

## **Practice Booklet**



Wellbrook Medical Centre  
Welland Road,  
Hilton  
Derby DE65 5GZ  
Appointments: 01283 732257

[www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk)

### **Welcome to Wellbrook Medical Centre**

We wish to thank you for registering with our practice. The Partners and staff of this long established practice are committed to providing the highest level of patient care. Wellbrook Medical Centre is a purpose-built modern GP surgery located in Hilton providing general medical services for those living in the local area (see below). This booklet contains information about the facilities and services at the practice and we hope you will find it useful and keep it handy for reference. You can also gain updated information about the practice from our website: [www.wellbrookmedical.co.uk](http://www.wellbrookmedical.co.uk)

### **How to Register**

The practice welcomes new patients. We will require proof of address and identification when you register; please ask at reception or see our website for further information and to download our registration form. All newly registered patients over the age of 14 are asked to complete a health questionnaire and are encouraged to attend a new patient health check.

All patients are registered with one of the GP Partners, but you are free to consult whichever doctor you choose, irrespective of the Doctor with whom you are registered. Every patient has a named GP who is responsible for their overall care at the surgery. If you would like to know who your named GP is, please ask one of our Practice Administrators.

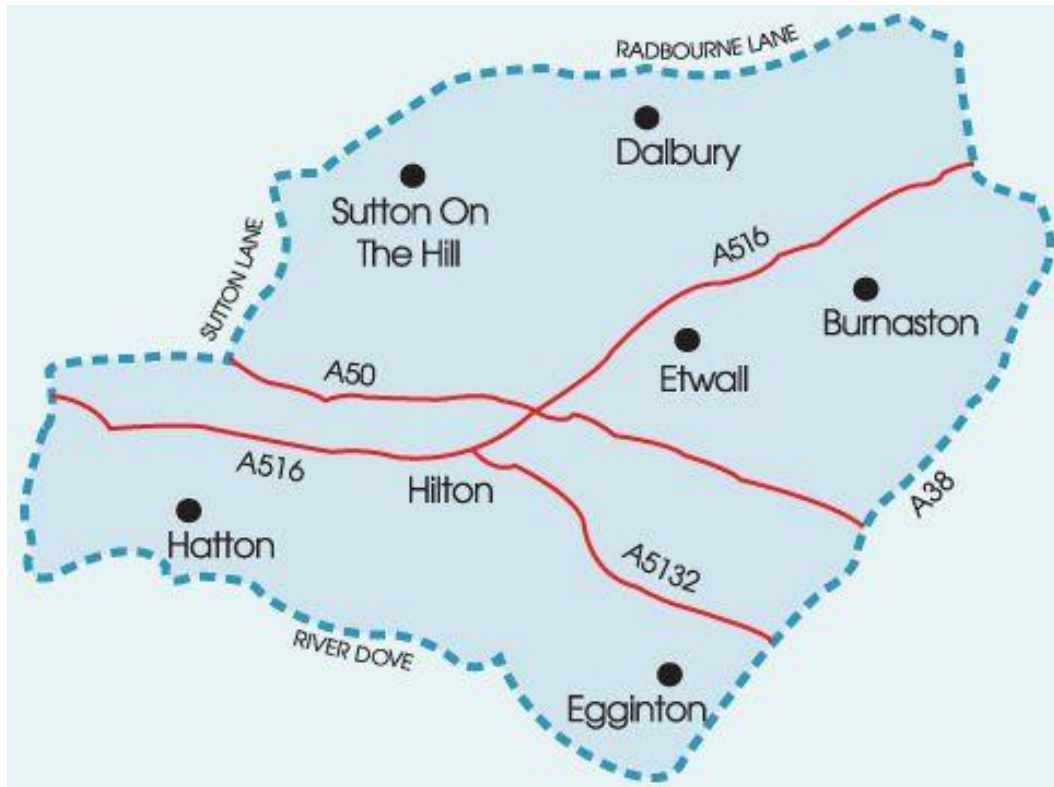
Please note that, unless stated otherwise when you register with us, your consent to contact you via mobile phone (phone call or text message) will be assumed when the mobile phone number is provided to the practice.

Please also note that all telephone calls to and from the surgery are recorded for training and monitoring purposes.

We do not exclude patients from the practice on grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief or medical condition.

### **Boundary / Catchment Area / Location of the Practice**

Our practice area includes the villages of Hilton, Etwall, Egginton, Burnaston, Hatton, Sutton on the Hill and Dalbury.



Please ask one of our Practice Administrators (PAs) if in doubt as to whether you fall into the correct catchment area.

If you move house it is important to check that you are still within the practice catchment area. If not, you will need to register with another practice.

Details of other practices and the services they provide are available from NHS Shared Business Services Registrations on 0116 295 7880.

We are contracted by NHS Southern Derbyshire (Commissioning Group) to provide our patients with high quality general medical services. NHS Southern Derbyshire are located at Cardinal Square, 10 Nottingham Road, Derby DE1 3QT.

## **Our General Practitioners**

**Dr Michael H Vickers** (Senior Partner)  
MB ChB (Bristol 1987) DipRCPath

**Dr Sarah J Smith** (Partner)  
MB ChB (Leicester 1994) DRCOG, MRCGP, DCH, DFFP

**Dr Jonathan A Marsden** (Partner)  
MB ChB (Sheffield 2005) MRCGP

**Dr Murray Wilson** (Partner)  
MB BCh (Belfast 1998), MRCGP, MRCP

**Dr Julie Carson** (Salaried GP)  
BSc PhD BMBS (Nottingham 2007) MRCGP

**Dr Sue Ruddle** (Salaried GP)  
MBBS (Guy's) 1985, DRCOG, FPC

**Dr Gemma Lewis (Salaried GP)**  
MBChB (Liverpool) 2003, MRCS, MRCGP, DCH

All GPs are registered with the General Medical Council.

### The Clinicians' Working Week

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Mike Vickers	AM & PM	AM & PM		PM	AM
Dr Sarah Smith			AM & PM	AM	AM & PM
Dr Jonathan Marsden	AM & PM		AM & PM	PM *	AM & PM
Dr Murray Wilson	AM & PM		AM & PM	AM & PM	
Dr Julie Carson		AM & PM	AM	AM	AM & PM
Dr Sue Ruddle	AM & PM	PM			
Dr Gemma Lewis	AM	AM & PM	AM	AM	AM

Please note that these times/days may be subject to change. During holiday periods working days may vary slightly.

\* extended hours clinics for pre-bookable appointments only

## **Practice Staff**

Practice Managers (job-share)	Catherine Jones & Heather Moore
Assistant Practice Manager	Laura Webster
Reception Manager	Karen Toby
Practice Nurse Manager	Amanda Henchcliffe
Practice Nurses	Suzanne Huthmacher & Danielle Barron
Healthcare Assistant	Natalie Charlesworth
Senior Secretary	Kim Bartlett
Secretarial Team	Christine Needham & Katharine Scarratt
Summariser	Vanessa Burroughs
Data Clerk	Jo Sharp
Filing Clerk/Scanner	Shirley Ford
Practice Administrators	Gaynor Thornton, Nicola Taylor, Sue White, Sue Foster, Collette White, Sam Torrance, Pat Thomas, Susie Walker, Abigail Poulter

## **Practice Managers**

Our Practice Managers are responsible for ensuring the overall organisation and management of the Medical Centre. Your ideas and suggestions on any aspect of our service are always welcome. If for any reason you have a complaint or are dissatisfied with the quality of service you receive, please ask to speak to one of the Practice Managers or Assistant Practice Manager who will be pleased to help you (see also 'Comments and Complaints').

## **Practice Administrators**

We have a team of Practice Administrator (PAs) who are here to help you when registering with the practice, making appointments, renewing prescriptions, and dealing with any enquiries you may have. When you are seeking medical attention the PA may ask for a few details in order to best deal with your requirements.

## **Practice Nurses**

Our Practice Nursing team are available by appointment for various treatments including the following: chronic disease management and reviews, dressings, immunisations and vaccinations, phlebotomy (blood tests), ear care and syringing, ECGs, cervical cytology (smears), spirometry testing, doppler testing (ultrasound) and health promotion advice including family planning and screening. Our Nurses are also able to treat many minor injuries (e.g. cuts, grazes, burns, etc.). When booking an appointment with one of our nursing team our PA will need to ask you the reason for an appointment in order to determine how much time to allocate. Appointments for Practice Nurses and our HCA are available to book up to six weeks in advance.

## **Attached Staff**

### **District Nurses**

Our District Nursing team members include:

Pauline White	District Nurse
Andrea Felton	Community Staff nurse
Nicola Shorthose	Community Staff nurse
Debbie Turner	Community Staff nurse
Irene Hood	Health Care Assistant
Johanna Sprenglewska	Health Care Assistant

District Nurses are available to deliver nursing care at home to housebound patients. Individual care is planned and advice on further help or services is given including health education. District Nurses may administer drugs, give injections, dress wounds, take blood samples, give personal care as well as provide support for carers. They are also able to undertake assessment visits that may lead to referral to other services for assistance or technical aids.

Anyone at home can self-refer to this service. District Nurses have a close liaison with GPs, the hospital, the local hospice and other specialised services.

To speak to a District Nurse or to book a visit please call 01332 258200. Alternatively, we are able to send a message to the District Nursing team on your behalf and they will contact you within a few days. Please note this should only be used for non-urgent messages.

### **Health Visitors**

Our Health Visiting team are based at Repton Health Centre and are available by telephone on 01283 707170. Alternatively, we are able to send a message to the Health Visiting team on your behalf and they will contact you within a few days. Please note this should only be used for non-urgent messages.

Health Visitors are qualified nurses and have additional training in child health and development and help support parents with children under the age of five years. They can provide more help to families when you need it; for example, if your child is suffering from colic, illness or sleeping problems, or if you experience mental health problems. They are a useful source of knowledge of local groups and organisations.

The Health Visitors run a baby clinic every Wednesday 1.00 - 2.30pm at the Sure Start Centre in Etwall. No appointment is necessary.

Health Visitors work with other agencies and organisations when your family might need on-going support, for example, if you are looking after a disabled child or if you are experiencing family difficulties. When your child starts school support will then be provided by the School Nursing team as needed.

## Midwife

Our midwifery service is provided from the Royal Derby Hospital. Our attached Midwife is Emma Crossland-Diskin, although other midwives do provide cover or attend our surgery at times. Midwives care for and support pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby. Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

## Other Attached Staff and Associated Health Professionals

We also have regular input from a Counsellor, Cognitive Behavioural Psychotherapist, Pharmacist and the Citizens Advice Bureau.

## Physiotherapy

Referral by a GP is necessary in order to arrange to see a Physiotherapist under the NHS. Please make a GP appointment to discuss further.

Hilton Physiotherapy Clinic, based on our site, provides both NHS and private physiotherapy services to our local population. Please telephone 01283 777070 for further details. Other local physiotherapy services are also available.

## Students

We participate in training programmes for both medical and nursing students. It is possible that occasionally the PA may ask you if you have any objection to a student being present during a consultation or procedure. If you do not feel comfortable with this for any reason, it is not a problem - simply inform the PA accordingly. This will not affect your treatment or care in any way.

## Opening and Surgery Hours

### Opening Hours:

Monday	8.00am - 6.30pm	
Tuesday	8.00am - 6.30pm	
Wednesday	8.00am - 6.30pm	
Thursday	8.00am - 6.30pm	6.30pm - 8.00pm*
Friday	8.00am - 6.30pm	
Saturday	8.30am - 12.15pm*	

\*Extended hours appointments are offered on Thursday evenings: 6.30pm - 8.00pm and Saturday mornings: 8.30am - 12.15pm\*. Please note that the Medical Centre will only be open for patients attending pre-booked routine appointments at these times.

## **Surgery Hours:**

Monday	8.30am - 12.00pm	3.30pm - 6.00pm
Tuesday	8.30am - 12.00pm	3.30pm - 6.00pm
Wednesday	8.30am - 12.00pm	3.30pm - 6.00pm
Thursday	8.30am - 12.00pm	3.30pm - 6.00pm
		6.30pm - 8.00pm*
Friday	8.30am - 12.00pm	3.30pm - 6.00pm
Saturday	8.30am - 12.15pm*	

## **Doctor Appointments**

### **Routine Appointments**

We 'release' pre-bookable appointments every day at 8.00am up to four weeks in advance which offer a range of available times and dates throughout the week to suit as many patients as possible. No GP appointments can be booked more than four weeks in advance.

Appointments are for 10 minutes and for one person only. If you feel you need more time than this, please ask for a double (20-minute) appointment. Although we try to run to time, sudden emergencies or patients requiring more time than allocated can cause us to run late. If you are delayed for these reasons your patience is requested. Remember: it could be you!

We also ask you to arrive to your appointment on time to allow our clinics to run as near to time as possible.

### **Online Booking**

Only doctor appointments will be available to book online. Nurse appointments will not be available online.

SystmOnline links directly to our appointment system at the surgery so you will get a live view of the appointments available at the time of booking. The only appointments that you will not be able to book are appointments for that day. If you need to be seen on the same day you are looking then you will need to telephone the surgery.

You will need a user name and password to be able to log into the website and this must be requested in person at the reception desk. You will be asked for your name, date of birth and address and you must provide one form of photo ID (e.g. passport or driving licence). A separate user name and password is required for each patient.

You can view future or past appointments, cancel appointments and change your contact details through SystmOnline. You are also able to see your Summary Care Record which contains basic information from your medical record.

There is a SystmOnline app that is available for iPhone and iPad users that can be downloaded for free from the App Store – search for SystmOnline.

## **What if I have an urgent problem?**

Patients requiring medically urgent attention must call the surgery between the following times: **8.00am – 11.00am** and **2.30pm – 4.30pm**. Outside of these times, the Duty Doctor will be seeing medically urgent patients and dealing with urgent requests, home visits and unplanned emergencies.

When you call, a Practice Administrator will offer you the next available medically urgent appointment. If there are no urgent appointments available, you will be added to the 'triage list' and the Duty Doctor will call to assess you. They can give advice over the telephone, arrange a prescription or offer an appointment.

If you call the surgery outside of these times for an urgent appointment you will be asked to call back unless you are suffering from chest pains, breathing difficulties or bleeding.

Please do not forget that your local pharmacy can provide help and advice on the following: medication side effects, diarrhoea, head lice, teething, coughs, colds, temperature/fever, toothache, earache, bacterial conjunctivitis, hayfever, haemorrhoids, sore throat, thrush, constipation, insect bites or stings

## **'Sit and Wait' Clinics**

Sit and Wait clinics are for medically urgent problems only.

If you confirm to our PAs your problem is medically urgent for that day, the Duty doctor may offer you an appointment at the Sit & Wait clinic and give you a time to arrive at the surgery, either on or shortly after 12noon. You will need to wait your turn to be seen. Patients are normally seen in order of booking, although doctors reserve the right to see patients out of order for clinical reasons. We cannot offer you the choice of which doctor you see, although you can request a male or female doctor.

Please note that urgent appointments are strictly for one problem only. If you feel you need more time or have further problems to discuss, please mention to the PA when you contact the surgery as a routine appointment may be more appropriate.

If you later decide you do not want to attend, we ask you to cancel your appointment as normal.

## **Telephone Calls and Consultations**

In addition to face-to-face consultations with the Doctor we do offer a number of telephone consultations with each of our GPs. You may choose to use this facility if you are unsure whether you need an appointment or visit, or for general advice.

If you wish to speak directly to your Doctor, call the surgery on 01283 732257 and you will be booked into the next available telephone call back slot. The Doctor will then call you back at some time on this day. However, please note that we are unable to specify a time when your call will be returned and this may be in the evening after surgery closes.

Please note all telephone calls to the surgery are recorded for training and monitoring purposes.



## **Cancelling Appointments**

If you are unable to attend your appointment for any reason, please call the surgery to cancel on 01283 732257 or send us a text on 07858 892891, stating your full name, appointment date and time, or use our online cancellation form which can be found on our website home page. You can also cancel appointments using SystmOnline. We ask you to allow a minimum of 12 hours' notice wherever possible. Your appointment can then be used by another patient. Please note our mobile number is for appointment cancellations only and not for any other form of communication. Every month we lose approximately 20 hours of clinical time due to non-attendance, therefore please help us to help you by cancelling any appointment you no longer need.

## **Self-Check-in**

The surgery has an automated self-check-in touch screen located in the waiting room. This is a simple to use system that saves time and enables patients to check themselves in to our appointments system. Should you feel uncomfortable about using this, you can obtain help, or book in with our PA in the traditional manner.

## **Emergencies**

If you require emergency treatment for a potentially life-threatening condition you should dial '999' and ask for the ambulance service. The following conditions are considered potentially life-threatening:

Chest pain

Loss of consciousness

Severe breathing difficulties

Severe loss of blood

## **Minor Injuries**

Please call the surgery before attending A&E (unless it is an emergency, see above) as we may be able to help. Cuts, bruises, bumps and other minor injuries can all be looked at and treated where possible by a member of our clinical team. If deemed more serious then you will be redirected to A&E.

## **Home Visits**

Home visits are for the housebound or seriously ill. Please telephone before 10.30am if possible and be prepared to give the PA some indication of the nature and urgency of the problem. The Doctor will usually wish to speak to you before arranging to visit.

Wherever possible please try to attend the practice as the quality of care we can offer in the home is much less than in a well-equipped medical centre.

## **What can I do if I wish to comment on the service I have received or have queries relating to local health services?**

You can contact the local Patient Advice & Liaison Service (PALS) on: 0800 032 3235.

## **When the Surgery Is Closed**

If you require assistance outside of our working hours, please dial free to '111' for the NHS 'Out of Hours' service. Your call will normally be taken by a call handler who will record your name and contact details and will ask the reason for your call. Depending on your problem you may go on to speak to a Nurse or Doctor. At the end of your call you will be advised of the most appropriate course of action. This could be:

Health advice over the phone

An appointment at a treatment centre

A visit from a GP or Nurse Practitioner at home

To make an appointment with your own GP when the surgery is open

Advice to go to your A&E Department

Transfer to the ambulance service.

For more information on NHS 111 please see our website.

Alternatively you may wish to attend the Derby Urgent Care Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby DE1 2GD. Tel: 01332 224700. Derby Urgent Care Centre provides a nurse-led assessment, diagnosis and treatment service for minor illnesses and minor injuries. A walk-in service is available from 8.00am to 8.00pm, seven days a week, 365 days a year. No appointment is necessary.

## **Will my GP be advised of my use of the service?**

Information about your contact with the out-of-hours service will be forwarded to your GP surgery by the start of the next working day.

## **Your Local Pharmacies**

Your local pharmacy will also be able to give you advice and offer a range of over the counter medications.

## **Repeat Prescriptions**

You may request repeat prescriptions until your Doctor requires a review. Please bring or post the computerised tear-off slip provided with your prescription. Tick only those items required and allow two working days before collection from the practice.

If you are a new patient please note that when requesting repeat medication you should bring into the surgery either your repeat slip from your previous surgery or your prescription packaging.

We can send your prescription to the local pharmacy of your choice if you advise the PA accordingly; please indicate on the slip and allow an additional 24 hours. The surgery uses the Electronic Prescription Service and we are able to send prescriptions to the pharmacy of your choice. You can also order repeat prescriptions online via SystmOnline. We are unfortunately unable to accept telephone or fax requests.

## **Access for Persons with Disabilities**

The practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients. There are designated parking spaces in the car park. A wheelchair is available to use in the surgery for those with difficulty in walking - please ask one of our PAs.

An induction loop is available at our reception desk to assist the hard of hearing.

Access to our first floor where necessary is available via a lift.

We also have a toilet adapted for use by disabled persons in the practice.

If you experience any problems, please speak to one of our PAs, who will do their utmost to assist you.

## **Other Access Issues**

Prams or pushchairs may be left in the outer foyer of the main entrance to the practice at your own risk.

Wall bars are available for securing bicycles to the side of Hilton Dental Surgery. We recommend that patients should provide their own chains / locks.

## **Additional Transport Services Available**

**Community Transport** - provide a service for those patients who are unable to use existing public transport services: for reasons of disability or restricted mobility; or where public transport is limited or unavailable; or where your transport needs are not met by the existing transport timetable. Priority for the service will be given to people attending the surgery, hospital or other health related appointments, although other destinations will be considered. A small charge will be made. Please telephone 01283 550764 for more details or visit the website at

[www.derbyshirect.co.uk](http://www.derbyshirect.co.uk)

**Social Car Scheme** - is a volunteer transport service for people living in the South Derbyshire area who are unable to access public transport. The scheme uses volunteer drivers and their own vehicles to take people to medical appointments, to see relatives or friends or go shopping. The scheme provides a life line to people who, without it, might find themselves isolated and lonely. Social car is non-profit making but there is a charge to clients of 45p a mile which is then paid to the driver to cover out of pocket expenses.

For further information on the service, or if you are interested in becoming a driver please contact Chris Wagstaff, CVS Volunteer Co-ordinator on 01283 219761 or Alyson Key, CVS Social Car Organiser on 01283 551766.

## **Interpreters**

If required, an interpreter can be organised to accompany you during a consultation with a GP or other health professional. At least 48 hours' notice will be needed for our practice team to arrange this. Patients are always welcome to ask a relative or friend to accompany them to provide an interpreting service if preferred.

## **Dogs**

All dogs, with the exception of assistance dogs, should be left outside the building. There is a metal eye available to secure a leash to the side of Hilton Pharmacy. Please note that dogs are not allowed on the grass area at the back of the building as this is private property. We would also appreciate that any fouling is picked up and removed by the owners before leaving the area.

## **Smoking and Food**

Smoking is not permitted in the surgery or in its grounds. This includes the use of electronic ('e') cigarettes.

We would also request that patients do not eat or drink whilst waiting for their appointments. A cup of water may be obtained from reception on request.

## **Mobile Phones**

We would respectfully ask that you do not make or receive calls on your mobile phones within the surgery, and ensure your phone is on silent mode only.

## **Facilities Available At the Practice**

We have:

A comfortable waiting area; our practice is cleaned and checked every day;

Facilities available for nappy changing;

We can offer access to:

A room for breastfeeding - please ask at the reception desk;

A room to discuss matters in private on request - please ask at the reception desk;

## **Chaperones**

Our practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend or you may prefer a formal chaperone to be present. If you wish to have a member of the practice staff present during your consultation please mention this to our PA when booking your appointment, or to the Doctor at your consultation, and it will be arranged.

Your healthcare professional may also require a chaperone to be present for certain consultations or intimate examinations in accordance with our Chaperone Policy.

## **Hospital Referrals**

Decisions regarding your treatment, including the options open to you, will be explained and discussed with you before any referral is made. If an urgent referral is needed then it will always be processed as soon as possible, usually on the same day.

## **Additional Patient Services and Healthcare Information**

The practice is committed to provide relevant information to people who use its services and the following methods will be used to assist communication:

This practice booklet;  
During your consultation with a health professional;  
Information Leaflets;  
Posters displayed in patient communal areas;  
Information and health promotion boards (including use of the 'Jayex' electronic screen) within the waiting room;  
Regular practice newsletters;  
Practice website.

If you require information on a specific topic and are unable to find it, please ask our PA staff, who will do their best to help you.

## **Services Available At the Practice**

### **Anti-Coagulation Therapy**

Clinics are held twice weekly for those patients on anti-coagulation therapy.

### **Chronic Disease management and long term conditions**

Routine annual review and monitoring is provided for patients with:

Asthma  
Diabetes, including insulin management  
Cardiovascular disease  
Chronic kidney disease  
Chronic obstructive pulmonary disease (COPD)  
Coronary heart disease  
Dementia  
Epilepsy  
Hypertension  
Learning disabilities  
Mental health problems  
Osteoarthritis  
Peripheral vascular disease  
Rheumatoid arthritis (including monitoring of medication/DMARDs)

### **Dopplers**

Our district nursing team is trained in conducting dopplers (lower leg ultrasound test) where required.

### **Family Planning services including fitting of Coils (IUCDs)**

Family planning services including contraceptive advice, implant and coil (IUCD) fitting and sexual health advice are provided by our clinical team within the practice. Please ask for more details.

## **Joint Injections**

Joint injections, including carpal tunnel injections, are provided by a number of GPs at the practice; please ask your GP for further information.

## **Minor Surgery**

Dr Marsden provides a minor surgery service in the practice; there may be a waiting time of several weeks for this (non-urgent) service. Any GP can refer for this service as required.

## **Ring Pessary Fitting and Changes**

Fitting of ring pessaries and changes where required are provided within the practice.

## **Smoking Cessation Advice and Support**

If you would like further advice or support on stopping smoking please ask for one of our self-referral forms or alternatively telephone the Stop Smoking service on 08000 852 299.

## **Travel Vaccinations**

The travel clinic is run by our Nurses with special training in overseas health. Patients who are planning to travel overseas, whether on business or pleasure, should contact us at least eight weeks beforehand to enquire about their specific vaccination requirements.

Our PA staff will give you a questionnaire to complete, or you can access, complete and submit this on-line via our website. The questionnaire will help the Practice Nurse ascertain what vaccinations you will require for your trip and help her provide the best possible advice on related health issues. There is a charge for some travel immunisations and prescriptions not provided under the NHS; a list of these charges is available on request. Please note we are not a 'Yellow Fever' centre and this service will need to be accessed elsewhere.

## **Vaccinations and Immunisations**

Vaccinations and immunisations are provided for children and adults, including all 'childhood' vaccinations (up to age 5yrs), 'flu vaccinations, pneumonia and travel vaccinations (see above) where recommended. HPV and Teenage Booster vaccinations are now provided by the School Immunisation Service.

## **Carers' Register**

The practice has a 'Carers Register' which helps us to identify those of our patients who care for a relative or friend. Carers' Information Packs are available from our PA team. Please let us know if you look after a relative or friend of any age, who, owing to poor physical or mental health is unable to manage alone without assistance, or if you yourself have a carer.

## **Car Parking**

A car park is provided for patients who are visiting the surgery, with designated parking spaces for the use of disabled patients and for parent and child. Please park only in the designated spaces provided.

Please note that the practice cannot accept responsibility for damage incurred by a vehicle whilst using the car park.

Please do not park in our car park to access Aldi, Tesco or other local shops/amenities. Please note that the car park gates will be locked when the surgery is closed.

## **Changes in Personal Details**

Please inform our PA staff if you change your name, address, marital status or telephone number so we can keep our records accurate and up to date. Alternatively you can update your details online via our website.

## **Comments and Complaints**

### **Comments**

We welcome your views and constructive suggestions which can help us improve our service to you. There is a suggestion / comments box located adjacent to the reception desk for this purpose.

### **Complaints**

If you have a complaint about the service you have received from any of the staff working at this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints; further information is available from the PAs or Practice Managers.

We hope that any problems can be sorted out easily and quickly, preferably at the time and with the person concerned. If your problem cannot be resolved in this way or you still wish to make a complaint, we would ask that you to contact us as soon as possible, either on the telephone or in writing. Written complaints should be addressed to the Practice Manager.

### **Complaining On Behalf Of Someone Else**

Please note that, due to medical confidentiality, if you are complaining on behalf of someone else, we need to have their written consent to confirm that they are happy for you to do so.

### **If You Do Not Wish To Complain In the Practice**

If for any reason you feel unable to discuss your complaint with us at the practice then you are advised to contact NHS England on 0300 311 2233 or by email at [england.contactus@nhs.uk](mailto:england.contactus@nhs.uk)  
The Independent Complaints Advocacy Service (ICAS) for Derby and Derbyshire is POHWER who can be contacted at [www.pohwer.net](http://www.pohwer.net)

### **Contacting the Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried out by this practice then you can contact the Care Quality Commission on 03000 616 161, or alternatively visit their website: [www.cqc.org.uk](http://www.cqc.org.uk).

## **If You Are Still Dissatisfied**

If you are dissatisfied with the result of our response to your complaint you have the right to contact the Parliamentary and Health Service Ombudsman:

By telephone: 0345 015 4033; or

In writing to:  
The Parliamentary and Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London  
SW1P 4QP; or

By e-mail: [p\\_hso.enquiries@ombudsman.org.uk](mailto:p_hso.enquiries@ombudsman.org.uk)

## **Confidentiality**

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1998. For the effective functioning of a multi-disciplinary team it is sometimes necessary for medical information about you to be shared between members of the practice team. We will ensure that patient confidentiality is maintained at all times by all members of the practice team, which consists of the GPs, Nurses and other Clinical Staff (including attached staff and the community pharmacists and their teams), reception and administrative staff.

The patient's rights in relation to disclosure of such information are covered by the practice's registration under the Data Protection Act and we follow the guidance issued by the GMC in 'Confidentiality: Protecting and Providing Information' which explains circumstances in which information may be disclosed. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records, please contact the Practice Manager. A charge may apply.

If you would like to give your consent for another person (for example a relative or a carer) to speak to us about your health, to obtain test results, etc. then please ask a PA for a form for this purpose.

## **Consent for Children's Treatment (under the age of 18)**

Where it is considered appropriate by parents, or where an adolescent does not wish the presence of an adult, a child may give the legal consent to their own treatment. Under these circumstances, the clinician must be satisfied that the child has a full understanding of the advice and treatment being provided.

## **Freedom of Information – Publication Scheme**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. Details are available from the Practice Manager or from our website.



## **Non-NHS Services**

Patients should be aware that fees may be charged for services not covered by the NHS. These include the following:

- Private medical reports
- Private health insurance claims and other non-NHS medical reports
- Holiday insurance claim forms
- HGV and PSV licences
- Fitness-to-travel
- Private Sick Notes
- Private prescriptions
- Ofsted medical reports
- Power of Attorney
- Non-NHS travel vaccinations
- Adoption/fostering forms

Our fees for non-NHS services are displayed in the waiting room, or are available at reception and on our website.

## **Patients Not Seen Within the Last Three Years**

If a Doctor or other health care professional has not seen you within the last three years, you are invited to contact our PAs to arrange an appointment.

## **Patients Over 75**

If you are aged 75 or over, you are eligible for an annual health check either by a Doctor, or other health care professional. This can be at the surgery or a home visit can be arranged for the housebound. Please contact one of our PAs to arrange this.

## **Patient Participation Group**

Are you interested in having a say in how your practice is run? Do you have some free time to attend meetings, usually bi-monthly? Or would you like to be part of an e-mail consultation group with whom we can consult on service development and implementing planned changes? Please ask our PA staff for more details.

## **Research/Surveys**

The practice participates in selected research studies and surveys with the aim of helping to improve patient care. Your participation in any aspect of external evaluation or research is optional.

You may be asked to complete questionnaires from time to time but you have our assurance that these will be handled in an entirely confidential manner, as is all patient-related data.

## **Sickness Certificates**

Under current legislation a patient can “self-certificate” for the first seven working days of any illness. The self-certificate (Form SC2) is available within the surgery, online at [www.gov.uk](http://www.gov.uk) or from your employer. We do not normally issue Doctors’ certificates for the first week.

After the first week, if you require a free Statement of Fitness for Work (Fit Note), please contact us. An appointment with a doctor is not always necessary.

Form SC1 (Incapacity Benefit Claim Form) is available from this practice for people who have an illness or disability and are unable to work. People who are in work but require special medical treatment (e.g. dialysis, radiotherapy, chemotherapy) may also be eligible for this benefit.

## **Staff Training**

The practice is closed on one Wednesday afternoon per month, from 1.00pm for staff training. Dates are publicised on our website and in the surgery. At these times you will be directed to the NHS 111 Out of Hours’ service.

## **Temporary/Short – Term Residents**

We provide a Temporary Patient service for anyone staying within our practice area (e.g. whilst on holiday, staying with relatives etc.). Just call into the surgery, obtain a Temporary Resident Form from our PA team, return it to us completed, and with appropriate ID, and we will be happy to assist you.

## **Test Results**

Please allow a minimum of five working days for test results to come back, although some results may take longer. Smear (cervical cytology) tests usually take about 2-3 weeks and you will receive a letter to your home address in this case.

Please telephone on our Enquiry Line, 01283 732406, after 2.30 pm, to obtain details of your test results (e.g. blood, urine, x-ray), or visit the practice. To ensure confidentiality and security, test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will not routinely contact you if your test results are normal. However, if any follow up action is required we will contact you, either by text message, telephone or letter. Please be aware that if your results needed urgent action, your Doctor or a member of the PA team will contact you personally.

The Doctors check all results before our PAs are able to give any information to you. Please note the PA can only relay the Doctor’s comments.

## **Zero Tolerance**

We will treat our patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and practice staff properly – without violence or abuse. We strongly support the NHS policy on zero tolerance.

Anyone either phoning or attending the practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the Police to remove offenders from the practice premises.

## Practice Charter Standards

### Our Commitments to you:

You will be greeted courteously;

You will have the right to confidentiality;

You will have the right to see your medical records on request, subject to any legal requirements;

You will be seen or given treatment on the same day if your problem is urgent;

You will be seen by your own or preferred doctor wherever possible;

Your repeat prescription will be available for collection from the surgery within two working days of your request;

Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with promptly.

### How you can help us to help you:

Please treat all surgery staff with respect - we are all just doing our job. We reserve the right to remove patients from our practice list for violent or abusive behaviour;

Please do not ask for information about anyone other than yourself;

Please tell us of any change of name, address, and telephone number or circumstances so that we can keep your records up to date;

Please cancel your appointment if you are unable to attend so that we are able to offer it to someone else;

Please be punctual but please also be prepared to wait if your consultation is delayed by an unexpected emergency;

Please allow sufficient time for your consultant's letter or test results to reach us; you will be advised of the usual length of time to wait for test results we have arranged, but please contact the hospital for the results of any tests arranged for you by the consultant;

Please use the tear off slip to request your repeat prescription wherever possible. Please attend for review when asked, before your next prescription is due;

Please let us know whenever you feel that we have not met our responsibility to you. Thank you.

### Useful Telephone Numbers

NHS Out Of Hours (free-phone)	111
Royal Derby Hospital/Children's Hospital	01332 340131
London Road Community Hospital	01332 347141
Derby Walk In Centre	01332 224700
Derby Open Access Centre	01332 275610
Citizens' Advice Bureau	01283 210107
Samaritans	01332 364444
Police Central Switchboard	0345 123 3333
Police/ non-urgent (free-phone)	101
Relate	01332 349177
NHS Derbyshire County	01332 888080
Registration queries	0116 295 7880
PALS	0800 032 32 35

If you require this information in an accessible format, such as large print, Easy Read or Braille, please contact Wellbrook Medical Centre by telephone on 01283 732257, in writing, or ask at the reception desk.