

SERVICES WE PROVIDE

- SystemOnline for booking appointments; ordering prescriptions; seeing your Results; and viewing your Summary Care Record
- Consultations with GPs; Registrars; Nurse Practitioners; Practice Nurses; and HCAs
- Full Antenatal Services
- Immunizations
- NHS Health Checks (age 40—74)
- Holiday Vaccinations / Travel Advice
- Child Health Surveillance
- Chronic Disease Management (Asthma; COPD; Diabetes etc.)
- Domestic Abuse Service
- FLO – assistance with self care using text message reminders and home testing kits
- Minor Surgery / Joint Injections
- Family Planning (Coils and Implants)
- Learning Disability Health Assessments
- Over 75 Health Checks
- Clinical Research Trials
- Patient Participation Group
- Medication Reviews
- Choice of 2 sites
- Electronic Prescriptions
- Aviation Medicals
- Private Reports
- Private Prescriptions
- **Minor Injuries (you do not have to be registered here)**
- Cosmetic Enhancement (Private Clinic)

Shared Care Record Information (eDSM)

From January 2016 Forest Medical will assume consent to share out your medical records with other healthcare professionals. This is in accordance with the Caldecott 7th Principle -

“The duty to share information can be as important as the duty to protect patient confidentiality “

This does not mean that other healthcare professionals automatically get access to your records. At your point of contact you will be asked to confirm consent before your record can be released. If you decline, your record will NOT be shared.

FEEDBACK, COMPLAINTS AND

SUGGESTIONS

Our Practice Manager, Nicola Ryan is happy to receive feedback from the service we provide to you.

Should you wish to make a complaint please be assured that in no way will this detrimentally affect the care you or your family receive from the Practice.

Please make an appointment to speak to Nicola in the first instance however should you wish to put a complaint in writing this will be dealt with in accordance with the Practice Complaints Policy.

FOREST MEDICAL
DRS PRIMORAC PARK & SMITH



PATIENT INFORMATION LEAFLET

Rosemary Street Health Centre

Rosemary Street, Mansfield NG19 6AB

Tel: 01623 623600

Oak Tree Lane Surgery

Jubilee Way South, Mansfield NG18 3SF

Tel: 01623 649991



This practice is accredited by
the East Midlands Healthcare
Workforce Deanery for the training of
General Practice Specialty Registrars.

Follow us on Twitter @ForestMedical

www.forestmedicalgroup.co.uk

Welcome to Forest Medical

APPOINTMENTS

Patients can be seen by appointment made in advance or on the day either by telephoning or calling in at the reception, from 08:00 for a morning appointment or from 12:00 for an afternoon appointment. You can also book your GP appointment online by registering for online access. Please ask at reception for details.

If you are unable to keep an appointment please let the surgery know as soon as possible so that the appointment can be offered to another patient.

LATE NIGHT ACCESS

Oak Tree Lane Surgery

Mondays 19:30 closure

Rosemary Street Health Centre

Monday—Thursday 19:15 closure

Fridays 19:00 closure

TELEPHONE ACCESS

Oak Tree Lane Surgery

08:00—18:30 Appointments

10:00—16:00 Prescription Queries

Rosemary Street Health Centre

Option:

1 08:00—18:30 Appointments

2 10:00—16:00 Prescription Queries

3 10:00—17:00 Referrals / Reports

4 10:00—13:30 Finance

HOME VISITS

A patient who is too ill to attend surgery can request a Home Visit between the hours of 9:00 and 10:30. A brief description of the symptoms should be given.

OUT OF HOURS

This service is only to be used in a medical emergency. If you need the doctor urgently when the surgery is closed, please telephone NHS 111 or attend PC24.

If you feel that the deputizing doctor may have difficulties finding your house, please give accurate directions to the person dealing with your call and if possible, leave a light on outside your house.

HELP US TO HELP YOU BY

Attending your appointment or informing us as early as possible if unable to attend

Explaining your problem clearly to the receptionist so that the appropriate clinician and time slot can be found for you

Updating us with your telephone number and email address if you change it

REPEAT PRESCRIPTIONS

Certain treatments available on repeat prescriptions. Please order these prescriptions at least two working days before you expect to pick it up. To obtain your prescription you may bring in your repeat slip or you can contact the surgery by sending an email to maccg.c84036@nhs.net; using SystemOnline; or by using the contact form on the website.

Please request your medication accurately adhering to the current dosage found on your tablet packaging.

Please note that you can not order a prescription by telephone.

You can have your prescriptions sent electronically to a pharmacy of your choice eliminating the need to come to the practice to collect your repeat prescription and saving you lots of time. Your prescription will be sent directly to your nominated pharmacy within 24 hours.

Please allow 24 hours for the pharmacy to process the request. If you would like to sign up for EPS (Electronic Prescribing Service) just ask your pharmacist or a member the Practice staff.

Some Pharmacies will deliver your medication. To sign up for this service please contact your chosen Pharmacy.

After a period of time your medication must be reviewed and you will be asked to make an appointment to see your GP.

FOR MORE INFORMATION PLEASE VISIT OUR WEBSITE

www.forestmedicalgroup.co.uk

PRACTICE CLOSURES

In addition to all Public Holidays both sites will close on the fourth Wednesday of each month at 12:00 for mandatory staff training.

Rosemary Street Site will reopen at 16:30.