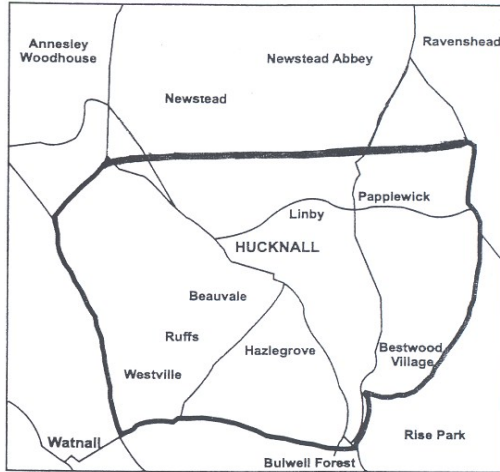


Practice Area

The Practice is only able to accept you as a registered patient at our practice list if you live within the practice area.



Change of Doctor

If you move out of the area you must register with a practice, as we will be unable to visit or provide out of hours services. If you wish to change your doctor for any other reason, instructions on your medical card explain how to do this, or you can contact:-

Medical Records Management
Ground Floor, South Wing
Cardinal Square,
10 Nottingham Road

Practice Information Revised March 2015



Torkard Hill
Medical Centre

Partners

Dr David Hannah
Dr Maria Dalton
Dr Jenny French
Dr Aneel Bilkhu
Dr Alex Brodie
Dr Prakash Kachhala

Practice Leaflet

Farleys Lane
Hucknall
Nottingham
NG15 6DY

T: 0115 963 3676

F: 0115 968 1957

W: www.torkardhill.co.uk

Welcome to our Practice

This information aims to provide advice about our practice and the services that we offer. We hope that you will find it helpful and informative and we suggest that you keep it safely for future reference.

Partners

Dr David Hannah Male (Dundee 1983) MB, ChB, DRCOG, MRCGP

Dr Maria Dalton Female (London 1993) MBBS, BSc, DCH, DRCOG, MRCGP

Dr Jenny French Female (Notts 1998) BM BS, B MedSci, MRCGP, DRCOG

Dr Aneel Bilkhu Male (Leeds 2005) MBChB, DRCOG, BSE, MRCGP, MSC

Dr Alex Brodie Male (Notts 2001) BMedSci, BM, BS, MRCS, MRCGP

Dr Prakash Kachhala Male (London 2008), BSc, MBBS, AICSM, MRCGP

Associate Doctors

Dr Vidya Johnson Female (India 1998) MBBS, MRCGP, DRCOG, DFSRH

Dr Andrew Coulton Male (London 2003) MBBS, MRCGP, BSc

Practice Nursing Team

Teresa Ray Female RGN Level 1 1986

Pam Wheatcroft Female RGN Level 1 1981, NARTC 1997

Wendy Hodson Female RGN Level 2 1984

Jayne Beastall Female Health care Assistant

Karen Orridge Female Health care Assistant

Practice Manager

Joanne Hicken

Together with a multidisciplinary team we provide support and care to a current list size of approximately 14,500 patients.

Our Mission

Torkard Hill Medical Centre is a 7 Partner Training Practice and is part of the Nottingham North and East CCG.

We provide high quality medical services and additional enhanced services to our population of patients who reside in and around Hucknall, Nottinghamshire.

Our list size is over 14,000 and continues to grow at a slow but steady rate. We will monitor our workload and provision of services and adapt accordingly to meet need.

Our goal is to be as effective and efficient as possible in terms of the healthcare we provide.

We wish to remain focussed on providing excellent primary care services for our patients and we continually encourage and reflect on their feedback.

We want to maintain a rich educational environment for our learners and encourage personal development of all our team members to best enhance their skills

We wish to build upon our already excellent practice team working relationships and levels of mutual support.

We operate a zero tolerance policy and reserve the right to refuse treatment for any patient who is abusive in any way to any of our staff

Our Values and Visions

For our Patients

To provide a practice team and environment that is welcoming, caring and accessible for all our patients

To treat our patients fairly and equally, and with dignity and respect

To provide highly effective, efficient and safe healthcare services for our patients

To listen, communicate and collaborate with patients effectively

For our Practice and Community

To work with our local Clinical Commissioning Group (CCG) and other local Practices in improving the health of our patients and the local population

To deliver healthcare in safe and fully equipped premises, by highly skilled staff, effectively and efficiently

To make best use of our computer system and embrace new technologies that help support confidential communication and engagement with other healthcare providers, and enable better care for our patients

For our Practice Team

To maintain a supportive, fulfilling and rewarding working environment for all

To encourage personal development through regular and effective appraisal, training and educational events

To listen to all team members and value comments, suggestions and contributions

To project a positive and professional image of ourselves both within and outside the Practice

Surgery Opening Hours

The practice runs an appointment system and our telephone lines are open from 8.30am to 6.30pm, Monday to Friday.

Please ask the receptionist for individual surgery times as these can vary. Surgeries run from 8.00am to 12.20pm and 2.30pm to 6.00pm from Monday to Friday. We offer extended opening times; some surgeries start at 7 am and run until 7.20pm.

Dr Hannah Monday, Tuesday, Wednesday, Thursday & Friday

Dr Dalton Monday, Tuesday, Wednesday & Friday

Dr French Monday, Wednesday & Thursday

Dr Bilkhu Monday, Wednesday, Thursday & Friday

Dr Brodie Monday, Tuesday, Wednesday & Friday

Dr Kachhala Tuesday, Wednesday, Thursday & Friday

Dr Johnson Monday, Tuesday, Wednesday Thursday & Friday

Dr Coulton Monday, Tuesday, Wednesday & Thursday

Chaperone

We encourage patients to ask for a chaperone for any examination by medical staff where you feel it necessary. If you wish to have a chaperone during a consultation or examination, please ask your doctor, nurse or a member of the reception staff and they will arrange this for you.

Emergencies

Emergency problems will be managed on the same day by the duty and triage doctors. This may incur a wait at the surgery, especially if the duty doctor has been called out to an emergency.

PLEASE NOTE THE SURGERY IS NOT AN EMERGENCY CENTRE – A DOCTOR IS NOT ALWAYS ON THE PREMISES

GP Training

Torkard Hill Medical Centre is an approved training practice and we have GP Registrars and Foundation Doctors attached to the practice for 4 or 12 months at a time. These Doctors are under the supervision of Dr Dalton, Dr Bilkhu & Dr French or an approved deputy. A GP Registrar is a fully qualified doctor who is undergoing extended training in general practice.

You may be asked on occasions if the registrar can video his or her consultation with you. These videos will be treated in a confidential manner and will only be used for training purposes. If, however, you do not wish to be videoed, please let the reception staff know.

Undergraduate Teaching

The practice is involved in the teaching of medical students from Nottingham University. You may be asked if you will allow medical students to sit in on your consultation with your doctor. If you would prefer for a medical student not to be part of your consultation please let our reception staff know.

Community Team

Our Health Visitors and Midwives are based at Hucknall Health Centre and can be contacted using the number 0115 8832100. Health Visitors can provide information on infant feeding, sleeping and all aspects of child development and behaviour management if necessary. The Community Nursing Team, including District Nurses and Community Matrons can be contacted on 0300 083 0100.

Nottinghamshire North and East Clinical Commissioning Group (CCG)

Torkard Hill Medical Centre is part of the Nottinghamshire North and East CCG. You can contact the CCG on 0115 8831827.

Making an Appointment

Patients can book up to one month in advance to see a doctor or a nurse. To make an appointment either visit the surgery or telephone between the hours of 8.30am and 6.30pm, Monday to Friday.

The receptionists will offer you the earliest appointment with a doctor or nurse of your choice. At busy times of the year you may have to wait a little longer than usual to see a specific doctor. If you cannot keep your appointment please inform the surgery so we can offer it to another patient.

If you have an urgent medical problem, we offer a 'telephone triage service' whereby a GP will phone you back that day and assess your problem and make you a same day appointment if needed. To access this service, please call the surgery and if you tell the receptionist that you have an urgent problem you will be added to the telephone triage list.

The receptionists will inform you when any of the doctors' surgeries are running late.

Home Visits

These may be requested for patients who are too ill to attend surgery. If possible please telephone us before 11.00am and be prepared to answer a few questions from the receptionist about the problem; this helps the doctor assess the priority of each patient needing a visit.

Disabled Access

Our building is designed to facilitate easy access for people with walking aids and wheelchairs. If you require any assistance please feel able to ask our staff.

Change of Address

If you move house within the practice area, or change your telephone number, please inform the receptionists of the change as soon as possible.

Registering with the Surgery

If you wish to register with the Surgery, you will need to complete a form and provide a photograph identification eg passport or driving license and proof of your address. Please also remember to bring your medical card with you at the time of registration. All new patients are encouraged to attend for a new patient medical.

Temporary Residents

You are able to consult a doctor anywhere in the U.K. (e.g. if you are away from home and in need of medical attention). You can do this by simply asking to see the nearest NHS G.P. doctor as a temporary resident.

If you are unable to visit your own surgery we can see you as a temporary resident; you will need to complete a temporary resident registration form.

Interpretation and language support

The practice offers interpretation services as well as support for patients with hearing and language needs including hearing loop. If you require interpretation please let staff know when booking your appointment.

Carers

Caring for carers is an integral part of our services. Our doctors and nursing team offer regular health checks and can provide sources of information and advice. If you would like to know more about our Carer's Support Network complete a form at reception.

Further help and information can be found through the Carers Federation at www.carersfederation.co.uk or by contacting:

Carers Federation Head Office
Christopher Cargill House
21-23 Pelham Road
Nottingham
NG5 1AP
Tel: 0115 9629310 Fax: 0115 9629338

Repeat Prescriptions

The practice is not a dispensing practice. Patients can however hand their repeat prescription slip to the receptionists or post to us (if necessary enclose a stamped addressed envelope.).

Patients can also order prescriptions online via our practice website www.torkardhill.co.uk.

Prescriptions will be available 2 full working days after receipt.

WE REGRET THAT REPEAT PRESCRIPTIONS CANNOT BE REQUESTED OVER THE TELEPHONE

This is to avoid the possibility of errors. Please plan ahead to avoid running out of essential medication. If you do not have a repeat prescription computer slip please ask for one at reception as repeat prescriptions will not normally be dispensed without one.

Some local chemists provide a collection and delivery service for repeat prescriptions. If you use this service remember to allow 4-5 working days for your prescription to be processed.

If on discharge from hospital your medication has changed please inform your doctor as soon as possible.

Emergency Contraception

We offer emergency contraception services by appointment. When requesting an appointment it is important that you tell the receptionists why you need a same day appointment. We can assure you that your confidentiality will always be maintained.

Non-NHS Services

The NHS does not cover the cost of some examinations and patient letters. Exempt services include medicals for HGV licences, travel and sporting activities, together with other medical certificates and letters (e.g. fit to fly, housing letters). All of these services can be arranged via the reception staff, who will inform you of the fee involved.

Your Views Matter

We welcome any feedback, so that we know when we are doing things right and to help us make changes when we can do even better. We want to provide the best care we can in the right. If you have any suggestions or comments you can share your views via our website www.torkardhill.co.uk or NHS choices on www.nhs.uk.

Our practice is committed to hearing your views and has an active (PPG) Patient Participation Group made up of a very diverse group of people of all ages and backgrounds. We encourage contribution from those who regularly use our services as well as those who seldom visit. If you want to know more pick up a leaflet in reception.

The NHS has a Patient Advice & Liaison Service (PALS) which helps you to access help and information from trained NHS staff. PALS can be contacted on 0800 028 3693 or r via email at pals.south@nottspct.nhs.uk or write to: FREEPOST RTCH-KZJE-JULT, Patient Advice & Liaison Service, NHS Nottinghamshire County, Civic Centre, Arnot Hill Park, Nottingham, NG5 6LU.

If you wish to complain about any aspect of your care, please ask to speak to or write to our Practice Manager. You can obtain a copy of our complaints policy from reception or from our practice website.

When the Surgery is Closed

From 6.30pm Friday to 8.00am Monday morning, and all Bank Holidays, emergency calls are handled by 111 and if after assessment you require a face to face consultation you will be directed to the most appropriate service provider.

In an emergency please call 999.

Please note – The dates when the surgery is closed for staff training are clearly displayed in our waiting area and on the practice website.

For general health enquiries you can also contact NHS Direct Online @ www.nhsdirect.nhs.uk

Some of the Services we Provide

Women's Health

Antenatal and maternity care
Contraceptive services, including coil fitting, implants
Pre pregnancy counselling
Cervical smears
HRT monitoring and advice

Men's Health

Prostate Disease Management
Vasectomy counselling

Chronic Disease Management

Asthma
Chronic Kidney Disease
Chronic Obstructive Pulmonary Disease
Diabetes
Epilepsy
Heart disease
Hypertension
Rheumatoid arthritis
Stroke monitoring

Health Promotion

Child Health Surveillance
Mental Health & Emotional Support
NHS & Carers' Health checks
Weight Management

Other Services Available

Travel health (NHS Vaccinations only)
Child and adult vaccinations
Ear care & wound management
Minor surgery