



**Peacock Surgery**

**Patient Information Leaflet**

*Updated: April 2022*



**Peacock Surgery**

**428 Carlton Hill**

**Carlton**

**Nottingham**

**NG4 1HQ**

**0115 9580415**

**[www.thepeacockpractice.nhs.uk](http://www.thepeacockpractice.nhs.uk)**





## Peacock Surgery

**The practice is based in modern premises situated in the heart of Carlton.**

There is access for all patients and adjacent to the waiting room there are patient toilets, including access for disabled patients, and baby-changing facilities.

A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

### Registering as a Patient

**We are pleased to accept all patients from Carlton and the surrounding areas.** Please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process.

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.thepeacockpractice.co.uk](http://www.thepeacockpractice.co.uk) or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at [www.thepeacockpractice.co.uk](http://www.thepeacockpractice.co.uk). For a change of name, the practice will need to see proof of this, i.e., a Marriage Certificate or Deed Poll.



## PRACTICE TEAM: Clinical

### General Practitioners

Dr K Sallis  
Dr A Zawadzka  
Dr A Arulsothy  
Dr A Khan

### GP Locum

Dr S Sunderji

### Nursing Team

#### Advanced Nurse Practitioner

S Smithurst  
C Pape

#### Practice Nurse

K Edwardson  
L Twiss  
J Churchill

#### Healthcare Assistant

J Taylor  
C McKeown

#### Clinical Pharmacist

H Sandhu  
S Srinivasan



## **PRACTICE TEAM: Non-Clinical**

### **Practice Management**

#### **Practice Manager**

S Moore

#### **PICS Primary Care Support**

S Haywood

### **Reception & Administration Team**

#### **Lead Receptionist: Kim**

#### **Reception Administrators**

Alison, Leticia, Michael, Stefani

**QOF & Data Quality:** G Harvey

**Recalls & Prescriptions:** S Walsh

**Medical Records & Correspondence:** O Pratt

**Medical Records Summariser:** R Leame

**Medical Secretary:** A Lewis

**PICS GP Data Quality Support:** S Chalmers

#### **Attached Staff**

**Physiotherapist:** P Naik

**CYP Social Prescriber Link Worker:** R Williams



## Service Provision

### Practice Operational Times

**Monday to Friday: 0800—1830 daily**

*Saturday Morning 0800-1200:*

*Occasional Saturday appointments may be available depending on staffing.*

*Please check with reception.*

**GP Appointments: 0830-1100 & 1500-1730**

**Nursing Team Appointments: 0730-1130 & 1330-1730**

**When we are closed & Out of Hours**

**For all life-threatening emergencies call 999**

For non-emergency medical treatment or medical advice call 111

#### **Out of Hours Treatment and Advice**

Nottingham City NHS Walk-In-Centres Upper Parliament Street: 7 days a week between 8am and 8pm. You do not need an appointment and can contact them on 0115 883 1960.

London Road (Next to the BBC): 7 days a week between 7am and 9pm. You do not need an appointment, but you can contact them on 0115 883 8500. (Please note, this Walk-In-Centre does not offer advice by telephone.)



## Appointments & Home Visits

### Appointments

Appointments can be booked by telephone, calling into surgery or using the internet. Please ask at Reception for information regarding on-line services.

We offer a mixture of pre-bookable and book on the day appointments. If you require an on-the-day appointment, please telephone the surgery and if there are no appointments available, you will be offered a telephone triage consultation.

#### **Help us to help you!**

GP Appointment are 10 minutes

**Please be on time** - if you are 10+ mins late you may not be seen.

**Consultation time:** One appointment = One problem

**Be Prepared:** Know what you want to discuss with the GP, think about the questions you may have

### Home Visits

**Please call us before 1000 should you feel you need a visit. Home visits are only for patients who are entirely housebound.** We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. **The decision to home visit will be at the doctors' discretion.**



## Services Available to Patients

- Family Planning Services
- Immunisations: for Adults & Children
- Travel Immunisations & Advice: provision of travel vaccinations  
is a chargeable service
- Minor Surgery: joint injections, simple skin lesions etc.
- Cervical Smear Testing
- NHS Health Checks & Well Person Clinics
- Chronic Disease Management: Asthma & COPD, Hypertension, Diabetes, Heart Disease, Kidney Disease.
- Medication and Prescription Management



### **Other services also available to our patients**

- Antenatal Services
- Baby Clinic
- Mother & Baby Check
- Smoking Cessation
- Physiotherapy

**There may also be ad hoc services provided by the practice or hosted by the practice. We will advertise this via our website and within the practice**



## Medication & Prescriptions



### **Repeat prescriptions can be ordered in the following ways:**

- In person [not over the telephone] – By ticking the required medications on your prescription and placing it in the dedicated box outside the practice.

- Online – Please log in and order via our website or the NHS App

**Please allow a minimum of 2 full working days / 48 hours [excluding weekends and bank holidays] when ordering repeat prescriptions.**

Should you run out of your medication when the practice is closed, visit your local pharmacy who may be able to give you an emergency supply.

Urgent requests for medication should be made by speaking to a member of the pharmacy team. If you are unable to speak to the pharmacy team, call reception who will take your details and ask a member of the pharmacy staff to call you back.

**Please be aware that only certain types of medications are classed as being required to be issued 'urgently'.**

Non repeat medication requests will require a GP consultation

**Medication Management:** As part of our safe prescribing procedures, patients are responsible for working in partnership with the practice and will be required to attend regular medication reviews and have associated blood tests, blood pressure reviews and height/weight monitoring.



## Patient Responsibilities & Zero Tolerance

**Our receptionists are here to help and will always try to accommodate your requests and give you an appointment, when possible, with the clinician you have requested.**

### **Your Responsibilities:**

- Understand that your GP is not the only person who can provide health care.
- Appreciate that your GP and team work hard in stressful situations. Try to be tolerant
- Learn about your own health and how to take care of it.
- Arrive promptly for your appointment.
- Cancel It or Keep It: If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.
- Failure to Cancel with less than 24 hours' notice constitute as a 'Did Not Attend' (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period may result in your being asked to register at another practice.
- Ensure we have your up-to-date telephone number.



## ZERO TOLERANCE



**We operate a ZERO TOLERANCE policy. Safety of our staff is paramount. ALL practice staff have the right to work without fear of verbal or physical abuse.**

**Abusive patients will be asked to leave the surgery and, if needed, the police will be called.**

**We may remove patients from our list when the clinical relationship can no longer be maintained.**



## Training & Practice Closures

**The surgery will be closed on certain dates throughout the year, to enable staff training to take place.**

Our closure dates can be found on our website.



### **Training NHS Staff**

Although we are not a training practice, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen.

It is our aspiration to become a training practice, which will see qualified doctors training to be GPs present in the practice for prolonged periods of time. We will communicate this to our patients when the time comes.



**For More information and guidance,  
please see our Patient Charter Leaflet**



## Data Security & Confidentiality

**Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).** You can access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme affords patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.



### **Confidentiality**

**We respect your rights to privacy and keep all your health information confidential and secure.** We keep records about your health and treatment to ensure those caring for you give the best possible advice and care. The information is only available to those involved in your care. We will never divulge information about you to third parties without your permission and we normally request this in writing.



## How we use your Health Records

**Access to Medical Records:** The practice is registered and complies with the Data Protection Act 1998. Any request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Act. Please contact the practice for further information.

**Patient Confidentiality:** We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible care. This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please contact the practice for further information.

**Summary Care Record:** The Summary Care Record is an electronic record which will give healthcare staff faster, easier access to essential information about you, to help provide you with safe treatment in an emergency or when the surgery is closed. You can choose to have a Summary Care Record (this will happen automatically when you register) or you can choose to not have a Summary Care Record (you will need to let the practice know by filling out and returning the opt out form).

Further information is available from reception or from the NHS Care Records Service – [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)



## Forms, reports, and other paperwork



If you have a form/report for completion by a doctor, please hand this in at reception.

The GPs cannot complete forms during consultations. They have dedicated time set aside for paperwork to allow them to consider the details required. This enables us to keep our clinics running on time so other patients aren't kept waiting. All completed forms can be collected from our reception who will be able to advise on the current charges and standard completion times. Our current fees for non-NHS services are displayed on our website or a copy can be provided to you.

**Sick Notes:** If you are off work for less than 7 days, you do not need a doctor's sick note. If you are receiving hospital care you do not need advice from your GP, please ask the hospital for your ongoing sick note.

**COVID 19 'Fit to Fly' letters:** these are not provided by the surgery. Please visit the Government website – [gov.uk](https://www.gov.uk) - for up-to-date information.



**We aim to provide the highest level of care for all of our patients. We will always be willing to hear if there is any way that you think that we can improve the services we provide.**

If you have a suggestion on how the practice can better suit your needs please tell us. We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. However, if your problem cannot be sorted out in this way and you wish to make a complaint, please tell us as soon as possible.



We would also love to hear from you if you want to share a **good experience** with the surgery. Knowing when we have got something right enables us to learn and share good practice in much the same way as learning from any problems shared.



## **PICS & Clinical Commissioning Group Information**

### **Primary Integrated Community Services**

Since 1st August 2019, Peacock Surgery has been part of Primary Integrated Community Services Ltd. We are very excited at being part of a larger organisation which forms part of our sustainability strategy and enhances the provision of quality healthcare to the patients of Carlton.

**The Peacock Surgery is affiliated to the local Clinical Commissioning Group [ CCG]. The CCG for this area is:**

Nottingham and Nottinghamshire CCG

1 Standard Court

Park Row

Nottingham

NG1 6GN

Tel 0115 8454545

**Further information about local services can be found by visiting the NHS Choices website.**

