

 Belvoir Health Group

 Cropwell Bishop Surgery



NHS

Rushcliffe

Clinical Commissioning Group

WELCOME

This booklet gives information about the practice and the services that we provide. Belvoir Health Group is a large Practice with surgeries in Cropwell Bishop, Cotgrave and Bingham.

HOW TO REGISTER

If you would like to register with the practice please ask at reception for a registration form. You will be asked to attend a new patient check with our Health Care Assistant, this is to enable us to check on your past medical problems, family history and do a basic medical check to ensure that we give you the best possible service. The receptionist will ask you for two forms of identity when you register i.e. a passport or driving licence and a utility bill or bank statement to confirm your current address. We will also need your NHS number. This can be found on your medical card or from your previous surgery.

ACCESS TO PATIENT INFORMATION

Personnel are entrusted with information about patients and their care when the purpose is justified and such information is only used when necessary for the continued care of the patient. Confidentiality is strictly adhered to.

HELP US TO HELP YOU

Please treat our staff in the manner that you expect to be treated yourself.

- Our aim is to provide you with a high quality standard of service. We need your co-operation to achieve this.
- We welcome suggestions or comments. Please make these known to any member of staff or Doctor.
- We operate a complaints procedure that meets National criteria. If you have any concerns, please do not hesitate to call the Team Leader, who will give you further information.
- Similarly, the Practice will inform patients of any unreasonable behaviour. We operate a zero-tolerance policy regarding violent or abusive patients, and we will remove those responsible from our patient list and will seriously consider prosecuting.

THE SURGERY TEAM

Our Business Manager Jon Hermon is based at Cropwell Bishop Surgery and is responsible for the business management and administration of the whole Practice, supported by our Operations Managers.

Operations Manager

Adele Rice

Team Leader

Gill Crawford

THE DOCTORS

The Partners

Dr R J Britton
Dr P J Mahony
Dr C Martin

Salaried GP's

Dr L Dewey

The Belvoir Health Group has a team of very experienced fully qualified RGNs.

NURSES

Dawn Waugh
Michelle Hills

Practice Nurses are accessed **BY APPOINTMENT**. The Nurses have responsibility for many health care issues that includes minor illness, raised blood pressure, family planning, as well as chronic diseases.

The Practice Nurses and Doctors are supported by fully trained Health Care Assistants, who also perform blood tests.

HEALTH CARE ASSISTANTS

Claire Morley

PHLEBOTOMIST

Sue Garton
Norman Doubledy

TELEPHONE EXTENSIONS

To call the surgery dial - 0115 896 9991
Press option 1 for Cropwell Bishop Surgery

Once through to Cropwell Bishop Surgery:

Press 1 for Prescriptions
Press 2 for Appointments
Press 3 for Test results (please call between 2pm-6pm)
Press 4 for General enquiries

SURGERY TIMES MORNING EVENING

Monday	8.30-12.00	4.00-6.30
Tuesday	8.30-12.00	CLOSED
Wednesday	8.30-12.00	4.00-6.30
Thursday	8.30-12.00	4.00-6.30
Friday	8.30-12.00	4.00-6.30

Our receptionists are available at the surgery from 8.30am to 6.30pm every weekday except Tuesday 8.30am to 12.30pm. On Tuesday afternoons our automated repeat prescription service is still available as normal. For other services, your call will be diverted to our Bingham Surgery. However, you should enquire about the results of any tests by telephoning between 2.00pm - 6.00pm weekdays except Tuesday. In the interest of all parties, calls may be recorded.

MAKING AN APPOINTMENT

Please either see or telephone our Receptionists and arrange an appointment. You can also arrange appointments online - please ask our receptionist about registering for this service. We try our best to give enough time for each patient but if two members of one family try and squeeze into one appointment, other patients will be kept waiting. It will help everyone if each person has their own appointment. If you have more than one problem that you need to speak to the Doctor about please ask for a double appointment.

Please inform the Receptionists if you cannot keep your appointment, so that it can be given to someone else. The telephone system also enables you to cancel an appointment when the Medical Centre is closed by leaving a message when prompted.

If you would like access to the online booking system then please speak with our Receptionists.

URGENT APPOINTMENTS

If you have a problem which you feel needs attention urgently on the same day and cannot wait for a routine consultation, please phone the Receptionist, who will take your details and ask a clinician to phone you back, they will then deal with your problem in the most appropriate manner.

HOME VISITS

If you need a home visit by the Doctor due to the gravity of your illness, please let the Receptionist know before 10.00am but please try to attend the surgery if possible.

MEDICAL STUDENTS

We are occasionally asked to help teach medical students about general practice. You may find one accompanying your Doctor during consultations, but if you object to this, please let your Doctor know this and the student will be asked to leave.

DISPENSARY AND REPEAT MEDICATION

Prescribed drugs and medications can be obtained from our Dispensary in the Surgery. Two full working days' notice is required to process repeat prescriptions. If you would like to order online please follow the link from our website, where you will need to perform the simple one-off registration to begin using the service. If you would like to order by telephone we do have an answering service between 12.30pm and 8.30am the following morning (including week-ends and bank holidays). If you need to speak to someone, you can call between 10.30am to 12.30pm weekdays.

Prescription requests can be sent in the post if you enclose a stamped addressed envelope. At regular intervals, all patients on repeat medication need to be seen by a Doctor or Nurse for a review of their medication, the timetable for this is given on your repeat medication slip.

We are able to provide a home delivery service for Dispensing patients, and those living in Nursing and Residential Homes. We are also able to provide Dosette boxes for patients who may struggle to take their medication correctly. Please ask at Dispensary for more information.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please let our Receptionist know. If you move outside the Practice area you will need to find a Doctor in your new area.

DISABLED ACCESS AND FACILITIES

All areas of the Surgery are easily accessed on the ground floor. If you are experiencing difficulties, please tell the Receptionist and we will make arrangements to suit your particular situation.

COMPLAINTS

We make every effort to give the best service possible to everyone. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If so, we would wish to settle the matter as quickly and as amicably, as possible. Simply contact the Medical Centre Team Leader or ask at Reception for a copy of the written information available on the complaints procedure.

WHEN THE SURGERY IS CLOSED

If you need medical advice or treatment when the Medical Centre is closed you can:

- Call the NHS 111 telephone service which provides 24-hour advice and health information. Simply dial 111.
- Speak to your local pharmacist
- Visit the NHS Walk-in centre at Seaton House, London Road, Nottingham, NG2 4LA (next to the BBC studios), which is a Nurse led drop in service offering health advice, information and treatment for minor ailments. The walk in centre is open 365 days a year from 7am-9pm. Your local pharmacy can also offer you a range of services, including advice and medicines to relieve symptoms of minor ailments or you can contact the out of hours services on **111**.

If you require medical assistance immediately, please dial 999 and request an ambulance.

CHAPERONE POLICY

The Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times. This applies to ALL patients regardless of religion, ethnicity, cultural background, language or whether they have any learning disability or mental health problem. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone will normally be a clinical member of staff. On occasions you may prefer an informal chaperone to be present i.e. family friend or relative (provided this is acceptable to the Clinician). Wherever possible please make this request at the time of booking an appointment so that arrangements can be made and your appointment is not delayed. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our Chaperone Policy.

PATIENT PARTICIPATION AT THE BELVOIR HEALTH GROUP

The Patient Participation Group (PPG) is a key voice of the patient. Our PPG represents patients in the three surgeries covered by the Belvoir Health Group; Bingham, Cotgrave and Cropwell Bishop.

What does the PPG do?

The PPG is a link between the patients and the decisions taken by our GP practice and works with the practice in ensuring that patients receive the very best in health care.

How can it help me?

Although the PPG can't deal with concerns or complaints you might have about your personal health care it can help if you are concerned about anything to do with the way the practice operates.

Why do we need a PPG?

You will have heard about many changes that are taking place in the NHS. PPGs - which are associated with all GP practices - have an important role in relation to the care that patients receive from all NHS services.











How can I contact my PPG?

You are welcome to contact the PPG by:

- Completing one of the forms available at each surgery and returning it to Reception
- Email the PPG at belvoirppg@gmail.com

PREVENTATIVE CARE AND DISEASE MANAGEMENT

An increasing number of specialist activities are available at our surgery and many are listed below.

-  Minor Operations
-  Children's Immunisation
-  Child Development
-  Antenatal and Postnatal Care
-  NHS Health Checks
-  Flu and Pneumovax clinics
-  Chronic Disease Management
-  Travel
-  Women's Health, including smear tests & HRT
-  Contraception including coil (IUD and IUS) fits and removals, contraceptive implants and removals

USEFUL TELEPHONE NUMBERS

Cropwell Bishop Surgery	0115 896 9991
Emergency out of hours	111
Bingham Pharmacy	01949 839978
Boots	01949 837857
Radcliffe Day & Night Pharmacy	0115 9335220
The Co-operative Pharmacy	0115 9333184
Queens Medical Centre	0115 9249924
Nottingham City Hospital	0115 9691169
Newark Hospital	01636 681681
Cropwell Bishop Primary School	0115 989225
Toot Hill Comprehensive School	01949 865550
Bingham Leisure Centre	01949 875200
Cotgrave Leisure Centre	0115 9892250

PATIENT PARTICIPATION GROUP

The Practice has an active Patient Participation Group.

If you are interested in joining the group or have any suggestions/ comments to make, please complete one of the PPG forms available at the surgery and return this to reception or email the PPG at belvoirppg@gmail.com

Drs Johnson, Lowden, Lewis, Macdonald, Griffiths, Britton, Tasker,
Mahony, Stratton, Alexander, Manning & Martin

Surgeries at Cropwell Bishop, Cotgrave & Bingham

EMERGENCY OUT OF HOURS
Telephone: 111



Bingham | Cotgrave | Cropwell Bishop

Cropwell Bishop Surgery
Fern Road
Cropwell Bishop
Nottingham NG12 3BU
Tel: 0115 896 9991
Press 3 for Bingham
www.belvoirhealthgroup.co.uk