

## Medical Students & Doctors in Specialist Training

The Practice is committed to training medical students from the Nottingham Medical School. At times a student may be sitting in with your doctor or we may ask the student to see you first. If you **Do Not** wish to see the student and wish to see the doctor alone - please tell the receptionist upon arrival. At times doctors undergoing training need to video consultations as part of their ongoing training. Let the receptionists know if you are not happy to consent to this.

## Education and Training

The Practice is committed to ongoing education for all doctors and practice staff. Training sessions are necessary for staff members to remain up-to-date in new procedures and information of patient care and services. The Practice will be closed whilst training activities take place. The Practice endeavors to have training sessions during the middle of the day to lessen the impact on clinics times and services. Training Doctors will video sometimes consultations with your consent.

## Patient Privacy & Dignity - Chaperones

The Practice has a policy to respect the privacy, dignity, cultural and religious beliefs of patients. If you feel you would like a chaperone to be present during a physical examination with any health professional, please let us know and we will do our best to comply with your wishes. Doctors also have the right to request a chaperone be present.

## Accessing Your Medical & Health Records

Under the General Data Protection Act which came into force in the UK in 2018, patients are now able to ask for a copy of their medical and health records. Patients are entitled to receive a copy but should note that a charge may apply. All requests must be made in writing to the Practice Manager, we are required to respond within 1 month.

The Practice Data Protection Officer is Paul Couldrey, PCIG Consulting Ltd, and is available via email: [Couldrey@me.com](mailto:Couldrey@me.com) Telephone number: 07525 623939

**Please keep this leaflet at home in a prominent place. All the information in this leaflet will apply to you as long as you remain a patient at the Practice.**

**Dr L Kandola is the accountable GP for patients of the Gamston Medical Centre**

## Useful Telephone Numbers- please see our website

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

## Services Offered

The Practice offers the following family services:

New patient checks, Chronic Disease monitoring, Child Health Services and advice, Maternity Services - Ante & Postnatal Advice, Child Vaccinations, Blood taking, Travel Vaccinations & advice (with a calendar months' notice via a Travel Form), Adult Vaccinations, Well Man & Well Woman Checks, Smoking & Alcohol Reduction advice & Diet advice, Minor Surgery - including joint injections, Confidential Teenage Health advice, Menopausal Pre-menstrual Syndrome advice, Coil fitting & Contraception advice, Referrals where appropriate for Chiropody, Physiotherapy, Speech therapy, Occupational therapy and Counselling services.

The Practice can offer **private medical services** for all Medical Reports, Holiday Cancellation Insurance claims, Medical certificates and Private letters. **Please note these services carry a private medical fee**



Gamston Medical Centre is part of Rushcliffe Clinical Commissioning Group Visit the website: [www.rushcliffeccg.nhs.uk/](http://www.rushcliffeccg.nhs.uk/)



**GAMSTON MEDICAL CENTRE**  
**Gamston District Centre**  
**Gamston**  
**Nottingham**  
**NG2 6PS**  
**Tel: 0115 9455946**  
**Fax: 0115 9696217**  
**[www.gamstonmedicalcentre.co.uk](http://www.gamstonmedicalcentre.co.uk)**

Dr. Linda Kandola B.Med.Sci, B.M.,B.S.,(Nottingham 1987), D.R.C.O.G.,D.C.H., M.R.C.G.P., D.F.P.R.H.

## Other Clinical Staff

|  |                       |
|--|-----------------------|
| Dr K. Bishton                          | GP (female)           |
| Dr B. Collinson                        | GP (female)           |
| Dr P. Patel                            | GP (female)           |
| GP (Specialist Training Registrar)     | (male and female)     |
| Pam Green, Miriam Brown & Sophie Kelly | Practice Nurses       |
| Sue Prosser                            | Health Care Assistant |
|  | Community Midwives    |
|  | Health Visitor        |

The Practice does use locum clinician's from time to time. This does not impair your care.

## Practice Staff

|                    |   |
|--------------------|---|
| Nikki Lucas        | Practice Manager                                      |
| Receptionist Staff | Morning Receptionist –Wendy/Sue/Paula/Debra/Vanessa   |
|                    | Afternoon Receptionist –Wendy/Christina/Paula/Vanessa |

## Practice Opening & Surgery Times

|           | Reception Hours | AM Surgery Times   | PM Surgery Times |
|-----------|-----------------|--------------------|------------------|
| Monday    | 8.00am – 6.30pm | 8.30am – 12.00noon | 3.30pm – 6.00pm  |
| Tuesday   | 8.00am – 6.30pm | 9.00am – 12.00noon | 3.30pm – 6.00pm  |
| Wednesday | 8.00am – 6.30pm | 9.00am – 12.00noon | 4.00pm – 6.00pm  |
| Thursday  | 8.00am – 6.30pm | 9.00am – 12.00noon | 4.00pm – 6.00pm  |
| Friday    | 8.00am – 6.30pm | 9.00am – 12.00noon | 3.30pm – 6.00pm  |

Please note: Clinics can vary due to Training, Absence, Sickness, Holidays and available Clinicians.

## How to Register with the Practice

When you register with the Practice we ask all patients to fill in a health questionnaire along with a registration form. The questionnaire gives us a brief picture of your current health and future health needs. It can take 6 weeks for information to come from your previous surgery and the questionnaire helps us whilst we wait for your notes. New patients are invited to have a new patient check. **If you are on repeat medication you must see a doctor before any repeat medication can be issued.**

## Medical Records

Everyone working in the NHS and this Practice has a legal duty to keep information about you confidential. We do share information with other healthcare professional's if you require a referral. Anyone who receives information from us is also under a legal duty to keep your information confidential. Our guiding principle is that we hold your records in strictest confidence. If you have any queries, please contact the Practice Manager

## Appointments & How to Book an Appointment

The Practice offers a variety of appointments, we offer one third of the appointments in advance, and the remaining two third of appointments are 'on-the-day' bookings. This enables the Practice to offer appointments to patients when they are ill within 48 hours.

Routine appointments in the Practice are 10 minutes with all the Clinician's, Telephone consultations are only a few minutes long and are pre-bookable. We ask that you do not 'save up' problems as a single 10 minute appointment is sufficient time to deal with one problem only. If you have several problems please ask for a double appointment.

If you need an urgent same day appointment in the **Morning**, call at **8.30am**, and for an **Afternoon** appointment call at **2.00pm**. The receptionists will always offer you the first available appointment, but if you choose to see a particular Doctor you may need to wait a little longer. Please be aware that the telephone lines become busy at these peak times.

## When the Practice is Closed

A Doctor is always on call for patients. We ask that Patients use the available medical services responsibly and appropriately:

1. Before calling the Emergency Services please consider:
  - Speaking to your local pharmacist
  - Calling **Out of Hours service** on telephone number **111**
  - Visit the **Urgent Care Centre** (London Rd near the BBC, no appointment needed)
  - Visit the **NHS Website** on line at [www.nhs.uk](http://www.nhs.uk)
2. For **URGENT** medical problems contact 111 and you may be seen at Platform One surgery based at Station Street Nottingham. On Saturday and Sunday 8.30 – 12.30 you may be seen at Castle Healthcare, Wilford Lane.
3. Prebookable 'Extended Hours' appointments are available for patients of Gamston Medical Centre to be seen at another Rushcliffe practice in an evening or at the weekend. Please ask Reception for more details.

## Home Visits

If you are too ill to attend the surgery please let us know **before** 10.30 am and explain the problem clearly to the receptionist. You will be booked a telephone appointment with a GP for them to assess your problem. The doctor will arrange for an appropriate time to call if a visit is necessary, if not the doctor will make alternative arrangements.

## Repeat Issue Prescriptions

**New Patients:** Please book an appointment with the doctor before you run out of medication. Only a doctor can add your medication to our clinical system and approve them for repeat issues. Once this has been done you can order your normal repeat prescriptions at reception.

**Existing Patients:** Please return your repeat prescription form to the reception desk, or fax the request to 0115 9696217. Online repeat prescription ordering - ask at reception for your user id and password, please bring photo ID with you.

## **ALL PRESCRIPTIONS TAKE 2 WORKING DAYS TO PROCESS**

## Sick Certificates / Sick Notes

If you are off work for less than seven days you should ask your employer for a self-certification form when you return to work. If you are off work for more than seven days you will need to see the doctor who will then give you a sick note.

## Carers

If you are a carer please contact reception where you will be directed to the appropriate source of information. Dr Kandola is our Carers Champion

## Patient & Practice Responsibilities

The Practice expects the following from our Patients:

- Consult members of the clinical staff by appointment only
- Arrive within good time for their appointments & advise the receptionist you've arrived
- Take an active role in the management of your own health and healthcare
- To cancel unwanted appointments with an appropriate amount of notice
- Understand that some patients require extra time; this may increase your waiting time.
- Do not to use mobile telephones whilst in the Practice
- Respect the privacy of other patients whilst in our reception waiting area
- That children are kept under control and calm
- Please return all magazines & leaflets to the appropriate areas.

The Practice has a **ZERO** tolerance policy toward Intimidating, Aggressive, Violent Behaviour or Foul language against any NHS staff member. If a Patient demonstrates any of the above behaviours, the Practice will have no option but to report this to the Local Health Authority. This may result in Patients being removed from the Practice list.

## Change of Address, Name or Telephone Number

If you change your name, address or telephone number please let the surgery know as soon as possible so that we can update your records. If you move from the practice area you will need to register with a new practice for your medical care to continue. It is important to have a doctor local to your residence as emergencies can happen at any time and a doctor will not travel outside the Practice area/boundary.

## Comments, Compliments and Complaints

The Practice welcomes all comments, compliments and complaints from patients. We regard all letters as a measure of patient's satisfaction that identifies areas of improvement within the services the Practice offer. If you wish to make a complaint please contact the Practice Manager either by letter or telephone. Patients can expect that the Practice will investigate their problems seriously and to receive investigations and referrals where clinically appropriate; to receive those treatments available under the NHS, appropriate to their clinical condition; to be treated with respect and due courtesy and information about them treated in a confidential manner in accordance with UK law. Patients may also contact the Patient Experience Team or POhWER if they wish to complain or have further guidance.

Patient Experience team :0115 8839570 or 08010 028 3693 (option 2)  
Greater Nottingham Clinical Commissioning Partnership  
Standard Court, 1 Park Row, Nottingham NG1 6GN  
Email: [ncccq.patientexperience@nhs.net](mailto:ncccq.patientexperience@nhs.net)

POhWER Advocacy Service: 0300 456 2370  
Email: [pohwer@powher.net](mailto:pohwer@powher.net) [www.pohwer.net](http://www.pohwer.net)