

Change of Name, Address or Telephone Number

Please inform the surgery as soon as possible if you change your address or name. Include your postcode and telephone number.

Confidentiality

We have a duty to keep personal information about you confidential. But we will keep records, and will share information with other NHS professionals involved in your care. We shall ask your permission before giving information to anyone outside the NHS, such as family members, or an employer. In exceptional circumstances, confidentiality may be broken, for example, if a child is at risk, or if there is immediate danger to yourself or others.

Access to your Health Records

Under the Data Protection Act, all patients can access their medical records. This requirement does not come under the terms and conditions of the NHS, so unfortunately there will be a charge for this service. Please pick up a leaflet in reception, ask at reception desk for further details, or look on our website.

Suggestions and Complaints

Suggestions can be put in the suggestion box or made verbally/written to our practice manager.

Complaints: We aim to provide a high standard of care, but if you feel the need to complain you can speak to our practice manager/reception manager directly or you can complete a complaints form, obtained from reception. All complaints, whether verbal or written will be taken seriously. We aim to acknowledge all complaints within 3 working days, investigated and given the complainant a written summary within 10 days.

You can also contact :NHS England. The Complaints Manager PO box 16738, Redditch, B97 9PT email: england.contactus@nhs.net Please see the patient complaints leaflet for further information, obtained in the waiting area, website or ask at reception

Violent and Abusive Patients-

This practice supports the Government's NHS Zero Tolerance Zone Campaign. We ask that you treat your GP and practice

staff properly, without violence or abuse. Violent patients will be removed from our list and may be reported to the Police.

Contraceptive Services – Our practice nurses, in conjunction with the doctors provide a full range of contraceptive services in normal surgery and by appointment.

Named GP – All patients now have a named, accountable GP allocated to them. All new patients are given a named GP at the time of registration.

NHS Health Check – Health Checks aim to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Patients between the ages of 40-74, who has not been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check. Please book your appointment with a practice nurse if you feel you require a health check.

Teenage Health – We offer a discrete and confidential service for teenagers to discuss any health issues with either the doctor or practice nurse.

Minor Operations – Are by arrangement with the doctors.

Baby Clinics – All children up to the age of 5 are offered development checks with the doctor on a Monday afternoon. We do provide a mother & baby room for patients use.

Immunisations Clinics – Our practice nurses, in conjunction with the doctors, provide immunisation to children by appointment on Monday and Wednesday afternoons.

Asthma/COPD Clinic – Asthma & COPD patients are offered an annual review with one of our practice nurses to discuss symptoms and medication, plus an opportunity to discuss care and improve your understanding of this problem.

Diabetic Clinic - Diabetic patients, whether controlling their condition with diet, tablets or with insulin injections, should be reviewed regularly as regards to their general health. We hold weekly clinics with one of our practice nurses to carry out checks of blood pressure and blood tests.

Heart Disease – Check-ups are offered to patients suffering from heart conditions. Patients are offered an annual review with one of our practice nurses. Clinics are held weekly.

Travel Clinic - If you are planning to travel abroad make an appointment to see one of our practice nurses for vaccinations and advice at least 6 weeks before travelling.

Women's Health - Most women need a cervical smear every 3 years. Please make an appointment with a practice nurse Women aged between: 50-70 are offered a mammogram 3 yearly.

Dietary Advice – Patients are offered advice on diet with one of our practice nurses



ABBEY MEDICAL CENTRE

63 Central Avenue

Beeston

Nottingham NG9 2QP

Tel: Nottingham 9255323

Tel: Nottingham 9250862

Fax: Nottingham 9220522

Out of Hours (Emergency) Nottingham 9255323

Website: www.abbeymedicalcentre.org

DR DAVID CAVANAGH

MB ChB M.R.C.G.P. 2003 (Male)

Edinburgh

DR JOANNE TAPLIN (Female)

B,Med,Sci, (Hons) BM,BS, MRCGP, DRCOG, DFSRH, LoC SDI,

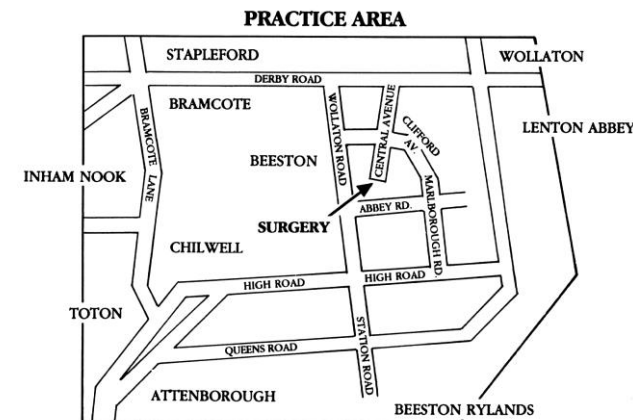
PGCertME 2004

DR KAYE SETHI (female)

MR.CPCH. D.R.CO.G MRC. GP.2015

DR SAM CLEMENTS (female)

phD, BMBS, MRCGP Nottingham 2019



Updated 29.8.18

Opening hours

(collection of prescriptions & enquires)

8.00am – 6.45pm Mon, Tues, Wed, Thurs Friday

Doctor general surgery times

Mon	9.00 – 11.20 am
Tues	9.00 – 11.20 am
Wed	9.00 – 11.20 am
Thurs	9.00 – 11.20 am
Fri	9.00 – 11.20 am

By appointment only

3.30 – 6.30 pm
3.30 – 6.30 pm
2.30 – 6.30 pm
4.30 – 6.30pm
2.30 – 6.30 pm

Nurse general surgery times

Mon	8.40 – 12.45 pm
Tues	8.40 – 12.15 pm
Wed	8.40 – 12.15 pm
Thurs	8.40 – 12.45 pm
Fri	8.40 – 12.15 pm

By appointment only

2.00 – 6.15 pm
2.00 – 6.15 pm
2.00 – 4.45 pm
15.30 – 16.30pm

The surgery is open between 8.00am – 6.45pm everyday Mon/Friday. Appointments and enquiries can be made throughout the day via the telephone or in person at reception. Appointments can also be made via our on-line services, please ask at reception regarding this service.

Tel lines close 6.30 pm each day.

Our Staff is always happy to help you. If it is necessary to speak with a doctor during our opening times, please try and telephone between 11.45 am & 12.15 pm. If this is not possible the Doctor on call will either take your call or telephone you back.

GENERAL INFORMATION

Drs Cavanagh, Taplin and Wheeler work together as a partnership, whose aim is to provide a high standard of health care, which closely reflects the needs of our patients along with other clinical team members and staff.

To Register

You can download the registration/patient questionnaire forms from our website, bring them to the surgery or post to us – alternatively you can pop along to the surgery to complete the necessary forms. If you have your medical card please bring this with you. If not, don't worry, our receptionists will help you. All new patients over the age of 5 will be asked to make an appointment with the practice nurse for a health screen.

To register at the practice you must live within the practice boundary. You are registered with the practice rather than an individual GP, but you can see any doctor of your choice. On some occasions, if you prefer to see a doctor of your choice you may have to wait longer for an appointment than our estimated time of two working days

Training Practice

From time to time, we have first and second year medical students sitting in on consultations. If you prefer to be seen without the student present, please tell the receptionist or doctor.

Urgent Appointments

Urgent appointments (appointments that cannot wait until a routine appointment is available) will be seen the same day from 11.30am. On these occasions it will not be possible to accommodate your choice of doctor. Please, do not abuse this service.

Home Visits

It is better to attend the surgery whenever possible, as this allows the doctors to offer comprehensive care using surgery facilities. However, if a home visit is essential please telephone the surgery before 10.30 am.

Emergencies - Outside Surgery Hours

If you need urgent attention when the surgery is closed, please telephone our emergency number 9255323 and either NHS 111 services or Nottingham Emergency Medical Service will take your call. Please use this service with discretion.

For other general medical advice you can always contact the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

You should only visit A&E or call 999 for life-threatening emergencies, such as: loss of consciousness, acute confused state and fits that are not stopping, persistent, severe chest pain, breathing difficulties or severe bleeding that cannot be stopped.

The NHS Walk-in-Centre is open every day including weekends and Bank Holidays between 7am and 9pm. Seaton House, London Road, Nottingham NG2 4LA Tel: 0115 883 8500

This is nurse led & offers timely and appropriate advice & treatment.

Ilkeston Minor Injuries Unit - You can always attend the unit for small injuries – open 24 hrs a day, 7 days a week. Tel: 9305522

Access for the Disabled

There is wheelchair access to the surgery. Toilet facilities are also available. There is a potable loop system for patients who are hard of hearing

Prescriptions

You can obtain prescriptions using our on-line service (48 hrs notice - please ask at reception how to register for this service) or by using the repeat prescription “tear off” slip, either by presenting at reception, giving 24 hrs notice, or by post enclosing a stamped addressed envelope. Repeat prescriptions are not taken over the telephone unless you are disabled.

Our practice manager Ms Debs Smith or reception manager Mrs Joy Stevenson are able to help you with any administrative/reception concerns that you may have.

Receptionists

Our receptionists provide a helpful, confidential service. You can speak to them privately, **any time** during opening hours,

Practice Nurses

Our practice nurses: Lesia Jeffreys (RGN) and Brooke Bristow (RGN) provide a full range of services including: health advice, dressings, removal of sutures, diet advice and weight management, advice on stopping smoking, blood pressure checks, ECG taking, well woman and well man clinics and hormone therapy reviews.

One of the nurses is generally available in the surgery Monday to Friday during our opening hours, for booked appointments or telephone advice. If your call cannot be taken, a nurse will telephone you back at a later time during the day.

Advanced Nurse Practitioner

Our Advanced Nurse Practitioner Paula McNeil runs a minor illness clinic Mon/Wed/Thurs/Friday mornings.

Community Nurses

A team of district nurses visit patients confined to their homes. They provide nursing care, general assessment and health advice. They can be contacted at Dovecote House Tel: 9254281

Community Midwife

Our midwife sees pregnant ladies in our ante-natal clinic on Tuesday afternoons (once every 2 weeks). She also provides home visits for ante-natal/post-natal care. Please contact direct at Dovecote House Tel: 9254281 or further advice

Community Health Visitor

Our health visitor provides services to mothers and under 5's. She can be contacted directly at Dovecote House. Tel: 9254281 for advice