



Primary Integrated
Community Services Ltd

**WELCOME YOU TO
BALDERTON PRACTICE**

Balderton Primary Care Centre
Lowfield Lane, Balderton,
Newark, NG24 3HJ

TELEPHONE: (01636) 705826

www.picsbalderton.co.uk



Reviewed: September 2019

Opening Hours

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm

Extended Hours

Extra appointments with the Nursing Assistant and Practice Nurse available on:

Tuesday	6.30pm -8:00pm
Friday	7:00am - 8:00am

Out Of Hours Medical Care

From 6.30pm - 8.00 am Monday to Friday or at any time on Saturday, Sunday or Bank Holidays emergency medical services can be accessed by telephoning our surgery number 01636 705826. All calls will be automatically diverted to the Out of Hours Service

Confidentiality

We provide a confidential service to all our patients including under 16's. The only reason we might have to consider passing information on without your permission is to protect you or someone else from serious harm. We would always try to discuss this with you first.

Confidentiality is a condition of employment and in our staff contract.

Useful Contacts:

Patient Experience Team

Newark Hospital
Boundary Road
Newark
NG24 4DE
Call on : 01636 685692

E-mail: PET@shf-tr.nhs.uk

NHS Complaints Advocacy

Independent Advisory Service
Visit Online: www.pohwer.net
Call on 0300 020 0093 (charged at local rate)

Newark & Sherwood Clinical Commissioning Group

Balderton Primary Care Centre
Lowfield Lane
Balderton
Newark, Notts
NG24 3HJ

Regional NHS England

Birch House
Ransom Wood Business Park
Southwell Road West
Rainworth
Mansfield, Notts
NG21 0HJ

Complaints Procedure

PICS Ltd (Primary Integrated Community Services) promote and encourage patients to report concerns about services provided by the practice. Complaints and concerns help us identify possible areas for improvement.

Communication with complainants will be open and fair. All complainants will be treated courteously and sympathetically and receive a timely response to their complaint. We do not discriminate against patients (or relatives of patients) who make complaints.

Complaints should be sent in writing to:

Kelly Julian
Assistant Practice Manager
Balderton Primary Care Centre
Lowfield Lane, Balderton, Newark
NG24 3HJ

Suggestion Box

We are happy to receive your suggestions for improvements in the services we provide for our patients. There is a suggestion box on the wall immediately to the right of the reception desk in the waiting room. Suggestion slips are also available.

All suggestions are completely anonymous.

All suggestions will be considered and, where appropriate, acted upon

Meet the Team

Practice Manager

Mrs. Frances Chater

Assistant Practice Manager

Kelly Julian

Clinical Team

Dr Miranda Jones Lead GP

We have Locum GP's covering the surgery at present until we recruit in the very near future

Clinically supported by:

Rachel Harris	Practice Nurse
Jo Churchill	Practice Nurse
Lisa Scott	Nursing Assistant
Samantha Strudwick	HCA

along with a small supportive and helpful team of Receptionist/Administrators:

Christine Clark	Medical Secretary
Teresa Wright	Receptionist/Registrations
Jacqueline Wilkes	Receptionist/Administrator
Karen Kettleborough	Receptionist
Karen Gilbert	Senior Receptionist
Linda	Receptionist
April Ironmonger	Reception/Administrator
Elizabeth Irwin	Reception/Administrator

All doctors and staff at Balderton Practice are committed to providing the best possible care for our patients

Appointments

In order to meet our patient's needs, it is possible to book appointments up to four weeks in advance. These appointments can be booked either by contacting the surgery directly or on-line at www.picsbalderton.co.uk

Urgent Sessions

We have an On Call Duty Doctor each day and offer urgent telephone consultations. If these have already been booked by other patients and your Doctor is unable to see you and you feel that you cannot wait to call the next day, there are two Walk in Centres at Monks Road, Lincoln LN2 5HN & Upper Parliament Street, Nottingham. NG1 6LD.

Home Visits

Home visits are only available for those patients who are seriously ill or housebound. Please telephone before 11am if you need a home visit. .

Obtaining Test Results

We do not notify patients of normal test results or results where no further action is needed. If your test result shows that further action is required we will contact you to arrange a mutually convenient appointment with your doctor to discuss the result and/or treatment.

Minor Injuries

Balderton Practice provides a minor injury service for our patients, where possible saving a trip to the hospital, car parking fees and a long wait for something that could have been dealt with at the surgery.

The types of things we treat are:

- Cuts (in need of dressing)
- Minor burns and scalds
- Trapped fingers
- Puncture wound or dog bites needing tetanus injections
- Acute asthma attacks (we have a nebuliser)

Patient Focus Groups

We have an active and well established Patient Focus Group - Friends of Balderton Surgery (FoBS).

FoBs work closely with the surgery to continually improve services for our patients.

All patients of Balderton Surgery are eligible to join this group.

For further information please ring Gerald Smith on 07958 220224

Services Provided

The practice offers a number of additional medical services including:

- IUCD (coil) removal
- Blood Tests
- Joint injections
- Minor operations
- Minor Injury Service
- Travel vaccinations
- Child Health Vaccinations
- Additional Vaccinations for at risk groups
- Cervical Cytology
- NHS Health Checks
- Special clinics to help you manage long term conditions such as heart disease, asthma, diabetes and COPD,

We also offer a full range of treatment room services including:

- Dressings
- ECGs
- Suture Removal
- Ear Irrigation

Summary Care Record

The NHS in England is introducing a new summary care record for all patients enabling certain information about you (your current medication, any allergies or bad reactions to medication that you may have had) to be made available to anyone who needs to treat you in an emergency.

For further information please ask at reception or see the leaflets included in your new patient information pack.

Repeat Prescriptions

Repeat prescriptions cannot be collected before 10am.

To be absolutely sure that you receive the correct medication, we do not accept requests for repeat prescriptions over the telephone.

The tick-box repeat prescription sheet from the right hand side of your prescription may be left at the surgery at any time using either our indoor, or outdoor prescription box. Please allow us 48 hours to process your request. If you order your prescription on Monday morning it will be ready for collection after 11am on Wednesday

We do offer the Electronic Prescribing Service. This allows your prescription to be send electronically to a pharmacy of your choice.

Access

The surgery has on site disabled parking and wheelchair access.

Our toilet facilities are also designed with wheelchair users in mind.

We have an hearing induction loop available in the reception area and all meeting rooms.

New Patients

Balderton Practice welcomes new patients who live in our practice area (outlined in red on the map below).

Registration forms are available either from the reception desk or on-line

When you register with the practice you will be asked to complete a short questionnaire giving us some basic health information about yourself and details of any medication you may be taking. We will also offer you an appointment with our Health Care Assistant for a new patient health check ensuring that we have accurate and up to date information about your current and past medical history.

At this time you will also be allocated a named accountable GP. If you wish to know who this is then please ask our friendly reception staff.

Patient Responsibilities

The responsibilities of the patient include:

Keeping appointments, patients should attend their appointments at the arranged time. They should inform the surgery as soon as possible if this is a problem.

Behaving in a polite and respectful manner, the surgery operates in accordance with the NHS Zero Tolerance policy on verbal and physical abuse.

Patients are responsible for monitoring their own health care and that of their children, seeking advice and are reminded to use the surgery for minor ailments and not the local hospital

Home visits should only be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting.

Map of Newark-on-Trent, United Kingdom

