

Welcome to Musters Medical Practice

We would like to welcome you to our practice. This booklet has been produced to inform you of the services that we offer and how to best use them. We hope you find this booklet both helpful and informative. Find out more at www.mustersmedicalpractice.co.uk

Our practice is an old established general practice and moved from Musters Road to our purpose-built facility in 2014. We aim to provide the highest standard of personal care for the families and individuals registered with us.

Contact Details

Telephone 0115 981 4124

Website www.mustersmedicalpractice.co.uk

Address 50-60 Wilford Lane, West Bridgford,
Nottingham NG2 7SD

Email nnicn-nn.c84090@nhs.net



Musters Medical Practice



@mustersmedical



[musters.medical.practice.mmp](https://www.instagram.com/musters.medical.practice.mmp)

Opening Hours

The surgery is open at the following times

Monday to Friday

8.00am to 6.30pm

Extended Hours

As a Rushcliffe patient you can access local GP appointments outside normal surgery hours at evenings and weekends (not necessarily with a Musters GP).

You can book through the practice reception during opening hours for appointments between 6.30pm and 8pm in the evening on any weekday and between 8.30am and 12.30pm at weekends. If you request one of these appointments, which are outside of our working hours, you will be offered an appointment with a local Rushcliffe GP, Nurse or Healthcare Assistant at one of four locations across the borough. The location will depend on the day of your appointment.

The additional evening and weekend appointments are available at:

- Castle Healthcare Practice in our building on Wilford Lane
- East Bridgford Medical Centre
- Gamston Medical Centre
- Keyworth Medical Practice

Please note that all extended hours appointments are by appointment and prebookable only by contacting reception. There is no walk in service offered. If you require urgent assistance before 8am or after 6.30pm, please call 111

When We Are Closed

If you or your family need urgent medical care when the surgery is closed, please phone 111 to access out of hours care services. Alternatively, you may phone the usual daytime telephone number **0115 9814124** and your call will be re-directed to the out-of-hours service. Your needs will be assessed, and you will either be given advice, or arrangements will be made for you to be seen by a health care professional.

You may visit the **NHS Urgent Care Centre** on London Road (next to the BBC) This is a nurse-led drop-in service offering health advice, information and treatment of minor ailments by experienced nurses and advisors. It is open 365 days a year from 7am to 9pm. X-Ray facilities are available

Your local pharmacy can also offer you advice and treatment for a range of minor ailments. Under the Pharmacy First scheme, if you are exempt from prescription charges you will be able to get the same medications the GP would prescribe free of charge for head-lice, sore throat, earache, teething pain and pain relief for toothache, and includes paracetamol for children. To access the service, go to your local Pharmacy First pharmacist (look out for posters, leaflets and window stickers)

Registering with the Practice

Please come to the practice and our receptionists will be pleased to help you. If you have a medical card please bring it with you. We will ask you to complete a registration form.

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Regardless of your nominated registered GP you are welcome to consult any of the doctors within the practice. Patients requiring more information or wishing to meet the doctor before deciding to join the practice are welcome to make an appointment with one of the doctors first.

Appointments

All our GP appointments are for ten minutes.

You may book an appointment by phone, in person or via the NHS App.

Patients with an urgent medical problem will be given an appointment with the oncall doctor for that session. These appointments should only be used for problems that will not wait and only for that problem.

PLEASE NOTE THAT SEVERAL OF OUR GPS WORK PART-TIME SO MAY NOT BE AVAILABLE WHEN YOU WISH TO COME. PLEASE HELP OUR STAFF TO HELP YOU BY SEEING ANOTHER DOCTOR IF THAT IS THE CASE.

IF YOU UNABLE TO ATTEND FOR AN APPOINTMENT, PLEASE REMEMBER TO LET US KNOW SO THAT WE CAN MAKE IT AVAILABLE TO SOMEBODY ELSE.

Appointments may be booked with the practice nurses for chronic disease checks (heart disease, diabetes, asthma, COPD and stroke patients), immunisations, travel injections, routine smear tests, wound dressing and stitch removal, dietary advice and new patient checks.

Our Healthcare Assistants are responsible for blood tests (phlebotomy) routine monitoring of blood pressure and some diabetes reviews.

Sick Children

Sick children will always be seen as soon as possible if brought to the surgery. (This may well be quicker than requesting a home visit). If you are in any doubt about your child, please phone the surgery first and a doctor will advise.

Home Visits

Please phone 981 4124 before 10.00am if at all possible. This will help the doctors to plan their rounds and avoid unnecessary delays. Visits are for those housebound or too ill to go out. Please attend the surgery in person if at all possible.

Repeat Prescriptions

Repeat prescriptions are available for patients on long term medication after consultation with the doctor. Repeat prescriptions may be requested online, NHS app, email or by handing in the tear-off portion of the previous repeat prescription, indicating which medicines need repeating. Further details about registering for online access can be obtained from reception.

Please note that we do not accept telephone requests for repeat prescriptions.

Please allow 48 hours before collecting your repeat prescription. To ensure a high standard of care you will be asked periodically to make an appointment with your doctor or practice pharmacist to discuss your medication.

Medical Students

All the Partners are Medical Student Tutors and have regular contact with Nottingham Medical School students who are attached to our practice. The purpose of this attachment is not to train the students for general practice but to provide a contribution to the general clinical education leading to a medical degree. The medical students may observe consultations but do not consult.

Surgery Staff

The staff help to keep the practice organised and running smoothly as well as answering the telephones, operating the computer and performing clerical duties. You may talk to and seek advice from any of our staff in the strictest confidence and they will advise you

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about whom to see should you need help. They are trained and qualified in their job and are a very important part of the health care team.

The GPs

Dr Laura Turnbull (F)	Dr Hayleigh Peachey (F)	Dr Maneeka Ubhi (F)
Dr Kirsty Moseley (F)	Dr Vindhya Kamdar (F)	Dr Benjamin Gray (M)
Dr Caroline Norris (F)	Dr Roshni Said (F)	

The Nursing Team

Shelley Herbert	Nurse Manager
Emma Bowyer	Practice Nurse
Donna Clark	Practice Nurse
Bisma Noor	Practice Nurse
Sheryll Wagstaff	Nurse Associate
Dominique Samuels-Tucker	Healthcare Assistant
Lorna Taylor	Phlebotomist

The practice nurses are available for consultation by appointment each day. The practice nurse can help you with minor injuries, dressings, injections, removal of sutures, ear syringing, blood tests, blood pressure, urine testing, overseas immunisations and ongoing common medical condition management reviews.

In addition, the practice nurses run our childhood vaccination and cervical smear recall systems, carry out well woman and well man examinations, family planning check-ups and several other health promotion clinics.

Patient Participation Group

We have a 'Patients Participation Group' consisting of a small number of patients who meet quarterly to review patient feedback, propose practice development ideas and input patients' views into the practice's plans and quarterly development review meetings.

Please send your comments on the practice and the service you have received to the PPG via the website or Practice Manager. If you are interested in joining, please ask at reception or enquire through the practice website. We particularly welcome interest from young people (16-25s) and parents with young families. A Facebook page and online meeting means you can participate even if you cannot attend meetings.

Home Nursing

Home nursing is provided by our district nurses, where appropriate, for patients who are unable to leave their home. The hospital (if you have recently been discharged), the practice nurse or the doctor will arrange this for you.

Community Midwife

The community midwife cares for expectant mothers and attends at home for the first few days after the baby is born. This service is for mothers who are booked with the doctor for maternity services.

Chaperones

In some circumstances it may be that you or the doctor may prefer to have a chaperone in the room during examinations. There is no question of the doctor being offended if you wish to have a chaperone in the room. You may either bring a friend or relative, or a member of staff will be happy to provide this service for you. Please ask for a chaperone at Reception when you check in or the clinician in your consultation.

Childhood Vaccinations

Vaccinating your child against infectious illness is one of the single most important things you can do to protect their health. Vaccination is recommended for ALL children unless there is a medical contra-indication. The present recommended childhood vaccination schedule is:

Disabled Patients

A ramp providing wheelchair access is available. There is also a patient lift which is located in the lower ground carpark accessed beyond the barrier, under the building.

Family Planning

The doctors provide full family planning services including the fitting of coils, caps, implants and provision of emergency contraception tablets. This service is available during routine surgery hours.

Minor Surgery Service

The doctors provide minor surgery within the practice. This means that you may not have to travel to hospital for small operations. Please enquire at reception.

Private Fees

Certain services provided by the practice are not funded by the NHS e.g. completion of medical insurance claim forms, private medicals etc. A fee is charged for these services. A list of current fees is available at reception.

Practice Catchment Area

The doctors normally only accept patients onto their lists who live within the practice area. Please use the catchment check on the website or ask reception for details.

Temporary Residents

You are able to see a doctor anywhere in Britain if you are away from home and in need of medical attention. You can do this simply by asking to see the nearest doctor as a temporary resident. We will be happy to see any friends or relatives staying with you should they need a doctor.

Change of Address or Contact Details

If you move house, change your telephone number (including mobile) or email, please inform the reception staff of the change as soon as possible. Please note that for those signed up to the text messaging service an up to date mobile number and email is essential.

Confidentiality

Musters Medical Practice operates a confidentiality code of practice. This is applicable to all staff employed by the practice and to all other attached staff who have access to confidential information regarding our patients.

Patients should be aware that if they request referral to other medical professionals not based at our practice e.g. consultants, physiotherapists etc it may be necessary for your GP to divulge medical or personal information relevant to your referral. If a patient is not happy about this they need to discuss this with their own GP.

Due to the Practice being receiving medical students, patient data may at times need to be inspected by external professional agencies, however, confidentiality is maintained at all times.

Also, some diseases are notifiable to the Health Protection Agency. In these cases, the doctors have a duty to supply certain details in the interest of health surveillance.

Due to confidentiality, referral letters, completed forms etc to be collected by hand or email, will only be given directly to the patient concerned, unless authorisation is given in writing by the patient for the document to be collected by a named third party.

You are entitled to access your medical records under the Data Protection Act (1988). You can make view your medical records by contacting the Practice directly or registering for online access. Access can be refused under certain circumstances. There is no fee for this service. Please see the practice GDPR information leaflet on the website or ask at reception.

We also record telephone calls made to the Practice for training and monitoring purposes. These are kept securely and deleted after three months.

Making It All Work

The staff and doctors at Musters Medical Practice are committed to giving you the best possible care and attention at all times. In return we expect you to be courteous and show consideration to us and other patients. Please ensure that appointments are cancelled in good time if you are unable to attend either online, by phone or text.

If you have any comments, suggestions or complaints to make about any aspect of our service, please speak to the receptionist or ask to speak to the practice manager. We will note your comment, investigate it and respond to you within 14 days. A copy of our full complaint's procedure is available on request and on the website.

Carers

Please tell us if you are a carer or someone cares for you so that we can offer the help and support you may need. Please ask for a form at Reception or complete the online form on our website. This includes “young carers”.

Violent Or Abusive Patients

If any patient is violent or abusive to any clinician or other member of staff, they may be removed from the Practice’s list with immediate effect.

Suggestions & Complaints

If you have a complaint, or a suggestion about improvements we could make to our service we will be pleased to discuss them with you. Initially please ring or write to our Practice Manager at the address on the front of this booklet.

The in-house complaints procedure is meant to provide people with help and explanations of events and resolve issues. We will acknowledge your communication as soon as possible after receiving a communication with you, and endeavour to explain and/or discuss your issues. Please ask reception or visit the website for the complaints information.

Partners Health

We are proud to be part of Partners Health. It is a part of the NHS that delivers local health services as part of the Rushcliffe Primary Care Network. It brings together all GP’s and staff across Rushcliffe’s 12 practices, working closely with a wide range of community health and care professionals and patients to ensure local health services are designed around local people.

Preventive Medicine & Health Promotion

We offer health promotion during routine appointments. We offer conventional advice: Don't smoke, moderate consumption of food, fat, alcohol and caffeine. We offer advice about diet, exercise, immunisation, breast examination, and cervical cytology.

Research

We actively support clinical research studies within primary care. We are part of the NIHR Clinical Research Network (CRN).

We support a wide range of research studies are supported which look at:

- Promoting a healthier lifestyle
- Disease diagnosis and prevention
- Management of long-term illnesses such as diabetes or hypertension
- Prevention of future ill-health
- Treating common conditions such as tonsillitis or influenza