

Practice Information Leaflet

Stockwell Gate, Mansfield, Nottinghamshire, NG18 5GG
Tel: 01623 400100

Website: www.orchard-medical.co.uk

Partnership General Practitioners

Dr D R Temple (male)
Dr C J Macgregor (male)
Dr J E Mills (male)
Dr W H Freeman (male)
Dr A Malik (female)
Dr P Law (male)
Dr K S West (female)
Dr H Wagstaff (female)
Dr T Dodd (female)

Practice Manager

Mrs Rebecca Tate

Opening Times

The reception desk is open at the following times:
Monday, Tuesday, Wednesday, Thursday, Friday 8.10 am – 6.30 pm
We are not open Saturdays currently

The practice is closed every 4th Wednesday each month from 12 with the exception of August & December

Our telephone lines are open from 8.00 am – 6.15 pm Monday - Friday

What to do when the practice is Closed

Ring NHS 111 by pressing 111 from a landline or mobile phone, go to your nearest Pharmacy or go to Primary Care 24 which is situated at Accident & Emergency at King's Mill Hospital. Please only use A&E in emergencies

WELCOME

Welcome to Orchard Medical Practice and the practice of Drs Temple, Macgregor, Mills, Freeman, Malik, Law, West, Wagstaff & Dodd.

This Practice Booklet is for both existing patients and those patients considering registering as patient. It contains useful information about the services available within the Practice and how to access them.

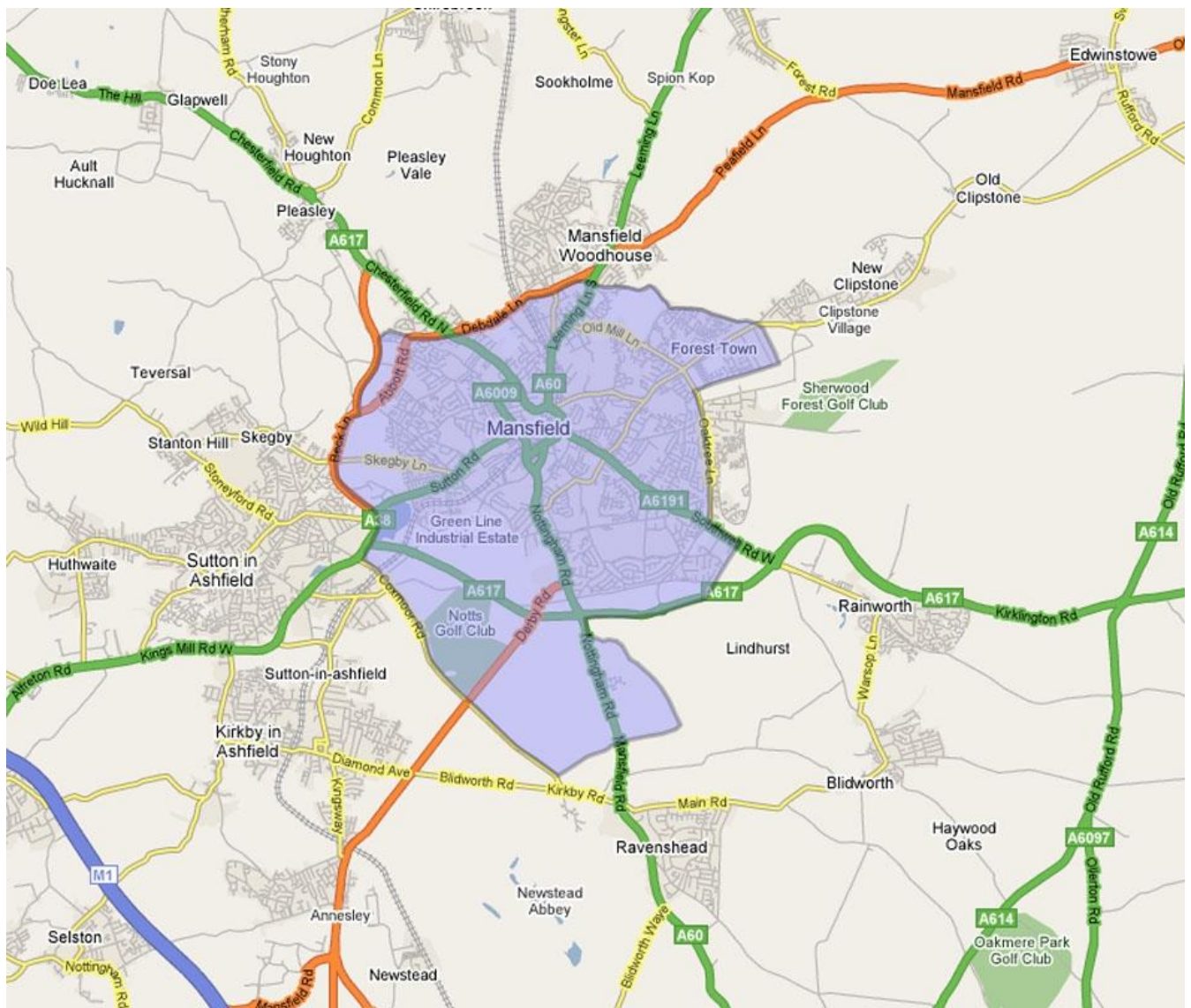
At Orchard Medical practice we aim to treat all our patients promptly, courteously and in complete confidence.

Please help us to help you by reading this guide and follow the suggestions made to ensure that appropriate services can be provided when you most need them.

OUR PRACTICE BOUNDARY AREA

We have a large catchment area covering Mansfield and some areas within Forest Town and Mansfield Woodhouse. The map below can only give an indication of our catchment area and those living close to the boundary should go on to our website www.orchard-medical.co.uk under the New Patient Section where you can put your postcode in and see if you are within the boundary. Unfortunately if you are not in the catchment area we will not be able to register with us, likewise if you move out of the boundary area you will be advised to find a new GP practice.

PRACTICE MAP



PARTNERS

Dr Dean Temple (male) Senior Partner
MB ChB (Leicester 1987) MRCP (2007)

Dr Christopher Macgregor (male)
MB MB BmedSci (Nottingham 1986)

Dr James Mills (male)
MB ChB (Birmingham 1992)
MRCP (2007)

Dr Walter Freeman (male)
MB ChB (Leeds 1991)

Dr Anisa Malik (female)
MBBS (London 2004) MRCP
DRCOG DFRH

Dr Patrick Law (male)
MB ChB

Dr Kathryn West (female)
MBBS BSc MRCP DRCOG
DipClinDerm

Dr H Wagstaff (female)
Mb ChB DRCOG MRCP

Dr Theyvanai Dodd (female)
BM BS MRCP DFFP

Dr D R Temple is our Senior & Managing Partner
Dr Mills, Dr Malik & Dr Law are all Executive Partners

Patients may see any of the doctors in the Practice. However, please note that you may have to wait a little longer to see the GP of your choice.

SALARIED GPs

We currently have one Salaried GP who is employed by the practice, Dr Britchford (male)

GP REGISTRARS

We are a training practice and have GP Registrars who are fully qualified GP's under the supervision of our GP Trainer Lead, Dr James Mills & Dr Kathryn West.

NURSE PRACTITIONER

Victoria Hardwick is our Nurse Practitioner who works closely with our Doctors to see and treat patients.

NURSING STAFF

Leigh Law

Nurse Manager/Practice Nurse

Jane T	Clinical Specialist Nurse
Deb M	Practice Nurse
Nicola F	Practice Nurse
Sarah B	Practice Nurse
Sarah F	Practice Nurse
Michelle F	Practice Nurse
Gail S	Health Care Assistant
Tracey S	Health Care Assistant
Claire C	Health Care Assistant
Fiona B	Health Care Assistant
Anne H	Phlebotomist
Emma	Practice Nurse

MEDICAL STUDENTS

Orchard is accredited by the Deanery at the University of Nottingham Medical School as a Training practice for doctors intending to become GPs. We help in the training of medical students. Medical Students will occasionally sit in with the doctor. You are free to ask them not to be present when you see the doctor.

TRAINING PRACTICE

Our current GP Registrar is a fully qualified Doctor training to become a General Practitioner. Dr Mills is the training Supervisor for the practice. Registrars work full time in the practice for a period of 4 to 12 months dependent upon the stage of training they are at.

MANAGEMENT Mrs Rebecca Tate, Practice Manager, is responsible for the management, organisation and administration of the practice, aiming to provide an efficient and friendly service. If you have any suggestions or feedback regarding our service, please feel free to contact her by telephone or in writing. We have a formal complaints procedure, which can be used if an informal discussion cannot resolve the problem.

ADMINISTRATION TEAM ensure that smooth running of the practice, this includes making patient referrals on the doctors' behalf to specialist services.

RECEPTIONISTS – our receptionists will often be the first point of contact between you and the practice. They will be pleased to assist you with all appointments, requests for home visits, results and repeat

prescriptions, registering new patients and answering your queries. Please try and be considerate and patient because at times they are extremely busy particularly at the current time. Please do not be offended if they ask you questions regarding the nature of your call it is to ensure they offer you the correct appointment or assess the urgency of your call.

ASSOCIATED STAFF

District Nurses – within the surgery the Practice has community nurses who are employed by Nottinghamshire Healthcare Trust. Their role is to provide nursing care to patients who are too unwell to leave their homes and for patients who require treatment following a stay in hospital. These nurses work in close liaison with the doctors who refer patients to them.

Community Midwives – The midwife together with your Doctor provides ante-natal care for mothers before and after the delivery of their baby.

Health Visitor – The Health Visitor works in partnership with individuals of all ages and with families. Information is provided on food health, including pre-school child development screening, assessing health needs and referral to other services as appropriate. Each Health Visitor is a registered nurse.

Self Help – We have provided a separate list of self-help you may find useful which you can refer in to yourself, these include, smoking & alcohol advice, weight management, physical activity, mental health & well-being, bereavement, physiotherapy

Working with the Practice are many other health and social care professionals who also provide care for Orchard Medical Practice patients. These may include Mental Health Nurses, Social Workers, and Health Visitors.

CLINICS (please note that our clinics are by appointment only)

Clinicians are available Monday to Friday currently and provide a range of services including:

- Ear Care – not currently doing
- Dressings
- Spirometry – not currently doing
- Blood Pressure checks

- One Problem Clinics – shorter appointments if you need to be seen urgently on the day.
- Vaccinations and Immunisations children & B12 injections
- Travel advice and vaccinations – not currently doing
- Breast Awareness
- Cervical Smears/swabs
- Contraceptive Checks
- Chronic Disease Management such as diabetes, asthma, hypertension, chronic heart disease
- Well person clinics
- Family Planning (including the insertion & removal of Coils & Implants)

We have a fully trained Phlebotomist to take blood samples (mornings & afternoons)

WELL BABY/CHILD HEALTH CLINICS/HEALTH VISITOR

There are clinics held locally to check the health & wellbeing of your baby/young child. Please see reception for clinics held locally.

ANTE-NATAL CLINICS

For the care of expectant mothers. By appointment with the Midwife, please call the practice to make an appointment. Post natal examinations are undertaken by the doctor. You will be sent an appointment to see the doctor, 6-8 weeks after the birth of your baby.

MINOR SURGERY & CRYOTHERAPY – currently suspended

Minor surgical procedure for removing moles, skin tags etc, these procedures are carried out by the doctors. Appointment is by prior arrangement with the doctor.

TRAVEL CLINICS – currently suspended

By arrangement. Please ask for a travel advice form from reception before making your appointment. Please note that charges may apply for certain travel vaccinations (not covered by NHS).

CHRONIC DISEASE MANAGEMENT

We hold clinics for the management of selected long-term medical conditions including asthma, diabetes, chronic heart disease, high blood pressure, smoking cessation etc. Please ask at reception to make an appointment to see the nurse.

CONTRACEPTION & C-Card Scheme

We offer family planning advice and contraception advice. We also offer the insertion and removal of coils & implants. For patients aged 13-24 years old we are a trained C-Card pick up point. Please ask at reception for further details.

IMMUNISATIONS

Everyone is advised to keep up-to-date with immunisations and vaccinations including tetanus and polio. Please ask at reception for further details.

PRACTICE INFORMATION

How do I register?

If you live in our Practice area and would like to register with us, please complete our registration forms which are available from reception. To prevent fraud within the NHS we ask you to provide two forms of identification when registering with us, which includes photo ID & current address. For further details, please ask at reception, who will be only too happy to assist you. You can see whether you are in our catchment area by visiting our website www.orchard-medical.co.uk under the 'new patients' section.

Temporary Residents

We provide a Temporary Patient Service for anyone staying within our Practice area. This would be whilst on holiday or staying with relatives. Simply ring the Practice and fill in one of our Temporary Resident forms. We will be happy to assist you.

Overseas Visitors

For visitors not normally residing in the UK – in some cases you may not be accepted for immediate NHS treatment. For non-urgent cases you may be seen as a private patient and charges will apply.

Booking an Appointment with a GP – during Covid

All consultations currently are via telephone or if required via video call. We operate a call queuing system. If your problem is medically urgent

please call as close to 8 am as possible a clinician will then return your call. The clinician will then make a clinical decision whether you can be treated over the phone or whether you need to be seen at the practice – the clinician will then give you a specific time to attend the practice. Please do not come early to your appointment as we have limited seating in the waiting area due to distancing and safety restrictions. Where possible please wear a face mask/covering and only the patient/carer to attend the appointment.

When the clinician returns patient calls, they will only try to contact once so we ask patients politely to stand by the phone if you are expecting a call. It may not be possible for you to speak to the GP of your choice but we will do our best to accommodate you. We can only take a limited amount of phone calls in the morning and afternoon to deal with every patient safely so the receptionist may advise you to call either NHS 111, go to a pharmacy or go to Primary Care 24. We will deal with all calls in a morning and just emergencies in the afternoon from 1.30 pm.

Failure To Attend An Appointment (DNA)

If you no longer require an appointment, please contact the practice to cancel it, so that we can offer the appointment to another patient. On your next visit to the Practice you will notice posters around the surgery showing the number of patients who fail to attend their appointment. We also have a policy for patients who fail to attend appointments, which include the possible removal of patients from our Practice list who consider to waste appointments.

Reminders by Text Message

The Practice has the facility to send patients information regarding health promotion and appointment reminders. Patients wishing to register for this service can register by completing a form available from reception or via our website. When making a pre-bookable appointment, you will be asked for your mobile number, in order for a reminder text message to be sent to you prior to your appointment. Patients may cancel the text messaging facility at any time. The Practice will not transmit any information which would enable an individual patient to be identified. It is the patient responsibility to keep the practice up to date with their phone numbers.

Home Visit Policy

We operate a home visiting policy when required for patients who are elderly, immobile or deemed by the doctor too ill to attend surgery. To request a home visit you need to ideally telephone the Practice before 10.00 am unless it is an emergency, please give details and a brief description of the problem to enable the doctor to determine the degree of urgency. Each home visit takes four or five times as long as a surgery consultation so we appreciate if patients try as hard as possible to come to the Practice. Visits are at the discretion of the Doctors.

Repeat Prescriptions

Please allow three full working days (72 hours) for your prescription to be processed. Please do not allow your medication to run out before making a request.

You can order in the following ways:

1. Secure order form from via our Practice website www.orchard-medical.co.uk please see below information for on line prescriptions.
2. By handing in your repeat prescription anytime during opening hours (a prescription box is available on the lower reception desk)
3. By letter – please enclosed a stamped addressed envelope if you wish this to be posted back to you

We **do not** accept repeat prescription requests by telephone as this may lead to mistakes. If you would like your prescription sent direct to your chosen pharmacy instead of collecting from the surgery, please enquire at your chosen pharmacy to see if you are eligible.

Ordering Repeat Prescriptions/Cancel your Appointment on Line

This service is available through our website through a secure system called **SystemOnline**, please visit www.orchard-medical.co.uk. You will need to sign up to this service by bring proof of ID preferably photo ID into the surgery to obtain your username and password. Once you have obtained your password from the practice please wait until the next day before activating your account. This will then enable you to order repeat prescriptions/book appointments with a Doctor and cancel appointments you have made. Please note we are unable to give a username and password on behalf of anyone due to confidentiality. Please note access will automatically be disabled when a child reaches the age of 13. Once a patient reaches the age of 16, access can be given again by providing proof of photo identification.

SystemOnline is also available as an App and can be downloaded from the Apple or Playstore.

Prescriptions sent Electronically to the Chemist

We offer Electronic Prescribing; this means that instead of coming to the practice to collect your prescription, you can have it directly sent to the pharmacy of your choice, if you are eligible. For more details please ask at reception or enquire at your chosen pharmacy.

Test Results

Patients can telephone the Practice to obtain routine test results where possible after 2.00 pm each weekday. Most results take one week to return to the Practice. Results are confidential and will only be given to you personally (except in special cases). If the doctor wishes to discuss the results with you, you will be asked to make an appointment.

Telephone Calls

Please note that telephone calls to and from the Practice are recorded in accordance with the General Data Protection Regulations 2016 and General Data Protection Action 2018 for monitoring, training and dispute resolution purposes.

Communication

Do you have any particular communication preferences? For example, do you have impaired sight and therefore need us to write to you in large print? Please make reception aware of your preferences so that we can make a note in your medical record and comply with your request

CCTV

There is closed circuit television in and around public areas to protect patients and our staff.

Sharing your GP record

To improve care your GP information will be made securely available to other authorised health professionals involved in your care. This is called implied consent, this means that when you see another health professional such as a hospital doctor or a community nurse they will ask your permission to view your GP record, if you say 'Yes' your GP record will be available for them to view. If you say 'No' they will not be able to view your GP record, this is in line with our local Clinical Commissioning Group sharing policy.

For more information about sharing your GP record please ask reception for a leaflet or download a leaflet & consent form from our website.

Accessible Information

All organisations that provide NHS services, or publicly funded adult social care must have fully implemented and conformed to the Accessible Information Standard (1605). This means we would like to record your preferred method of contact so that you can receive your health information in a format you can understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you suffer from hard of hearing or blindness that may not be suitable for you. If you or someone you are caring for wishes us to contact you in another way, please do let us know by informing one of our receptionists. We will then record your needs by highlighting it on your medical records. Please ask at reception to state your preference.

Named Accountable GP

All patients are allocated a named, accountable GP to all patients (including children).

Unless you have specified an alternative GP your named accountable GP will be the doctor you are registered under. This will in no way effect your care from the Practice and you will be seen by all GPs who have equal access to your medical records. Unless you pre-book your appointment in advance you will be allocated a GP subject to availability on that day.

Advice On Self Certification

Any patients off sick from work for any length of time can self certify for the first working week. Only after then will you require a medical certificate signed by your doctor.

If you require a fit for work note from a doctor, you may be asked to make an appointment with the GP/Nurse Practitioner.

If your employer insists on a fit for work note during the first week of illness this will be in the form of a private note for which there will be a charge. The Practice will require a written request by the employer together with the patient's consent.

Referrals, Letters And Reports

When you and your GP agree that you need an appointment with a specialist, the E-referral system shows you which hospitals or clinics are available for your treatment. Your GP will discuss with you the appropriate options which are available for treating your medical condition.

If you know where and when you would like to be seen, you can book your appointment before you leave the surgery. You will be given confirmation of the place, date and time of your appointment.

You may want more time to consider your choices. If so, you can take the appointment request letter away with you and book your appointment later.

Non NHS Services

Some services are not covered under the NHS and for these your GP can charge a fee.

The fee will reflect both the doctors' time to carry out the service and the doctors' professional opinion. Please contact reception if you wish to arrange a medical examination/report other than that covered by the NHS.

Change of Personal Details

Please notify us if you have changed your name or address. You will need to provide us with the necessary documents before any changes can be made to your record. If you reside outside of the Practice boundary you may be asked to re-register with another Practice. Our receptionists will advise you accordingly.

Patients Leaving the UK

NHS England are required to remove from practice's lists the names of patients who either intend to leave the UK for at least 3 months, or who have been out of the country for more than three months at a time. If you are leaving the UK for 3 months or more you should notify your practice. You will then need to re-register on your return to the UK.

Acceptance/Refusal onto a practice's list of NHS patients

Everyone has the right to change their practice without having to give a reason.

You can approach a GP practice near to where you are living and apply to join its list of NHS patients as either a registered patient or as a temporary resident. You can be registered as a temporary resident if you are in the area for more than 24 hours but less than 3 months.

Practices may use their discretion whether to accept or decline your application. In declining an application, they must have reasonable grounds for doing so which do not relate to your race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Disabled Access

We have suitable access for disabled patients. The Practice has designated disabled parking bays for ease. A loop system is available within the practice. A Wheelchair is available for you to borrow to help you to and from the car park, please ask at reception so we can have it ready for your appointment.

Parking Arrangements

The Patients' car park is situated at the rear of Mansfield Community Hospital. Patients are kindly reminded not to leave their vehicle in the car park after they have attended their appointment. This allows other patients to park and attend their appointment on time. The car park can sometimes get very busy so please bear this in mind to leave plenty of time when attending for an appointment.

Patients are asked to refrain from parking in the disabled parking bays, unless they hold a disabled blue badge.

Orchard Medical Practice accepts no liability for any loss of property on or within the premises. Patients are also reminded that no pets (other than guide dogs) are permitted in or on the premises

Comment, Complaints and Suggestions

We care about what you think and are happy to receive your views regarding our services. Your comments will be totally confidential and there is no need to give your name and address unless you would like a response. Please speak to one of our receptionists or write to the Practice Manager or Doctors. Whilst we strive to give all our patients the best possible service, we appreciate from time to time complaints arise and we will listen to rectify any problems we are notified of. In the first instance you will need to put any complaints in writing and address it to the Practice Manager. There is a complaint Policy and Leaflet available from reception or via our website that will explain the process to you. If you are unhappy with any services offered to you by the local hospital or services you may wish to contact the Patient Experience Team on 0800 028 3693.

Patient Participation Group

Orchard Medical Practice has a responsibility to ensure it involves its patients in relevant issues to the Practice and to respond appropriately to the views and experiences of patients.

The Practice has established a Patient Reference Group to bring together patients, doctors and members of the practice team to work together in partnership in order to promote the wellbeing of patients and support the practice to provide high quality of care. The group meet monthly with the exception of August & December. A virtual group is also available should you not be able to make a meeting. If you are interested in joining, please contact the practice manager for further details.

Patient Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential. No information will be released to any individual without your prior consent except where we are obliged by Law to release that information. All medical records are kept in secure storage to which only relevant staff has access. The holding of information by Orchard Medical Practice on patients registered with this Practice is compliant with the General Data Protection Act. If you require further information as to who has access to your medical records, please contact the Practice Manager.

Zero Tolerance

We operate a Zero Tolerance policy for abusive and aggressive behaviour in the surgery. Any incident where it is reported that a patient has been displaying such aggressive behaviour, will be taken very seriously and may lead to a patient (and their family) being removed from the Practice list.

Access to Records

We keep both manual and computerised records and are registered under the Data Protection Act. If you wish to see your records, (subject to the relevant Act) please ask at reception. Our staff will be happy to advise you on how to do this.

Children and Babies & Breast feeding

We have baby changing facilities. Children are welcome to play with the toys provided in the waiting areas but we ask that parents supervise their children at all times. If you need a private room to breast feed we would be happy to oblige please ask at reception.

PATIENT RESPONSIBILITIES

Please make the most of our services by:

- Reading the notices posted in the surgery
- Make sure you know the opening times of the Practice
- Find out how to arrange an appointment, repeat prescription, home visit and request urgent appointments
- Keep your appointment or cancel it
- If more than one patient needs to be seen make a separate appointment for each
- Take a list of questions with you when you see your doctor or nurse
- Ask your doctor to write down anything you do not understand the answers to
- Take a friend or relative with you if necessary
- Please remember that a prescription is not always necessary with every consultation. Your doctor will advise you accordingly
- Please request out of hours consultations for emergencies only. Home visits are ONLY for patients who are too ill or immobile to attend surgery.
- Please be patient with the receptionists. They are doing their best and at busy times are working under a great deal of pressure
- Look after your own health. Exercise regularly, eat healthily and try not to smoke. Please feel free to ask the Doctors or Nurses for advice.
- We do not tolerate physical or verbal aggression under any circumstances. Our policy is to remove patients from the Practice list with immediate effect where this occurs.
- **OUR PATIENTS CHARTER**

We are committed to providing you and your family with quality health care.

- You will be treated in a friendly and courteous manner by all our staff
- You can expect confidentiality of your records to be maintained at all times
- The doctors aim to see patients within 30 minutes of their scheduled appointment. You will be informed of any delays
- You can expect to be given an urgent appointment with an unspecified doctor within 24 hours of a request.
- We want to keep you healthy and offer free health promotion services
- All children are offered immunisation and annual health checks are available for those over 75 years. Cervical smears are recommended every three years, with a reminder sent out to eligible women
- We will provide training to all our staff to improve our services to you

If you require a chaperone present during your consultation please inform reception when you attend your appointment

Clinical Commissioning Group

The Clinical Commissioning Group is responsible for commissioning the primary healthcare services provided to you. Details of primary medical services in the area may be obtained from the CCG. The CCG address and telephone number is below:

Mansfield & Ashfield Clinical Commissioning Group
Birch House
Ransom Wood Business Park
Southwell Road West
Rainworth
Mansfield
Nottinghamshire
NG21 0HJ

Main Reception Tel: 0300 30012034

Patient Experience Team Tel: 0800 0283693

Website address: www.mansfieldandashfieldccg.nhs.uk/contact-us/

Please note we reserve the right to make any changes to the above booklet at any time.