



RADFORD MEDICAL PRACTICE



Opening Hours

Radford Medical Practice

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 6.30 pm
Friday	8.00 am – 6.30 pm

Student Health Centre (Term time)

Monday	8.00 am – 6.30 pm
Tuesday	8.00 am – 6.30 pm
Wednesday	8.00 am – 6.30 pm
Thursday	8.00 am – 4.00 pm
Friday	8.00 am – 6.30 pm

Student Health Centre (Out of term time)

Monday	8.00 am – 5.00pm
Tuesday	8.00 am – 5.00 pm
Wednesday	8.00 am – 5.00pm
Thursday	8.00 am – 4.00 pm
Friday	8.00 am – 5.00 pm

On Thursdays from 4pm – 6.30pm phone lines are open and services available at the Radford site.

Our Locations

Radford Medical Practice

Radford Health Centre
Ilkeston Road
Nottingham
NG7 3GW

0115 697 3018

&

Student Health Centre

Nottingham Trent University
Peel Street
Nottingham
NG1 4FW

0115 697 8651

Email: nnicb-nn.c84117@nhs.net
www.radfordmedicalpractice.co.uk

Partners

Dr Kamlash Kaur (Female)
(GMC 2310716)
MB ChB
DRCOG MRCGP M Med Sci DFRSH

Dr Rushabh Shah (Male)
(GMC 4715306)
MBChB DRCOG DFFP MRCGP (m)
PGDipCard

Dr Hannah Wright (Female)
(GMC 4635352)
MBChB MRCGP DRCOG DFFP

Dr Gowrav Gowda (Male)
(GMC 7528018)
MBChB, MRCGP

Salaried Doctors

Dr Tajammul Hussain (Male)
Dr Cindy Wong (Female)

Practice Nurses

Caroline Shuttleworth
Sarah Fensom
Jane Clarke
Lisa Benson
Rufaro Kanengoni

**Scan here to
view the full
team:**



Scan to Register with us



REGISTRATION

If you live within our Practice boundary and would like to register with us, please complete the registration forms, available at reception or on our website:

www.radfordmedicalpractice.co.uk/register-with-us

If you move outside the Practice boundary at any time, you can obtain information about doctors in your new area at: www.nhs.uk/service-search/find-a-gp

As a patient, you have the right to express your preferred Doctor. Please let us know when registering. It is important to note however, that you will be registering with the Practice rather than an individual doctor.



Our Radford Practice Boundary (Please ask reception for the NTU SHC boundary)

APPOINTMENTS

Our online system, the **Patient Triage**, is used for appointments and admin enquiries. The system is open Monday-Friday at 8am (excluding bank holidays) and will be turned off once we hit a safe working capacity for the day.

WE DEAL WITH MOST REQUESTS ON THE SAME DAY RATHER THAN PRE-BOOKING.



SCAN FOR PATIENT TRIAGE

There are a very limited and number of pre-bookable GP appointments available, so we encourage patients to submit requests on the day where possible, as our phones are often extremely busy in the morning. Appointments with the Practice Nurses, Health Care Assistants and Physiotherapists can be booked in advance over the phone.

How to use the Patient Triage to request an appointment:

1. Go to our website at **8AM** (Mon-Fri) (www.radfordmedicalpractice.co.uk)
2. Select 'APPOINTMENTS Patient Triage'
3. Then select 'ONLINE PATIENT TRIAGE SERVICE'
4. Submit a 'Medical Request', please include the following information:
 - A brief description your symptoms and how long you've had them
 - Your availability on the day of your request
 - Any self-care or treatment you have had (i.e., advice from a pharmacist)
 - Any relevant forms or pictures (if needed)
5. Wait for us to get in touch (via SMS or telephone call)

To **PRE-BOOK** (2-3 weeks in advance) please call the practice.

The online system will be turned off for medical requests once we reach safe working capacity for the day. If your medical complaint is not something we can deal with, we will signpost you to a relevant service.



SCAN TO LEARN
MORE ABOUT CARE
NAVIGATION

Requests are handled by our team of **Care Navigators**, who are trained to assess the nature of patient needs and signpost them to the correct provider. They will ask for details regarding your condition to ensure that you receive the right level of care. They will let you know the details of your appointment, or an alternative form of care, either by telephone or text message. Appointments may be in person or via telephone.

Once booked, **it is the patient's responsibility to attend the appointment.** Failure to attend 3 appointments consecutively will force us to consider removing you as a patient (we will contact you multiple times before this happens). Any non-attendance by a child will trigger a letter sent to the parent or carer to ascertain the reasons behind the non-attendance.

URGENT APPOINTMENTS/OUT OF HOURS

If you have an urgent problem, please telephone the surgery on within our opening hours. Alternatively, you can do the following:

- Call **111** or **999** if it's an emergency - 111 is a free service that offers expert health information and advice 24 hours a day.
- Go to the **Urgent Care Centre** - Provides treatment and tests for health problems and injuries that are urgent but not life threatening. No appointment is needed, just drop in between 7am and 9pm, 365 days a year at: **Seaton House, London Road, Nottingham, NG2 4LA**

THESE SERVICES ARE AVAILABLE OUT OF HOURS WHEN THE SURGERY IS CLOSED.

These services are provided by NHS England or the Nottingham City Clinical Commissioning Group.

SERVICES

GP FACE-TO-FACE APPOINTMENTS

GP face-to-face appointments are mainly organised by the clinician following an initial telephone appointment. There are a very limited number of face-to-face appointments for reception to book. Generally, the GP will assess you over the telephone and invite you for face-to-face appointment if necessary.

GP+

All patients registered at practices in Nottingham city can access additional routine appointments at evenings and weekends through our extended access GP+ Nottingham City service.

The service offers appointments with clinicians, including GPs, Practice Nurses. The practice is fully equipped and in an accessible location in the city centre. These can be booked in advance/on the day.

GP+ is located at **Nottingham City GP Alliance, 64 Long Row, Nottingham, NG1 6JE**

PRACTICE NURSES

Our Practice Nurses are available by appointment for the following services:

- Advice on minor injury/illness
- Sexual health advice and treatment
- Contraception advice, prescriptions & injections (depo)
- Emergency contraception
- Blood pressure reviews
- Health promotion/education
- Cervical smears
- Monitoring and management of: Asthma, COPD, Hypertension & Diabetes
- Vaccinations
- Baby & childhood immunisations
- Spirometry
- Travel vaccinations/travel advice (some vaccinations are subject to a charge– please ask reception)
- Wound care & dressings
- Suture removal
- Ear Irrigation
- Injections for ongoing treatment
- Annual health check for people with learning disabilities and mental health problems

We have Nurse prescribers who can prescribe for ailments such as UTIs, minor infections, diabetes, STI treatment, asthma & contraception.

HEALTHCARE ASSISTANTS

Our Healthcare Assistants are available by appointment for the following services:

- Blood tests
- New patient registration checks
- Blood pressure checks
- Health promotion information
- Weight management
- ECG's
- Flu/Pneumonia/Shingles vaccinations
- B12 injections
- Pregnancy testing/STI screening
- Diabetes and Hypertension monitoring
- Wound dressings
- Suture removal
- NHS Health Checks (age 40-74)
- Annual health check for people with learning disabilities and mental health problems

CLINICAL PHARMACISTS

The practice currently employs clinical pharmacists. Their main responsibility is completing structured medication reviews for patients with long term conditions or patients with complex medicine regimes.



PHYSIOTHERAPY

Physiotherapists treat problems with movement and posture, including diseases and injuries to bones, joints and muscles, such as back pain, whiplash injuries, arthritis, sprains, strains and sports injuries. We have an in-house team of physiotherapists that are available for telephone and face to face consultations. These can be booked in through reception.

SOCIAL PRESCRIBING

Social prescribing is a means of enabling GPs, nurses and other health care professionals to refer people to a range of local, non-clinical services. Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing works for a range of people, including people:

- With one or more long-term conditions
- Who need support with their mental health
- Who are lonely or isolated
- Who have complex social needs which affect their wellbeing.



This can include food bank referrals, housing or utilities support, befriending schemes, and other initiatives that support personal health and wellbeing.

Contact us if you are interested in speaking to one of our Social Prescribers.

PREGNANCY

If you are continuing with your pregnancy, please self-refer to the midwives based at Radford Health Centre using the referral form (found on our website or at reception).

Their contact number is: **0115 8834000**

NUH Maternity Advice Line is now live. If you have any concerns during your pregnancy or after the baby arrives you can reach the midwives on: **0115 9709777**

Pregnant women will be offered the seasonal influenza vaccination and the whooping cough vaccination. Please contact reception to book in.

For abortion treatment and advice on pregnancy related issues please contact the British Pregnancy Advisory Service: call: **03457 30 40 30** or visit: **www.bpas.org**

YOUNG PEOPLE

We provide a confidential service to young people including under 16's. For more information, please refer to our section regarding Patient Confidentiality.

We offer a FREE range of services:

- Emergency contraception
- Sexual health/STI checks
- Pregnancy testing
- Contraception/advice

We are happy for you to attend your appointment with a friend if you wish.

If you require emergency contraception (morning after pill) or advice when the surgery is closed, please telephone the free phone 111 service. Emergency contraception is free of charge to anyone under the age of 25 from most pharmacies.

HOME VISITS

We would request that patients make every effort to attend surgery if they are feeling unwell. However, we do recognise that in the event of serious illness which means your condition does not allow you to travel to the surgery, you may need to request the doctor to visit you at home. The clinician will call you to assess prior to arranging a home visit.

Please inform reception that you may require a home visit when booking your appointment.

SPECIAL SERVICES AND CLINICS

We run a range of clinics (see below). For an appointment for any special services listed or for further details, please ask at reception.

- **Sexual health and contraception advice** - the Practice operates a fully comprehensive service.
- **STI Screening and Smear tests** – Please call the practice to see what is available.
- **Asthma clinic** - for routine asthma checks
- **Diabetic clinic** - Appointments can be booked with our Practice Nurses for a review of your diabetes.
- **Ante Natal clinic** - These appointments will be arranged for you by the Midwife.
- **Child Health** - Appointments are required for immunisations and are available with the Practice Nurse.
- **Travel Health** - please speak to one of the Practice Nurses before you travel. You may require vaccination depending on the country you are visiting.



THRIVING NOTTINGHAM

The Thriving service is a fully funded health and wellbeing programmes aim to support individuals and their families to reach their health goals. They offer support for weight-loss, smoking cessation, diet and exercise, as well as overall wellbeing support. This service is funded by Nottingham City Council and provided by Thrive Tribe. Ask at reception or go online for more information: **thrivingnottingham.org.uk**

NOTTINGHAM TALKING THERAPIES

This service offers talking therapy services for the residents of Nottingham and Nottinghamshire. The fully trained and experienced therapists will listen to the challenges you face and recommend a treatment plan that suits your needs, allowing you to better understand and cope. This information is then passed onto us, your GP practice, in order to co-ordinate future care. Getting support is easy, simply self-refer and the team will be in touch.



DOMESTIC VIOLENCE AND ABUSE SUPPORT

If you, or a loved one, are experiencing domestic abuse, and are seeking support moving forward, there are several free, confidential and specialised services that we can point you towards.

- **24 Hour Free Helpline: 0808 800 0340** – you can talk about your experiences, for support and advice, or to get help to leave (calls will not appear on your bill). You can also visit www.junowomensaid.org.uk
- **Equation Domestic Abuse Service for Men: 0115 960 5556 (Mon-Friday 9:30am-4:30pm)**– this service is specially designed for men experiencing abuse (calls will not appear on your bill).

These services are open to all individuals who need them and hold your safety to the highest importance. This service can also help you access services including drug/alcohol, housing, counselling and legal advice.

Domestic violence is never your fault. If you need help, please get in touch, we are here to support you.

SELF HELP

Our practice, along with many other NHS services offer health advice, information and treatment. However, it is important to remember that many minor ailments such as colds, coughs and indigestion can be managed by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

Remember:

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose.
- Watch expiry dates – don't keep or use medicines past their sell-by date.
- Take all unwanted and out-of-date medicines back to the pharmacy.



Read more about self-care and many common conditions on our website. Scan the QR code to view the fact sheet that helps you to know what's 'normal' and what you can expect to happen if you suffer from this condition. It also tells you when you should become concerned and seek advice from a health professional.

PHARMACY FIRST

In May 2023, NHS England launched the 'Pharmacy First' service. This service is designed to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high-quality healthcare.

The pharmacy can supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

**SCAN TO LEARN MORE
ABOUT PHARMACY FIRST**



The 7 conditions include:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Shingles
- Uncomplicated urinary tract infections in women.
- Impetigo

We can send a referral to a participating pharmacy for these conditions. Patients that request appointments with us may be referred to the pharmacy for conditions that can be treated through this service. For more information about the Pharmacy First service, ask at the practice, your local pharmacy or visit our website.

REPEAT PRESCRIPTIONS

There are 3 ways you can order your repeat prescription. You can order in-person, by visiting the practice, by requesting it via the NHS app, or by using the online Patient Triage system. Prescriptions take 2-3 working days to be sent to the pharmacy once requested.

How to use the Patient Triage to order a repeat prescription:

SCAN FOR THE
PATIENT TRIAGE



1. Go to our website (www.radfordmedicalpractice.co.uk)
2. Select 'APPOINTMENTS Patient Triage'
3. Then 'ONLINE PATIENT TRIAGE SERVICE'
4. Select 'Admin Query'.
5. Confirm none are present.
6. Select 'Repeat Prescription'.
7. Tell us what medication you need.

The Admin Query system is open 24/7, though it is only monitored during working hours. We cannot deal with admin requests urgently, please call the practice if you need to speak to someone regarding an urgent admin request.

You must have discussed the medication with one of our clinicians for it to be issued by our practice. Please arrange an appointment to arrange your repeat medications and be sure to attend medication reviews when they are needed.

Prescriptions take 2-3 working days to be sent to the pharmacy once requested.

NHS APP



NHS England has launched a new campaign to encourage greater use of a refreshed NHS App that provides convenient access to essential health and care services.

The NHS App allows you to access a range of NHS services. You can download the NHS App on your phone or tablet. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

You can use the NHS app to:

- Order your repeat medications
- Nominate a pharmacy to collect medication from
- View your medicines and allergies
- Get your NHS COVID PASS
- Book or manage your vaccinations
- View your NHS Number
- Use NHS 111 online to get advice and medical help
- Manage your organ donation decision

Patients with online accounts will be able to view new entries, including free text, in their health record as of 06.09.2023. For NHS App users, this means that you will be able to view new entries made to your medical record from this date forward, including:

- Test results e.g. Blood test results
- Hospital documents e.g. Clinic letters
- GP appointments
- GP consultations

If you need support setting up or navigating the NHS app, please contact the practice. You can use the NHS app to access documentation that you may be seeking for evidence. For more information please visit: **www.nhs.uk/nhs-app**

DISABLED ACCESS

There is a disabled access ramp at Radford Health Centre. There are 3 disabled car parking spaces at the premises. The Student Health Centre is situated on the ground floor and is fully accessible. There is no disabled parking available on site at the Student Health Centre.



INTERPRETERS

We can arrange interpreters for patients who need them for their appointments. Wordskii, the service which we use to request interpreters offers translation services for 280+ languages. Interpreters can attend face-to-face appointments or be connected via telephone. We can also arrange British Sign Language interpreters where needed. Please let us know upon registration if you require an interpreter.

CARERS



Individuals, irrespective of age, who provide or supervise a substantial amount of care on a regular basis to a relative, partner, friend or neighbour who is unable to manage on their own due to factors including illness, disability, frailty, mental distress, impairment, or substance abuse. We may periodically ask carers to re-confirm their carer status.

↶ Please visit our practice website for the list of contact points for carers.

TRANSGENDER HEALTH

As a practice, we aim to support all transgender, non-binary, and gender non-conforming patients as much as possible, across all aspects of their health. We recognise that accessing healthcare can be significantly challenging for trans people.



So that we can best meet your care needs, we ask that patients arrange an appointment with a clinician to discuss your needs, wants and goals, so to allow your identity to be accurately reflected in your medical record. Gender-affirming care is provided in collaboration with specialist services, please consult with your GP if this is something you are wanting to arrange.

For more information about Transgender Health, please visit: <https://ncth.nhs.uk/>

Gendered Intelligence runs a support line service to answer any questions that you might have and to provide you with support while you wait for gender affirmative healthcare. The support line is confidential and everyone who answers is trans and/or non-binary themselves.

Phone number: **0330 355 9678** - Email: **supportline@genderedintelligence.co.uk** - WhatsApp: **07592 650 496** (Available Monday, Tuesday and Thursday 2pm - 7pm and Wednesday and Friday 10am - 3pm)

VETERAN FRIENDLY

If you have ever served in the British Army, Royal Navy, Royal Air Force, Royal Marines, or Merchant Navy, let us know so we can add this to your medical record. This will help your GP to better understand your health, including any health problems related to your service. It will also help make sure you're referred to dedicated services for veterans, where appropriate. Please get in touch with us to learn about the veteran services we can offer.

SCAN TO LEARN OUT NHS
VETERAN SERVICES



Combat Stress – 24/7 mental health helpline, 365 days a year – call **0800 138 1619**

INSURANCE / EMPLOYMENT / CAMP MEDICALS

The doctors are available to carry out these medicals by special appointment. Some services or letters require a charge as they are not covered by the NHS and classed as private. Please ask reception regarding charges and eligibility.

NECs & UNIVERSITY SICK NOTES

University students that require medical evidence to support an NEC application can access consultation documentation through the NHS app. However, if you still require a doctor's note, we will only provide a note (if appropriate) for an illness over 7 days & if you have been seen by medical/nursing staff whilst unwell.

SCAN FOR OUR
FULL NEC POLICY



This is classed as a private service, thus is subject to a charge before the letter can be produced. Once payment has been received, letters will be completed within 14 days (non-negotiable). You must have been seen recently by a medical professional whilst unwell for a medical note to be completed.

CONSENT TO CARE

Where possible, we must be satisfied that you understand and consent to proposed treatment, immunisations, or investigations. We will explain the reason for, how the procedure will be performed, and any risks involved. If necessary, we will provide leaflets, drawings, interpreters, or other means to ensure that you understand and have enough information to make an informed decision and give informed consent.

We offer a chaperone service. If you need a physical examination, we offer for somebody (either a member of staff, friend, or family member) to be present in the appointment with you. This aims to make both the patient and the GP feel more comfortable during the examination.

DATA PROTECTION & PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you e.g. hospital, Social Services or Health Authority can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care confidentially or by removing identifying details when they are not essential.

The only reason why we might have to consider passing on any confidential information without your permission would be to protect you or someone else from serious harm but we would always try to discuss this with your first. If you have any worries then please speak to a member of staff.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information, please ask to speak to our Practice Manager. Our full privacy notice can be found on our website or printed copy can be given if preferred.

ACCESS TO MEDICAL RECORDS

The Data Protection Act 1998 gives you the right to know what information about you is held on computer and in certain manual records. If you would like to online access to or have copies of your medical records, you should put your request in writing to us. You can find the form on our website under **Access to Medical Records** and email this into us or ask for a copy at reception.

SCAN FOR OUR
ACCESS TO MEDICAL
RECORDS POLICY



For access to GP consultations, immunisations or test results please tick 'I am applying to access my full records online via NHS App'. This will give you full access to your past and future records. For any other requests, please state if you want an electronic or paper copy and what it is you are requesting.

Please be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons. If you require further information about accessing your medical records, please ask at reception.

SUMMARY CARE RECORD

There is a central NHS Computer System called the summary care record (SCR) which is meant to help emergency services to help you when you contact them out of surgery hours. Initially it will contain just your regular medication and any allergies you may have. Your information will be extracted from your GP surgery and held on a central NHS database. For more information regarding SCR visit the connecting for health website or contact the surgery reception.

MEDICAL STUDENTS

The practice undertakes the training of those intending to be healthcare professionals. Therefore, we occasionally have final year medical students who join the practice for a short period of time to learn more about primary care. We will always make patients aware that there is a medical student visiting and you have the right to refuse to have a student present during your consultation.

Please be assured that this will not affect the care you receive in any way.

PATIENT PARTICIPATION GROUP

The Patient Participation Group is a selection of patients and Practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities provided by the Practice to its patients.

If you would like to join this informal group, please speak to one of the Practice staff.

ACCOUNTABLE GP

All registered patients must have a named accountable GP.

If you wish to know the name of your assigned GP please contact the practice. The named GP is largely a role of oversight. It reassures patients they have one GP who is responsible for their care.

- Patients do not need to see their named GP when they book an appointment with the practice.
- Patients are entitled to choose to see any GP or nurse in the practice.
- The named GP works with relevant health and social care professionals to deliver a multi-disciplinary package that meets the needs of the patient.
- The named GP will not take on 24-hour responsibility for the patient or have to change their working hours.

ZERO TOLENCE POLICY

All staff have the right to be treated with dignity and respect. They should be able to do their jobs without being physically or verbally threatened.

We appreciate that most people respect this but if you are violent or abusive towards any member of staff, we have the right to refuse to treat you. Please remember, we are here to help!

COMPLAINT PROCEDURE

Our Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. We always strive to improve and enhance our service to you.

If you have a concern or a complaint, please ask to speak to the Practice Manager in the first instance who will be happy to help. In most cases, any concerns can be resolved quite easily.

You can obtain a copy of our leaflet on how to make a complaint and a complaints form from the reception. You do not have to make a formal complaint to get things resolved. Please speak to a member of staff for advice.

We do also welcome any compliments on any aspects of our services that work well or and/or any suggestions for improvements.

You may also contact PohWER for advice on **0300 020093**.

Or Email: **nnicb-nn.patientexperience@nhs.net**

Telephone: **0115 8839570**

By post: **Patient Experience Team, Civic Centre, Arnot Hill Park, Nottingham Road, Arnold, Nottingham, NG5 6LU**

**IF YOU WOULD LIKE A
LARGE PRINT COPY,
PLEASE ASK AT
RECEPTION.**

USEFUL TELEPHONE NUMBERS

NHS 111	111
Local Police	101
Urgent Treatment Centre	0115 8838500
QMC/University Hospital	0115 9249924
Nottingham City Hospital	0115 9691169
AIDS helpline	0808 8021221
Alcoholics Anonymous	0115 9417100
Alcohol Problem Advisory Services	0115 9414747
Rape Crisis Centre	0115 9410440
Sexual Health Clinic (Victoria Health Centre)	0115 9627627
Women's Aid	0115 9475257
Domestic Violence Helpline	0808 8000340 (24hr)
Men's Advice Line:	0808 801 0327
Cruse Bereavement help line	0115 9244404
Citizens Advice Bureau	0300 3305457
NUH Maternity Advice line	0115 9709777
Mental Health Crisis	0808 1963779
Samaritans	116123

Jun24/JT