



THE OAKHAM MEDICAL PRACTICE

The Dr Ker Partnership
Cold Overton Road
Oakham LE15 6NT

Opening Hours

Monday- Friday (Excluding Bank Holidays) 0830-1830

All Enquiries 01572 722 621
Facsimile: 01572 722 257
Website: www.oakhammedicalpractice.co.uk

For urgent medical attention outside of normal surgery hours contact:

0845 045 0411

Other Medical Services are provided by:

“NHS Direct” - a Nurse led healthcare information service with a very comprehensive website:

Contact: 0845 4647 or www.nhsdirect.nhs.uk

There are also 2 NHS Walk-in Centres within reasonable proximity of the Practice:

Loughborough Centre, Pinfold Gate, LOUGHBOROUGH LE11 1BE
City Care Centre, Thorpe Road, PETERBOROUGH PE3 6DB

Oakham Medical Practice has been established in the town for over 50 years, and currently has 13 General Practitioners at the surgery, 9 of whom form a non-limited partnership whilst the other 4 are employed by the partnership. There are 7 Male (M) General Practitioners at the Practice, and 6 Females (F):

Senior Partner:

Dr Andrew Ker (M) MB BS MRCP

Registered:

1984 (London)

Partners:

Dr Tim Gray MBE (M) MB BS DRCOG

Dr Graham McCormack (M) MB ChB DRCOG

Dr Susan Martin (F) MA MB BS MRCP DCH DRCOG

Dr Sian Cheverton (F) BM BCh MRCP MRCP DRCOG

Dr Amanda Davison (F) MB BS DRCOG MRCP

Dr Lucy Pearson (F) MB ChB

Dr Helen Sadler (F) MB ChB MRCP

Dr Neil Hansford (M) MB ChB MRCP DAVMed DoccMed

Registered:

1975 (London)

1986 (Leicester)

1984 (London)

1978 (Oxford)

1994 (Nottingham)

1994 (Leicester)

1996 (Leicester)

1988 (Leicester)

Associates:

Dr David Cowie (M) MA MB ChB DRCOG

Dr Sundeep Gupta (M) MBBS MD MRCP DFFP

Dr George Owusu-Ansah (M) MBChB DRCOG MRCP

Dr Allyson Betts (F) MRCS LRCP MRCP DFFP DCH

Registered:

1984 (Birmingham)

1996 (India)

2000 (Ghana)

1985 (London)

The Management Team:

Mr Don McGeorge

Mrs Janet Faulkner

Mrs Stella Goodacre

Sister Charlotte Smith

Mrs Lizzie Jones

Practice Director

Practice Manager

Senior Receptionist

Lead Nurse

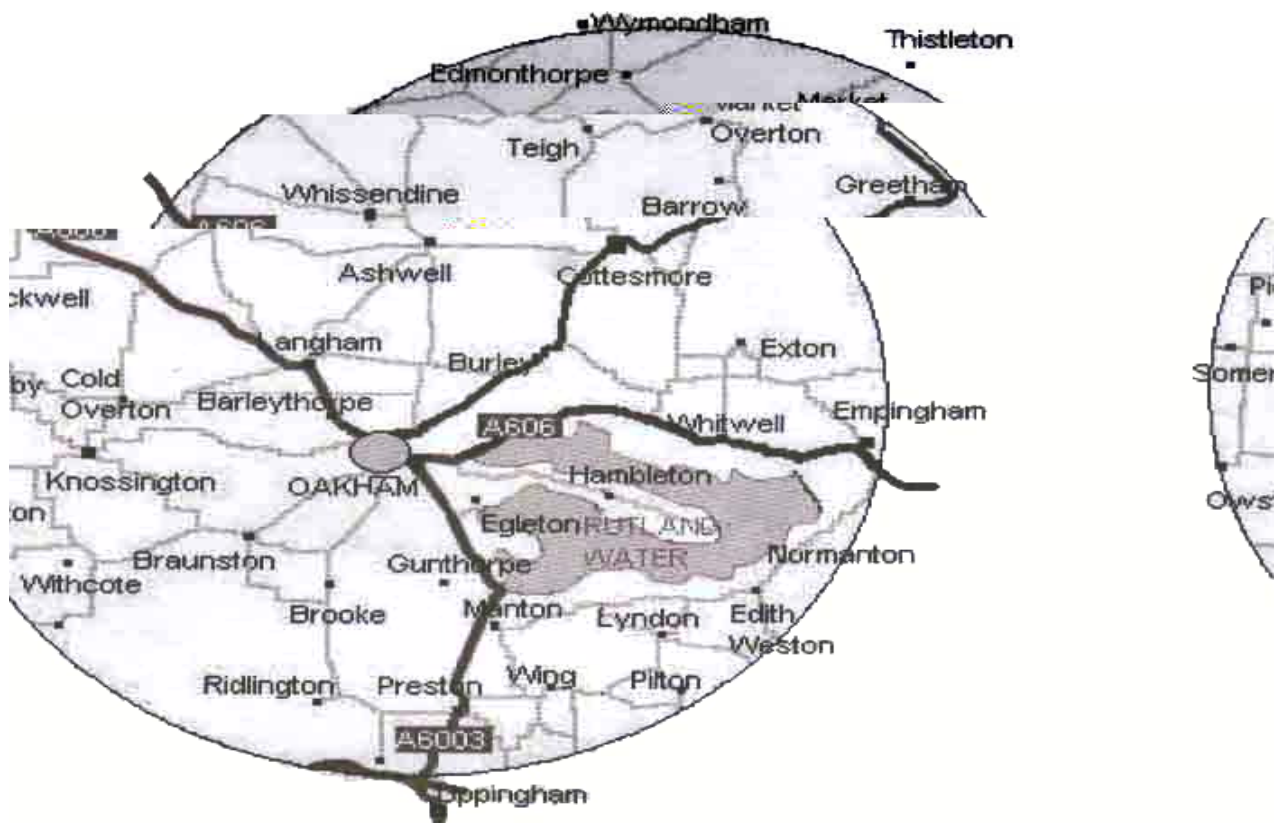
IT Manager

Special Interests:

Several of the Practice's GPs have special interests in specific areas of medicine and research, which means that we are able to offer an additional range of services led by our Specialist GPs

PRACTICE AREA

The area covered by the practice is shown on the map. It includes Oakham and surrounding villages within approximately a six-mile radius. When registering, please check with the reception staff if your address is included in our practice boundary. Please also note that if you are an existing patient and move home you may be asked to register with another practice if you are no longer living within our boundary.



APPOINTMENTS:

Telephone: 01572 722 621

The practice operates an appointment system. Once registered with the practice, we prefer you to see your own doctor whenever possible however, if he or she is unavailable you will be offered an appointment with another doctor. If you have a problem you would like to discuss with a doctor of the same sex, we will arrange this for you. If you wish to see your doctor please telephone or call at the surgery after 0830, but please try to avoid making routine (ie non-urgent) appointments on Monday mornings which tend to be busier. Routine appointments to see your GP can normally be made up to 2 months in advance. You can also make appointments "on line" – please see below.

The practice offers a range of appointment times both mornings and afternoons/early evenings five days a week (except Bank Holidays). All patients will be able to consult a primary care professional within 24 hours and a GP within 48 hours as per Government targets. At Oakham

Medical Practice we aim for the Duty Doctor to see you within 5 hours for URGENT matters. Medical EMERGENCIES will be dealt with immediately.

We also provide limited facilities for patients to consult a GP on a Saturday, but this is only through pre-booked appointments. On Saturdays, we are unable to offer an "urgent" or walk in facility, nor are we able to deal with prescription requests or any of the services that we normally provide from Monday-Friday. Appointments for Saturdays can be booked in the normal way, through the reception staff.

ON LINE FACILITIES

www.oakhammedicalpractice.co.uk

The practice has its own website "www.oakhammedicalpractice.co.uk" which gives information in relation to the services available at the practice, and also has a facility whereby patients can make appointments to see their own doctors up to one month in advance, make applications for repeat prescriptions and change their personal details.

In order to utilise the interactive facilities of the website, patients must first register their intentions, in person **only**, at the Practice in order to obtain the appropriate passwords and Personal Identification Numbers. Please note that in order to protect patient confidentiality each family member will require their own unique identification code and password, although parents will have to register for any children under 16 years of age. Further details are available from Reception during normal opening hours.

MINOR ILLNESS CLINIC

Telephone: 01572 722 621

A fully trained Practice Nurse works every morning and afternoon to see MINOR ILLNESSES, as listed below. Appointments should be made on the above phone number during normal opening hours, or at the surgery itself. The Minor Illness Clinic is held at the OMP and Rutland Acute Treatment Centre located adjacent to the practice in the Rutland Memorial Hospital Building.

The Minor Illness Nurse is fully trained to deal with the following conditions:

| | |
|-------------------|----------------------------|
| Earache | Boils |
| Sore throat | Wound/skin infections |
| Sinusitis | In growing toenails |
| Cold & flu advice | Head lice |
| Coughs & Croup | Insect bites |
| Asthma | Mouth problems |
| Hay Fever | Diarrhoea & vomiting |
| Nose bleeds | Constipation |
| Sties | Urinary infection/cystitis |
| Sticky eyes | Worms |
| Rashes | Vaginal discharge |
| Eczema | Emergency contraception |
| Shingles | Genital herpes |
| Warts & verrucas | Back pain |
| Nappy rash | Cold sore |

HOME VISITS

If your illness or disability is such that you cannot physically attend the surgery, please contact reception before 1030 to request a home visit. You may be telephoned by a member of the nursing or clinical staff who will discuss your condition with you and offer any advice that may be necessary. Please also be advised that in some cases specialist equipment may be required in

order to deal with your condition/symptoms and a home visit may be inappropriate. The medical staff will discuss this with you fully before making a decision.

CLOSED PERIODS

| | |
|--|--|
| Out of Hours Service: | Tel: 0845 0450 411 |
| NHS Direct: | Tel: 0845 4647 |
| NHS Direct Website: | www.nhsdirect.nhs.uk |
| Rutland Memorial Hospital (Minor Injuries) | Tel: 01572 722 552 |

The Surgery is closed between 1830 and 0830 during weekdays, and does not open at weekends or on bank/public holidays, except for pre-booked Saturday morning appointments where only limited facilities are available. When we are closed an **Emergency Medical Service** is provided by the Primary Care Trust, who should be contacted on the above telephone number. This telephone number is also advised to callers telephoning the surgery during closed periods.

NHS Direct, the nurse led confidential help-line, is available 24 hours per day either on their website or by telephone, as detailed above.

There are also "Walk-In" Centres at both Loughborough and Peterborough, contact details for which are on the front page of this publication.

REPEAT PRESCRIPTIONS

The practice operates a computerised repeat prescription system. If you are taking regular medication your doctor will authorise a repeat prescription, listing the details of your treatment. To obtain your prescription please ensure you let the receptionist have your prescription sheet **48 hours** before you need your prescription (excluding weekends). Alternatively, you may wish to consider using the Practice's online Repeat Prescription service – see "On Line Facilities" above. If you are expecting to collect your medication directly from one of the local chemists then please allow 3 days (excluding weekends) for this to be processed.

Please note that, in line with our current PCT guidance, Oakham Medical Practice provides repeat prescriptions for 28 day supplies only, and you will need to re-order in good time to meet this limitation.

PHARMACY

There are three local pharmacies, all of which have a collection service. One of the pharmacies is adjacent to the practice but you are free to take your prescription to whichever you choose. Out of hours, there is an on-call rota for the pharmacists who will remain open until 1830 each weekday, 1730 on Saturdays and from 1200 – 1300 on Sundays. Details can be obtained from the pharmacies themselves, or in the local weekly newspapers.

PLEASE NOTE THAT ALTHOUGH A PHARMACY IS SITUATED ADJACENT TO OAKHAM MEDICAL PRACTICE, IT IS NOT A PART OF THIS ORGANISATION, NOR DO WE HAVE ANY CONTROL OVER THE WAY IT OPERATES OR CARRIES OUT ANY ASPECT OF ITS BUSINESS. SHOULD YOU HAVE ANY ISSUES WITH THE PHARMACY, THEY SHOULD BE ADDRESSED DIRECTLY WITH THE PHARMACY TEAM OR REFERRED TO THE PCT FOR ASSISTANCE/INTERVENTION.

PRACTICE NURSES

We have fully equipped treatment rooms run by a team of highly qualified and experienced practice nurses. If you wish to make an appointment please ring the surgery after 0900 and indicate to the receptionist what you are coming for, as some matters take much longer than others (such as routine Electro Cardio Graphs, cervical smear tests etc), and it is important that sufficient time is allocated to your appointment.

CLINICS

Immunisation: Routine immunisations for children are organised through the County Immunisation Department. An appointment card will be sent to you through the post and these clinics are usually held on a Wednesday afternoon. **Please be advised that the Practice facilities this service but are not the responsible operators – please read your appointment cards for further information.** Cancellations should however be made direct with the Practice.

If you have any questions about immunisations please speak to the receptionist or practice nurse.

Asthma: A practice nurse runs these and patients with asthma are invited to attend. The nurse will help supervise your asthma and advise you on your treatment technique. Appointments can be arranged at any time during normal surgery hours

Travel: A travel clinic is held weekly to give advice and to arrange the necessary immunisations for those people traveling abroad. Please allow plenty of time before traveling, as some courses of injections take up to 3 months to complete. You will need to complete a 'travel form' which is obtainable at the reception desk; this must be completed before making an appointment with the nurse.

Please note that travel vaccinations do not form a part of General Medical Services and will normally have to be paid for prior to any programme of immunisations beginning. The reception staff will advise at the time of making any bookings.

Diabetes & Coronary Heart Disease (CHD): A diabetic clinic is held every Tuesday, for those patients whose condition has stabilised and who are not required to attend the hospital outpatient clinic. This clinic is run by a GP and a Practice Nurse, and all CHD patients will be invited to arrange an appointment with a practice nurse. Diabetic patients and CHD patients will be referred by their doctors to this clinic for an annual screening check.

Cryotherapy/wart clinic: We hold regular wart clinics at the Practice where liquid nitrogen is used to 'freeze' suitable skin lesions. You will need to see your doctor in the first instance before being referred to this clinic. It should be noted that many warts and lesions are regarded as cosmetic and may not be eligible for removal through this clinic.

Cervical Smear Testing: Smear tests are conducted by our Practice Nurses, and the Cytology Department in Leicester will send you a reminder when you are next due – normally 3 yearly for women aged 25-45, and 5 yearly for those over 45, unless advised differently by your GP. When making an appointment, please specify that it is for a smear test.

Family Planning Clinic: Family planning advice is available with the practice nurses, but you are also free to seek family planning advice by seeing your own doctor in normal surgery time.

COMPLEMENTARY THERAPY

We have a range of non-NHS complementary therapists working from a private consulting room within the practice; these are listed below. Telephone numbers are in each waiting room or can be obtained from the reception desk. The following therapists can be contacted directly:

| | |
|------------------------------------|--------------------|
| Mr Mitchell Lovett, Osteopath | Tel. 01664 454 046 |
| Mrs Gail Hope, Chiropodist | Tel. 01572 821 205 |
| Mr Richard Farrer, Acupuncturist | Tel. 0116 2896 810 |
| Mrs Shusha Walmsley, Homoeopathist | Tel. 01536 516 220 |
| Healthy Hearing | Tel. 01780 759 133 |

Please note that all of the above are private practitioners who are not employed by Oakham Medical Practice, nor are their individual services endorsed by the Practice. All bookings and appointments must be made direct with them and not through the Practice Reception staff.

CHILD HEALTH SURVEILLANCE

The doctors in the practice are qualified to check and assess the development of pre-school children at regular recommended intervals. These examinations are shared with the Health Visitors who are also in attendance on Wednesday afternoons during the Immunisation Clinic. In order that all children under five receive this service you will be asked to sign a form on registration.

INSURANCE AND OTHER MEDICAL EXAMINATIONS

These are carried out by the doctors outside normal appointment times. Please tell the receptionist exactly what you need so that the correct time is allowed. It may be possible to have an extended normal appointment for some medicals such as for commercial drivers, but you must ask the receptionist so that the necessary time is allocated. If you book into a routine appointment for a medical, without letting us know, you will not be seen and we will ask you to rearrange the appointment for a suitable time. There are some medicals that your own doctor is not allowed to carry out, but you will be informed, if this is the case. Medical papers must be made available before each appointment.

NON-NHS WORK

Work not covered by the NHS (e.g. private certificates, private insurance forms, holiday cancellation forms and some travel vaccinations) are charged in accordance with recommended guidelines. These charges are displayed in the waiting rooms at the surgery, or details can be obtained from the Reception staff.

ATTACHED STAFF

Health Visitors: Health visitors are contactable at the Rutland Memorial Hospital and are available for advice. You can telephone for an appointment on their direct telephone line on 01572 772047.

Community Nurses: These nurses carry out home visits to people unable to attend the surgery or hospital and work in association with your doctor. Your doctor may refer you to the community nurse for home nursing care. If you should need to contact the District Nurse office please ring Rutland Memorial Hospital and ask for the Community Nurses Office on 01572 722552

Macmillan Nurses: A Macmillan nurse works in the Oakham area and has special skills in looking after patients with life-threatening conditions such as cancer, at any time during their illness. Contact details are available from reception.

Community Psychiatric Nurses: These nurses work as part of the Community Mental Health Team. There are special community psychiatric nurses for the elderly and your doctor will arrange referral if appropriate. Contact details are available from Reception.

MINOR SURGERY

Your doctor may refer you to our own Minor Surgery Clinic for the removal of lesions and other skin disorders. These clinics are normally held on alternate Wednesday mornings.

NEW PATIENT MEDICALS

We advise all new patients to make an appointment with our practice nurse team for a mini-medical at the time of registration. You may be referred to a specific clinic or doctor, as appropriate. The practice has a particular emphasis on preventative health care, and the new patient medical will help us to understand your current medical situation and to make any necessary plans for your future treatment if appropriate.

ANTE-NATAL AND POST-NATAL CARE

All the doctors in the practice, along with the midwives, undertake antenatal care. Your own doctor will look after you before and after your delivery. Patients may choose to have their babies at St. Mary's Hospital in Melton Mowbray or one of the Leicester Hospitals. Some patients may be recommended for delivery in a consultants unit, usually Leicester. Your doctor and midwife will help you decide on the best place for your delivery.

DENTAL TREATMENT

No dental treatment is available at Oakham Medical Practice. Emergency dental treatment is available for those without an NHS dentist both in and out of hours by contacting NHS Direct (see Page 2) who will advise on the most appropriate course of action.

ACCESS TO MEDICAL RECORDS

Since the introduction of the Data Protection Act, patients have the right to apply for access to their health records, provided that a written application is made and the appropriate fee has been paid. However, the practice also has a duty to maintain the confidentiality of patient information. The patient's GP will decide if it is in the patient's interest before releasing any information.

If you wish to have access to your records you must apply in writing to the Practice Manager. You will be allowed to view your records in the presence of your doctor or The Practice Manager. If you request copies of records (as opposed to simply viewing them) there will be a fee. Please ask for further details at the reception desk.

COMPLAINTS PROCEDURE

We aim to provide a high standard of patient care at all times. However we appreciate that sometimes things can go wrong or misunderstandings happen. If you are unhappy with any aspect of our service please contact the Practice Manager in writing, or by contacting her at the surgery. All complaints will be acknowledged and dealt with in an appropriate manner. If you are not satisfied with the response from the Practice, you may also write direct to The Chief Executive, NHS Leicestershire County and Rutland, Lakeside House, 4 Smith Way, Grove Park, Leicester LE19 1SS.

The Practice Manager will investigate each complaint, as appropriate, and respond as promptly as possible. The practice adheres to the NHS Complaints regulations and carries out an annual review of all patient complaints and suggestions. Clinical issues will be discussed with the Senior Partner and clinician involved

TRAINING

We are approved by Leicester University Deanery as a training practice for doctors who wish to specialise in General Practice. This means that we regularly have additional doctors, called Registrars, working with us at certain times of the year.

As a consequence, occasionally, your permission may be asked for two doctors to be present at your consultation or for your consultation to be recorded on video. These recorded consultations are used in strict confidence for training purposes **only** and are erased after use. You are under no obligation to give your permission and your decision will not affect your treatment.

VIOLENT, DRUNKEN, ABUSIVE OR THREATENING BEHAVIOUR

Oakham Medical Practice will not tolerate acts of violence, drunkenness, abuse or threatening behaviour on its premises, whether directed at the staff or not. In all instances, we will seek the intervention of the police and subsequent court action if appropriate. We adopt a “Zero Tolerance” policy in relation to acts of this nature and reserve the right to refuse further treatment of any individual for whom the above action becomes necessary, whether subsequently convicted in a court of law or not.

PRACTICE CHARTER:

Oakham Medical Practice is committed to the provision of the highest standards of medical care and consideration to its patients at all times. We undertake:

- To provide clean, comfortable, safe and accessible premises for all of our patients regardless of any mobility, disabled, or special needs requirements.
- To treat all patients with confidentiality, courtesy, respect and dignity at all times;
- To have respect for the religious and cultural beliefs of patients, as well as for their ethnic origins and sexual orientation
- To keep you informed of services we offer and provide appropriate information, which may affect your health treatment.
- To refer you to an appropriate specialist, acceptable to you, if your doctor thinks it is necessary.

- To ensure that you have the right to be registered with a General Practitioner of your choice (subject to their list being open), and a right to change to a different doctor if you choose.
- To ensure that our medical/clinical team will aim to begin their surgeries and clinics on time. Any delay will be due to a medical emergency. Where there is a delay we will endeavor to give an explanation and offer an alternative appointment if this is preferable to you.
- To guarantee to give you an appointment with a GP within 2 working days
- To ensure that routine appointments with GPs are available as far as possible in advance, normally up to 2 months for appointments made at the surgery and up to 1 month for those made on line.
- To offer you an urgent appointment with a GP as soon as possible that day if you feel that your condition warrants it.
- To provide a Home Visit service, but only to those who are unable to get to the surgery either through illness or disability
- To have authorised repeat prescriptions ready for collection within 2 working days.

We welcome all comments and suggestions from all members of the community in relation to ways in which we can improve or enhance the patient experience for the wider population. Suggestions should be passed to the reception staff for appropriate action to be considered.

PATIENT PARTICIPATION GROUP

The Practice welcomes input from a local Patient Participation Group. This has been formed to ensure that our plans for the future, services and facilities are discussed and considered by our patients and they are able to provide advice and feedback to us. This is a forum for those that wish to play a part in the development of local services, and welcomes new members at any time. The current Chair of the Group can be contacted through the Practice for further information.

HOW YOU CAN HELP US!

- Please reserve urgent appointments for medical emergencies that cannot wait until the next day.
- Please telephone for essential home visits before 1030 so that the doctors can plan visits effectively. Only ask for a home visit if you are unable to get to the surgery because of illness or disability.
- If you cannot keep your appointment, please **cancel in advance** to allow others to be seen.
- Individual appointments are for one patient only. If more than one person in the family or your household needs to be seen please ensure that the receptionist is told at the time of making the initial booking so that an appropriate appointment is made. Each appointment time is approximately ten minutes.
- If you feel that you may need a longer appointment, please tell the receptionist so that a suitable time can be arranged with your doctor.
- If you have a repeat prescription, please think ahead and remember to order your medication in good time. If the prescription is to be returned by post please allow a little longer and use a first class stamp – alternatively use our on line service at www.oakhammedicalpractice.co.uk
- If you change your address, name or telephone number please notify the reception staff as soon as possible.
- If you have to telephone the surgery for results please ring AFTER 1400
- Please show the same courtesy expected from us, to us.

PATIENT ADVICE AND LIAISON SERVICES (PALS)

The Primary Care Trust is committed to ensuring that patients, through organisations such as PALS, are able to maintain an interest in their Health Service and their own Health Care. The local PALS, which is a national organisation, aims to:

- provide advice and support to patients, their families and carers
- Provide information on NHS services
- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf.

Your local PALS advisor is available on 0116 2951457.

OTHER FORMATS

This Patient Booklet is available in different formats and can be provided on floppy or compact disk. It can also be downloaded directly from the Practice's website:

www.oakhammedicalpractice.co.uk

Please ask at reception.

USEFUL TELEPHONE NUMBERS

| | |
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| APPOINTMENTS | 01572 722 621 |
| ROUTINE ENQUIRIES/EMERGENCIES | 01572 722 621 |
| OUT OF HOURS | 0845 0450 411 |
| NHS DIRECT | 0845 4647 |
| PATIENT ADVICE/LIAISON SERVICES | 0116 2951 457 |
| LEICESTERSHIRE AND RUTLAND PCT | 0116 2957 500 |

| | |
|------------------------------------|---------------|
| Rutland Memorial Hospital | 01572 722 552 |
| Health Visitors | 01572 772 047 |
| Community Nurses | 01572 772 042 |
| Midwives (St. Mary's) | 01664 411 411 |
| Day Lewis (High Street) | 01572 722 083 |
| Boots Alliance (Cold Overton Road) | 01572 770 101 |
| Boots the Chemist (Oakham) | 01572 722 024 |

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|----------------------------|---------------|
| Leicester Royal Infirmary | 0116 2541 414 |
| Leicester General Hospital | 0116 2490 490 |
| Melton Mowbray Hospital | 0166 4854 800 |
| Glenfield Hospital | 0116 2871 471 |
| Peterborough Hospital | 01733 874 000 |
| Grantham Hospital | 01476 565 232 |
| Stamford Hospital | 01780 764 151 |
| Kettering Hospital | 01536 492 000 |

| | |
|-------------------------------|---------------|
| BUPA Hospital (Leicester) | 0116 2720 919 |
| Nuffield Hospital (Leicester) | 0116 2769 502 |

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|------------------------|---------------|
| Rutland County Council | 01572 722 577 |
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|--------------------------------|---------------|
| Dorman Undertakers (Uppingham) | 01572 823 976 |
| Fords Undertaker (Oakham) | 01572 722 654 |

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|------------------------|---------------|
| Voluntary Cars Rutland | 01572 724 705 |
|------------------------|---------------|