



CLINICAL SERVICES AT CONCORDIA MELBOURNE GROVE MEDICAL PRACTICE

This information leaflet, using a Question and Answer format, provides information about the staff and clinical services of Melbourne Grove Medical Practice

- **What types of clinical staff are employed at the clinic?**

This is nurse practitioner-led clinic, which means the majority of patients' presenting problems are dealt with by a team of four highly trained nurse practitioners, supported by general practitioner doctors. In addition the clinic also has two practice nurses, a healthcare assistant, two counsellors, and an osteopath.

- **What is a nurse practitioner?**

A nurse practitioner is an experienced registered nurse who, in addition to their 3 years of general nurse training, has undertaken a further course of advanced nursing study to either undergraduate degree level or alternatively at Masters Degree level. These education courses typically last between 2-3 years and cover areas such as clinical examination, physiology, medical diagnosis, pharmacology, and prescribing. In medical clinics across the UK nurse practitioners are providing services which were previously only done by general practitioner doctors,

including the prescribing of a wide range of medicines.

Nurse practitioners are qualified to see patients with undifferentiated and undiagnosed medical problems, and to make a detailed assessment of their health care needs, based on their combined medical and nursing knowledge, including clinical skills that you may not have not traditionally associated with nurses, such as history taking, physical examination, diagnosis, and prescribing of medicines. Nurse practitioners can also directly refer patients to clinical specialists, such as hospital consultants.

- **Is a nurse practitioner different from a practice nurse?**

A nurse practitioner is very different from a practice nurse. The practice nurse is the person who provides nursing care such as dressings, immunisations, travel advice and cervical smears. In contrast, a nurse practitioner's daily clinical work comprises the examination, diagnosis and prescription treatment of

common medical problems such as chest pain, breathing problems, high blood pressure, coughs, feverish illnesses, ear, nose and throat conditions, abdominal problems, joint and bone problems, infections, tiredness, breast lumps, gynaecological problems, and skin problems.

- **Who are the clinical staff employed at the clinic?**

The clinical team led is led by its Clinical Director, Dr Stephen Johnson, who is supported by two other general practitioner doctors, Dr Ahmed Khalek and Dr Amang Ali. Your initial clinical point-of-contact at the practice is provided by our team of nurse practitioners, led by Sonia Hall, who is supported by Julian Barratt, and Carol Masikane. In addition to those qualified nurse practitioners, we also have a trainee nurse practitioner, Tabetha Snape, who is currently completing her BSc Nurse Practitioner degree. Please note that Tabetha is an experienced nurse who has already completed the clinical examination and prescribing components of her nurse practitioner education, and hence can deal with the majority of medical problems that the other nurse

practitioners also deal with. Currently we are recruiting an additional nurse practitioner to join our team.

Complementing our nurse practitioner team we have our two practice nurses: Margaret Otoide, and Julia Gale (who is currently on maternity leave until April 2010); and we also have a healthcare assistant, Antje Graf-Nwachukwu.

- **How can I book an appointment to see a nurse practitioner?**

The nurse practitioner team is able to deal with the vast majority of medical problems that you may have. To book an appointment with one of our nurse practitioners you can either call on the day you wish to be seen to book a 'same day' face-to-face appointment, or alternatively you can call reception and ask for a telephone appointment with a nurse practitioner. Please remember that if the nurse practitioner feels unsure when they are dealing with your medical problem they will promptly seek further advice from one of the general practitioner doctors.

- **How can I book an appointment to see a general practitioner doctor?**

To book an appointment with a general practitioner doctor you should first call reception and ask to make a telephone appointment with a nurse practitioner. One of the members of the nurse practitioner team will then call you back, briefly assess history your medical problem, and then book an appropriate appointment slot for you to see either one of the clinic's general practitioner doctors or alternatively, with your permission, to see one of the nurse practitioners, dependent on the nature of your medical problem.

