



**Dr T Atiomo (Female)**

GMC Number: 4537973



# The Alice Medical Centre

1 Carnwood Road

Bestwood Estate

NG5 5HW

**Tel: 0115 9857944**

**Fax: 0115 9691123**

**Website: [www.The Alice Medicalcentre.co.uk](http://www.TheAliceMedicalcentre.co.uk)**

You can also access Health Service from:

**Urgent care Centre**

**London Road, Nottingham (next to the BBC T.V studios)**

**0115 8838500**

**By calling 111 who will advise you and give you appropriate care.**

**If you require any further information regarding details of primary medical services within your area, then please feel free to contact our local Nottingham City CCG on:**

**NHS England**

**Ransom Wood Business Park**

**Southwell Road West**

**Rainworth**

**Nottingham**

**NG21 0HJ**

**Tel: 0300 300 1234**

## Welcome to Our Surgery

We are happy that you are one of our patients and we would like you to know about us and the services we can offer you. Dr Atiomo is a female GP and joined the practice in October 2008.

We have **one** practice Nurse's and a Health Care Assistant, a Health Visitor, a team of well-trained receptionists and a practice manager to welcome you.

As a relatively small practice, we are able to know our patients individually and to offer the most appropriate care to each one.

We hope this leaflet contains most of the basic information you want to know about the practice. The initial part is general description of the services that we offer to you as patients. This is followed by an introduction to the Doctor, staff, clinical details and surgery times.

### Our Team

Doctor : Dr T Atiomo - Female MBBS M R C O G DFFP M R C G P

Doctor: Dr S Onuoha- Female (Tuesday mornings only) and regular locum cover when Dr Atiomo is away.

**ANP (Advanced Nurse practitioner) Denis Nath Works every Wednesday**

### **Practice Nurse**

**We have 1 Practice Nurse. We do not hold specific clinics; one of our Practice Nurse's holds a General Nursing qualification and has completed extra training:**

Health Promotion clinics in asthma, diabetes, chronic heart disease, weight, blood pressure and well person checks.  
Cervical cancer smears  
Childhood immunisations  
Immunisations / travel advice  
Blood tests  
Removal of stitches  
Dressings  
Ear syringing  
Contraception  
Over 75 check  
HPV injections  
Triage Advise  
**C-Card Scheme (starting September 2023)**  
ECG's  
Implanon fittings/Coil Fittings  
Well Person Check  
New Patient Check  
Elderly Person Screening  
Travel Immunisation  
Minor Surgery /Cryocautry  
Minor Illness

## Treatment Room Services

### Health Care Assistant

We also employ a Health Care Assistant who is available for venepuncture (blood taking) New Patient Checks, Blood pressure monitoring, NHS Health checks, weight management, New Leaf advise, C Card registration, Suture removal, Wound care, Blood pressure, weight checks, height., Flu and Pneumonia vaccinations, B12 injections.

### Surgery Times

The reception is open: 8.00 am – 6.30 pm for booking appointments, and general enquiries.

**These are the times during which you will be able to see a Doctor:**

<b>Monday:</b>	8:30 – 12.00	<b>&amp;</b>	15:30 - 18:30
<b>Tuesday:</b>	8.30 – 12.00	<b>&amp;</b>	15:30 – 18:30
<b>Wednesday:</b>	8.30 – 12.00	<b>&amp;</b>	15:30 – 18:30
<b>Thursday:</b>	8.00 – 12.30	<b>&amp;</b>	14:00 – 16.00
<b>Friday:</b>	8:30 – 12.00	<b>&amp;</b>	15:30 – 18:30

**Extended Hours 7.00-8.00am Thursdays where you can see a GP or a practice Nurse Appointment only.**

*You may opt to choose to see a preferred GP for your consultations; however, it is not guaranteed that you will always be able to see this doctor depending on the availability of appointments.*

**The Practice Nurse is in surgery at the below times**

**Wednesday 8.30-5.30**

**Thursday 8.00-2.30**

**Friday 8.30-6.30pm**

### Health Care Assistant:

Monday 8.30 – 14.00

Tuesday 11.00 -13.00 + 15.00 – 18.00

Wednesday 8.30 – 12.00 + 13:00 -14.00

Thursday 8.30 – 12.00

**Practice Manager:** Advanced Diploma in Management in General Practice.

**Receptionists** We have 6 Receptionists / Admin personnel

They are here to help you with appointments and general enquiries and to make sure you get the best quality care possible.

**Health Visitor : R.G.N, R.H.V.**

Available for health advice for the whole family, mainly involving 0 – 5 year olds.  
Baby Clinics held at Southglade Centre To book please call 0115 9857944

**Medical Students / Teaching Practice for Nottingham University**

We often have a range of medical students to whom we teach from the 1<sup>st</sup> year to final year students. We will always advise you when a student is in with a clinician, if you prefer for the student not to be present during your consultation that is fine please let reception know at the time of booking in.

**F2 Doctors**

We also have F2 Doctors training in the practice.

**Home Visits**

If you are unable to attend the surgery, please telephone before 10.00am with full details. If you are not sure whether you will need a visit, please telephone early to discuss this with the Doctor.

**Telephone System**

Not all medical problems need an appointment. We are able to discuss some of your problems on the phone. As we have a Doctor & Nurse triage system in place and mobile call back if requested. The best times to ring in these circumstances are between 11.00-11.30am or between 3.00-3.30pm. Please ask the receptionist to help you if she can. She may ask you to call back.

**How to make an appointment**

Please telephone or come to the practice. You can also book an appointment online via our website, (please ask our receptionist to register you for this online service) normally we can offer an appointment within 24 – 48 hours during the working week. Emergencies will receive immediate attention, but less urgent requests may be fitted in at the end of surgery. **All children 16 years and your will be seen the same day where ever possible for any urgent medical problems**

*Please note that all surgery sessions are by appointment. We will always see urgent cases the same day.*

**Emergency Out Of Hours**

If you require an urgent visit out of hours and are unable to wait until the surgery next opens, please ring the usual surgery number : **0115 9857944** . You will receive a recorded message on how to contact the emergency doctor.

*Please try to restrict the use of this service for emergencies only, thank you.*

**Standards and Performance**

The national standards for mammography, cervical smears and childhood immunisations are, 77%, 80% and 90% respectively. We meet these standards and with your co-operation we shall improve upon these figures even more.

**New Patients**

We are registering new patients this can be either by presenting to the surgery to fill out the necessary forms and copies of any ID required or you can fill in our on line application form and Health questionnaire where it will be sent to our surgery for processing. We will then contact you to advise you of your completed registration and any other questions we will have. Once you are registered at our practice if you would like to make an appointment for a New Patient / Health check we are more than happy to make you one with our fully trained Health Care Assistant.

**Established Patients**

Patients over 75 years of age will be offered a yearly check up at the practice. If they are unable to attend the surgery we can make arrangements for them to have this in their own home.

**Repeat Prescriptions**

Patients on repeat prescriptions can order their medication on the printout that accompanies the prescriptions. This must be delivered to the surgery by hand or by post. We aim to have the prescription ready for collection 48 hours later. We do take prescriptions over the phone press option 2, between the hours of 9.30am -3.30pm Monday to Friday and Thursday 9.30-12.30pm.

Also patients are requested not to wait until the last moment to order their prescriptions. We also offer the service of ordering your prescriptions on line please ask one of our receptionists to sign up for this service and you will be given your own ID and password.

We also provide Electronic prescribing here at the surgery which can save you time and a phone call, all you have to do is sign up with a nominated pharmacy of your choice and then they can order the prescription for you and they will be sent electronically to your nominated pharmacy, for collection 48 hours later.

**Test Results**

Most test results are available within one week of having the test done. If you wish to discuss the details of any results, please make an appointment to see the doctor or nurse. You can ring for the results line between 10.30am -3.30pm week days, option 3

**Disabled Patients**

We have an open wheelchair access to the waiting room, consulting rooms and WC. We also have a wheelchair available at the surgery for patients to use with help getting around the surgery and out to the Car park. This is inspected and maintained on a weekly basis and logged.

**WebSite**

We now have our own website up and running where you can book and request an appointment via the website, order your prescriptions leave feedback regarding our service. Please register with the receptionist for your ID and password.

[www.the Alice medicalcentre.co.uk](http://www.the Alice medicalcentre.co.uk) the website is updated regularly with latest news and information.

## **Suggestions**

We welcome ideas for improving our services. We should be grateful if you would put your suggestions in the box provided in the reception area. We undertake regular surveys to obtain patients' views and consider how best to implement the results. We treat all our patients as individuals, respect different cultures and welcome ethnic groups.

## **Complaints Procedure**

### **Patient Complaints Procedure**

If you have a complaint or concern about the service that you have received from the Doctors or any of the staff working in the practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS System for dealing with complaints. Our system meets national criteria.

### **How to Complain**

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible-ideally, within a matter of days or at most a few weeks- because this will enable us to establish what happened more easily.

Complaints can be made orally or in writing to the Practice Manager Helen Goodwin or to Dr T Atiomo. (Leaflet in reception please ask one of our receptionists)

### **Zero Tolerance**

This medical practice supports the Governments NHS zero tolerance zone campaign. Violence and abuse is a growing concern. The GP's and staff have the right to care for others without fear of being attacked or abused. Violent patients will be reported to the police and taken off our list. We ask that you treat your GP and practice staff properly – without violence or abuse.

### **Confidentiality**

Health care professionals and practice staff have access to patient information. Information from your medical records/computer records for insurance reports etc will not be disclosed without getting your signed consent. If you require access to your records please ask to speak to the Practice Manager, who will be more than happy to assist you.

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Thank You