

The following services are available through the  
Medical Centre - Telephone number

**0115 9855016**

District Nurses, Physiotherapy, Chiropody, School  
Nurses, Midwives, Health Visitors, Phlebotomists.

#### **DISABLED ACCESS**

The Medical Centre is on one level with wide  
doors providing access for the disabled.

#### **PRACTICE STAFF**

##### **Doctors -**

**Dr N A Silcock, Dr E H McVicar,**

**Dr J S Ambrose, Dr A Walsh, Dr J W R Parker,**

**Dr J Fairhurst, Dr C Jefferies, Dr K Connor**

**Practice Nurses - Michelle Stillwell, Julie Jackson,**

**Healthcare Assistants - Chris Taylor, Amelia  
Bowley**

**Phlebotomist - Danielle**

**Practice Manager—Claire Glover**

**Receptionists—Sue, Julie, Leonie, Nina, Lynne J,  
Claire H, Danielle, Clare W**

**Reception Team Leaders - Julie & Sue H**

**Medical Secretary - Jane W, Claire H**

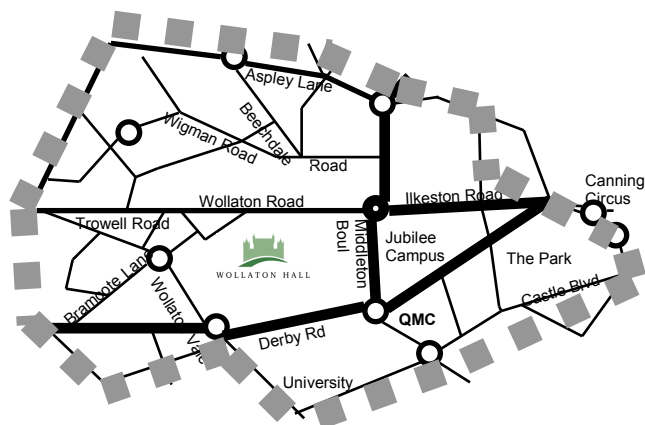
**Admin Team - Jane A, Rachel & Thelma**

#### **STUDENT DOCTORS, NURSES & REGISTRARS**

This practice is involved in the training of new  
students and you may be asked to allow them to  
see you during a consultation, if you are  
uncomfortable with this please inform reception.  
This will not affect your care in any way.

#### **NEW PATIENTS**

We are pleased to accept patients from any-  
where within our practice area, provided we are  
not operating at maximum capacity. Just bring  
your medical card to the practice to register. On  
registration if you wish you may inform the prac-  
tice of your preferred doctor, however, it is not  
guaranteed that you will always be able to see  
this doctor as it depends on available  
appointments.



#### **ZERO TOLERANCE**

Please note that physical violence or verbal  
abuse will not be tolerated by this practice and  
any such behaviour by patients or their family  
could lead to them being removed from the  
practice list.

#### **COMMENTS/SUGGESTIONS/COMPLAINTS**

We hope that you will be satisfied with your care  
and treatment here. In order to give you the best  
possible service, we welcome any suggestions or  
comments you may have, likewise if you have a  
complaint please inform us. These will be treat-  
ed in total confidence.

## **Wollaton Park Medical Centre**



**WOLLATON PARK MEDICAL CENTRE**  
12 HARROW ROAD, WOLLATON  
NOTTINGHAM, NG8 1FG  
TELEPHONE: 0115 9855016  
FAX: 0115 9829710

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

**DR Nick A Silcock, MA (Cantab), MBBS**  
Qualified 1986 Royal London  
GMC No 3182255

**DR E Helen McVicar, B Med Sci, BM, BS**  
Qualified 1988 Nottingham  
GMC No 3288993

**DR Judith S Ambrose, B Med Sci, BM, BS**  
Qualified 1987 Nottingham  
GMC No 3248342

**DR Alison Walsh, B Med Sci, BM, BS**  
Qualified 1995 Nottingham  
GMC No 4197746

**DR Jamie W R Parker, MBBChit**  
Qualified 2005 Cambridge  
GMC No 6116945

**DR Joanne Fairhurst B Med Sci, BM, BS**  
Qualified 2007 Nottingham  
GMC No 6162355

**Dr Charlotte Jeffries B Med Sci, BMBS, MRCP,**  
**DROCG**  
Qualified 2007 Nottingham  
GMC No 6162413

**Dr Katherine O'Connor BMBS, BMedSci,**  
**MRCP, DRCOG, DFSRH**  
GMC No 7093133

## OPENING TIMES

**MONDAY** 8am to 6:30pm

**TUESDAY** 7am to 6:30pm

**WEDNESDAY** 8am to 6:30pm

**THURSDAY** 8am to 6:30pm

**FRIDAY** 7am to 6:30pm

## APPOINTMENTS - Tel 0115 9855016

You can book an appointment with a Doctor of your choice up to two weeks in advance via the internet, telephone or by calling into reception after 10am.

If you require an urgent same day appointment please call the surgery at 8am and your request will be triaged by our doctor on call to ensure you receive the most appropriate care

## PATIENTS CHARTER

With your support we aim to offer you:

- An appointment within 48 hours if needed.
- Keep your wait at the surgery to a minimum.
- Offer emergency triaged appointments on the same day.

Please help us to help you by:

- Arriving on time for your appointment.
- Cancelling in good time if you do not require your appointment.
- Being courteous to all staff.

## HOME VISITS - Tel 0115 9855016

If you are housebound or too ill to attend the surgery, the doctor may be able to visit you at home. Please telephone the surgery before 10.00am.

## REPEAT PRESCRIPTIONS

We CAN NOT take prescription request over the phone, please make requests for repeat prescriptions in writing to the reception desk or on line via our website. These can be collected 2 working days after requesting. Many pharmacies also offer a prescription ordering and collection service.

## CHAPERONE SERVICE

Some patients find that having another person in the room when intimate examinations are undertaken is helpful, if you would like a chaperone, please feel free to say so: it rarely creates difficulties, and there would be no question of your doctor being offended.

## WHEN THE GP SURGERY IS CLOSED

If you or your family requires urgent medical care that cannot wait until the surgery reopens, please phone 111

## ALTERNATIVE SOURCES OF HELP OR ADVICE

### NHS WALK IN CENTRE - Tel 0115 8440212

London Road (next to the BBC) or Platform One near the train station provide a nurse-led drop-in service offering health advice, information and treatment of minor ailments. It is open 365 days a year from 7am to 9pm.

### LOCAL PHARMACIES

They can offer advice and treatment of minor ailments. Under the Pharmacy First Scheme some simple medications are available such as: antihistamines, paracetamol etc...

### A & E DEPARTMENT, QMC - Tel 0115 9249924

You should only attend A&E if you have had an accident or you genuinely feel that your health needs constitute a medical emergency. Pressures on A&E continue, please only use this service under these circumstances

## WHO SHOULD I SEE FOR MY PROBLEM?

We operate as an integral team within the practice and in many cases the most suitable person to see within the Medical Centre is not the doctor.

Practice Nurses - Management of chronic diseases including heart disease, diabetes, asthma, high blood pressure, well man and woman checks, travel advice and immunisations, minor illness, routine tests such as smears, blood pressure checks, wound care, removal of sutures, dressings etc.

Health Visitors - Tel 0115 8833100 - Advice and monitoring of children under 5, advice re immunisations, feeding, behavior, etc.

Midwives - Tel 0115 8833100- all aspects of ante-natal care.

School Nurses - Advice and monitoring of school age children, bed wetting, immunisations, etc.

Chiropodist - Tel 0115 8833100- Foot care.

Dentists - your local dentist can deal with dental problems and also problems with the mouth and gums.

Social Services - 0300 313 0300 Patients and careers can refer themselves to social services for assessment and for the provision of extra care.

Nottingham City Clinical Commissioning Group is based at:

1 Standard Court, Park Row, Nottingham, NG1 6GN,

Tel - 0115 8839200.