

Practice Booklet



Welland Road | Hilton | Derby | DE65 5GZ

Dr MH Vickers | Dr SJ Smith | Dr J Marsden

Appointments (01283) 732 257 | 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

How to Register

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

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.

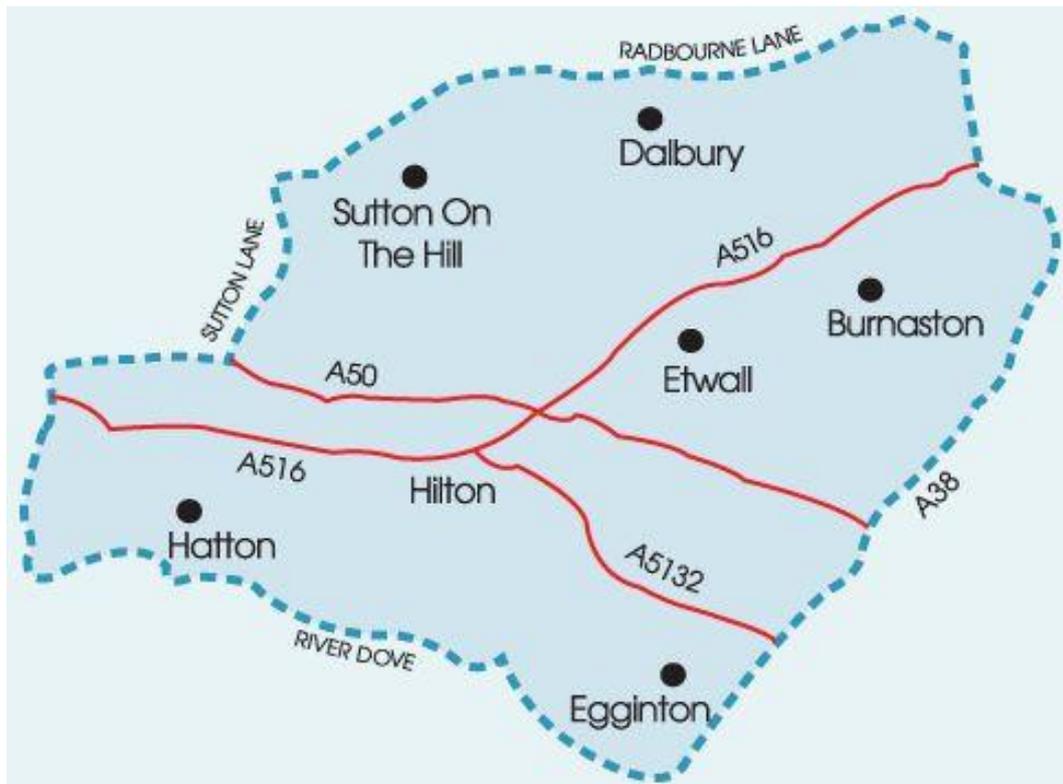
Please note that, unless stated otherwise when you register with us, your consent to contact you via mobile phone (phone call or text message) will be assumed when the mobile phone number is provided to the practice.

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 Derby and Derbyshire Clinical Commissioning Group (CCG) 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 Sue Ruddle (Salaried GP)

MBBS (Guy's) 1985, DRCOG, FPC

Dr Gemma Lewis (Salaried GP)

MBChB (Liverpool) 2003, MRCS, MRCGP, DCH

Dr Lucy Follis (Salaried GP)

MBChB (Birmingham) 2009, DFSRH, DRCOG, MRCGP

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 Sue Ruddle	AM & PM	PM			
Dr Gemma Lewis	AM	AM & PM	AM	AM	
Dr Lucy Follis	AM & PM	AM & PM		AM & PM	

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

Practice Staff

Practice Manager	Catherine Jones
Operational Manager	Laura Webster
Reception Manager	Karen Toby
Practice Nurse Manager	Suzanne Huthmacher
Practice Nurses	Danielle Barron & Jayne Brannan
Healthcare Assistant	Debbie Dunn & Julia Corden
Phlebotomist	Teresa Knowles
Practice Pharmacist	Aman Gahunia
Senior Secretary	Kim Bartlett
Secretarial Team	Christine Needham & Katharine Scarratt
Data Administrator	Joanne Hector
Summariser	Vanessa Burroughs
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 Manager

The Practice Manager is 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 the Practice Manager or Operational 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 Pharmacist

They will be able to assist you with your medication reviews either face to face or over the telephone. They will also be able to assist you with any questions about your medication and will see patients for their Asthma and Hypertension reviews

Practice Nurse Team

Our Practice Nursing team are available by appointment only for chronic disease management and reviews (see list below), dressings, immunisations and vaccinations, phlebotomy (blood tests), ear care and syringing, ECGs, cervical smears, spirometry testing, travel health and health promotion advice including family planning and screening.

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.

Routine annual review and monitoring is provided for patients with:

Anticoagulation/NOAC's

Asthma

Atrial Fibrillation

Chronic kidney disease

Chronic obstructive pulmonary disease (COPD)

Coeliac Annual Reviews

Coronary heart disease

Dementia

Diabetes, including insulin management

Hypertension

Mental health problems

Rheumatoid arthritis (including monitoring of medication)

Attached Staff

District Nurses

Our District Nursing team members include:

Pauline White	District Nurse
Andrea Felton	Community Staff nurse
Nicola Shorthose	Community Staff nurse
Lorraine Wright	Community Staff nurse
Sarah Fagan	Community Staff nurse
Hayley Brooks	Community Staff nurse
Irene Hood	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. 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 564900.

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.

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

Health Visitors

As you have registered your pre-school child/children with the practice we would like to inform you of the Health Visiting service offered to your family.

If you would like to speak with a member of the team, please call on 01246 515100 Monday to Friday 9am to 4.30pm.

The Health Visitors will contact you and arrange a home visit to all families with pre-school children who are new to this area.

The Health Visiting Team attached to this surgery are:

Kirsty Howard	Health Visitor
Beckie Smith	Health Visitor
Ruth Crawford	Health Visitor
Joanne Bowden	Health Visitor
Jo Mawer	Health Visitor
Sara Lennon	Health Visitor
Liz Holland	Health Visitor
Faye Freeman	Breast Feeding Advisor
Catherine Bertenshaw	Breast Feeding Advisor

Routine Health Visitor contacts are:

- An antenatal contact for all expectant mothers from 28 weeks gestation
- A birth visit when your baby is 10 to 14 days old
- A health and developmental review when baby is 6 to 8 weeks old
- A pre one year assessment between 9 & 12 months
- A two year assessment between 2 & 2 ½ years of age

Health Visitors can provide more help for families when you need it, for example if your child has health or behaviour problems, if other members of the family have physical or emotional wellbeing concerns. From time to time we may have to share relevant information with other health professionals to ensure children and vulnerable adults are kept safe.

For more information about the health visiting service for Derbyshire please visit the website at: www.dchs.nhs.uk/healthvisiting or www.facebook.com/derbyshirehvs

If you have any questions or concerns relating to a school aged child please contact the School Health Team (Swadlincote Heath Centre) on: 01283 818093.

Other Attached Staff and Associated Health Professionals

We also have regular input from or clinics:

Burton Audiology
Child and Adolescent Mental Health Services
Citizens Advice Bureau
Medicine Management Pharmacists
Trent PTS
Homestart
Smoking Cessation

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
Friday	8.00am - 6.30pm
Sunday	9.30am - 12.30pm*

Extended hours phlebotomy appointments are offered on Sunday mornings: 9.30am - 12.30pm

Please note that the Medical Centre will only be open for patients attending pre-booked routine appointments on a Sunday.

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
Friday	8.30am - 12.00pm	3.30pm - 6.00pm

Doctor Appointments

Each time you call the surgery for a doctor's appointment you will be asked the reason for the call, this will enable the reception time to deal with your problem in the most appropriate way and to ensure you see the right clinician.

Where an appointment is needed they will assess the level of urgency; what needs to be seen today, or within a few days/weeks, but also what does not need to be seen at all. Our GPs tell us that they regularly see patients that could have easily been helped by the pharmacist, nursing team or even by self-care.

Our reception staff will be working to guidelines set by our GPs to make sure that you are booked in with an appropriate timescale for your problem and with the most appropriate member of staff for your needs. They may also signpost you to other services where appropriate. Please be aware that all practice staff observe strict guidelines regarding confidentiality.

GP appointments will be bookable up to 2 weeks in advance.

Appointments that can be booked in person or over the telephone and those available online will be protected. This means those making online bookings are not competing with others ringing the surgery, or turning up in person and vice versa. We make a commitment to making 25% of our GP appointments available to online booking, in line with NHS England requirements.

Home Visits

Home visits are for our housebound or seriously ill patients. Please telephone before 10.30am if possible and again you will be asked the reason for the home visit. The Doctor will usually wish to speak to you before arranging to visit.

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

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.

Please make sure we have your up to date telephone numbers on record.

Please note all telephone calls to and from 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.

Online Booking

GP appointments are available to book 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.

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.

11 years and older

Parents are able to access their children's online medical records until they are 11yrs of age. Once a child turns 11yrs the log in details used will automatically be blocked. If you still require access to

your child's record you need to contact the surgery and may require an appointment for you and your child with a GP to assess whether your child is able to give consent. Please ask at Reception for more details if you are affected or think you may be affected in the future.

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.

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.

Extended Access Hub Appointments

We offer additional appointments to our patients

Weekdays 6pm - 8pm at Hollybrook Medical Centre, Littleover

Saturday 8am - 2pm at Haven Medical Centre, Derby

Sunday 9.30am – 12.30pm here at Wellbrook Medical Centre

These appointments are for **new acute problems** and you can be seen by either a GP or Nurse Practitioner.

We can also offer blood test appointments at these hubs either during the evening or at the weekend, again, please call to arrange these appointments.

When the Surgery Is Closed

When we are closed please call NHS '111' for the NHS 'Out of Hours' service. Your call will be assessed and 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 Derby Urgent Care Centre. They are there to assess and treat the most common illnesses and injuries that are of an urgent nature. There's no need to book an appointment, just come along to be assessed by one of their expert clinicians.

Derby Urgent Care Centre is open 8.00am - 8.00pm, 365 days a year and is located at:

Entrance C

London Road Community Hospital

Osmaston Road

Derby DE1 2GD.

Tel: 01332 224700.

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

The surgery may be able to help with Minor Injuries for example, cuts, bruises, bumps. Alternately you could visit one of the Minor Injuries Units for when your injury is not an emergency and you can get help there rather than attend A&E. They are open 7 days a week 8am – 10pm, X-Ray facilities available Mon-Fri 9am-5pm. Our nearest unit is:

Ilkeston Community Hospital Minor Injury Unit
Heanor Road
Ilkeston
DE7 8LN

Your Local Pharmacies

Pharmacists are trained professionals who are ready to give advice on the best treatment for minor conditions such as:

Cold, headaches, cold sores, head lice, conjunctivitis, heartburn, constipation, indigestion, cough, insect bites, dental pain, migraines, diarrhoea, nappy rash, dry eyes, rashes, dry skin, sore throat, earache, teething, fever, temperature, haemorrhoids, threadworm, hayfever and thrush.

Most pharmacies offer a private consultation room where they can offer confidential advice. Pharmacists can talk you through your symptoms and offer advice and reassurance about how long these may last and what to do if they continue or get worse.

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.

Repeat Prescriptions

You can order repeat prescriptions over the phone by calling the Medicines Order Line on 0115 855 0260 between 9am - 4pm Monday to Friday or online via SystmOnline. You may request repeat prescriptions until your Doctor requires a review. The surgery uses the Electronic Prescription Service and we are able to send prescriptions to the pharmacy of your choice.

If you collect your prescriptions from the surgery please allow 48hrs or if we send them to your local pharmacy of your choice but please allow a further 24hours.

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. 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

Patients who are planning to travel overseas, whether on business or pleasure prior are requested to visit the Wellbrook Medical Centre website at www.wellbrookmedical.co.uk and look for Travel Information under the Services heading.

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.

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.

Interpreters

If required, an interpreter can be organised to either accompany you during a consultation with a GP or other health professional or over the telephone. Patients are always welcome to ask a relative or friend to accompany them to provide an interpreting service if preferred.

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.

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.

Transport Services: South Derbyshire CVS Practical Help Transport

CVS continue to run the popular Social Car Scheme alongside the practical help scheme. This is a volunteer transport service. They aim to match up transport requests with volunteer availability. Because their drivers are volunteers they may not always be able to meet your needs, however they will always do their best to help you with your journey.

The Social Car Scheme can enable people to:

- Attend medical appointments
- Visit a relative or friend
- Attend social activities
- Go shopping

The scheme is open to anyone who lives in South Derbyshire and is unable to use any other form of transport. Enquiries and bookings can be made Monday - Friday Mornings (9:00am - 12:00pm) and transport is available seven days a week subject to the availability of drivers. The scheme is non profit-making. However there is a charge made to the client of £1 per journey booked, plus 45p per mile (which is paid to the driver to cover their expenses).

Email projectsupport@sdcvs.org.uk or call 01283 219761 to find out more.

If you are able to volunteer to help provide this service to the community, please contact the scheme on the above details.

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

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. 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.

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 note that our car park is for use by visitors to the Medical Centre, Pharmacy, Dentist and Physiotherapy Unit only and not for access to nearby shops. The gates will be locked at the end of surgery, which may be at any time, so please be aware that if you do park for non-surgery access your vehicle could be locked in.

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 our website or Reception.

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 or The Independent Complaints Advocacy Service (ICAS) Derbyshire Mind on 01332 623732 or see their website at: www.derbyshiremind.org.uk

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.

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:

The Parliamentary and Health Service Ombudsman,
Millbank Tower,
Millbank,
London
SW1P 4QP

By telephone: 0345 015 4033

By e-mail: phso.enquiries@ombudsman.org.uk

Confidentiality

As your GP surgery we keep records about you, your health and the care we have to provide to you. At times, we may need to share this information with other NHS providers e.g. if you are referred to hospital or need care within the community. Everybody working within the NHS has a legal duty to keep information about you confidential and we hold your medical records in strict confidence. For more information on how and why we share your records please read the Privacy

Notice available on our website and in the waiting room.

You have a right to know what information we hold about you. If you would like a copy of your medical records, please contact the Practice. 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 consent form for this purpose.

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.

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.

Non-NHS Services

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

Adoption/fostering forms

Fitness-to-travel

HGV and PSV licences

Holiday insurance claim forms

Non-NHS travel vaccinations

Ofsted medical reports

Power of Attorney

Private health insurance claims and other non-NHS medical reports

Private medical reports

Private prescriptions

Private Sick Notes

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.

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 – Fit Notes

Under current legislation a patient can self-certificate for the first seven working days of any illness. The self-certificate (Form SC2) is available online at www.gov.uk. 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.

Staff Training

The practice is closed on one Wednesday afternoon per month, from 1.30pm 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 Residents or Immediately Necessary

We provide a Temporary Patient service for anyone staying or passing through within our practice area that requires medical help. Just call into the surgery, obtain a Temporary Resident Form from our PA team, return it to us completed 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 to the surgery and be viewed by our GP's, although some results may take longer. 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. If you would like to speak to us about your results, please call our Enquiry Line 01283 732406 option 2, after 2.30 pm or visit the practice. Cervical Smear Results usually take about 2-3 weeks and you will receive a letter to your home address in this case. Please be aware that if your results needed urgent action your Doctor or a member of the PA team will contact you personally. 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 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 Urgent Care Centre	01332 224700
Citizens' Advice Bureau	01283 210107
Samaritans	01332 364444
Police Central Switchboard	0345 123 3333
Police/ non-urgent (free-phone)	101
Relate	01332 349177
NHS Derby and Derbyshire CCG	01332 888080
Care Quality Commission	03000 616161
PALS	0800 7837691

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.