

## 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.



Torkard Hill  
Medical Centre

# Practice Leaflet

Farleys Lane  
Hucknall  
Nottingham  
NG15 6DY

T: 0115 963 3676

F: 0115 968 1957

W: [www.torkardhill.co.uk](http://www.torkardhill.co.uk)

## 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. Alternatively you can contact NHS Business Services on 0116 295 7880, who will be able to provide you with details.

You can also locate local practices to your address by visiting [www.nhs.uk](http://www.nhs.uk).

Practice Information Revised April 2019



## 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 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

**Dr Hannan Abdel-Salam** Female (Notts 2008) MBBS, DRCOG, MRCGP

**Dr Natalie Alva** Female (Notts 2003) BmedSci, BM BS, MRCGP, DRCOG, DFSRH

### Practice Nursing Team

**Wendy Hodson** Female RGN

**Tracey Hannah** Female RGN

**Laura Hood** Female RGN

**Abigail Morrell** Female RGN

**Laura Batterbee** Female RGN

**Jayne Beastall** Female Health Care Assistant

**Karen Orridge** Female Health Care Assistant

**Lisa Fairclough** Female Health Care Assistant

### Practice Manager

**Joanne Hicken**

## Our Mission

Torkard Hill Medical Centre is a seven 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 15,400 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.

<b>Dr Dalton</b>	Monday, Tuesday, Wednesday & Friday
<b>Dr French</b>	Monday, Wednesday & Thursday
<b>Dr Bilkhu</b>	Monday, Wednesday, Thursday & Friday
<b>Dr Brodie</b>	Monday, Tuesday, Wednesday & Friday
<b>Dr Kachhala</b>	Monday, Tuesday, Wednesday & Thursday
<b>Dr Abdel-Salam</b>	Tuesday, Wednesday & Friday
<b>Dr Alva</b>	Wednesday, Thursday & Friday

## Helping You To Help Yourself

The practice supports self-care which is about encouraging patients to take responsibility for their own health and well-being. This includes staying fit and healthy both physically and mentally, taking action to prevent illness and accident, better use of medicines, best use of minor ailments and better care of individuals with long-term conditions.

Many minor ailments can be treated safely and effectively without the need to see a GP or nurse, using over the counter medicines. Treatments for a range of conditions are no longer recommended on prescription. Please speak to the local Pharmacist for further confidential advice.

Self-management is about supporting individuals to best cope with their psychological and physical health. We have invested in engaging with a variety of local community groups to support the health and well-being of patients and carers.



## GP Training

Torkard Hill Medical Centre is an approved training practice for both doctors and nurses in training. We have both 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 nursing and medical students from Nottingham University. You may be asked if you will allow students to sit in on your consultation with your doctor. If you would prefer for a student not to be part of your consultation please let our reception staff know.

## Community Team

Specialist Public Health Practitioners (formerly known as Health Visitors and School Nurses) can be contacted using the Helpline number **01623 557136**. Midwives are based at Hucknall Health Centre and can be contacted on **0115 8832100**. The Community Nursing Team, including Community Nurses and 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**. The CCG is responsible for the planning and commissioning of local health services.

## Making an Appointment

Patients can book 7 or 14 days in advance to see a doctor and up to one month with a nurse or healthcare assistant. To make an appointment either visit the surgery, telephone between the hours of 8.30am and 6.30pm, Monday to Friday or book an appointment online. To book appointments online you will need to register for online access, please ask a member of our reception team how to do this.

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 in need.**

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

## Urgent & Emergency Care

If you have an urgent problem, please contact the surgery and you will be sign-posted to the most appropriate service. This may include other services outside of the practice including the pharmacy, dentist or hospital.

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

## Home Visits

The best place for a GP or nurse to assess a patient is in the surgery. For patients who are physically unable to attend the surgery we are able to provide a home visit where appropriate.

## Chaperone

We are able to provide a chaperone service for any patient who would like an additional member of staff present during a consultation or examination; please ask a member of reception staff or your clinician and we will arrange this for you.



## Registering with the Surgery

If you wish to register with the Surgery, you will need to complete forms and provide a photograph identification eg passport or driving licence and proof of your address.

### 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.

We are unable to provide medication for temporary residents and patients are now advised to contact their own GP practice to arrange an electronic prescription to be sent to a local pharmacy. We can offer advice to help facilitate this.

### Interpretation and language support

The practice offers telephone based language interpretation services as well as support for patients with hearing needs, including a hearing loop. If you require interpretation services, communication support, or information in a different format 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, speak to our Carer's Champion **Donna Wybrow** or complete a form at reception.

Further help and information can be found through the Nottinghamshire Carers Hub email: <https://carerstrustem.org/hub> or telephone: 0115 824 8824 Monday—Friday 9am—5pm. They provide free, personalised support to make caring easier.

### Emergency Contraception

We offer emergency contraception and sexual health services. When requesting an appointment it is important that you inform the receptionists of the need for emergency contraception; we assure you that your confidentiality will always be respected.

## 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 using the online access facility. If you would like to sign up for online access please speak to a receptionist.

Prescriptions will be available 2 full working days after receipt.

### **WE REGRET THAT REPEAT PRESCRIPTIONS CANNOT BE REQUESTED OVER THE TELEPHONE**

Please plan ahead to avoid running out of essential medication. If on discharge from hospital your medication has changed please inform your doctor as soon as possible.

## Online Access to your Medical Records

GP online services are available at Torkard Hill Medical Centre. You can book appointments and request your prescriptions online. For more information please call or drop in to the practice with photo and address identification.

## 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. housing letters). All of these services can be arranged via the reception staff, who will inform you of the fee involved.

## 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.



## 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. If you have any suggestions or comments you can share your views via our website [www.torkardhill.co.uk](http://www.torkardhill.co.uk) or NHS choices on [www.nhs.uk](http://www.nhs.uk).

Our practice is committed to hearing your views and has an active and award winning (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 via email at [pals.south@nottspt.nhs.uk](mailto:pals.south@nottspt.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 redirected via our out of hours services.

[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](http://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  
Prediabetes monitoring and diabetes prevention

### Other Services Available

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