

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 Jeffries, Dr K O'Connor

Practice Nurses - Michelle Stillwell and Julie Jackson

Healthcare Assistants - Chris Taylor, Danielle Rouane

Trainee Nursing Associate—Amelia Bowley

Practice Manager—Claire Glover

Receptionists

Sue, Leonie, Nina, Lynne J, Claire H, Danielle, Clare W, Amelia, Gemma, Annabelle, Gerogia.

Reception Team Leader: Julie, Sue H

Medical Secretaries - Jane W & Claire H

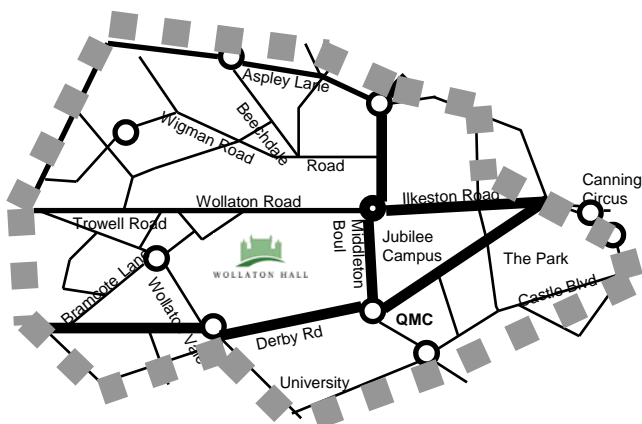
Admin Team - Jane A

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 anywhere within our practice area, providing we are not operating at maximum capacity. You will need to complete a questionnaire which you can obtain from reception, or download from our website. We will require two forms of ID, photo ID and proof of address e.g. utility bill.



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 treated 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

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 BM BS MRCCGP
DROCG
Qualified 2007 Nottingham
GMC No 6162413

Dr Katherine O'Connor BMBS, BMedSci,
MRCCGP, DRCOG, DFRSH
GMC 7083133

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

From Thursday 18th January 2018 the practice will be offering evening appointments between 6.30—8.00pm on Thursday's only.

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.

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 online 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 131 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.