



# COLLINGHAM MEDICAL CENTRE

**Drs Fearn, Li, Coulton & Walker**

**Collingham Medical Centre  
High Street  
Collingham  
Newark Notts NG23 7LB**

## **Contact Telephone Numbers**

Enquiries/Emergencies	01636 892156
Appointments	01636 893956
Repeat Prescriptions	01636 892210

E-mail [collingham.medicalcentre@nhs.net](mailto:collingham.medicalcentre@nhs.net)

Website [www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk)

## **NHS Core Clinic Hours**

Monday—Friday 8.30 am—6.00 pm

## **Extended Access Service at Collingham**

Monday 6.30—8.00 pm

Saturday (1 in 5) 8.30—11.30 am

**When we are closed—**  
healthcare support can be sought from 111.



The NHS  
non-emergency  
number

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## Collingham Medical Centre Good



High Street, Collingham, Newark, NG23 7LB  
(01636) 892156

Provided by: Dr Karen Fearn & Partners

### CQC inspection area ratings

(Latest report published on 6 March 2018)

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

## Introduction

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Welcome to Collingham Medical Centre. The Practice moved to its current location in 1981. We are a training practice which encourages the future development of general practice teams. We are home to our own dispensary, own the Pharmacy and attract many outreach NHS services to provide services from the Medical Centre to help bring community services closer to your home (i.e. Midwifery, Podiatry, Physio, Community Nurses and ultrasound).

A number of private services also lease space in the Centre so that they are on your doorstep, namely, Chiro+ and Holistic Hearing.

## General Practitioners

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Dr Lindsay Li	BMed Sci, BMBS (2003 Nottingham), MRCGP, DFFP, DRCOG, GMC No: 6077396, Female
Dr Karen Fearn	BMBS, MRCGP, DFFP, DRCOG, (1998 Nottingham) GMC No: 4534279 , Female
Dr Andrew Coulton-Tordoff	BMed Sci (1997 Southampton); GMC No: 6077497, FRACGP, MRCGP, Male
Dr Laura Walker	MBChB (2009 Leeds), DRCOG, MRCGP, GMC No: 7039674, Female

## Core Practice Hours

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Telephone lines open at 8.00 am—6.15 pm, Monday to Friday.  
Practice doors open at 8.15 am. Doctors clinic times are:

	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	08:30 - 11:10	15:30 - 17:30
<b>Tuesday</b>	08:30 - 11:10	15:00 - 17:30
<b>Wednesday</b>	08:30 - 11:10	15:00 - 17:30
<b>Thursday</b>	08:30 - 11:10	15:00 - 17:30
<b>Friday</b>	08:30 - 11:10	15:00 - 17:30

## Extended Access Clinics

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Lombard Medical Centre and Collingham Medical Centre are working in partnership to offer additional evening GP and nurse appointments as well as Saturday morning appointments. These appointments are available to Newark residents who are registered with a GP Practice in Newark, Collingham and Sutton on Trent.

Evening appointments are available on Mondays 6.30pm – 8.00pm at Collingham and Tuesday to Friday 6.30pm – 8.00pm at Lombard Medical Centre.

Saturday morning appointments will be available on a rota basis. Sunday and Bank Holiday appointments are available to pre-book via the practice for clinics at Rosemary Street Health Centre, Mansfield.

Please note that these appointments are for non-emergencies and are pre-bookable only. You will be asked for consent to share your information with this service via eDSM.

**For further information, please see** <http://www.newarkandsherwoodccg.nhs.uk/our-services/doctors-surgeries/did-you-know-you-can-now-book-gp-appointments-in-mid-nottinghamshire-on-evenings-and-weekends/> or contact our front of house team.

## When we are closed

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An Out of Hours Service is provided by 111 when the Practice is closed. Advice can also be sought from [www.nhs.uk/111](http://www.nhs.uk/111) or in an emergency dial 999. As calls to 111 are free, we ask you to dial directly.

The 111 service will refer to the GP Out of Hours Service provided by Nottingham Emergency Medical Services (NEMS) if required.



## The Health Care Team (NHS Services)

The following make up the team in addition to the doctors:

Executive Partner	Julie Reid is the Executive Partner and she is responsible for the running and administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.
Clinical Practitioners	Ian Farnsworth and Rachel Greenwood give same day health advice/treatment for non-emergency health needs. They are independent prescribing clinicians who can refer, order blood tests, scans, x-rays & prepare Fit Notes.
Advance Nurse Practitioner	Emily Feely is a prescribing Advanced Nurse who will support same day needs, long term conditions management, medication reviews and is the diabetes lead nurse.
Specialist Care Practitioner	Judy Derry supports patients in their home and in clinic for those requiring specialist health care input helping to keep our patients out of hospital.
Specialist Respiratory Nurse	Debbie Terry is an independent prescriber who helps patients with respiratory problems. Debbie will help with care plans, medication reviews and management plans for all our respiratory patients.
Superintendent Pharmacist	Julia Prenter runs our dispensaries and offers help and advice in our dispensary and over the counter. GPhC No: 2081151.
Clinical Pharmacist	Julia Prenter is also a prescribing Clinical Pharmacist who will undertake medication reviews and medicines management to support the GP team. She is appointment only in practice.

Pharmacist	Julia is supported by a responsible Pharmacist. They also provide advice over the counter for minor ailments.
Practice Nursing Team	The Practice Nurse Team is Jo Cooper (Nurse), Carol Carleton (HCA), Jenny Waite (HCA) and Dee Inger (Phlebotomist). The nurse team are available by appointment and undertake a variety of clinical procedures including phlebotomy, wound care, chronic disease reviews, vaccinations, INR monitoring, cervical screening, 24 hr BP, 24 hr ECGs and Tele Dermatology.
Patient Care Advisers (PCA)	The PCA team are trained to assist you with your telephone and reception queries, ensuring prompt access to the most appropriate healthcare professional. Some PCA's are trained chaperones. We trust our PCA team to help signpost you to the most appropriate clinical support and all information is treated confidentially.
Community Nurses	The District Nursing team carry out nursing care in the community.
Community Midwife	The midwife cares for women throughout pregnancy and after the baby is born.
Physiotherapy	We have a physiotherapist who holds a clinic on a Thursday (clinic times vary). Referral to this NHS service is by self-referral, or clinical team member.
Podiatry	We have a podiatrist who visits the practice on a Friday (clinic times vary). Referral to this NHS service by clinical team only.
Admin Team	A team of secretaries and administrators who deal with the day to day administration of the practice and process referrals to hospital.

## Our Pledge to our patients

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We pledge to provide

- NHS services to our registered population as are defined by NHS and Public Health England
- An environment where a patient can express a **preference of practitioner**. However, there may be occasions where this is operationally difficult, particularly in sudden illness and same day appointments. If a referral is required to another healthcare provider, we will aim to offer you a choice through the Electronic Referral System.
- The NHS define that each patients record **has a named accountable/ usual GP**. This does not prevent you from seeing any GP you wish. If you would like to know who your accountable/usual GP is, please ask when next in practice.
- **Newsletters** to keep you up to date which can be picked up in practice or received by email. Please sign up on the Newsletter page of our website.
- A **copy of the referral letter** is available to you. Please let reception or the doctor know if you would like a copy.
- A **chaperone**, when requested, by either you or the clinician
- Toilets, including toilet for wheelchair users
- Automatic doors, internal and external
- A **portable induction loop** system is available. Please ask at reception.
- **Baby changing facility** in the disabled toilet. Unfortunately we do not have the facility to dispose of nappy waste and ask that parents take this home with them.
- A **private room for breast feeding\***.
- A **private room for confidential discussions\***.
- Free parking, including disabled parking at the front door, and easy access to consulting rooms and toilets.
- A wheelchair is available by request at reception.
- Health information leaflets in the waiting area.
- For your benefit, it is safer to offer consultations with professionals either face-to-face or by telephone. We do not consider it safe practice to take repeat medication requests or give medical advice by email.
- If you would **like a glass of water**, please ask the reception team.
- CCTV in the car park area.

\* Please ask a member of the PCA Team if you would like the use of a private room.



## Responsibilities of the Patient

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We ask that you

- **Help our front of house team to help you** — share as much information as possible to help them signpost you to a member of the team who will best be able to help. Confidentiality rules apply to the PCA team the same as a GP. This will help us ensure that when a GP is needed they will be available.
- **Keep your appointment & arrive on time** - if you are unable to keep an appointment please let us know as soon as is practical (phone, online or text) so that it can be offered to someone else. If you are late for your appointment (10 minutes) you may be asked to rebook and/or wait until the end of practice if a clinician is able to see you.
- **Value the Team** - we appreciate that emotions sometimes run high, we do ask that you treat the team with respect and courtesy. We are here to help and it is not acceptable to verbally or physically abuse members of the team.
- **Value the support**— It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on racially discriminating grounds. In such instances we may have to review whether you can remain registered with the practice. It is our joint responsibility to build mutual respect.
- Contact us as soon as you have a service query to give us the opportunity to resolve it.
- **Keep personal details up to date**, ie address, contact details, mobile number.
- **Switch off your mobile phone** before your consultation to avoid interruption and keep all your personal belongings with you at all times.
- **Use the check-in screen and online services** - to help us dedicate our time to answering telephones and enquiries at the reception.
- **We do not offer clinical advice by email.** If you need clinical advice, we believe it is safer for you that this is done either face-to-face (with an appointment) or by telephone where there can be interaction and questions between both clinician and patient.
- Please help us to keep our clinics running on time by not disturbing the doctor at the reception.

## **How to Register as a Patient**

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If you move into the practice area, registration forms are available at reception for your completion. The registration form is also available on our website, however this will need to be printed and a signed copy brought to the practice. Please do not send electronically as we are unable to accept it without a signature, proof of ID and address.

Should you need to see a healthcare professional you will still be able to book an appointment whilst your registration details are being processed. You will need photographic proof of ID and your NHS number to register. We will not hold a copy of your ID on file, it is for verification purposes only.

## **Appointments**

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Appointments may be made by telephoning **01636 893956**, by calling at the practice, or via SystmOnline. Routine appointments may be made 6-10 weeks in advance.

To help improve our patient services we will send you a free reminder via text before your appointment. Should you no longer need your appointment, early cancellation will enable us to provide care to another patient.

### **Cancellation of Appointments**

If you are unable to keep your appointment please cancel by

- ringing **01636 893956**
- Log onto SystmOnline to cancel nurse or GP appointments
- Text your Name, DOB & time of appointment to 07498 083528.

If there are no routine appointments left on the day of your call, you will be offered the opportunity for clinical advice over the telephone, on the same day. A health care plan will be agreed with the GP.

## **Home Visits**

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House visits are only available for patients who are housebound because of illness or disability. Please remember that several patients can be seen in the practice in the time that it takes to make one home

visit. There are also better facilities for examining and treating patients at the practice.

If you are housebound due to a clinical condition, please let the Patient Care Advisors (PCA) know in order that a doctor can telephone you to discuss a visit. **Requests for home visits should ideally be made before 10.30 am.**

### **On Line Booking, Repeat Prescriptions & Access to Medical Records**



The practice now accepts appointments booked online through SystemOnline. This service allows you to view, book and cancel GP appointments via the internet 24 hours a day. Repeat prescription ordering is also available online.

To apply for this service please ask at reception for an application form.

When arriving at the practice you can **confirm your arrival automatically on the touch screen**. Please ask a PCA to demonstrate if this is your first attempt and we will be happy to help you. If you are unable to book in please report to reception.

### **Repeat Prescriptions**

Please give **two full work days notice**.

Requests for repeat prescriptions can be made by

- Telephoning **01636 892210** between 10.00 am and 12.00pm.
- Post or leave the request slip in the special box at reception
- Order via SystemOnline.

We do not take email requests for repeat prescriptions. All medications are available for collection at the dispensary during their opening hours, unless you have nominated a different Pharmacy.

## Medication Collection

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Some villages have a volunteers rota to collect medications and deliver them to a central point in villages.

Details of these volunteer groups are available at the dispensary. If you have access to a car, you may wish to volunteer. Please liaise with the counter team in the Pharmacy.

## Dispensary

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We are a dispensing practice and dispense to patients who live more than 1.6 km from a Pharmacy. We can dispense your medicines on site. Our dispensary is open:

	<b>Morning</b>	<b>Afternoon</b>
<b>Monday</b>	08:45 - 13:00	14:00 - 18:30
<b>Tuesday</b>	08:45 - 13:00	14:00 - 18:00
<b>Wednesday</b>	08:45 - 13:00	14:00 - 18:00
<b>Thursday</b>	08.45 - 13:00	14:00 - 18:00
<b>Friday</b>	08:45 - 13:00	14:00 - 18:00
<b>Saturday</b>	09:00 - 12:30	<i>closed</i>

Tel: **01636 893038**. Email: [collingham.pharmacy@nhs.net](mailto:collingham.pharmacy@nhs.net)

Our dispensary is co-located in the pharmacy and also offers a range of over-the-counter medicines and trained staff will provide advice on medicines and health care. Other services include disposal of unwanted medicines and medicine containers. The Pharmacist offers a Minor Ailments Scheme, Emergency Contraception, Blood Pressure Measurements and Medicine Use Reviews.

The dispensary offers a delivery service, subject to eligibility. In Collingham dispensaries, the decision to deliver is based on the clinical health of the recipient. Some villages do have volunteers who are willing to collect prescriptions fortnightly (again largely to

support housebound patients in their community). It is not a right of an NHS patient to receive free delivery.

*Please note ~ Partners of Collingham Medical Centre are owners of the Collingham Pharmacy. However, patients may use a pharmacy of their choice either within Collingham or elsewhere.*

## **Urgent Care takes priority at all times - are seen as soon as practicable or advised to go to Minor Injuries/A&E**

It is our aim to offer a non urgent appointment within 10 working days. Demand on NHS appointments is increasing and we are finding there may be a longer wait for the GP of choice.

- **Rash** – please let our PCA know if you suspect a contagious illness, i.e. chicken pox.

This could be very dangerous to some of our patients. If your child has a rash that is believed to be infectious you will be asked to wait in a room away from the general waiting area.

## **Waiting Times**

All effort will be made to see patients on time in practice. However, surgeries can run late for a number of reasons. If clinics start to run 20 minutes or more late we will aim to let you know. Please bear with us.

Unfortunately, if patients are more than 10 minutes late for an appointment the healthcare professional may not be able to see you, or you may be asked to wait until the end of their clinic or rebook.

## **Notification of Results**

The practice will only make contact regarding your results if there is follow-up action required. Assume, no news is good news.

If you continue to experience health problems or wish to know your results you may contact the practice on our main telephone number, or on SysmOnline, to discover the result of your tests. Bloods results

may take 2-3 working days or longer to come back to the practice.

If your consultant or hospital has asked you to have blood tests carried out at the practice, we will do our best to accommodate this but this will be dependent on test type. Please obtain a copy of the results from the practice before you attend your next hospital appointment. These may not, dependent on the hospital, be sent to the hospital automatically.

## Carers

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If you would like to be registered with us as a carer, or as a patient with a carer, please let a doctor, nurse or your Care Co-ordinator know.

Further information of support available can be found on the Carers Federation website, [www.carersfederation.co.uk](http://www.carersfederation.co.uk). Carer information packs for Lincolnshire and Nottinghamshire County Councils are available in practice, just ask at the reception.

## Nursing Services

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Family Planning  
Early Pregnancy

By doctors and the midwife.  
With the midwife at 8+ weeks.

The nursing core services include:

- Taking blood for tests
- ECGs (including 24 hr ECG Monitoring)
- INR Monitoring for patients on Warfarin
- 24 hr BP Monitoring
- Infant and adult immunisations
- Cervical Cytology Screening (smears)
- Dressings and removal of clips and stitches
- Ear syringing
- Chronic disease reviews such as asthma, hypertension, diabetes and hypothyroidism.

- **NHS Health Checks**—These are offered, by invitation, to patients aged between 40 and 74 once every 5 years in line with NHS guidance. They offer simple lifestyle checks such as weight, blood pressure and urine test.
- **Travel Advice** — a range of immunisations are available for travel. A travel form is required to be completed, on receipt of the completed form a nurse will review your records in line with your destination/activities. The nurse will write to you with the recommendations for you to consider prior to travel.

Advice and some immunisations are provided by the NHS. Some immunisations are only available privately. If you decide to take advice, please make an appointment for your immunisations. Please **allow a minimum of 6 weeks before travel** when handing in your completed form.

## Other Health Care Services

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Audiology, Tinnitus &  
Wax Management

Holistic Hearing run a free hearing test clinic for NHS and private patients on Thursdays on site. Other chargeable services include Microsuction wax removal £60 (no water used so safe for everyone), discreet and superior quality hearing aids and Tinnitus Management. To book an appointment please ask at reception.

Minor Surgery

Some minor procedures are carried out here with the HCA assisting the doctor in clinic. Your doctor will advise you if an appointment is needed.

Smoking Cessation

SmokeFreeLife offers smoking cessation advice. Please telephone 0800 634 9139 and say that you wish to quit.

Members of the practice health care team will be happy to see you in practice hours to advise on the following:

Alcohol                                  Stress counselling          Weight reduction  
Pre-menstrual tension          Contraception

## **Training**

Collingham Medical Centre is an accredited training practice by the East Midlands Healthcare Workforce Deanery for the training of General Practice Specialty Registrars (GPStR). Specialty Registrars are fully experienced in hospital medicine and work at the practice to gain further GP experience before entry into practice independently.



We also teach undergraduate students from the University of Nottingham Medical School.

Any fellow health care professional may also be invited to sit in on your appointment with one of the practice doctors or nurses. If either applies to your consultation you will be informed beforehand. Please exercise your right to ask them to withdraw if you would prefer.

## **Patient Information and Confidentiality (Your Privacy)**

We recognise that there may be times you wish to discuss sensitive matters. If you are not comfortable discussing this at the reception we will find a private area for this discussion.

We keep music and videos playing on the digital screen in our waiting area to help to mask conversations at and behind the reception.

The practice uses technology in almost all aspects of its day-to-day activities. The computer is also used during consultations as it enables us to keep your records up to date and helps to maintain an efficient register of all our patients. It is an invaluable tool in preventative medicine, screening and education. Patients' records



are held on the computer in accordance with the guidelines of the *General Data Protection Regulations 2018*.

It is important that we keep information about you and your health to ensure that you receive the best possible care and treatment. We keep this information securely and only share details when there is a genuine need.

Sometimes the law requires us to pass on information: for example, to notify a birth. *The NHS Central Register for England and Wales* contains basic personal details of all patients registered with a GP. The Register does not contain information about your health.

As a Practice we are registered with the Information Commissioners Office, Registration No: ZS57378X.

In addition to using your information for your care and treatment, it **may** also be needed for other reasons, such as:

- Helping staff to review the care they provide to make sure it is of the highest standard.
- Training and education, for example support of Registrars (but you can choose whether or not to be involved personally).
- This General Practice is research active. Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best. In this practice, you might be asked to take part in a clinical research study. Alternatively, ask our staff about clinical studies suitable for you. Taking part in a clinical research study is voluntary and can be a rewarding experience. To find local clinical research studies, go to: [www.ukctg.nihr.ac.uk](http://www.ukctg.nihr.ac.uk) . To find out more about clinical research in the East Midlands visit: <http://www.crn.nihr.ac.uk/east-midlands> . To read about other patients who have benefitted from taking part in clinical research visit: <http://www.crn.nihr.ac.uk/can-help/patients-carers-public/patient-stories/>
- Looking after the health of the general public, ie The Health Protection Agency uses anonymous information to continue to protect the health of the population as a whole, ie identify or investigate infectious diseases, hazardous chemicals, notifiable diseases (eg food poisoning, measles and tuberculosis). Reports are published regularly on the HPA website, [www.hpa.org.uk](http://www.hpa.org.uk)
- Managing and planning the NHS, for example:
  - Making sure that our services can meet patients' needs in the

future.

- Preparing statistics on NHS performance and activity.
- Investigating complaints or legal claims within the NHS.
- Financial controls and NHS Auditors.

Social Services, the Benefits Agency and others may require medical reports on you from time to time. Failure to cooperate with these agencies can lead to patients' loss of benefit or other support. However, if you have not given your signed consent we will not normally disclose information about you.

**Consent to share Information:** Summary Care Records contain key information about the medicines you are taking and the reason for the prescription, significant medical history (past and present), allergies you suffer from and any bad reactions to medicines you have had in the past, information regarding management of long term conditions and end of life care, immunisations and communication preferences. You will be able to add other information too, if you and your GP agree that it is a good idea to do so.

**Electronic Data Sharing Model in SystmOne (eDSM)** allows us to make your entire GP record available, which includes all your past medical history, medications, allergies, vaccinations and so forth to other local healthcare professionals involved in your care. However, when you see another health worker like a community nurse or hospital doctor, they will still need to ask for your permission to view your GP record, at which point you can decline.

If you agree, your relatives, friends or carers may be kept up to date with the progress of your treatment. Please complete a **“Consent for Release of Medical Information”** form. Once this is returned we will add a message to your records.

If you wish to see your medical record, you can either request one free copy of your records (known as a **‘Subject Access Request’**). Every patient has the right to one copy any additional copies are charged at 40p per sheet.

If you would like to have online access to your full medical records you will need to be registered for SystmOnline. You can apply via SystmOnline to have access to your full medical record. This service is free.

If you are not already registered for online services, please contact the practice and we will be happy to set this up for you.

## **Freedom of Information**

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Information about your personal treatment and care will normally be something you will discuss with the healthcare professionals with whom you come into contact. However, there may be other issues about which you would like further information. In order to comply with the Freedom of Information Act 2000 public sector organisations such as ours have to routinely publish information whenever possible, i.e. we share the missed appointment information to our PPG. For further information please refer to our website.

## **Private Services (Non-NHS Services)**

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Outside of the scope of our NHS contract, we do support our patients with some private services. We use the information stored in your medical record (with your consent) to undertake this, for example:

- The administration of some travel vaccinations
- Medical examinations, i.e. HGV, employment or sports applications
- Medical reports to insurance companies to support insurance policy applications/claims
- Letters of support.

These services are all non-NHS services and are chargeable. A note of the fees can be found on our website and in the waiting area of the Collingham Medical Centre.

If you have an appointment for a private service/medical examination and cancel, or do not attend, within 24 hours of this appointment date/time, the appointment will still be chargeable and an invoice will be forwarded for payment. A further appointment would be made, if required, once payment received.

## **Comments, Complaints & Suggestions**

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**Comments, improvement ideas and suggestions** on any aspect of the practice will be received with interest. Please use our suggestion box, and pass any such comments onto our team or our Executive Partner, Julie Reid. If you would like a personal response, please give your name and address.

NHS England provide a format for collecting feedback. The **Friends and Family Test** cards can be found on reception.

We are keen to provide a high standard of service. Please help us to do so. **Complaints or grievances** should be passed either to a PCA or given directly to our Executive Partner. Please ask for our Complaints Leaflet for further information.

The NHS Complaints Advocacy ([www.pohwer.net](http://www.pohwer.net)) on 0300 456 2370 or The Patient Experience Team on 0800 028 3693, are available to support you.

If you wish to complain on behalf of a patient please ensure we have written consent from the patient. Patients are not discriminated against when complaints are made. The practice has systems in place to ensure that patients, carers and relatives are not treated adversely as a result of having complained.

If you have a complaint about our out-of-hours service please contact the NEMS Out of Hours Operations Manager, 484 Derby Road, Nottingham, NG7 2GW, Tel: 0115 846 2395, Website: [www.nems.org.uk](http://www.nems.org.uk)

**Visit Our Website** [www.collinghammedicalcentre.co.uk](http://www.collinghammedicalcentre.co.uk)

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The practice website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website,

bookmark or place our website address in your favorites folder.

## **Collingham Patient Participation Group (PPG)**

Collingham Medical Centre's first PPG was established in 1982.

The current Collingham Medical Centre PPG first met last October 2017 and maintains a group of 14 (max of 16) members.

The National Association of Patient Participation (NAPP) on <http://www.napp.org.uk/> defines a patient group as “*a unique partnership between patients and their practice which is essential to and results in high quality and responsive care.*” We believe we have this.

Our PPGs works in partnership with their practice to:

- help patients to take more responsibility for their health.
- contribute to the continuous improvement of services and quality of care.
- foster improved communication between the practice and its patients.
- provide practical support for the practice and help to implement change.

**Our PPG members are:** Linda Dales (Chair); Michael Davies (Vice Chair); Rosemary Eaton (Secretary); Keith Needham (Treasurer); Judith Whysall; Ann Mackie; David White; Ann Candlish; Barbara Wilson; Jim Barrie; Lynne Carter; Jean Andrew; Mary Brown; Ray Cannon; Julie Reid

The PPG Terms of Reference can be found on the practice website.

If you are interested in being part of this new group, please email your expression of interest and some information of why you would like to support this group to [collinghamppg@gmail.com](mailto:collinghamppg@gmail.com).

Similarly, if you have any suggestions/improvement ideas that the PPG and practice could consider please email (above) or write to the PPG at Collingham Medical Centre.

## Collingham & District Village Care (CVC)

CVC was set up in 1982 for the benefit of Collingham residents and became a Registered Charity in 2011.

The CVC transport scheme is available to those patients registered with the Collingham Medical Centre who would otherwise have difficulty attending medical and social appointments. The CVC have the support of the Collingham Medical Centre doctors and staff and was rated as an outstanding feature in the 2015 Care Quality Commission report for Collingham Medical Centre in its dual role as the PPG at that time.

CVC receives a grant from Nottinghamshire County Council and works to the policies and procedures set up for accredited community car schemes. A team of volunteer drivers use their own cars to transport people to the Medical Centre, Hospitals, Opticians, social groups, etc. Fixed charges are made for each journey. A volunteer co-ordinator is available on Monday, Wednesday and Friday 9.00am-3.00pm. 01636 893001. Messages can be left outside these times.

The transport scheme welcomes enquiries from potential volunteer drivers and coordinators. Please call **01636 893001** for further information.

## Useful Websites

Care Quality Commission (CQC) .....	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
Department of Health .....	<a href="http://www.dh.gov.uk">www.dh.gov.uk</a>
General Medical Council .....	<a href="http://www.gmc-uk.org">www.gmc-uk.org</a>
Health Protection Agency (HPA) .....	<a href="http://www.hpa.org.uk">www.hpa.org.uk</a>
Independent Complaints Advocacy Service (ICAS) /Carers Federation.....	<a href="http://www.carersfederation.co.uk">www.carersfederation.co.uk</a>
NHS 111 .....	<a href="http://www.nhs.uk/111">www.nhs.uk/111</a>
Trusted Medical Information & Support .....	<a href="http://www.patient.co.uk">www.patient.co.uk</a>
NHS Complaints Advocacy .....	<a href="http://www.pohwer.net">www.pohwer.net</a>

## Some Useful Telephone Numbers

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### Collingham Medical Centre

Enquiries/Emergencies .....	01636 892156
Appointments .....	01636 893956
Repeat Prescriptions .....	01636 892210

### Miscellaneous

NHS England: Derbyshire & Nottinghamshire Area

- Birch House, Ransom Wood Business Park,  
Southwell Road West, Rainworth,  
Mansfield, NG21 0HJ ..... 0300 300 1234
- Standard Court, Park Row, Nottingham ..... 0115 8454545

NHS England: Lincolnshire ..... 01522 513355

Social Services (Newark) ..... 0300 500 8080  
(Lincoln) ..... 01522 782155

Beaumont House ..... 01636 610556

The British Red Cross ..... 0344 8711111

**The Patient Experience Team** - Newark & Sherwood CVS, 67  
Northgate, Newark, NG24 1HD. Tel: 0800 028 3693

### Hospitals

Newark Hospital ..... 01636 681681

- Minor Injuries Unit ..... 01636 685810

Lincoln County Hospital ..... 01522 512512

Grantham Hospital ..... 01476 565232

Queens Medical Centre, Nottingham ..... 0115 924 9924

- Eye Casualty Clinic ..... 0115 924 9924 Ext 62882

Nottingham City Hospital ..... 0115 969 1169

Kings Mill Hospital, Mansfield ..... 01623 622515

**Primary Care 24 Walk-In Centre** - situated next to the Emergency  
Dept at Kings Mill Hospital. Tel: 0115 916 6060

**Nottingham NHS Walk-In Centre** - Seaton House, City Link, Notting-  
ham, NG2 4LA, Tel: 0115 883 1960

## Practice Area

