and post or hand in to the reception desk. The prescription will then be available to collect as follows:

Request received by practice	Prescription available for collection
Monday	Wednesday after 4.00pm
Tuesday	Thursday after 4.00pm
Wednesday	Friday after 4.00pm
Thursday	Monday after 4.00pm
Friday	Tuesday after 4.00pm

If you would like your prescription posted to you please enclose a stamped addressed envelope.

Please help us to minimise the waste of NHS monies by only asking for repeat medications that you currently need. Please do not ‘stockpile’ medicines in your cupboards ‘just in case’ you might need them in the future. Any unused medicines can be returned to your chemist for safe disposal.

You can also order your repeat prescriptions online, via our website. Please ask at reception for further details on how to register for this service

Practice Nursing team

Our nursing team is led by Di and together with Liz, Louise and Bev, hold sessions every day.

Di is a fully qualified Nurse Practitioner. This means that as well as looking after her own patients on a day –to- day basis, she is available as an alternative to the GP’s for most urgent same day appointments. Di provides a telephone triage service every day for those patients requesting urgent appointments.

As well as general nursing and ongoing patient monitoring tasks, the nurses are available to give health advice, undertake health checks, take cervical smear tests and to arrange routine and travel injections.

They also complete regular monitoring checks for those patients with ongoing, long term conditions such as diabetes, heart and respiratory disease.

When booking an appointment to see our practice nurses, the receptionist will ask what the appointment is for. This will ensure that you are allocated sufficient time for your appointment.

Health Check

You can book a health check with our practice nurses. This is a free check on your basic health and lifestyle and takes about 20 minutes.

Please bring a sample of urine with you so that this can be tested as part of the check. Bottles are available from reception, where you should make the appointment for your check. If you are new to the practice, or have not seen the doctor during the last 3 years, you are particularly invited to take advantage of this free check on your health.

Family Planning

Contraceptive advice and services (including coil, cap and emergency contraception) are available from your doctor or nurse in normal surgery time.

Cervical Cytology (Smear tests)

Cervical cytology screening tests are carried out in normal surgery hours by the practice nurses or a doctor, but please make a separate appointment for this to be done.

All women are recommended to have a smear test every three years from the age of 25 up to 49, and every five years between the ages of 50 and 64. If you have had a hysterectomy or have never been sexually active then you usually won't need to have any further smear tests but please discuss this with the nurse or doctor if you are in any doubt. You are reminded by letter when your smear test is due.

Pregnancy

If you think you are pregnant, please make an appointment during normal surgery time to see the doctor.

Antenatal clinics are held on Tuesday and Wednesday afternoons with our midwife. If this time creates a particular problem patients can be seen by a GP during normal surgery times by prior appointment.

Relaxation classes are held at the care centre; please ask your midwife for details. The doctors carry out postnatal examinations by prior appointment along with baby's six-week check.

Immunisations

Children's immunisations – Please make an appointment for the Thursday morning or afternoon clinic.

School Leavers Booster Vaccination – This is normally given at school but if this is missed for any reason then please let us know and our practice nurses will be able to arrange for it to be given at the surgery.

Travel abroad – Our nurses will be happy to discuss your vaccination requirements over the telephone and arrange a schedule for your vaccinations. You should let us know at least 6 weeks prior to your departure so that we have sufficient time to arrange your schedule as in many cases multiple doses are required. You should be aware that not all travel vaccinations are available free on the NHS. Our nurses will discuss any costs with you when agreeing your schedule. A leaflet giving details of our current charges is available from reception.

Flu and Pneumonia vaccinations – These are available for anyone at risk, usually from October each year. Appointments for vaccination can generally be made from early September onwards. The at risk groups for Flu are anyone over 65, people with heart trouble, chronic respiratory disease (including asthma), diabetes, kidney failure and any condition requiring steroids or cancer treatment. In most cases anyone who is a carer for someone qualifies for a flu jab on the NHS.

Pneumonia vaccination is recommended for anyone over 65, people with Asplenia or severe dysfunction of the spleen, people with heart disease, lung disease, liver disease, kidney failure, diabetes, HIV infection, cochlear implants and anyone who has immunodeficiency or immunosuppression due to disease or treatment.

Whilst Flu vaccination is required every year to be effective, pneumonia vaccination is usually only required once (although in some cases repeat vaccination every 5 years may be required). The nurse or doctor will be happy to advise you on this.

Children's Clinics

Under 5's – Monday afternoon 1.30pm to 3.30pm & Thursday morning 9.30am to 11.30am.

These are held within the Care Centre and are run by our Health Visitors.

You are welcome to bring along your child, without appointment, either to see the health visitor or just to have them weighed. The clinic particularly deals with problems of development and everyday parenting issues.

If you think your child has an infection or illness it is better for them to be seen in the normal surgery time.

Immunisations – Thursday 11.00am to 12 .30pm or 4.00pm to 5.00pm (with the practice nurses)

It is very important that your child is fully protected against the infectious diseases covered by the children's immunisation programme. Full details of the current programme are available within your child's 'red book' or upon request from the practice.

The health visitor can be contacted via the care centre for advice and help about any problem associated with children.

Teaching doctors of the Future

We are a training practice. This means that we regularly have trainee GPs working alongside us for between 4 and 12 months at a time. They are qualified doctors who are in the process of completing their specialised GP training under the supervision of the GPs here

We also undertake the teaching of medical students. On occasions medical students may be present when you see the doctor. When you book your appointment you will be informed if students will be in surgery. You are always free to ask to see the doctor alone if you wish.

District Nurses

The district nursing team work alongside the doctors to provide skilled nursing care within your home. Help and advice on a variety of caring problems are offered, for example continence problems. There are good working relationships with other services such as hospitals, social services, Macmillan nurses and the local voluntary organisations.

Minor surgery

Dr Kothari carries out some small surgical procedures at the surgery. This service may avoid you having to wait for hospital treatment. Please ask for details.

Any suggestions or Complaints?

We strive to provide the best services possible, but there may be times when you feel that this has not happened or our service could be improved. A suggestion box is located in the waiting area for your informal comments. This box is monitored by our Patient Participation Group and comments passed on to the practice .

Alternatively, our Practice Manager, Tony Oram would be happy to hear your views. Please ask at reception to see him.

If you wish to make a formal complaint about any aspect of our service, this will be dealt with in accordance with the practice complaints procedure, a copy of which is available upon request.

In the first instance, please ask to speak to Tony, or, in his absence, Keely Wilson

Change of doctor

If you move out of our area (even if only by a short distance), or wish to register elsewhere, your medical card explains how to change your doctor. Information on GP services available in your new area can be found at www.nhs.uk

Computerisation and Confidentiality

As a practice we are registered under the Data Protection Act 1998 under section PO67 Health Care Administration. This means that we hold computer data of every patient's medical history, which is used by the GP's each time a patient visits the surgery and by other members of the practice team in the course of their day- to-day work. The ethics of the medical profession deem that disclosures will only be made in accordance with a strict code of professional confidentiality. You are entitled to see a copy of your medical records upon request, although a fee may be payable.

Patients with Disabilities

Wheelchair access to the building is via the front entrance. There are disabled persons toilets throughout the building. The practice is located on the upper ground floor of the building but is accessible via a lift. Disabled car parking spaces are available at both the side of the building and in the underground car park.

A signing service is available by appointment for deaf patients.

Nottingham West Clinical Commissioning Group

This practice is a member of the Nottingham West Consortium, a group of 12 local practices working together to improve local health services for local people.

Help with NHS Costs

You may be entitled to free prescriptions if you suffer from certain conditions or are on a low income – ask your doctor or read booklet HC11 ‘Are you entitled to help with health costs?’

If you cannot get them free, you could still save money by buying a ‘season ticket’ for 4 or 12 months. If you think you will have to pay for more than 5 prescription items in 4 months or 14 items in 12 months, you may find it cheaper to buy a pre-payment certificate (PPC). Please ask at your local pharmacy for details and an application form

Social Care Services

The local social services departments will be happy to help you with problems related to housing, finance and caring for the young, elderly or disabled.

The contact numbers for your local social service offices are:

Nottinghamshire: 0300 500 8080

Derbyshire: 01629 533190

Self Help Groups

There are a large number of groups in the Nottingham area, covering many different illnesses or problems. These groups are usually run by fellow sufferers and can be of great support to those with an illness or their carers.

There are too many to list here but ask your doctor or nurse for details. There is also a "Guide to Self Help Groups" published by the Self Help Team – telephone 0115 911 1662

The Helpful Bureau

If you have difficulty getting around or are unable to use public transport then the Bureau's volunteer drivers can provide a service to get you to the doctor, dentist, optician, chiropodist etc. Transport for social events can also be provided. The bureau also offers lots of practical help and support to residents at home.

For more information please contact the Bureau on 0115 9491175 or visit their website www.thehelpfulbureau.org.uk

Self Treatment of Minor Illnesses

Please think twice if you have a minor ailment before contacting your GP. There are many simple home remedies that can be tried and which can be very effective. Your local Pharmacist can provide help, advice and recommend over the counter medicines for most ailments

Of course we will always offer help and advice when it is needed and you can telephone to speak to either a nurse or doctor if required.

Non NHS Services

Like other professionals your doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to Non NHS organisations such as school and work places. A list of our most common non NHS charges is available upon request

Healthy Lifestyle

Ten top tips for better health:

1. Don't smoke (there is no safe level of smoking)

2. Eat a balanced diet including 5 portions of fruit and vegetables a day and avoid fatty or fried foods
3. Keep physically active (30minutes of exercise two or three times a week)
4. Manage stress – relax!
5. Keep alcohol to within safe limits
6. Keep your weight to within normal limits (our nurses will check this for you)
7. Cover up in the sun and especially protect children from sunburn
8. Use cancer screening services
9. Be safe on the road
10. Look after your back! Be aware of safe lifting methods and have a good posture when standing or sitting.

We have a wide range of information leaflets on most aspects of your health. Please ask - If we haven't got anything that's relative we can usually find someone who has!

Child Safety

Historically, Stapleford & Sandiacre have a high level of childhood accidents compared to other areas. Many of these can be prevented by simple measures to make your home a safer place. Ask your Health Visitor for advice. Particular danger areas are: unguarded fires, stairs without gates, unattended cookers, kettles or irons, electric sockets (fit plastic safety covers – only a few pence and could save your child's life). Do not leave medicines or tablets within reach. Don't let children play near busy roads, or leave them unattended near water. Teach your child to cross the road safely and take them to swimming lessons. Children are naturally inquisitive and adventurous but don't always have the sense to know what may hurt them! Having said all of this, do encourage your child to be physically active and limit the time they spend watching television or playing computer games.

Violent or abusive behaviour

We fully support the NHS Zero Tolerance policy towards violent or abusive patients. Should any patient show signs of violent or abusive behaviour towards any of the doctors, staff or other persons present on the practice premises, or those providing healthcare elsewhere (for example in your home or at other healthcare premises), then we will consider the immediate removal of that patient from the list of patients of this practice. Where considered appropriate, any incidents of this nature will also be reported to the Police. In the context of this policy, violent or abusive behaviour may be verbal or physical and either threatened or actual.

Useful Telephone Numbers

Health

Stapleford Care Centre	0115 8835000
Nottingham University Hospital, Queens Campus	0115 9249924
Nottingham University Hospital, City Campus	0115 9691169
Royal Derby Hospital	01332 340131
Smoking Cessation Service (New Leaf)	0115 9349526
Teenage Health Clinic	0115 9480500
Alcoholics Anonymous	0115 9417100

Other Useful numbers

Stapleford Helpful Bureau	0115 9491175
Self Help Team Nottingham	0115 9111662
Samaritans	0845 7909090
Childline	0800 11111
Age Concern Nottingham	0115 9475892
Rape Crisis Centre	0115 9410440
RELATE (Marriage Guidance)	0115 9507836
Police (non- emergency)	101

