

DRS RIDLEY, KHALID, BADHE, AHMED & BATRA



**Melbourne
Park**
Medical
Centre

THE MELBOURNE PARK MEDICAL CENTRE
MELBOURNE ROAD, ASPLEY
NOTTINGHAM NG8 5HL

TELEPHONE NUMBERS

01159 786114

01159 787070

You may need to make a second phone call when
we are closed.

Fax: 0115 924 9334

www.melbourneparkmedicalcentre.co.uk

THE MELBOURNE PARK MEDICAL CENTRE

The partners of this practice are as follows:

Dr Diane Ridley	BM,BS, MRCGP, DFSRH, LocIUT, LocSDI (Nottingham 1994) GMC No: 4095318	Female
Dr Faheem Khalid	BSc, MBBS, MRCPCH, MRCGP, DCH, DRCOG, DFRSH (Lahore 1991) GMC No: 4591759	Male
Dr Pranita Badhe	MBBS,nMRCGP, DFRSH Diploma of Ophthalmology (Poona 1998) GMC No : 6079907	Female
Dr Aasia Ahmed	MBChB, DRCOG, DFFP, nMRCGP (Aberdeen 2002) GMC No: 6049852	Female
Dr Meenu Batra	MBBS, MD, MRCGP,DFSRH GMC No: 6132932	Female

Practice Manager : Emma Ward

CQC registered Provider ID: 1-199711496

The practice is a training practice and will have GP registrar for most of the year. This is a fully qualified doctor training to be a GP.

Opening Hours:

Weekdays 8.00am – 6.30pm

OUR SERVICES

GENERAL PRACTITIONERS

Our Team of GPs provide the full range of GP care to anyone who wishes to see us, for any health related issue. We also provide some specialist GP services provided by specific GPs, such as specialist contraception (coil/IUDs, implants – Dr Ridley & Dr Badhe, minor surgery (Dr Khalid) and joint injections (which GP depends on the condition).

THE NURSING TEAM

Elizabeth Mills – RGN NMC Number: 78J2199E

Julie Willson – SRN, RSCN NMC number: 80Y2273E

Jessica Ratcliffe - BSc / Hons Adult Nursing NMC Number: 14H1319E

Marsha Carr - HCA

During the week, our nurses and health care assistant are available (by appointment) for general advice on health care. They are also able to organise phlebotomy (blood taking 12 years and over) immunisations (childhood, routine or holiday), give dietary advice, carry out cervical cytology (smear tests) and MOT's (Well man and well woman checks). Our nurses also undertake the screening services for 'over 80s' in the community. Between them they also run Asthma, COPD, Diabetic and Warfarin Clinics.

Patients between the ages of 16-75 who have not seen a GP within the previous 3 years are welcome to arrange an appointment for a health check.

Patients over 75 who have not been seen within the last year can also arrange an appointment for a health check.

Ask at the reception desk if you need further information about these services.

GP REGISTRARS

We have other Doctors working with us in the practice, who are gaining experience of General Practice. They work with us for 4-12 months at a time and although they are known as 'Registrars' they are fully qualified Medical Practitioners, sharing all aspects of medical care with the Partners. Occasionally, as part of their learning, they will be videotaping some consultations. If you prefer, you do not have to have your consultation taped, and (in any event) you will **always** be asked for your permission beforehand.

We also occasionally teach Medical Students, but once again you will always be asked if it is acceptable for them to sit in on your consultation.

ADMINISTRATIVE STAFF

In addition to the Medical and Nursing Staff we have 16 reception and secretarial staff who, together are responsible for the day-to-day administration of the practice. They will be able to help with any queries that you may have regarding the running of the practice.

ATTACHED STAFF

District Nurses Team – The C18 District Nursing Team attached to this practice is based at Strelley Health Centre,
To contact a District Nurse Tel : 0300 300 3333

Health Visitors Team –

They are based at Strelley Health Centre Tel: 8833326.

Midwifery Team –

The Midwives are based at the Broxtowe Children's Centre - 8833368
In case of an emergency the Midwife can be contacted on 9299771.

APPOINTMENTS.

CONSULTATION TIMES

MONDAY TO FRIDAY-

MORNING SURGERY	9.00AM – 12 NOON
EVENING SURGERY	4.00PM – 6.00PM



If you wish to arrange a morning appointment, please ring at 8.am on the day that you wish to come in.

We offer fewer evening appointments, which can be booked on the day by phoning at 12 noon.

NB Mondays are our busiest day – if you need a routine appointment for review you may prefer to wait till later in the week.

ONLINE APPOINTMENTS

We now offer some advanced appointments online, which are bookable. If you wish to register for online appointments please ask at reception. You may need to bring a passport or driving licence with you.

HELPING US TO HELP YOU!

If you cannot make it for an appointment then please let us know. We can let someone else have your slot. If you repeatedly do not turn up for appointments, then we may ask you to find another doctor.

TELEPHONE ADVICE

Telephone advice is available for those who require it. If you feel your query is urgent please let us know.

RESULTS

If you are phoning for results please call between 2.00pm and 4.00pm when the lines are quieter.

HOME VISITS

If you are truly housebound or seriously ill and unable to attend the surgery, then a home visit may be requested. Please telephone before 10.00am whenever possible so that the Doctor's rounds can be efficiently organised. Due to workload some visits may not be done until late afternoon.

OUT OF HOURS COVER

If you or your family need urgent medical care when the surgery is closed, please phone the usual daytime surgery number and you will be given a further number to phone. Out of hours cover is commissioned by NHS Nottingham City and provided by Nottingham Emergency Medical services. Between 6.30pm and 8.00am weekdays and at weekends, in an emergency telephone 9786114. An answering machine will tell you the telephone number to ring for out of hours emergency GP services. This number will usually be 111, which is a free call.

Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional. (In an extreme emergency call 999)

You can also call 111 for urgent advice when we are closed. Health advice is also available on the NHS website www.nhs.uk via their 'symptom checker'!

The NHS Urgent Care Centre at Seaton House on London Road (next to the BBC) offer assessment and treatment for health conditions that are urgent, but non-life threatening such as :

Minor burns and scalds

Minor head injury with no loss of consciousness

Skin infections and rashes

Suspected broken bones, sprains and strains (X-ray will be available on-site)

Eye infections and minor eye injuries

No appointment is needed; just drop in between 7am – 9pm 365 days a year

PHARMACY FIRST

Your local pharmacy can also offer you advice and treatment if required for a range of minor ailments. Under the Pharmacy First scheme if you are exempt from prescription charges you will be able to get the same medicines the GP would have prescribed free of charge for headlice, threadworms, thrush, temperature/fever, sore throat, earache, teething pain and pain relief for toothache. To access the service go to your local Pharmacy First pharmacist (look out for posters, leaflets and window stickers for your nearest one).

CHILD HEALTH CLINICS

Our Health Visitors hold a Child Health Clinic at the Children's Centre, Minver Crescent, on a Tuesday afternoon between 1pm and 2.30pm AND at the Children's Centre, Amesbury Circus, on a Thursday morning between 9am and 10.30am.

Between 2.00pm and 3.00pm on Mondays there will be a Doctor and Practice Nurse available at the surgery for child immunisations and 8 week baby checks.



THESE CLINICS ARE NOT INTENDED FOR CHILDREN WHO ARE UNWELL. IF YOUR CHILD IS ILL, PLEASE CONTACT RECEPTION AND AN APPOINTMENT TO SEE A DOCTOR WILL BE ARRANGED IN NORMAL SURGERY TIME.

CONTRACEPTIVE SERVICES

We are able to advise on all aspects of contraception, including the fitting of IUCD's (the coil) and the contraceptive implant. Please see the doctor if you wish to discuss this.

MINOR SURGERY

We can offer a minor surgery service for some conditions. Please check with your doctor.

REPEAT PRESCRIPTIONS

For some continuing treatments, you may be given a Repeat Prescription slip, to enable you to obtain medicines without seeing the doctor.



When a further supply of your medication is required, this slip may be brought or posted to the surgery. We will process your repeat prescription request within 2 working days. Don't forget to enclose a SAE if you wish us to post the prescription to you.



You can now also order your repeat prescription online. If you wish to register for this please ask at reception. You may need your passport or driving licence.

Regular checks on your treatment will still take place, and the slip will tell you when it is time to see your doctor.

For reasons of safety, we cannot take prescription requests over the telephone.

DISABLED PERSONS

The surgery is all on one level and fully accessible for wheelchairs. Should you have a disability and need assistance please do not hesitate to ask a member of staff



We have a hearing induction loop. If you require this service for your consultation please ask at reception.

CHAPERONES

It is the policy of this practice to respect the privacy and dignity, and the cultural and religious beliefs, of our patients.

If you feel you would like a chaperone to be present during a physical examination by a doctor, or any other health professional you may be consulting at the surgery (or if you would prefer to be examined by a doctor or health professional of the same sex as yourself), please let us know and we will do our best to comply with your wishes.

HOW TO REGISTER AS A PATIENT

If you wish to register with our practice first check with a receptionist to see that you are living in our practice area. If so you will then need to complete a New Patient questionnaire. You will then be asked to contact the surgery in 48 hours time to confirm that your registration has been accepted. When your registration has been confirmed you are eligible for a New Patient Health Check within the first 6 months of your registration. Please arrange an appointment with the Practice Nurse for this.

Although you will be registered with the practice you may request to be seen by a doctor of your choice.

ZERO TOLERANCE

This practice supports the Government NHS zero tolerance zone campaign. Violence and abuse is a growing concern. The GP's and staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and removed from our list. We ask that you treat your GP and practice staff properly – without violence or abuse.

CONFIDENTIALITY/ACCESS TO PATIENT INFORMATION

Nurses and Healthcare professionals within the practice are able to access information.

Receptionists and clerical staff need access to some of your records in order to do administrative tasks, such as: booking appointments, printing prescriptions and communication with you and other parts of the NHS.

The sensitivity of patient information is well understood within the NHS. All staff and contractors are trained to respect their duty of confidentiality to you, and have this written in their contracts.

Any information requested by a third party will only be processed with a signed consent from the patient involved.

A computer is used to retain records and to facilitate some aspects of patient care including recall for screening procedures and printing prescriptions.

This practice is registered under the Data Protection Act and you may be sure that all records whether written or computerised are strictly confidential.

Doctors and health professionals have a duty of care and a duty of confidentiality to all patients, including under 16s.

'This practice will not share personal identifiable data and or other confidential data about patients to support the planning of NHS and social care services, without seeking explicit patient consent to do this.

However the Practice may share data about patients in a non-personal format (either anonymised or pseudonymised) in order to support the planning of NHS and social care services. This data will only be used for health or social planning purposes and not for any other purposes (such as commercial, insurance or marketing purposes). Sharing of such data will be managed in accordance to a formal sharing agreement and under tight Information Governance controls'.

CCTV is used in the practice. Any information seen on the CCTV falls under the confidentiality policy.

You're welcome

The practice aims to be young people friendly. If you are under 16 we are happy to see you and you will be treated with the same confidentiality as any other patient. This means that we will only share information without a patient's consent, in exceptional circumstances if we have very serious concerns about their or someone else's safety.

As part of the NHS Connecting for Health scheme we carry out the following electronically:-

NHS e-referral This is a national electronic referral system which gives patients a choice of place, date and time for their first Out Patient appointment at a hospital or clinic. Patients can choose their hospital or clinic and then book their own appointment to see a specialist by telephone or over the internet.

Electronic Prescription Service. We are now using the first stage of electronic prescriptions. The only change you will see will be that your prescription will have a barcode and some numbers down the right-hand side. These enable the pharmacist to dispense the items on your prescription more easily. The only people who will see your prescription are the same people who see it now. Whether information is on paper or electronic, everyone involved with your prescription has a legal duty to keep information about you confidential.

GP2GP This enables patients electronic health records to be transferred directly and securely between GP practices Normally when you change doctors it can take anything from 2months upwards to get your records from your previous GP, but if your previous GP is connected to this, we can receive them electronically within 24 hours.

Summary Care Records. Summary Care Records will give healthcare staff access to key health information, which means they can provide safer care and treatment to patients in an emergency, for example, when providing care in out-of-hours services. When you register with our practice you will be asked if you wish to have a Summary Care Record or if you wish to opt out. (Further information is available).

Data sharing – Health & Social Care Information Centre

NHS England would now like to link information from all the different places where you receive care, such as your GP, hospital and community service to improve the services offered so the NHS can provide the best possible care for everyone.

Confidential information along with your postcode and NHS number, but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

If you are happy for your information to be used in this way you do not have to do anything. Please read the information leaflet, available from reception, about how information about you helps us to provide better care. If you wish to opt out you will need to sign a care data opt out form also available at reception.

If you wish to opt out of your confidential information from other places, hospital and community services then you will need to opt out by phoning: 0300 303 5678 or online at: www.nhs.uk/your-nhs-data-matters

Medical Interoperability Gateway (MIG)

From time to time it is helpful for us to be able to share information about your health and care requirements with other health organisations that are responsible for providing you with healthcare. Across Nottinghamshire there is a new system called MIG (Medical Interoperability Gateway) which will enable us to make relevant medical information available from your GP record with other healthcare professionals who are providing you with direct care. The MIG allows for relevant information to be viewed by other healthcare professionals, however before your information is accessed you will be asked for your explicit consent. Examples of organisations that may access your GP health information include NEMS Out of Hours team, walk in centres and local A&E departments.

Sharing of information in this way is designed to ensure that the healthcare professionals looking after you have the most relevant information to enable them to provide you with the most appropriate care. The type of information shared is restricted and includes a summary of current problems, current medication, allergies, recent tests, diagnosis, procedures, investigations, risks and warnings – all this information is currently held in your GP system record.

We have automatically set up the sharing facility to allow your information to be made available via the MIG. Whenever a clinician from another healthcare organisation wishes to view your GP information via the MIG they will always seek your permission before doing so; if you say “NO” they will not be able to see any information and no data will be made viewable via the MIG.

If you have any concerns about the sharing of your information or do not want your information being made available via the MIG please speak to your practice who can advise accordingly.

SUGGESTIONS OR COMPLAINTS

We are always open to suggestions and comments about the service we offer and ways that it could be improved. There is a suggestion box in reception for discussion at the next PPG meeting.

If you have any comments, suggestions or complaints, or are in any way unhappy with the care that you are receiving, then in the first instance, please feel free to discuss the problem

with the Practice Manager. In this way, we will be able to act upon any problems at the earliest opportunity, and so improve the service we offer to everybody's benefit.

PATIENT PARTICIPATION GROUP

This group was formed to work with our practice to offer patient understanding on the depth of services provided by Melbourne Park Medical Centre (MPMC)

We expect our group to :

- Determine its own activities to suit the needs of our community and practice.
- Encourage patients and MPMC to contribute to continuous improvement of services and improve communications.
- Co-operate with MPMC to build a better understanding between the practice and patients and share information, thus encouraging patients to be more responsible for their own health.
- Assist the GPs to develop a partnership with patients and to increase patient priorities, needs and wishes.

At the present time our PPG has 12 members that represent a balance of patients across the population of the practice, but we are open for anyone who wishes to take an active part, we are all unpaid volunteers.

PPG is not a forum for complaints or a vehicle for patients to resolve personal issues; these should and will be directed through the existing channels.

If you think you would like to be a part of our PPG and will be able to influence the future of your healthcare provision please leave your contact details at reception and we will let you know the date of the next PPG meeting.

MOVING HOUSE and / or UPDATING YOUR CONTACT DETAILS



If you move, change name and/ or telephone number, then PLEASE LET US KNOW. A map of the practice area is shown overleaf. If you move out of our area then you may need to find a new doctor. If you are unsure please ask at reception.

For all enquiries regarding primary care medical services please contact:

NHS Nottingham City
Standard Court
1 Park Row
Nottingham
NG1 6GN Telephone: 0115 845 4545

Or visit their website at www.nottinghamcity.nhs.uk

PRACTICE AREA

