

### Complaints Procedure

Complaints are an important measure of people's satisfaction with our services and help us to improve our service delivery.

Hama Medical Centre's GPs and their team seek to provide high quality and responsive services. However, there may be times when your expectations are not met and we encourage you to let us know.

If you have any concerns you should in the first instance contact the Practice Manager. This can be done by:

- Telephoning the surgery on 0115 9382101
- In person by visiting the surgery
- In writing marked "Private and Confidential" to

The Complaints Manager  
Hama Medical Centre  
11 Nottingham Road  
Kimberley  
Nottingham  
NG16 2NB

We usually acknowledge all complaints within three working days. We will contact you within three weeks to discuss your complaint further. The Practice Manager investigates all complaints and will inform you of the findings within a mutually agreed timescale.

# Hama Medical Centre



## *Practice Leaflet*

Hama Medical Centre

11 Nottingham Road

Kimberley

Nottingham

NG16 2NP

Tel: 0115 938 2101

Email: [nnicb-nn.c84624@nhs.net](mailto:nnicb-nn.c84624@nhs.net)

Website: [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk)



INVESTORS IN PEOPLE



Primary Integrated  
Community Services Ltd

## Introduction

Hama Medical Centre is committed to providing high quality GP care in a well organised, modern and friendly setting.

This booklet is designed to help you make the best use of the services we offer. Should you need any more information please ask any of our team.

## Mission Statement

As your practice we aim:

### **To Be:**

- \* Caring towards each other and our community
- \* Efficient in all aspects of our work
- \* An asset to the profession and the community

### **To Do:**

- \* Our best to cure illness
- \* Our best to prevent disease
- \* Our best to promote good health

### **To Develop:**

- \* Our expertise
- \* Our service to patients
- \* Our links with other NHS service providers



## Practice Opening Times

Monday: 7:30am—6:30pm

Tuesday: 7:30am—6:30pm

Wednesday: 7:30am—6:30pm

Thursday: 7:30am—6:30pm

Friday: 7:30am—6:30pm

We currently offer extended hours surgeries. These are for advanced routine appointments.

Surgeries can be accessed by speaking to one of the reception team.

Timings may vary according to demand so please ask for more information.



## At a Glance Your Health Problem

### IS IT AN EMERGENCY?

**STOP**

- Chest pain lasting more than 15 minutes
- Loss of consciousness
- Heavy bleeding
- Deep wound
- Poisoning, overdose or accidentally swallowing something harmful

**Call 999 or go to Accident and Emergency**

### DO YOU NEED ADVICE OR TREATMENT?

**ASK**

- During surgery hours call for an appointment or to request a doctor or nurse to call you back for advice

- Call NHS 111 24hrs a day

- Outside opening hours your call to the surgery will be re-directed to the Out of Hours Service who will be able to provide you with advice and appointments for urgent medical problems.

### CAN YOU DEAL WITH IT YOURSELF OR ASK A PHARMACY FOR ADVICE?

**THINK**

Pharmacies can help with all manner of things such as:

- Acne & spots
- Allergic Reactions
- Athlete's Foot
- Blisters
- Cold Sores
- Constipation
- Cough
- Diarrhoea
- Eyes
- Mouth Ulcers
- Insect Bites & Stings
- Sore Throat
- Vomiting
- Warts & Verrucas

### Carers

We aim to ensure all patients registered with the practice, who have regular carers have their carers details recorded at the surgery.



If you have a regular carer or care for someone please complete a carers form, available from the reception desk.

**If you would like any more information on support for carers, please ask to speak with our Carers Champion Debbie.**

### Travel Advice

Recommendations about foreign travel and immunisations can change frequently so we encourage patients going abroad to fill in a travel questionnaire.



Some immunisations take time to become effective so we need a **minimum of 6 weeks before date of travel** to ensure we can give you the right advice and offer vaccination appointments.



### ZERO TOLERANCE

The practice **will not** tolerate any incident where a member of staff, or others are verbally abused, threatened or assaulted in any circumstance.

Anyone deemed to have acted in an inappropriate manner will be removed from the practice list and may be reported to the Police.



### Clinical Practice Staff

#### GPs

**Dr K Ngu**—*Male Salaried GP*  
**Dr P Khi**—*Female Salaried GP*  
**Dr T Hama**—*Male Locum GP*  
**Dr Z Hama** — *Female Locum GP*



#### Nursing Team

**Tracey 'Anne'** —*Registered General Nurse*  
**Emma** —*Registered General Nurse*  
**Joanne** —*Registered Nursing Associate*

*Provide general practice nursing services including the management of chronic conditions such as Diabetes, Asthma and COPD. As well as Dressings, ECGs, Cervical Cytology and Contraception Services, Vaccinations, Immunisations and Travel Advice. They can also offer Healthy Living advice including Weight Management.*

#### Healthcare Assistant

##### **Zoe**

*Supports the nursing team by providing Phlebotomy services, Blood Pressure Checks and Hypertension Reviews, Diabetic Foot Examinations and Patient Health Checks, Flu, Pneumonia and Shingles Vaccinations as well as ECGs and Dressings.*

#### Advanced Clinical Practitioner

##### **Sharon Smithurst**

*Provides a Coil and Implant clinic. Sharon also does pessary changes.*

#### Pharmacy Team

**Susan 'Dawn' Gajree**—*Clinical Pharmacist*  
**Emma Hallam**—*PCN Pharmacy Technician*  
**Claire Macefield**—*PCN Pharmacy Technician*



## Non Clinical Practice Staff

### Management Team

**Lisa Chevalier-Crampton**—Practice Manager

*Ensures the smooth and sound financial running of the practice. Maintains overall responsibility for the business affairs of the practice. Is also the appointed Complaints Manager and oversees our complaints procedure.*

**Laura Scott**—Reception Manager

*Ensures efficient running of reception providing support to the Clinical Staff, Receptionists and Practice Administrators.*

### Reception Team

Debbie  
Hannah  
Julia  
Kelly  
Kerriann  
Susan  
Suzanne



### Administrators

Jade  
Linda  
Tracey

## Appointments

All our appointments can be made by telephone or by attending surgery in person. We offer emergency on the day appointments and have appointments that can be booked up to eight weeks in advance.

We also have Online Service which patients can book /cancel their own appointments.



## DNA's

A considerable amount of appointments per month are wasted due to patients not arriving for an appointment but did not contact the surgery in advance to cancel.



If a patient fails to attend a pre-booked appointment on 3 occasions in the space of 12 months an informal warning letter will be sent to the patient advising them that a further occurrence could result in their removal from the practice list.

## Test Results

The practice encourages patients to find out the results of any test they may have had by calling the surgery or sending a message via the online service.

The practice operates a robust recall system for test results and any patients with abnormal results requiring action or discussion will receive a phone call or letter inviting them to discuss the results with a GP or practice nurse.



## Repeat Prescriptions

If the doctor agrees you can have repeat prescriptions please send or post your request in the letterbox. **Requests for repeat medication are not accepted over the telephone.** Prescriptions are processed within 48 working hours.

You may request your repeat prescription online via our website: [www.hamamedicalcentre.co.uk](http://www.hamamedicalcentre.co.uk) – before you can request your repeat prescriptions online, you will need to ask the receptionist for a username and password.

**Please do not wait until you have run out of medication before you order your repeats as we cannot guarantee the medications will be available or a prescription will be authorised on the same day.**



### Chaperone

At Hama Medical Centre we strive to provide compassionate healthcare in supportive and private surroundings.

As a result we are able to offer a chaperone to any patient who wishes one.

Doctors and Nurses will also routinely offer a chaperone for consultations of a sensitive nature or examinations involving exposure. For example genital, breast or rectal examination.

The decision of whom shall act as chaperone and whether or not a chaperone is appropriate can be reached by discussion with the relevant Doctor or Nurse.

All staff members offered as a chaperone have received training in practice and are bound by the same confidentiality as our Doctors and Nurses.

Deciding whether or not to have chaperone and who the chaperone will not affect the quality of care you are offered. Occasionally however, non-urgent examinations are rescheduled if an appropriate chaperone is unavailable.



### Accessibility

Our building is designed to enable access for less able people. The surgery is accessible to wheel chair users and has a designated 'disabled' parking space.

The reception desk is fitted with induction loops for hearing aid users and the reception staff receive regular training in helping patients with specific limitations make the most of our services.



***We always welcome constructive suggestions to improve access.***



### Home Visits

We do expect patients to make their own way to surgery and encourage patients to seek the help of family, friends and other means of transport to do this.

Home visits are reserved for patients that do not leave the house or are deemed medically too sick to travel to the surgery.

Routine home visit requests must be made before 11am each morning by calling the surgery.

A request does not guarantee that a visit will occur and the doctor may contact you to arrange a more appropriate appointment.



### Outside of Surgery Hours

Outside normal working hours, weekends and Bank Holidays the surgery is closed and telephone calls are transferred to the Out of Hours Service.



Emergency medical and nursing cover is co-ordinated by Nottingham Emergency Medical Services. If you need urgent medical attention when the surgery is closed, please call 111, attend a minor injuries centre or Accident & Emergency Department (A&E).\*

***\* Please note A&E should only be accessed for life threatening emergencies.***

### Other Services Available To Hama Medical Centre Patients

Our patients have access to other services that run from our practice including:

#### Sean —First Contact Physio

Sean works from our practice on a Friday and is able to see patients with any type of muscular pain such as back pain, or shoulder pain. There is no need to see a GP or be referred.

### Other Services Available At The Surgery (via referral)

Our patients have access to other services in the Community, some of which run from our practice including:

#### Counsellor

Self-referral—see reception for details.

#### Social Prescribing

GPs can refer patients for support in the community in order to improve their health and wellbeing.

#### Retinopathy

Diabetic eye screening run a clinic from our practice meaning our patients could attend here for their yearly check.

#### PICS Pain & Gynae Clinic

Community Service which runs from our practice meaning that our patients who may have been referred to these services maybe seen here rather than at the hospital.

### Other Community Services Available

#### District Nursing Team

We are supported by a professional district nursing service. The district nurses provide high quality nursing care to our patients who are unable to attend the surgery.

#### Community Midwife Services

Our midwifery team are based at Hucknall with local clinics allocated in the community. The team can be contacted on 0115 8832128.

#### Health Visitors

Our Healthy Families team are located in Beeston and can be contacted on 0115 9522412.

### How to Register

We operate an open list policy and are happy to accept new patients who live within our boundary area. If you would like to register with the practice you will need to call into the surgery and complete the registration forms.

Our patient questionnaire provides the practice with details about you and your health pending receipt of your full medical records. It is important you complete this carefully. Your medical records can take up to 12 weeks to arrive and the new patient questionnaire helps us to provide you with an efficient and safe service until they arrive. If you take regular medication you should also make a routine appointment to speak to our Pharmacy Team.

Please remember to bring a copy of your previous repeat medication slip if you have one.

### Catchment Area



Patients living within the boundary who move outside **MAY** be considered to remain with the practice if their care provision is best served by Hama Medical Centre.