willowbrook
Medical Practice

NHS
Providing NHS services

A guide to our services

- **Main Telephone: (01623) 440018**
- Open: Monday to Friday 8.30-6.30pm (phone lines closed 12.30-1.30pm Friday)
- Repeat Prescription Requests Only: (01623) 443006 (10.30-2.00pm Mon- Fri)

This practice is within the NHS Nottingham and Nottinghamshire Clinical Commissioning Group

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Welcome

This booklet has been produced in order to help you understand your doctors, their medical practice and the services they provide. Please read it; we hope you will find it helpful and informative. It is your personal copy and not for general distribution.

Doctors

GP Partners

Dr Jeremy Jenkins (m)
B Med Sci (Hons) BM BS MRCGP University of Nottingham 1984

Dr Andrew Watts (m)
MB ChB DRCOG MRCGP University of Sheffield 1994

Dr Christopher Woods (m)
MB ChB BSc (Hons) DRCOG MRCGP University of Leicester 1996

Dr Nicole Freeman (f)
MB BS MRCGP DRCOG 1989 Charing Cross and Westminster Medical School

Dr Carter Singh (m)
B.Sc. (Hons), MBBS (Distinction), FRCGP, DRCOG, DFSRH, Guy's, King's & St. Thomas' School of Medicine, London

Practice Manager

Dr (Chem) Mohammed Islam

Assistant Practice Manager

Stephanie Chapman

Doctors Watts, Woods, and Singh are all full-time. Doctors Jenkins & Freeman work part-time. The doctors practice as a non-limited partnership. All the doctors provide Maternity Medical Services, Contraceptive Services and Child Health Services.

Doctors Jenkins, Woods and Singh also perform a variety of minor surgical procedures.

Surgery Hours

The surgery is normally open from: 8.30am - 6.30pm Monday to Friday (phone lines closed 12.30 to 1.30pm each Friday for staff training and some Wednesdays from 12 noon). We also offer appointments from 6.30pm to 8.30pm on one evening a week for those patients who cannot attend during the day. Routine enquiries and results of tests etc. are best made after 9.00am to 12.00pm to keep the telephone free for patients making appointments.

Consultation Days and Times

	Mon	Tue	Wed	Thu	Fri
Dr Jenkins	8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm		8.40 - 11.20am & 14.40 - 17.20pm	
Dr Watts	8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm		8.40 - 11.20am & 14.40 - 17.20pm
Dr Woods	8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm		8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm
Dr Freeman	8.40 - 11.20am & 14.40 - 17.20pm		8.40 - 11.20am & 14.40 - 17.20pm	9.10 - 11.40am & 14.40 - 17.20pm	
Dr Singh	8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm		8.40 - 11.20am & 14.40 - 17.20pm	8.40 - 11.20am & 14.40 - 17.20pm

Telephone Calls
All telephone calls to and from the surgery are recorded for training and monitoring purposes.

Appointments
Please telephone 01623 440018 so our reception team can direct you to the most appropriate clinician. You will be offered the earliest appointment possible or at a time of your convenience.

Please book a separate appointment for each member of the family who needs to be seen. Please arrive promptly or cancel your appointment if you cannot keep it as this will enable us to offer the appointment to someone else.

We endeavour to offer routine appointments within two working days, but at busy times this is not always possible. Urgent medical problems will be seen at the first available surgery, but this may not necessarily be with the doctor of your choice.

NHS App/NHS App online
www.nhsapp.service.nhs.uk/login

Use NHS App online to access services on your desktop or laptop computer, through your web browser. You do not need to install anything to get started.

Use this service to:
- get your NHS COVID Pass
- order repeat prescriptions
- book and manage appointments* services are currently suspended due to COVID19
- get health information and advice
- view your health record securely
- view your NHS number

To use this service you must be: registered with a GP surgery in England and aged 13 and over.

What to do if you're aged 13 to 15
You'll need to contact your GP surgery first and request access to GP online services.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Home Visits

These may be requested only for a patient too ill to attend the surgery. Please telephone the practice before 10.30am and be prepared to answer a few questions about the problem to help the doctor assess the priority of each patient on his rounds. The doctor may telephone you to discuss the problem before visiting.

Out-of-Hours Emergencies

Emergency cover is provided outside normal surgery hours, at weekends and bank holidays by NEMS. Please telephone NHS 111 or visit 111.nhs.uk.

You will be required to provide full information about your problem and will be expected to attend the primary care centre at Kings Mill Hospital if deemed appropriate.

Advice

A doctor is usually available to advise over the telephone. Please call 01623 440018.

NHS 111 - when it's less urgent than 999

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You can also access a free NHS Health A-Z - Conditions and treatments at: www.nhs.uk/conditions

Repeat Prescriptions

Your doctor may let you have some medication on repeat prescription without being seen, but will still wish to review you from time to time.

If you would like your prescription to be posted to you, we are happy to do this but please enclose a stamped, addressed envelope.

If you have to request a repeat prescription by telephone, ring 01623

443006 between 10.30 and 2.00pm Monday to Friday. Please help the receptionist by stating clearly the name and address of the patient and the medicine required and the dosage. This helps to avoid errors being made. The prescription will be available to collect within 48 hours (excluding weekends and bank holidays).

Online Repeat Prescriptions
If you find it hard to get in to the practice to order your next repeat prescription, the NHS App/Online App could make your life easier. Once registered you can view a list of the medication you have been prescribed. Select the prescription you need and click the 'Request Medication' button. All you have to do then is go and collect your prescription as normal two working days later.

Electronic Prescription Service
EPS is a new system that has been devised to make it easier for Patients to pick up their repeat prescription. It is called Electronic Prescription Service or EPS for short. EPS is a NHS service that sends your prescriptions from the Surgery to a Pharmacy without the need for a paper copy. Patients need to nominate a Pharmacy of their choice; this Pharmacy will receive your prescription direct from your GP Surgery via the EPS.

What Does it Mean for Patients?
With EPS patients will not need to visit their GP Surgery to collect their prescription anymore. Patients will have more choice about where to get their medicines from because you can choose a Pharmacy near to where you live, work or shop.

EPS is reliable, secure and confidential as the electronic prescription can only be seen by the same people in the GP Surgery and Pharmacies who see your paper prescription now.

Computer Systems
The practice uses computers a GP Systems of Choice (GPSoC) Clinical System to record and update your healthcare record including smear and immunisation recall and the issuing of repeat prescriptions. The practice is registered under the Data Protection Act 1998 as required by the Information Commissioners Office (reg. no. Z5617945).

Training of Doctors
The practice is approved for training doctors in the special skills appropriate to General Practice. These doctors, known as GP Registrars, are already fully qualified and are attached to the practice for a period of four months. Feel free to consult them as you would any other doctor in the practice. Dr's Jenkins, Watts, Woods and Freeman are the trainers.

Video Recording of Consultations
As an aid to training, consultations are occasionally video recorded. You will always be asked for your consent before your consultation is recorded and you are free to decline. The recorded material is treated as confidential and will only be shown to other doctors.

Car Parking
Parking is available adjacent to the surgery (entrance off Brook Street). There is also limited kerbside parking at the front of the surgery but please note this subject to time restrictions. Please check the signs before you leave your vehicle as we cannot be held responsible for any penalties incurred.

Disabled Access
The surgery and toilets are designed to allow easy access for wheelchairs. An induction loop system is fitted at reception for those with hearing aids and a portable system is available for use in the consulting rooms on request.

Practice Area
The doctors will only accept patients on their lists who live within the practice area. A detailed map of the practice area is on our website (willowbrookmp.co.uk/new-patients) and map of the area is shown on the back cover of this booklet.

Registration with the Practice
If you live within the area covered by the practice please complete a registration form which is available from our reception, or you can complete the form on our website (willowbrookmp.co.uk/new-patients).

If you register online you will need to bring identification as stated on the form, with your name and address on, such as a recent utility bill, tenancy offer letter, passport or driving licence. If your application is accepted

you will be registered with the practice; this can take up to 48 hours so please wait before you try to make an appointment.

Change of Address & Telephone Numbers

If you move or change your telephone number including mobile phones, please inform us of the change as soon as possible. We will be able to tell you whether you are still in our practice area.

Change of Doctor

If you move out of the practice area or if you want to change your GP, visit the GP surgery you want to join and ask them to register you as a patient (medical cards are no longer issued in England). Visit the NHS website to view GP Surgeries in your area: www.nhs.uk

Do I have to give a reason for wanting to change GP?
No, you don't have to tell your current GP that you want to change. You don't have to tell the new GP surgery why you want to change, either.

You'll need to fill in a registration form. A request will then be made to your current GP for your medical records to be transferred to the new GP surgery.

Temporary Residents

You are entitled to consult a doctor anywhere in the UK if you are away from home and in need of medical attention. You can do this by asking to see the local doctor as a temporary resident. We will be happy to see any of your friends or relatives if they need a doctor whilst staying in our area.

Preventative Medicine

We firmly believe that preventing illness is better than trying to control or cure it. The practice has an extensive range of leaflets on health-related topics.

Contraceptive Care

Nurses primarily deal with contraceptive care but doctors can assist when nursing appointments are not available.

All our doctors provide contraceptive care by individual appointment.

Minor Surgery

Drs Jenkins, Woods and Singh provide minor surgery services within the practice. This means that you may not have to go to hospital for some small operations or special injections. Your doctor will discuss this with you.

Practice Health Care Team

Patients may consult other Health Care Team members regarding their health.

Advanced Nurse Practitioners

Ruth Marshall
Jacqui Burke

Practice Nurses

Hazel Shaw, RGN
Fiona Bower, RGN
Sally Hughes, RGN
Wendy Woolley, RGN
Tina Thomas, RGN

The practice nurses undertake a variety of health promotion activities and assist in the management of chronic diseases, e.g. asthma and diabetes. They hold sessions at various times throughout the week. Please ask the receptionist for an appointment.

Health Care Assistants

The health care assistants undertakes blood tests, uncomplicated dressings, blood pressure measurements and ECG testing.

Phlebotomist

The phlebotomist sees patients by appointment to undertake blood tests.

The NHS Nottingham and Nottinghamshire Clinical Commissioning Group also employs district nurses, health visitors etc. who work from within the medical practice.

Primary Care Services

Members of the Primary Care Team offer the following services:-

WELL PERSON CHECKS - where they carry out blood pressure checks (this should be done every two years for adults) and offer advice on lifestyle issues, for example alcohol consumption, smoking, diet and exercise.

WELL WOMAN CHECKS - as above with the addition of advice on problems concerning women's health in particular. They can also provide tuition on breast self-examination.

HEART DISEASE PREVENTION - where assessment can be made of the risk factors likely to provoke coronary disease. Advice is given on lifestyle measures aimed at preventing problems emerging in the future.

DIABETES CARE - monitoring and advice.

ASTHMA CARE - monitoring and advice.

CERVICAL SMEARS - where reminders are sent out every three years for those women eligible for this service.

ADULT IMMUNISATION - where a comprehensive service is provided.

CONTRACEPTIVE CARE - where advice can be offered on a range of contraceptive methods.

Practice Manager, Secretaries and Receptionists

All help to keep the practice organised and running smoothly, as well as answering the telephone and performing clerical duties. You may talk to them and seek advice from them in confidence and they will advise whom you should best see if your problem requires further attention.

A private area of the reception desk is available for confidential discussions between reception staff and patients.

Other Health Care Professionals

Health Visitor

Health visitors are available for health care advice, especially for expectant mothers, small children, the elderly and the disabled.

You may contact your local health visitor by ringing 01623 441426 between 8.30 - 10.00am and 4.00 - 5.00pm or by leaving a message at the practice reception desk.

District Nurses

Home nursing may be arranged where appropriate for patients confined

to their home. The hospital (if the patient has recently been discharged), district nurse or doctor will arrange this for you OR you may telephone the surgery for advice regarding home nursing.

Community Midwife
The community midwife cares for expectant mothers and attends for the first few weeks after a baby is born, for mothers who are booked with the doctor for maternity services. In certain circumstances she may attend a hospital confinement under the care of the General Practitioner.

Chiropodists and Podiatrists
There is a limited chiropody service under the NHS for the elderly and disabled. If you need chiropody advice, please enquire at reception.

Tips for the treatment of Minor Ailments

Many minor ailments can be dealt with without the need to consult a doctor.

Head Lice
Contrary to popular belief, these creatures prefer clean hair and are therefore not a sign of poor personal hygiene. You may notice either the lice or their eggs (nits). Treatment can be obtained from the chemist, but often consists of wet combing.

Coughs, Colds and Flu
There is still no cure for the common cold. Rest and take plenty of fluids. If you are feverish or have a headache take paracetamol. Steam inhalations can help clear a blocked nose and sinuses.

Coughing is the body's way of preventing infection spreading to the chest, so suppressing a cough may do more harm than good. Steam inhalations can be soothing as can mixtures such as honey and lemon. If you are coughing up yellow or green phlegm then we may need to check your chest.

Sore Throats
Take plenty of fluids or try using soothing lozenges. Paracetamol will help ease the discomfort. Steam inhalations can help to ease the hoarseness of laryngitis. Coughs, colds and sore throats are generally caused by viruses. Antibiotics have no effect on viruses and so the simple remedies described above should be sufficient.

High Temperature
Children often run a high temperature with no other symptoms. If this is dealt with they will often feel much better. Remove clothes down to vest and pants and keep the room temperature down. Use paracetamol (Calpol, Disprol) and if necessary sponge them down with lukewarm water. A fan or hairdryer on its coolest setting can be helpful. If there is no improvement after 48 hours, we will need to see them.

Diarrhoea and Vomiting
Most episodes of diarrhoea and vomiting settle within a few days. All solid food should be avoided for 24 hours, but it is important to take plenty of fluids - small amounts frequently is best. For babies and young infants special fluids available at the chemist can prevent dehydration.

Childhood Rashes
If your child is basically well but has a rash, this is usually due to a virus (German measles is one example but there are many others). These will settle without treatment over a few days. We would want to see a child ill with a rash.

Chickenpox
These appear as small red patches which quickly develop into small blisters. Over a few days further spots appear and the earlier ones crust over. Calamine lotion may help ease the itching. Children may return to school when all the blisters have crusted.

Rubella (German Measles)
The spots of rubella are small, pink and do not itch. Apart from aching joints the child is usually quite well. It is important that the child avoids contact with pregnant women.

Measles
The rash is blotchy and red, mainly confined to the face and trunk. The child is quite unwell with fever, cough and often sore eyes. Because of immunisation, measles is now quite rare.

Mumps
Mumps causes swelling in front of one or other ear. This may cause some discomfort.

IMMUNISATION CAN PREVENT MEASLES, MUMPS AND RUBELLA.

Back Pain
Back pain is common and causes 13 million working days to be lost in Britain each year. Most pains arise from the muscles, discs and joints of the spine and settle relatively quickly with appropriate care. Initially, rest and painkilling tablets such as a paracetamol will help.

Lie on a firm surface and take care to sit as upright as possible with a support for the small of the back. As the pain settles, heat and gentle exercise are beneficial. If the pain is not decreasing after a week then see the doctor.

Sprains
Firstly, to reduce the swelling, apply a cold compress (ice or a bag of frozen peas wrapped in a towel) for 15 - 30 minutes. Then firmly apply a crepe bandage and rest the joint until the discomfort has eased.

Minor Cuts and Grazes
Wash the wound thoroughly with water and diluted antiseptic. Remove any grit by soaking. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for five minutes. Cover with a clean dry dressing.

Nosebleeds
Sit in a chair, leaning forward, and pinch the nose firmly just below the bone for at least 10 minutes. This will stop most nosebleeds. Avoid blowing the nose for 24 hours.

Heavy bleeding lasting more than 20 - 30 minutes is best seen in the Accident and Emergency Department as packing the nose may be necessary.

Burns
Apply large quantities of cold water to the affected area as soon as possible; this will help ease the pain. If the skin is broken apply a loose dry dressing (not a plaster). Burns larger than four or five inches in diameter or where the skin is broken are best seen in the Accident and Emergency Department.

Insect Bites and Stings
Insect bites can cause raised spots which are often very itchy. They usually appear on exposed parts, especially arms and legs.

Calamine may ease the itching. Antihistamine tablets, available from the chemist, can also ease the irritation and are particularly good for allergic reactions to bee or wasp stings.

Family Medicine Chest

It is useful to keep a supply of items at home for dealing with minor ailments. All those shown here are quite cheap. Keep them in a box or cupboard with a lock or well out of the reach of children.

Paracetamol Tablets
For adults and older children. Good for headaches, back pain and fever control.

Paracetamol Mixture (Calpol, Disprol)
For relief of pain and fever control in young children.

Cough Linctus
For soothing dry or painful coughs.

Menthol Crystals/Vapour Rub
For adding to hot water to make steam inhalations. Helpful in treating blocked noses, catarrh, dry or painful coughs and hoarseness.

Antiseptic Solution
Diluted in warm water for treating cuts and grazes.

Calamine Lotion
For dabbing on insect bites, stings, chickenpox or sunburn.

Thermometer
For monitoring fever.

Tweezers
For removing splinters and stings.

Cotton wool, Dressings and Bandages
For cleaning and dressing cuts and grazes, and to support sprained joints.

Patients Charter

- You will be treated with courtesy by all team members, who will be skilled in dealing with your enquiries and problems.
- All team members will respect your confidentiality. Your records, both written and computerised, will be kept secure and confidential.
- If you are considered to have an urgent medical problem, you will be seen the same day.
- Waiting times at the surgery will be kept to a minimum. You will be advised of any delay to your booked appointment.
- All children will be offered immunisation.

- All referrals will be dealt with promptly, and you will be advised on how you will be told of any test results.
- Your complaints will be investigated thoroughly and promptly. You will be informed of the findings.

Patients Have Responsibilities Too

- You should give the Primary Health Care Team the same courtesy you would expect to receive.
- You should be on time for appointments or notify the practice in good time if an appointment cannot be kept.
- You should only request routine home visits for the housebound and the seriously ill patients.
- You should only request out-of-hours home visits for emergencies.
- You should request repeat prescriptions in good time, between 10.30-2.00pm Monday to Friday.
- You should take care of your own health by appropriate action, for example by not smoking, avoiding excessive alcohol or weight gain.

Missed Appointments (DNA, did not attend)

Due to the large amount of wasted doctor, nurse and phlebotomist time that missed appointments cause, we regret that we must take the following action against those patients who abuse our service: If a patient fails to attend two appointments in any six month period without letting us know, they may receive a warning letter. If any more appointments are missed in the next six months the patient may receive a letter informing them that the doctors are considering whether they should be removed from the practice list. They may then have to register with another practice.

Zero Tolerance

Willowbrook Medical Practice has doctors, staff and patients of various ethnic origins and we value everyone as equal. We do not allow any discrimination against any person for any reason.

The practice will not tolerate any verbal, physical or violent behaviour towards any member of the team. Any such behaviour will result in the police being called and your removal from the practice list.

Patient Advice and Liaison Service (PALS)

PALS helps resolve any problems that members of the public may be experiencing with local NHS treatment and facilitate the resolution of issues between local services. PALS can also give information/advice on local health services and listen to patient and public opinions about local health services in order to improve them.

They can be contacted by telephone on **01623 672222**

or by email: PET@sfh-tr.nhs.uk

Complaints and Suggestions

The practice has an in-house procedure for dealing with complaints and suggestions. If you have any suggestions on how we might improve the practice, please post these in the box in reception.

If you have a complaint about our service, please ask at reception for a Complaint Form which will explain the procedure to you.

The Practice has a non-discriminatory approach to complaints and patients, carers and relatives will not be treated adversely as a result of having complained.

If you need help with your complaint, the Independent Complaints Advisory Service can help you:-

Independent Complaints Advisory Service

East Midlands ICAS, PO Box 8519 Nottingham NG8 9AB
Tel 084556500088 Tel 01623 414114

Alternatively you may wish to direct your complaint to:-

Complaints to NHS England
NHS England PO Box 16738
Redditch B97 9PT

Telephone : 0300 311 2233
Email: england.contactus@nhs.net

Taking it further

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that you will feel satisfied that we have dealt with the matter thoroughly.

However, if this is not the case you may refer the matter to:

The Parliamentary and Health Service Ombudsman
Citygate, 51 Mosley Street, Manchester, M2 3HQ

Tel 0345 0154033 www.ombudsman.org.uk

Access to Medical Records

If you wish to apply for access to your medical records, please ask at Reception for a leaflet which will give you information about how to apply.

PPG/ePPG – Have your say

We are looking for additional patients to join our Patient Participation Group and ePPG. We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we have set up a virtual patient representation group (ePPG) so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

For more information, please visit our website:

- www.willowbrookmp.co.uk/about-us/have-your-say-ppg/

If you wish to join our PPG (to attend in person), please enquire at reception.

Contacting us

Willowbrook Medical Practice

Brook Street, Sutton-in-Ashfield, Nottinghamshire NG17 1ES

- **Tel: (01623) 440018**

- Repeat Prescription Requests Only: (01623) 443006
  (10.30-2.00pm Mon–Thu, 10:30-12.30 & 1.30pm-2.00pm Friday)

- Opening hours: Monday to Friday 8.30am to 6.30pm
  (phone lines closed 12.30-1.30pm Fridays)

- For the latest information visit our website: www.willowbrookmp.co.uk

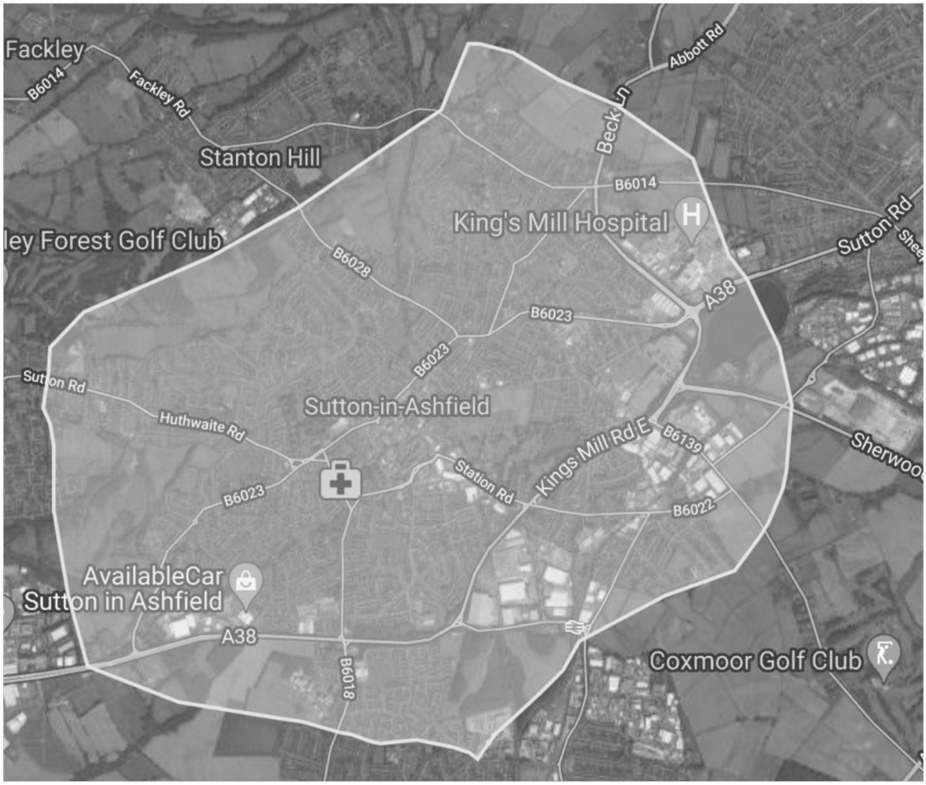
facebook.com/WillowbrookMedicalPractice

instagram.com/willowbrookmedicalpractice

twitter.com/willowbrookmp

Practice Area
Visit our website for an interactive version of this map:

willowbrookmp.co.uk/new-patients



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