

PRACTICE LEAFLET

please also see our website at; www.parksurgeryheanor.co.uk

THE PARK SURGERY, 60 ILKESTON ROAD, HEANOR, DERBYSHIRE, DE75 7DX
TEL No; 01773 531011

DOCTORS

Dr Jayne Lynas BMedSci BM BS DRCOG MRCGP, first registered in 1997 (UK)

Dr Adam Tooley BSc PhD BM BS DRCOG, MRCPCH1a first registered in 2007 (UK)

Dr Kathryn Harrison MBChB, MRCGP, first registered in 2002 (UK)

Dr Sahaja Gopu MBBS MRCGP DRCOG, first registered in 2005 (UK)

Dr Emma Waller MBChB, MRCGP, first registered in 2015 (UK)

Dr Qasim Shazad MRCGP, MEDICINE BMBS, BMedsci, first registered in 2017 (UK)

OPENING TIMES

The surgery reception is open Monday to Friday from 8 am until 6.30 pm. Surgeries and clinics run at varying times during the day.

The surgery is closed for staff development and training between 1 and 2 pm Monday to Friday. During that time a doctor is available for urgent requests. Please telephone the surgery number on 01773 531011 if your need is urgent.

REGISTERING WITH THE PRACTICE

If you wish to register with us, you will be asked to complete a form giving us details of your previous address and GP. You will be asked to complete a new patient questionnaire. **You will need an appointment with a clinician if you are ordering repeat medication for the first time.**

PREFERENCE OF PRACTITIONER

Whilst registered with us we encourage patients to see any of the doctors and clinical staff. However, they may also if they wish express a preference to receive services from a particular

doctor. Once a preference has been indicated we will endeavour to comply with the request. However, there may be times when this is not possible, for example; doctor unavailability, or the services requested are not provided by the preferred doctor. Please also note that should a patient wish to see their preferred GP then it may result in a longer waiting time for their appointment. Patients who have a preferred GP should let us know in order that we can record it.

APPOINTMENTS

We run an appointments system. Pre-bookable appointments are available, and we would encourage you to book ahead if you can. We also offer same day appointments. All requests for same day appointments are taken from 8 am onwards. Please do not wait until the afternoon to request a same day afternoon appointment.

You will be asked the reason for your appointment. This will help us prioritise your call and enable us to direct you to the appropriate person. You may be offered a telephone appointment in the first instance. The doctor will then decide if you need to be seen in person and will arrange the appointment for you.

Please be aware that there is a limit to the number of patients that we can safely deal with every day. Once we are at capacity you may be asked to contact 111 who will triage and direct your request appropriately.

We offer pre-bookable evening telephone consultations between 6.30 and 7.20 pm daily and pre-bookable ANP and Nurse appointments from 7.30 until 8 am on one week day per week (usually Wednesday).

Evening and weekend GP appointments are available to attend at Amber Valley Health Hub at Church Farm Medical Centre in Ripley. To make an appointment please telephone 01773 531011 or call in to surgery reception.

ECONSULT

Is available via our website. Just click on 'Get Started' on the EConsult banner and you can submit requests for GP advice and admin queries (sick notes, test results, etc).

DNAs

If you are unable to keep an appointment for any reason, we would be grateful if you could let

us know in advance. Appointments can be reallocated even at late notice.

HOME VISITS

We would appreciate it if you could make every effort to attend the surgery as home visits are very time consuming. However, for infirm and housebound patient, and those with a genuine need, home visits may be requested. Please be aware, however, that due to the doctors' practice commitments, you may not be visited until much later in the day. Requests for home visits should, except in emergencies, be received by 10 am. The duty doctor will deal with late calls. Please telephone 01773 531011. The doctor may ring you back to discuss your problem before deciding to visit.

WHAT TO DO WHEN THE SURGERY IS CLOSED

If you need urgent medical attention when the surgery is closed you should dial 111. This will connect you to the NHS 111 service free of charge which is provided by a local organisation Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your needs.

You can also dial 111 if you require health information

REPEAT PRESCRIPTIONS

Patients on long-term medication can request repeat prescriptions. Please use the repeat prescription request form attached to your prescription and either post it to us or deliver it in person. All telephone requests for repeat medication are dealt with by the Medicines Order Line (MOL) on 0115 855 0260 Monday to Friday; 8 am until 4 pm. Please do not ring the surgery directly.

ONLINE ACCESS

Is now available allowing you access to your current medication and online records. Please visit reception with a form of photo id to be given a username and password.

MEDICATION REVIEWS

Patients are usually given a two-month supply of their repeat medication and are allowed several issues of the medication (usually six), after which time the doctor will review your notes. If your medication needs a review then this will be indicated on the repeat prescription request form, and you should arrange an appointment for this to take place. It is important

that all patients' medication is reviewed periodically.

SERVICES

All the doctors are eligible to provide child health surveillance, contraception, maternity, and joint injections. Two of our GPs provide LARC (implants and coil) services. Our Practice Nurses run clinics (bookable in advance only) for people needing blood pressure checks, cervical smears, travel advice and vaccinations. They also run specialist clinics for patients with diabetes, asthma and chronic chest problems, heart disease and for patients on Warfarin.

PRACTICE TEAM

Practice Manager – Jane Wharton is our Practice Manager and has overall responsibility for the day to day running of the practice.

Deputy Practice Manager – Mandy Hallam assists the Practice Manager in the day to day running of the Practice. She is happy to discuss any comments that patients may have about the running of the practice and deals with patient complaints. If you would like to speak to her please ask at reception.

Medical Receptionists – Our medical receptionists are Melanie McCormick (Reception Manager), Erin Kemp, Rebecca Wilde, Emma Sparrow, and Lauren Young. They deal with requests for appointments and repeat prescriptions and answer the surgery phone so they will most likely be your first contact with the practice. They also carry out administrative work dealing with repeat prescriptions, scanning, diary work etc.

Secretaries and administrative clerks – Our secretaries are Pauline Swinson and Kelly Birch. They deal with all the administrative work generated by the clinicians and on occasion this can involve contacting patients on the clinicians' behalf. They also help at reception.

We also have administrative clerks Jayne-Marie Harrison and Kya Newton who deal with notes summarising, medication queries and general administrative work. They also help at reception.

Advanced Nurse Practitioners – Charlie Tooley, Tami Marle and Rachel Thorpe are our Advanced Care Practitioners. They are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe, and make referrals for patients who present with undiagnosed/undifferentiated problems.

Practice Nurses – Debbie Watson, Sam Mckane and Amy Waller. In their clinics they see patients to monitor high blood pressure, asthma and chronic chest problems, diabetes, etc. They also perform cervical smears, travel immunisations and give general advice on healthy living. Appointments to see them can be made directly at reception.

Health Care Assistant – Marie Newton runs the dressing clinics and carries out ECGs, B12 injections, ear syringing, 24 hour BP monitoring, and health checks under the supervision of our Practice Nurses.

Clinical Pharmacists/Pharmacy Technician – Hemaben Mistry and Shi Zhe Chong (Clinical Pharmacists), Laura Moss and Bethany Buckley (Pharmacy Technicians) are attached to our practice. Hemaben carries out medication reviews via telephone and face to face for patients taking multiple medications. They are both available for medication related advice to get the best out of treatment, queries, checking medicine interactions, managing drug safety alerts, and sorting stock supply issues (arranging alternatives if appropriate). They can also help with hospital discharge medicine related queries and give advice if patients are struggling to take their medicines.

Care Co-ordinator – Angela Greenway is our Care Co-ordinator. She is part of the Integrated Community Team employed by Derbyshire Community Health Services and is attached to the Practice. She can work with anyone over the age of 18 as the link between all the different services and organisations in the community. For older adults she can help get the support needed to remain independent in their own home for as long as possible. She is also able to support family members or carers who feel they may need some extra help, support, or information. In addition, she can signpost to access local support and volunteer groups.

Health and Wellbeing Coach – Offer support to patients and their carers to plan and deliver an effective coaching service, to manage their physical and mental health and wellbeing. You may be referred to them by a clinician.

Social Prescriber Link Worker – are attached to the Practice, their purpose being to empower people to take control of their health and wellbeing. They give time to focus on 'what matters to me' and take a holistic approach to an individual's health and wellbeing, connecting people to diverse community groups and statutory services for practical and emotional support.

First Contact Physiotherapist (FCP) - provide a high standard Physiotherapy Outpatient Musculoskeletal Service at Heanor Memorial Health Centre. You may be offered an appointment with them if you call with any relevant conditions.

District Nurses – We have a team of Practice Nurses attached to the Practice. They carry out nursing duties such as dressings and injections in the patient's own home for those unable to attend the surgery. They are based at Heanor Memorial Health Centre.

Enhanced Clinical Practitioners (previously named Community Matrons) – have special expertise in managing chronic conditions such as chest problems, heart failure and diabetes and visits patients at home to help them manage their problem in the best possible way. They are based at Heanor Memorial Health Centre.

Midwife – Amanda Bloodworth is based at Heanor Memorial Health Centre and runs weekly antenatal clinics.

Health Visitors – there are a team of Health Visitors based at Heanor Memorial Health Centre.

PATIENT COMPLAINTS

The practice operates a complaints procedure as part of the NHS system for dealing with complaints. Should you have any dissatisfaction with your care or the service you have received please ask for a Practice Complaints Procedure Leaflet from a member of staff or contact the Deputy Practice Manager Mandy Hallam who will explain procedure in more detail and arrange to investigate your complaint.

TRAINING

We are fortunate to be recognised as a training practice and we usually have foundation year doctors and specialist training registrars attached to the practice. They stay with us for between four months and a year to gain further experience of general practice and complete their training to become general practitioners. On some occasions when you see a doctor in training, you may be asked before your appointment whether he/she can video their consultation with you. This is to help assess and improve their consultation skills. You are under no obligation to say yes. If you feel you are happy to be videoed, further information and a consent form will be given to you.

At times we also have medical students from both Nottingham and Derby Medical Schools attached to the practice to gain first-hand experience of general practice. It is very valuable experience for them to sit in during your consultation with the doctor. However, if you would prefer them not to be present then please let the clinician know.

Because we are a training practice, we have to be inspected regularly to ensure we continue to meet the high standards necessary to train competent doctors. At such a visit a small number

of patient records may be inspected for the purpose of ongoing accreditation and quality assurance activities.

PRACTICE AREA

The area over which patients are accepted is Heanor, Langley Mill, Aldercar, Loscoe and Shipley. We do not accept new registrations for patients in Ilkeston, Cotmanhay, Shipley View Estates, Smalley, Codnor and Waingroves. In addition, existing patients of ours moving into these areas will have to change to a more local doctor.

CAR PARKING AND DISABLED ACCESS

There is a car park for use of patients whilst visiting the surgery. Vehicles are left in the car park at the owner's risk. The management accepts no liability for loss or damage caused to any vehicle or its contents in the car park.

One parking bay is provided for disabled patients. Please ensure that you only use this space if you are a Blue Badge holder.

There is full disabled access to the surgery.

The practice has a hearing loop installed for hearing impaired patients.

PATIENTS NOT SEEN WITHIN 3 YEARS

Patients who have not been seen in the preceding 3 years may request an appointment with a doctor or nurse for a well person check.

PATIENTS AGED 75 YEARS AND OVER

Patient aged 75 and over who have not attended the practice in the preceding 12 months may request an appointment with the doctor or nurse for an over 75 check.

VIOLENT OR ABUSIVE PATIENTS

Please be polite and respectful to our staff. We operate a zero-tolerance policy and are committed to a peaceful and dignified work environment. Verbal or physical assault and threatening behaviour will result in ejection from the premises, removal from the patient list and may lead to prosecution.

DATA PROTECTION PRIVACY NOTICE FOR PATIENTS/HOW WE USE YOUR RECORDS

Please see our website for the latest version – www.parksurgeryheanor.co.uk

If you do not have access to the internet please contact the surgery for a written copy.

HEALTH RESEARCH

We are from time to time involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcome of diseases or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or postcode.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in any published results.

Everyone working for the NHS has a legal duty to keep information about you confidential. We keep your information safe at all times, in accordance with the Data Protection Act 1998. Anyone who receives information from us is also under a legal duty to keep it confidential.

If at any time you would like to know more, or have concerns about how we use your information please ask to speak to our Practice Manager Mrs Jane Wharton.

NHS DIRECT - 111

For health advice and information 24 hours a day, 365 days a year, just dial...

111 from any landline or mobile phone free of charge.

There is also lots of useful information on their website: www.nhsdirect.nhs.uk

NHS Choices

NHS Choices is the online 'front door' to the NHS. It is the country's biggest health website and gives all the information you need to make choices about your health: www.nhs.net

SHARING YOUR HEALTH RECORD

What is your health record?

Your health record contains all the clinical information about the care you receive. When you need medical assistance, it is essential that clinicians can securely access your health record. This allows them to have the necessary information about your medical background to help them identify the best way to help you. This information may include your medical history, medication, and allergies.

Why is sharing important?

Health records about you can be held in various places including your GP practice and any hospital where you have had treatment. Sharing your health record will ensure you receive the best possible care and treatment wherever you are and whenever you need it. Choosing not to share your health record could have an impact on the future care and treatment you receive.

Is my health record secure?

Yes. There are safeguards in place to make sure only organisations you have authorised to view your records can do so. You can also request information regarding who has accessed your information from both within and outside of your surgery.

Can I decide who I share my health record with?

Yes. You decide who has access to your health record. For your health record to be shared between organisations that provide care to you, your consent must be gained.

Can I change my mind?

Yes. You can change your mind at any time about sharing your health record. Just let us know.

Can someone else consent on my behalf?

If you do not have capacity to consent and have a Lasting Power of Attorney, they may consent on your behalf. If you do not have a Lasting Power of Attorney, then a decision in best interests can be made by those caring for you.

What is your Summary Care Record?

Your summary care record contains basic information including your contact details, NHS number, medications, and allergies. This can be viewed by GP practices, Hospitals, and the Emergency Services. If you do not want a Summary Care Record, please ask your GP practice for the appropriate opt out form. With your consent, additional information can be added to create an Enhanced Summary Care Record. This could include your care plans which will help ensure that you receive the appropriate care in future.

If you are happy to have a Summary Care Record, you do not need to do anything. We will automatically make one for you. **If you do not want us to make a Summary Care Record for you please let us know and we will ask you to complete an opt out form.**

You can choose to have additional information from your records added to your Summary Care Record. Please discuss this with your doctor who can arrange it for you.

If your previous doctor has added additional data in the past, you must discuss this with your new doctor as this will not automatically be sent and your record will need to be updated.

More information is available at; www.nhscarerecords.nhs.uk

What does it mean if I DO NOT have a Summary Care Record?

NHS healthcare staff caring for you may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, to treat you safely in an emergency.

How is my personal information protected?

The Park Surgery will always protect your personal information. For further information about this please see our Privacy Notice on our website – www.parksurgeryheanor.co.uk or speak to a member of our team.

For further information about your health records please see: <https://www.nhs.uk/your-nhs-data-matters/>

HOW TO VIEW YOUR GP HEALTH RECORD

Your GP health record includes information about the care you've had from your GP surgery.

What's in your GP record.

- medicines your GP has prescribed
- allergies you have
- vaccinations you've had
- conditions you've been diagnosed with
- notes from appointments at your GP surgery
- results of tests your GP surgery has arranged
- letters that hospitals or specialists have sent to your GP

Important

When you view your record online, you may only see information that was added recently. If you need to see older information, you'll have to ask your GP surgery to make it visible.

What's not in your GP record.

- information kept by other services (such as hospitals, dentists and opticians) that has not been sent to your GP – to get this information, you'll need to contact these services directly

When you view your GP health record online, you should be able to see any information that was added recently.

If you need to see older information in your record (historic record information), you'll have to ask your GP surgery to make it available online.

You can also view your GP health record using your NHS App or account.

You can view your GP health record using the NHS App or by logging into your account on the NHS website.

You can create an account if you do not already have one.

To view your GP record online, you must be:

- registered with a GP surgery
- aged 16 or over

When you create an account, you'll need to prove your identity before you can view your GP health record. This helps keep your record secure.

ELECTRONIC PRESCRIPTIONS

Ask someone at your GP surgery or at any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. Nomination means you **choose** a place for your GP practice to electronically send your prescription to. **You don't need a computer to use EPS.** You can choose up to one of each of the following:

- a pharmacy
- a dispensing appliance contractor (if you use one)

You can change your nomination or cancel it and get a paper prescription. If you don't want your prescription to be sent electronically just tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

EPS is reliable, secure and confidential. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser.

Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

Benefits

If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, **saving you time.**

The prescription is an electronic message so there is **no paper prescription to lose**.

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop**.

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips**.

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

You can get all these benefits if you:

- have a stable condition
- don't want to go to your GP practice every time to collect your repeat prescription
- collect your medicines from the same place most of the time
- use a prescription collection service now.

GET ONLINE HELP FROM YOUR GP PRACTICE

eConsult is a digital triage platform that allows patients to make medical or administrative requests to their NHS GP practice. By collecting patient information eConsult enables the practice to make safe and effective decisions on the right care for each patient. eConsult allows you to seek self-help information from the NHS, through your GP practice website.

eConsult is available via our website. Just click on 'Get Started' on the eConsult banner and you can submit requests for GP advice.

DERBYSHIRE SAFE PLACE SCHEME

We have joined the Derbyshire Safe Place Scheme, part of a national network of safe places. A safe place is somewhere you can go if you feel scared, are lost, or need help when you are out and about.

You can apply for a Keep Safe Card. The card has space for you to write your name, the name and phone number of a family member of care and anything else a person might need to know about you.

If you're out and about and you need help, you can take the Keep Safe Card to a Safe Place to ask for help.

If you'd like to apply for a Keep Safe Card, please get in touch:-

Email: Safe.places@derbyshire.gov.uk

Search online: Derbyshire Safe Place Scheme

Telephone: 01629 532469

FURTHER INFORMATION FOR CARERS

(This part to be kept by Carer patient) – Please ask for a Carer's Information Pack

Derbyshire Carers Association
White House
The Willows
Slack Lane
RIPLEY
Derbyshire
DE5 3HF

Telephone: 01773 743355 Fax: 01773 512288

Email: info@derbyshirecarers.co.uk

Please send me information about the help and support available for carers in Derbyshire.

Name:

Address:

Post code:

Tel No:

Other useful contacts:

Carers UK - Adviceline is open Monday to Friday, 10am-4pm. Call 0808 808 7777 or email advice@carersuk.org

Call Derbyshire – for information on carers services in Derbyshire contact; 01629 533190.
www.Derbyshire.gov.uk/social_health

USEFUL NUMBERS

Chemists

Peak Pharmacy Ilkeston Road	01773 530209
Asda Langley Mill	01773 536130
Rowlands (Kelvingrove)	01773 712022

Hospitals

Ilkeston Hospital	01159 305522
London Road Community Hospital	01332 347141
Royal Derby	01332 340131
Ripley Hospital	01773 743456
Nottingham City Hospital	01159 691169
Queens Medical Centre	01159 249924

Out of hours

NHS 111	111
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Other

Amber Valley Social Services – Call Derbyshire	01629 533190
Amber Valley Borough Council	01773 570222
Age UK Derby and Derbyshire	01773 768240
Blue Badge Application	www.gov.uk/apply-blue-badge
Call Derbyshire	01629 533190
Citizens Advice Bureau Heanor	01773 714934 (10 am – 1 pm)
Derbyshire Alcohol Advice Service	0845 308 4010
www.alcohol-advice.co.uk	
Derbyshire Carers’ Association	01773 743355
District Nurse Liaison	01332 258200
Florence Shipley Community Care Centre	01629 531367
Heanor Memorial Health Centre	01773 599410
Hearing Help Derbyshire	01773 570976
Live Life Better Derbyshire	0800 085 2299 or 01629 538200
www.livelifebetterderbyshire.org.uk	

For help with:

- Stopping Smoking
- Weight Loss
- Getting Active
- Mental Wellbeing
- Alcohol Awareness
- Family Health and Wellbeing
- Fall Prevention
- Employment and Finance

Physio/OT Direct	01335 230079
Treetops Bereavement Service	0115 949 1264

Talking Therapies/Counselling and Cognitive Behavioural Therapy - choice of providers

Talking Mental Health Derbyshire 0300 123 0542

www.derbyshirehealthcareft.nhs.uk/tmhd

Trent Psychological Therapies Services 01332 265 650

www.trentpts.co.uk

Insight Healthcare 0300 555 5852

www.insighthealthcare.org

Vita Health 0333 0153 496

www.vitahealthgroup.co.uk

Helplines

Childline 0800 1111

Samaritans 116 123 (free, 24 hours)

SANELINE 0300 304 7000 (4.30-10.30 pm)

Mind 0300 123 3393

Support Line 01708 765200

Alcoholics Anonymous 0800 9177 650

Derby Rape Crisis/SV2 01773 746115

Relate 01332 349177

Parentline 0808 800 222

Domestic Violence 0808 2000 247