

Opening Times

Reception Opening Times

Monday—Friday 8.00am—6.30pm

Surgery Times

Monday	08.30-19.30*
Tuesday	08.30-18.30
Wednesday	08.30-18.30
Thursday	07.00**-18.30
Friday	08.30-18.30
Saturday	CLOSED
Sunday	CLOSED

* alternate Mondays **alternate Thursdays

In conjunction with other local practices we sometimes offer additional evening and weekend appointments. Please ask at Reception for more details.

How to arrange a home visit

If you need a consultation but are too ill to come to surgery, a doctor may visit you at home. When urgent medical help is required this will be the doctor on call, but in less urgent cases you may request your own particular doctor, please note we cannot guarantee which doctor will come out.

Patients are expected to attend the surgery if they are able to travel, with the necessity for a home visit being at the discretion of the doctor. If there is doubt your doctor may ring you to discuss the problem before deciding the most suitable place for the consultation to take place.

How to make an appointment

- Please call our main number to book an appointment.
- Urgent cases are seen on the day.
- If your condition is non-urgent, we aspire to give you an appointment with a GP within five working days, though you may have to wait longer if you want to see a particular GP. Appointments are usually 10 minutes in length which means that we may not have time to deal with more than one issue.
- You are free to consult with any doctor of your choice within the practice but it is obviously an advantage to see the same doctor with the same problem so that continuity can be maintained.
- Please let the receptionist know whom you would like to see. If you don't need an appointment within five working days, you also have the option to book up to 8 weeks in advance if this is more convenient for you.
- Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse usually within 3 working days, or 1 day if urgent. You can book up to a 12 weeks ahead for clinics.

Patient Participation Group

We need representatives from ALL groups of patients including younger and older people, those with children and families, people with health problems and disabilities, as well as those who are currently fit and healthy. Ask Reception for more details if you would like to participate.

VALLEY SURGERY



**81 Bramcote Lane
Chilwell, Nottingham
NG9 4ET**

Telephone: (0115) 9430530

Fax: (0115) 9431958

Visit Our Website:

www.thevalleysurgery.co.uk

Practice manager: Linda Allum

Our Surgery

Our GPs:

Dr Tony Avery DM, FRCGP, BMedSci, DCH, DGM

Dr Amanda Gunther BM BS BMedSci, DRCOG, DFFP, MRCGP

Dr Jim Threlfall BM BS BMedSci, MRCS, DRCOG

Dr Kate Hodson McChB, MRCGP, DCH, DRCOG

Dr Tim Heywood MBBS MRCGP

Dr Natalie Chersich BM BCh

Dr Nicola Egan BM BS BMedSci DCH MRCGP

Dr Sonal Nicum MBChB, BMedSci, MRCGP, Msc

Our Nurses:

Helen Collier

Jill Cheetham

Sharon McTaggart

Sarah Coupe

Healthcare Assistant

Michelle Stone

Self care

We have lots of information on our website that will help you to help yourself managing your health. www.thevalleysurgery.co.uk

Services provided

Foreign Travel

Please see our website for more details at least eight weeks prior to departure.

Cervical smears , Chronic disease reviews, Vaccinations and Immunisations, Family Planning and contraception , Minor Surgery, Teenage Health, Health Promotion, Help to stop smoking , Carers , Flu Clinics.

Non NHS Services

Like other professionals your doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to non NHS organizations e.g. Leisure Centres, School and Work places. Please see the notice in the waiting room for a list of these together with the charges payable.

Online access

Order repeat medication, make appointments and view your medical record online.

Download the NHS App from the Apple App Store or Google Play.

Alternatively you can find instructions on our website.

Review: 18/10/19

Carers

Are you a carer? Carers are people who look after family, partners or friends who are ill, frail, have a disability or a mental health problem. They may be caring for another adult or be a parent of a disabled child. The care they provide is unpaid. An estimated 5% of people in Nottingham are carers. Please ask at reception for further information.

There is a national initiative from the Department of Health called Carers Direct which provides information, advice and support for carers. You can visit the Carers Direct website at www.nhs.uk/carersdirect or call the helpline on **0808 802 0202**

Ordering repeat prescriptions

Repeat prescriptions can be ordered online or by posting or dropping a request into the surgery using the prescription counterfoil. (If you have lost the counterfoil please write clear details of what you need along with your name, address and date of birth and use this instead). Your prescription will be ready to collect from the surgery 2 working days later or, if you have registered with a pharmacy for electronic prescribing, your prescription will be ready to collect from your chosen pharmacy in 3 working days.