

DRS RIDLEY, KHALID, AHMED & BATRA



**Melbourne  
Park**  
Medical  
Centre

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

TELEPHONE NUMBERS  
01159 786114  
01159 787070

Opening Hours 8am-6:30pm Mon-Fri

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

Practice Manager: Robert Barrass

CQC registered: Provider ID: 1-199711496

# MELBOURNE PARK MEDICAL CENTRE

## The partners of this practice are as follows:

Dr Diane Ridley	B.Med.Sci, BMBS, 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 Aasia Ahmed	MBChB, DRCOG, nMRCGP (Aberdeen 2002) GMC No: 6049852	Female
Dr Meenu Batra	MBBS, MD, nMRCGP, DFRSH (Jaipur 1995) GMC No: 6132932	Female

## Salaried GP:

Dr Mia Warnes	BMedSci, BMBS, nMRCGP DRCOG (Nottingham 2014) GMC No: 7544423	Female
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The practice is a training practice and will have 1 or 2 GP registrars for most of the year. This is a fully qualified doctor training to be a GP.

## OUR SERVICES

### GENERAL PRACTITIONERS

Our Team of GPs provide the full range of GP care to anyone who wishes to consult 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), minor surgery (Dr Khalid) and joint injections (which GP depends on the condition).

**NB. We run a mainly same day ‘telephone first’ system for most GP appointments. Face-to-face appointments can be arranged when needed following this initial consultation.**

### THE NURSING TEAM

#### Nurses:

Julie Willson – SRN, RSCN NMC No: 80Y2273E

Melanie Hoare – BSc Hons Adult Nursing NMC No: 19B0478E

Barbara Shaw – RGN, RSCN NMC No: 84Y2466E

Joanna Quinney – BSc Hons Adult Nursing NMC No. 09I0491E

Elizabeth Mills – RGN NMC No: 78J2199E

#### Health Care Assistant/Phlebotomists:

Charlotte Charles - HCA

Marsha Carr – Plebotomist/HCA

During the week, our nursing team are available (by pre-bookable 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 Health Check's (Cardiovascular, well man and well woman checks). They also undertake screening services for 'over 80s' in the community. Our nurses also run Asthma, COPD, Pre-diabetes, 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 reception or look at our website if you need further information about these services.

### GP REGISTRARS

We have other Doctors working with us in the practice, who are undertaking their specialist training in 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 other GPs. Occasionally, as part of their learning, they will be recording some consultations. If you prefer, you do not have to have your consultation recorded, and (in any event) you will **always** be asked for your permission beforehand.

### MEDICAL STUDENTS

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

## **MANAGEMENT TEAM**

**Practice Manager** – Robert Barrass

**Assistant Practice Manager** – Becky Willis

**Administration Manager** – Christine Hall

## **SUPPORT STAFF – RECEPTION & ADMINISTRATION**

To support our clinical team and managers, we have a team of 18 reception, administrative 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.

All our reception staff have been trained in Signposting Health. They will ask the reason for your appointment to ensure you get the best help, first time.

## **LINKED STAFF (City Care)**

### **District Nurses**

The District Nursing Team attached to this practice is based at Strelley Health Centre.

To contact the team you can call the City Care Single Point of Access Tel: 0300 131 0300 option 5 8:30-5pm Mon-Fri or the 24 hour triage line 0115 8838151.

### **Health Visiting Team**

The team are based at Strelley Health Centre 8:30-5pm Mon-Fri Tel: 0115 8833325.

### **Midwifery Team**

The 'Vale' Midwifery team cover most of our patients and can be contacted on Tel: 0115 8833368

In case of an emergency, Mon-Fri contact your named midwife's mobile or, out of hours at the weekend Tel: 0115 9299771

## **ADDITIONAL ROLES (PCN)**

Several 'additional roles' Primary Care Network (PCN) staff work alongside practices in our locality to provide care to our patients. These are available through the practice and include:

**Clinical Pharmacists** (16+ years)– are prescribers who can undertake clinical medication reviews and some reviews for patients with chronic diseases including diabetes and hypertension.

**Health and Wellbeing Coaches** – provide support for people to develop their own knowledge, skills, and confidence to control their care.

**Social Prescribing Link Workers** – support people to unpick issues they may be facing and connect them with community groups and activities that provide practical and emotional support, enabling greater control of their health and wellbeing.

**Health Improvement Worker** – they provide physical health checks for patients with serious mental illness.

**First Contact Physiotherapists** (18+ yrs)– can provide first assessments and advice for all new musculoskeletal problems

## APPOINTMENTS

### GP CONSULTATIONS

We run a 'telephone first' same day appointment system for GP appointments. During the consultation, the GP may ask you to send in photographs (by secure text), invite you to join a video consultation or arrange a face-to-face appointment in the surgery, based on clinical need.

### MONDAY TO FRIDAY

**MORNING SURGERY 9.00AM – 12:30PM**  
**EVENING SURGERY 4.00PM – 6.00PM**



If you wish to arrange a **morning** GP appointment, please ring at **8 am on the day**.

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

If you feel you need a 'pre-bookable' GP or face-to-face appointment, please speak to a receptionist away from these busy times.

As Mondays are our busiest day – if you need a routine appointment for review you may prefer to wait until later in the week or, for medication reviews, book with our clinical pharmacist.

### ALL OTHER APPOINTMENTS

All our nursing team, phlebotomy, additional roles, and clinical pharmacist appointments are available to book in advance – **you do not need to call at 8am or 12 noon to book these**.

### ONLINE APPOINTMENTS

We offer advance booking of some appointments online. These currently include blood tests (12 years and over), and cervical smears. We plan to offer self-checks for Blood Pressure and Weight and asthma checks for online booking soon.

If you wish to register for online appointments, please ask at reception or sign up via the NHS App. 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, we may ask you to find another doctor.

### GP+ & GPX (NCGPA)

We have access to extended hours evening and weekend GP, Practice Nurse, Clinical Pharmacist, First Contact Physiotherapist, Health Care Assistant and Stop Smoking Advisor appointments at the GP+ service based at Long Row, Nottingham NG1 6JE

These appointments are available from 4pm – 8pm and Weekends 10am-2pm.

We also have access to some weekend blood tests appointments.

Please ask at reception for more information and to book an appointment.

## RESULTS

If you are phoning for results please call between 2.00pm and 4.00pm when the lines are generally 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 GP visits 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 which cannot wait until we reopen, **please call 111**, or in an extreme emergency call 999.

Between 6.30pm and 8.00am weekdays, weekends and on bank holidays, the out of hours GP cover is commissioned by Nottingham and Nottinghamshire CCG and provided by NEMS.

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.

Health advice is also available on the NHS website [www.nhs.uk](http://www.nhs.uk) via their 'symptom checker'.

The NHS has recently launched the NHS App, which allows you to check your symptoms, along with other online services. It is free to download from the App Store and Google Play.

The **Nottingham NHS Urgent Treatment Centre**, Seaton House, London Road (next to the BBC) offer face to face 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; this is a walk-in service 7am – 9pm 365 days a year**

## PHARMACY FIRST

Most local pharmacies can 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 hay fever, 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 2pm.

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 appointments are booked in advance.



**THESE CLINICS ARE NOT INTENDED FOR CHILDREN WHO ARE UNWELL. IF YOUR CHILD IS ILL, PLEASE CONTACT RECEPTION SO THAT A GP APPOINTMENT CAN BE ARRANGED IN NORMAL SURGERY TIME.**

## CONTRACEPTIVE SERVICES

We are able to advise on all aspects of contraception, including the fitting and removal of IUCD's (the coil) and the contraceptive implant. Please speak to a doctor if you wish to discuss this. Dr Ridley specialises in IUCD's and implants.

## MINOR SURGERY

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

## REPEAT PRESCRIPTIONS

Some continuing treatments need regular medication to be taken and your GP may add this onto a 'Repeat Prescription' to enable you to obtain medicines without seeing the doctor.

You should receive a repeat prescription slip with your medications when you collect them from the pharmacy.

**All medication requests must be made in writing.** You can either:



**Bring or post a completed repeat prescription slip** to the surgery.



or **order your repeat prescription on-line** or **by emailing reception** on  
NNCCG.Reception.C84116@nhs.net

You can sign up for on-line access via the NHS App or via the surgery's Patient Access. If you wish to register for Patient Access, you can do this via our website or ask reception. You may need your passport or driving licence.

We require a minimum of **2 working days** to process prescription requests. **Please allow longer whenever possible.** These will be processed during usual working hours (8am-6:30pm Mon-Fri) and your prescription will be sent electronically to your nominated pharmacy.

Regular checks on your treatment will still take place, and the repeat prescription slip/on-line access will show you when it is time to consult the GP or clinical pharmacist for a review.

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

## **DISABLED ACCESS**

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 system in the waiting room and a portable system available for use during consultations. If you require this service for your consultation, please ask at reception.

## **INTERPRETERS**

We can arrange interpreters for all telephone or face to face appointments. We can also book BSL interpreters. If you require these services to assist your consultation then please inform reception at the time of booking.

## **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 or on our website to see that you are living in our practice area. If so, you will then need to complete a New Patient questionnaire.

Once your registration has been processed, you are eligible to book a New Patient Health Check within the first 6 months of your registration. Please arrange an appointment with the Nursing team for this.

## **ZERO TOLERANCE**

This practice supports the Government NHS Zero Tolerance Zone campaign. Violence and abuse are a growing concern. All healthcare 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 our practice staff properly – without violence or abuse.



## CONFIDENTIALITY/ACCESS TO PATIENT INFORMATION

All Doctors, Nurses and allied Healthcare professionals within the practice can access patient information. Receptionists and clerical staff need access to some of your records to do administrative tasks such as: booking appointments, processing prescriptions and communicating 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. Doctors and health professionals have a duty of care and a duty of confidentiality to all patients, including under 16s.

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 issuing 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.

We 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) 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 with a formal sharing agreement and under tight Information Governance controls.

CCTV is used in the practice for the purposes of patient, staff and premises safety and security. Any information seen on the CCTV falls under the practice 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 Outpatient 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**. Almost all prescriptions are now sent from your GP to your nominated pharmacy electronically. 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 GP surgery it can take anything from 2 months upwards to get your records from your previous GP, but if your previous GP is connected to this, we can usually 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 services to improve the services offered and 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](http://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 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 THE 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 Patient Participation Group 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 one of our Management Team. We wish to act upon any problems at the earliest opportunity, and so improve the service we offer to everyone's benefit.

## **PATIENT PARTICIPATION GROUP**

This group was formed to work with the 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.

Our PPG has had up to 12 members that represent a balance of patients across the population of the practice. We are open for anyone who wishes to take an active part. We are all unpaid volunteers.

The 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 TO A NEW 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 below. If you move out of our area, then you may need to find a new doctor. If you are unsure, please ask at reception.

## How do I choose and register with a GP?

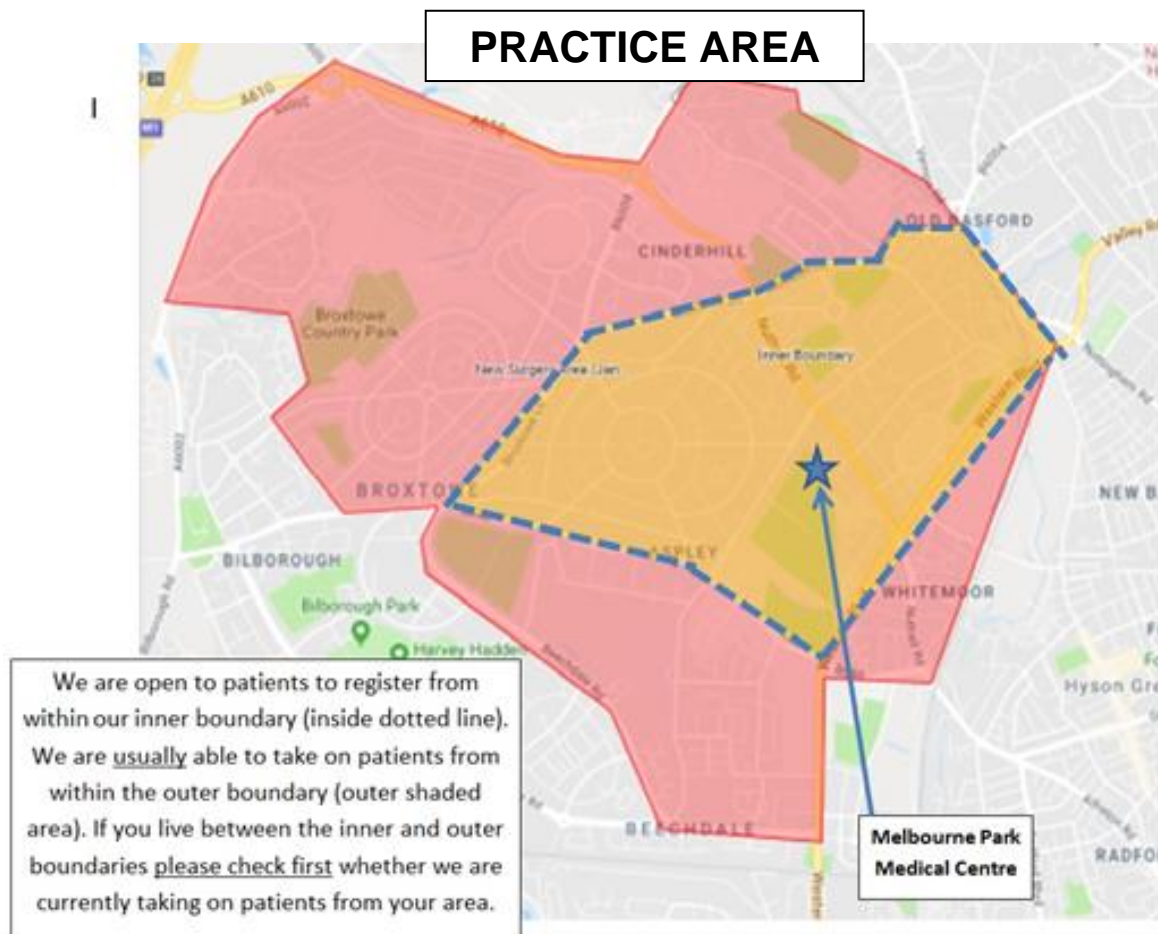
You can find out how to choose and register with a GP on the [NHS website](#).

Or call:

### NHS England Customer Contact Centre

- Telephone: 0300 311 22 33
- Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Opening hours are 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.



We are open to patients to register from within our inner boundary (inside dotted line). We are usually able to take on patients from within the outer boundary (outer shaded area). If you live between the inner and outer boundaries please check first whether we are currently taking on patients from your area.