



APP SUPPORT DROP-IN CLINIC

EVERY
TUESDAY
2-3PM

ASK FOR
LIBBIE



King's Medical Centre

Practice Information Booklet

- **Main Telephone:** 01623 551015
- **Website:** www.kingsmcsuttoninashfield.co.uk
- **Facebook:** www.facebook.com/kingsmc2018
- **Out of hours:** call NHS 111—this is a free service number

Welcome

Welcome to King's Medical Centre. Established in July 2018, we strive to offer the highest standard of patient-centred healthcare and provide an effective service.

We hope this booklet will give you all the information you require about the services available from our practice.

GP Partners

Dr Debarshi Chakraborty (male)

MBBS, DRCOG, MRCP

Works Mon, Tue and Frid

Performs minor surgery. GP trainer

Dr Sailaja Chilamkurthi (female)

MBBS, MRCP, DFFP, MRCOG, DGO

Works Mon and Tue

Dr Suresh Yadlapalli (male)

MBBS, MRCP, MRCS, DOHNS MS (ENT)

Works Wed, Thurs and Fri

Performs minor surgery. GP Trainer

Dr Fatima Gillani (female)

MBBS, MRCP, MPH

Works Wed, Thurs and Fri

Performs steroid injections. GP Trainer

General Practitioners / Registrars

Dr H Malik (female)

MBBS, MRCP

Works Tuesday and Friday

Dr Ayaz Nangore (male)

MBBS, MRCP

Works Monday, Wednesday and Thursday

Management Team

Practice Manager: Rebecca Stone

Assistant Practice Manager: Jessica Wibberley



Do you look after somebody?

Come and join us at our carer's drop in clinic! You can enjoy a cuppa, biscuits and a chat with our carer's champions Chris and Jenny.

This is an informal monthly meeting to offer you any support you may need and point you in the right direction of the things that are available to you and the person you care for.

Carer's Drop In Clinic

Every last Thursday of the month 12-2pm

Please contact reception if you would like more information.

Are you a carer?

If you are looking after someone who couldn't cope without your help, we really would like you to let us know, so that we can ensure you receive all the support and information we can give. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. You are a Young Carer if you are under 18 in this role.

You can be added to the practice 'carer register' and gain access to information and support. This includes access to a named Carer Champion.

A Carer Champion is a staff member at your practice who support carers.

The Carer's Champions at this practice is Christine Keeling and Jenny Guthrie.

Carers can get information, advice and tailored support by contacting the Nottinghamshire Carers Hub by calling 0115 824 8824. Lines are open Monday to Friday, 9am until 5pm.

You can speak to an experienced support worker who will provide a personalised service that meets your individual needs. The service is available to all carers and all ages.

Alternatively, you can contact them using the following methods:

- Email: nottinghamshirehub@tuvida.org
- Web: www.tuvida.org/nottinghamshirehub/

Information and support for Carers (including carer's assessments) provided by **Nottinghamshire County Council** can be found contacting the Customer Service Centre on 0300 500 8080

Advanced Nurse Practitioners

Mandy Abbott

Practice Nurses

Holly Brooks (Lead)

Laurie Lyons

Healthcare Assistants

Jenny Guthrie

Donna Straw

Emma Tilbury

Clinical Pharmacists

Rebecca Kanalas

Thomas Edwards

Amina Dean

First Contact Physiotherapists

Saba Noreen

Care Navigators / Administration team

Admin Support Officer

Nicola Jones

All help to keep the practice organised and running smoothly as well as answering the telephone and performing clerical duties. You may talk to them and seek advice from them in confidence and they will advise whom you should best see if your problem requires further attention.

Practice Opening Hours

Monday	08.00 - 18.30
Tuesday	08.00 - 18.30
Wednesday	07.00 - 18.30
Thursday	08.00 - 18.30
Friday	08.00 - 18.30

Extended Hours

Please ask at reception for specific dates

Appointments and accessing patient services

For same-day appointments related to medical issues, our lines open at 8:30 AM, Monday to Friday (excluding Bank Holidays). Please call us at this time to book an appointment.

For routine appointments, these are available to be booked up to 4 weeks in advance. You can book online via the NHS App, or SystmOnline, or we can send you a bookable link via AccuRx.

For urgent appointments, please call the practice at 8.30am.

Home Visits

These may be requested only for a patient too ill to attend the practice. Please telephone before 10.30am where possible and be prepared to answer a few questions about the problem to help the Doctor assess the priority. The doctor may telephone you to discuss first.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is non life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Patients Charter

- You will be treated with courtesy by all team members, who will be skilled in dealing with your enquiries and problems.
- All team members will respect your confidentiality. Your records, both written and computerised, will be kept secure and confidential.
- If you are considered to have an urgent medical problem, you will be seen the same day.
- Waiting times at the surgery will be kept to a minimum. You will be advised of any delay to your booked appointment.
- All children will be offered immunisation.
- All referrals will be dealt with promptly, and you will be advised on how you will be told of any test results.
- Your complaints will be investigated thoroughly and promptly. You will be informed of the findings.

Patients Have Responsibilities Too

- You should give the Primary Health Care Team the same courtesy you would expect to receive.
- You should be on time for appointments or notify the practice in good time if an appointment cannot be kept.
- You should only request routine home visits for the housebound and the seriously ill.
- You should only request out-of-hours home visits for emergencies.
- You should request repeat prescriptions in good time, and order through the prescription line.
- You should take care of your own health by appropriate action, for example by not smoking, avoiding excessive alcohol or weight gain

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or view the practice website.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

King's Medical Centre provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

This leaflet was produced in line with the Patient Information Leaflet Policy and was reviewed May 2025.

Services we provide

Along with routine appointments, the practice offers the following services:

- Family planning including c-card
- Immunisations - the nursing team administers vaccines for both adult and child immunisations.
- Minor surgery
- Cervical smear testing
- Chronic disease management
- Wellbeing checks
- Antenatal and postnatal clinics

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Accreditation

The practice has been awarded the following:

- Armed Forces Veteran friendly accredited GP practice
- Safe Surgery
- Carer-friendly practice

Training practice

The practice is a training practice and occasionally trainee GPs may, as part of their training, be required to sit in with their GP trainer during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

Prescription / repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person - by ticking the required medications on your prescription and placing it in the dedicated box, located outside, next to the main entrance
- Online - please log in and order via our website www.kingsmcsuttoninashfield.co.uk or by using the NHS App
- Via post
- Via your local pharmacy - check with your pharmacy however most do offer an ordering service

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions

How to register at the practice

You can register by collecting registration forms from reception or using the practice website. You must live within the practice website which is shown below and on the website.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You may be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities.)



Car Parking

Parking is available adjacent to the areas around the front and side of the surgery—this is pay and display but free for two hours if you place the ticket onto your window. There is also limited kerbside parking at the side of the surgery but please note this subject to time restrictions. Please check the signs before you leave your vehicle as we cannot be held responsible for any penalties incurred.

Disabled Access

The surgery and toilets are designed to allow easy access for wheelchairs. An induction loop system is fitted at reception for those with hearing aids and a portable system is available for use in the consulting rooms on request.

Access to Medical Records

If you wish to apply for access to your medical records, please ask at reception for a leaflet which will give you information about how to apply.

CCTV

We have closed circuit television in our public areas to protect patients and our staff.

Accessible Information

We have information available in braille and large print. Please ask at reception.

Non-NHS Services

Some services are not covered under the NHS and for these your GP will charge a fee. The fee will reflect both the doctors' time to carry out the service and the doctors' professional opinion. Please contact reception if you wish to arrange a medical examination/report other than that covered by the NHS.

PPG– Have your say

We are looking for additional patients to join our Patient Participation Group. We would like to know how we can improve our service to you and how you perceive our surgery and staff.

For more information, please visit our website or speak to Jessica, Assistant Practice Manager.