



# **COLLINGHAM MEDICAL CENTRE**

**Drs Terrill, Fearn, Li & Walker**

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

## **TELEPHONES**

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)

## **Clinic Hours**

Monday	8.30am to 7.15pm
Tuesday - Friday	8.30am to 6.00pm

During 2015 the NHS has asked that each practice updates patients records to ensure you have a named accountable/usual GP. We have done this. This does not prevent you from seeing any GP.

Providing NHS Services



Updated January 2016

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## Introduction

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Welcome to Collingham Medical Centre. The surgery moved to its current location in 1981. We are a training practice which encourages the future development of general practice teams.

We continually strive to develop a 'one-stop shop' for the community and in addition to those services noted in the leaflet we are also home to the Collingham Community Team, Collingham Healthcare Education Centre (CHEC) and Collingham Library Services.

## The Doctors

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Dr Lisa Terrill	MB, BS, MRCGP (1991 London) GMC No: 3548358, Female
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 Laura Walker	MBChB (Leeds 2009), DRCOG, MRCGP, GMC No: 7039674, Female

## Surgery Hours

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Surgery 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 - 19:00
<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
<b>Weekend</b>	<i>closed</i>	<i>closed</i>

## The Health Care Team

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

Executive Partner	Julie Reid is the Practice Manager and Executive Partner and 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.
Practice Nursing Team	The Practice Nurse Team is Carol Carleton, Claire Chapman, Emily Feely, Dee Inger and Natalie Mawer. The nurse team are available by appointment and undertake a variety of clinical procedures including chronic disease reviews, minor illness and minor injury.
Phlebotomists	Susan McManus and Victoria Whittaker are trained for taking blood samples.
Patient Care Advisers (PCA)	The PCA team are trained to assist you with your telephone and front desk queries, ensuring prompt access to the most appropriate healthcare professional. Some PCA's are trained chaperones.
Superintendent Pharmacist	Julia Prenter offers help and advice in our dispensary. GPhC No: 2081151.
Community Nurses	The District Nursing team carry out nursing care in the community.
Health Visitors	Offer help with health matters for families with young children.
Community Midwife	A midwife cares for women throughout pregnancy and after the baby is born.
Physiotherapy	A physiotherapist sees patients at the surgery by referral from the doctors.
Clinical Psychologist	A Clinical psychologist sees patients at the surgery by referral from the doctors.
Counsellor	A Counsellor sees patients at the surgery by referral from the doctors.

Podiatrist	A podiatrist offers treatment to patients at the surgery by referral from the doctor and self referral.
Admin Team	A team of secretaries and administrators who deal with the day to day administration of the practice and process referrals to hospital.

## **Responsibilities of the Patient**

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- **Keep your appointment & arrive on time** - if you are unable to keep an appointment please let us know as soon as is practical so that it can be offered to someone else. If you are late for your appointment (10 minutes) you will be asked to rebook and/or wait until the end of surgery if a clinician is able to see you.
- **Value the Team** - We value our team tremendously and we are trained and committed to providing the best possible care. Whilst 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. Our staff come to work to care for others, not to become victims of violence, threatening behaviour, physical, verbal, racial abuse or discrimination. 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.
- Request home visits in a timely manner, ideally before 10.30 am.
- Contact us as soon as you have a query to give us the opportunity to resolve it.
- Work with us to provide a high quality NHS service.
- Keep personal details up to date, ie address, contact details.
- Switch off your mobile phone before your consultation to avoid interruption.
- **Use the check-in screen and online services** - to help us dedicate our time to answering telephones and enquiries at the front desk.
- The clinical team work very hard to balance the clinical need of

those booked into clinics and running on time. Sometimes clinics can run late due to unplanned events/emergencies or complex needs. Please be patient.

- 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. We do not offer clinical advice by email.
- Please help us to keep our clinics running on time by not disturbing the doctor at the front desk.

## **Appointments**

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Appointments may be made by telephoning 01636 893956, by calling at the surgery, or via Systmonline (see page 10). Routine appointments may be made well in advance (maximum three months).

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 as soon as possible, or online.

- **Telephone Assessment (Triage)**

A triage practitioner is available for advice and minor illness appointments.

- If we have an unplanned event which means we have to cancel/postpone your appointment we will let you know by text if we hold your mobile number.
- Telephone advice: from your doctor. Each day we protect a GP to offer clinical advice to patients and agree a plan over the phone.

## **Home Visits**

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If you are housebound due to a clinical condition, please let the Patient Care Advisors (PCA) know in order that a doctor will telephone you to discuss a visit. We will aim that you will be put through to a doctor, but this is not always possible at the time of request. Requests for home visits should ideally be made before 10.30 am.

## Carers

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If you would like to be registered with us as a carer, or a patient with a carer, please let a doctor, nurse or PCA know.

Further information of support available can be found on the Carers Federation website, [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

We also hold Carer information pages for Lincolnshire and Nottinghamshire County Councils.

## When we are closed

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Out of Hours Service is provided from 111 when the surgery 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.

111 will refer to the GP Out of Hours Service provided by Central Notts Clinical Services (CNCS) if required.



## Repeat Prescriptions

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Requests for repeat prescriptions can be made by telephoning 01636 892210 between 8.30am and 12.00pm . They can also be posted or left in the special box at reception or order via SystemOnline (see page 10). We do not consider it safe to take email requests for repeat prescriptions.

Please give TWO FULL WORKING DAYS' NOTICE. All medications are available for collection at the dispensary during their opening hours as detailed, unless you have expressed a wish to take your prescription elsewhere (see next page).

## Drug Collection

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Some villages have a volunteers rota to collect drugs and deliver them to a central point in villages. Details are available in reception or at the dispensary. You may wish to help if you have access to a car.



## 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. If you wish to take your prescription elsewhere, please let reception know at the time of each order and the paper prescription will be kept at the surgery reception for your collection, after 48 hours.

The Superintendent Pharmacist who supervises our dispensary is Julia Prenter, MPharm, GPHC No: 2081151.

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. Fax: 01636 894947

Our dispensary is co-located in the pharmacy and also offers a range of over-the-counter medicines and 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 and Emergency Contraception.

Please note ~ we would like to advise that some Partners of Collingham Medical Centre do have a financial interest in Collingham Pharmacy. However, patients may use a pharmacy of their choice either within Collingham or elsewhere.

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

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 does need to be printed and a signed copy brought to the surgery. Please do not send electronically as we are unable to accept it without a signature.

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

## **How to see the Doctor**

During 2015 the NHS has asked that each practice updates patients records to ensure you have a named accountable/usual GP. We have done this. This does not prevent you from seeing any GP. If you would like to know who your accountable/usual GP is, please ask when next in surgery.

Appointments can be made by calling at, or ringing the surgery on 01636 893956 or online.

Any of the doctors will see you if your usual doctor is not available.

If there are no routine appointments left you will be offered the opportunity for clinical advice over the telephone, on the same day. If clinically decided, an appointment will be offered.

## **On Line Booking & Repeat Prescriptions**



The surgery 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 register for this service please ask at reception.

When arriving at the surgery 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.

## **Emergencies take priority at all times - and are seen as soon as possible**

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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 chicken pox is suspected. 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.

If you have ‘water-works’ problems, it would be helpful to bring a urine sample.

## **Waiting Times**

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All effort will be made to see patients on time in surgery. 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**

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Patients who do not have a follow-up appointment with the doctor or nurse may contact the practice nurse to discover the result of their tests. Results may take 5 working days or longer to come back to the surgery. The nurse will aim to call you back the same day and may refer patients on to a doctor if necessary.

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.

## Facilities at the Medical Centre

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- We operate a no smoking policy, including e-cigarettes.
  - 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. Private room for breast feeding\*.
  - Private room for confidential discussions\*.
  - There is 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 is available in the car park area.
- \* Please ask a member of the PCA Team if you would like the use of a private room.

Please keep all your personal belongings with you at all times.



## Nursing Services

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Family Planning	By doctors and the midwife.
Early Pregnancy	With the midwife at 8+ weeks.
Antenatal Care	Monday mornings.
Child Health Clinic	Wednesday 1.00 - 3.00pm (alternate weeks)

Nurses' Treatment Sessions	
Monday to Friday	8.30 - 12.00 noon & 2.00 pm - 6.00 pm

The nursing core services include:

- Taking blood for tests
- ECGs
- INR Monitoring
- Advice
- Infant and adult immunisations
- Cervical smears
- Dressings and removal of clips and stitches
- Ear syringing
- Chronic disease reviews such as asthma, hypertension, diabetes and hypothyroid

Minor Illness	The nurse team are available to see a variety of minor conditions. Please note these sessions are by appointment and are offered on the same day.
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Lifestyle Checks	These are available to all patients, including on registration if over 5 years old and annually for patients over 75 years. They offer simple lifestyle checks such as weight, blood pressure and urine test. Lifestyle checks are incorporated into cervical smear appointments made by women.
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Travel Clinic	A range of immunisations are available
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for travel. A travel form is required to be completed prior to your appointment with the nurse. These are available from reception. An appointment will be booked once you return the travel form. Please allow a minimum of 4 weeks before travel.

Minor Injury

If a minor injury requires suturing, glue or steri-strips our same day nurse may be able to help.

Same Day Telephone  
Triage Appointments

We offer a Same Day Telephone Triage Appointment system for patients who need to be seen for urgent clinical needs. We ask you to remain close to your telephone as the doctor may only be able to attempt to call you once.

Housebound

The nurses visit patients in their own environment for medication reviews if they are medically unable to attend the surgery. This is at the discretion of the clinical team.

## Other Services

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Audiology, Tinnitus &  
Wax Management

Holistic Hearing run a free hearing test clinic for NHS and non-NHS patients on Thursdays on site. Other chargeable services include Microsuction wax removal £55 (no water used so safe for everyone), discreet and superior quality hearing aids and Tinnitus Management. To book an appointment please ask at reception or call 01636 659739.

Clinical Psychology  
and Counselling

We have a clinical psychologist and a counsellor visit the practice. Please see your doctor about this first.

	Referral to this service is doctor only.
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.
Osteopathy	Paddy Searle-Barnes DO MRO MA (Cantab) has an osteopathy clinic on a Tuesday and a Thursday. Appointments can be made at the medical centre. This is a NHS and private service.
Physiotherapy	Thursday (clinic times vary).
Podiatry	Friday (clinic times vary).
Smoking Cessation	New Leaf adviser offers one-to-one sessions at the practice. Please telephone 0800 389 7712 and say that you wish to quit and attend the Collingham service.

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

Alcohol	Stress counselling	Weight reduction
Pre-menstrual tension	Contraception	

## Private Services (Non-NHS Services)

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

- The administration of some travel vaccinations
- Medical examinations, ie 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. The time the team need to invest in making this happen for you needs to be funded. 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 medical examination and cancel, or DNA, 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.



## Training

Collingham Medical Centre is an accredited training practice by the East Midlands Healthcare Workforce Deanery for the training of General Practice Specialty Registrars. Specialty Registrars are fully experienced in hospital medicine but require further general practice 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 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.

We occasionally wish to video consultations but only with the patient's consent. Patients will be informed of this possibility when making an appointment and on arrival at practice. Confidentiality is always maintained.

## **Collingham & District Village Care**

We have an active Patient Participation Group known as Collingham & District Village Care. This group is made up of independent volunteers since 1982 which provides support to the patients of Collingham Medical Centre. Their activities include a transport scheme and meetings with health and social topics. The transport scheme is provided at a subsidised rate, as all drivers are volunteers. You can book your transport through the Co-ordinator on 01636 893001. The opening hours are Monday, Wednesday and Friday (9.00am - 3.00pm). This group has been very active in bringing new ideas to the Medical Centre and giving feedback on services.

## **Chaperones (Your Dignity)**

If you wish a chaperone to be present during your consultation, please advise the reception, clinician or manager who will arrange this for you.

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

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

We keep a radio station playing in our waiting area to mask conversations at and behind the front desk. Please bear with us on choice of station, it's not always your personal choice.

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 *Data Protection Act*.

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.
- **GP2GP Electronic Transfer of Medical Records** is the transfer of all patient records between practices, when a patient registers or de-registers (not including temporary registration). The Collingham Medical Centre is currently using the GP2GP facility practices who use the same clinical system (SystemOne). We intend, working with our NHS Information Service, to ensure that we are able to transfer records electronically between all clinical systems and practices. The implementation and team training for this is scheduled during December 2014 and will be in place by March 2015.

The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

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.

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.

You have the right to request **access to your health records**.

In early 2014, there will be some important changes to how we handle your personal data.

We will soon be required to supply your personal and confidential medical information to the Health and Social Care Information Centre (HSCIC). This information will be taken from the practice in a form that can identify you. The practice has no choice but to allow the HSCIC to extract this information. However, individual patients can instruct their practice to stop the transfer of their data. For more

information on the reasons for this data extract and how to opt out of sending your confidential information, pick up a leaflet from reception.

If you wish to see your notes there are 3 steps:

Step 1 - Speak/meet with the practice manager who will explain the procedure and make the other appointments for you. This may be a telephone call.

Step 2 - View your records. A PCA will sit with you whilst you look through your notes. A private room will be made available to you for up to an hour.

Step 3 - Opportunity to meet with your usual doctor. This will allow you to discuss any queries you may have.

If you have not had an appointment at the practice within the previous 40 days a fee of £10.00 will be charged to cover staff time. A charge of 40p per sheet will be made for any photocopies requested.

## **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. For further information please refer to our website.

## **Patient Choice**

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We do our best to accommodate your rights as a patient to 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

Newark & Sherwood Referral Gateway, information for which will be provided with your copy of your referral letter.

## **Copying of Letters to Patients**

If you require a referral to another healthcare profession, a copy of the referral letter will be sent to you routinely. Please let the doctor know if you do not require a copy of this letter.

## **Comments, Complaints & Suggestions**

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

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 manager. 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 Out of Hours Operations Manager, Byron House, Millers Way, Sutton in Ashfield, Nottinghamshire, NG17 4NX, Tel: 03000 241112, Website: [www.cncs-care.co.uk](http://www.cncs-care.co.uk)

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

The surgery 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 favourites folder.

## **Useful Websites**

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

## **Useful Addresses**

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

**Lincolnshire Primary Care Walk-In Centre** - 63 Monks Road,  
Lincoln, LN2 5HP, Tel: 01522 528153

**Primary Care 24 Walk-In Centre** - situated next to the Emergency  
Dept at Kings Mill Hospital. Tel: 0300 456 4953

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

## 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

- Ransom Hall, Rainworth, Mansfield..... 01623 414114
  - Standard Court, Park Row, Nottingham ..... 0115 912 3344
- NHS England: Lincolnshire ..... 01522 513355
- Social Services (Newark) ..... 01636 654654  
(Lincoln) ..... 01522 689000
- Beaumont House ..... 01636 610556
- The Patient Experience Team ..... 01636 685692

### 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

NHS England: Derbyshire & Nottinghamshire Area

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Ransom Wood Business Park

Southwell Road West

Rainworth

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## Practice Area

