

The Vernon & The Lanes Medical

TEST RESULTS & NON URGENT ENQUIRIES

Please telephone after 10.00 to discuss test results e.g. blood tests, x-rays, cervical smears etc. This leave the phone available for patients requiring emergency appointments.

Thankyou for your understanding



WELCOME TO THE PRACTICE

Dr Iddon and Partners welcomes you and your family to our medical centres. The Practice began providing medical services in 1918.

Vernon Street. Close to the City Centre, medical services are provided from this impressive Georgian Grade II listed building since the 1950s. Recently refurbished and re-equipped.

The Lanes. Littleover, opened in February 2008 replacing temporary accommodation at Middleton Avenue.

Please note that although you will be registered at one of the medical centres you can be seen at either site.

All new patients to either surgery are entitled to a 20-minute NHS Health check with a Health Care Assistant. This is important because it can take up to 6 weeks to receive your medical records from your previous doctor. Your blood pressure, urine, current medication and past medical history will all be checked at this screening.

THE PARTNERS

Dr Peter W Iddon MB ChB DA DTM&H- (1984 Male)

Dr Caroline A Williams MB ChB DFFP LoCIUT LoCSDI - (1992 Female)

Dr Merryl D A Watkins BSc, MBBS, DRCOG, MRCGP (Female)

Dr Vickie Wright MBBS, DRCOG, MRCGP, (2005 Female)

ADDRESSES AND TELEPHONE NUMBERS

**Vernon Street Medical Centre – 13 Vernon Street
Derby
DE1 1FW**

Telephone Numbers

Appointment & General Enquiries: 01332 332812
Fax: 01332 202608
District Nurses: 01332 564900
Out of hours emergencies: 111

**The Lanes Medical Centre - 147 Normanton Lane
Littleover
Derby
DE23 6LF**



Telephone Numbers

Appointments & General Enquiries: 01332 271374
Fax: 01332 772980
District Nurses: 01332 564900
Out of hours emergencies: 111

EMERGENCY ON THE DAY APPOINTMENTS

Telephone between 08.30—10.00 to make an appointment with the on the day clinician.

TELEPHONE ADVICE

If you wish to speak to a doctor or nurse please telephone after 10.00am to arrange a telephone consultation.

PRACTICE HOURS AND CONTACT NUMBERS

OPENING HOURS

The reception staff are available as follows:



Vernon Street:

Monday, Tuesday, Wednesday, Thursday and Friday 0830 to 1830

The Lanes:

Monday, Tuesday, Thursday and Friday 0830 to 1830

Wednesday 0830 to 1330

Note: Both surgeries are open over the lunch time period.

Please call after 10 am for non urgent enquiries

SERVICES PROVIDED

IMMUNISATION CLINIC

Childhood immunisation clinics are held at Vernon Street and at the Lanes throughout the week. Parents or Guardians will receive letters from the surgery advising them when their child's injections are due.

FLU VACCINATIONS

Every year from September the surgery runs flu vaccination clinics. Those patients over the age of 65 and also patients under 65 in certain health risk groups will receive a letter from the surgeries advising them of the dates of the clinics. Patients should then follow the advice in the letter.

MINOR SURGERY

The surgery is approved by the Primary Care Trust to carry out a variety of minor surgery procedures including cautery, joint injections and aspirations. The minor surgery clinic is held once a month at our Vernon Street site only.



USEFUL INFORMATION AND TELEPHONE NUMBERS

Citizens Advice Bureau	01332 228700
Intermediate Care	01332 564850
Coroners Office	01332 343225
Drugs and Alcohol Advisory Service	0300 790 0265
Royal Derby Hospital	01332 340131
London Road Community Hospital	01332 265500
District Nursing Team	01332 564900
Emergency Services	999
Southern Derbyshire CCG	01332 888080
Kingsway Hospital	01332 623700
NHS Advisory Service	111
Nuffield Hospital	0300 790 6190
PALS	08000 323235
Police – Main Station	01332 290100
Relate	0808 1789363
The Samaritans	01332 364444



DISABLED ACCESS

Both sites have access for the disabled including, wheel chair ramps, extra wide doors, corridors and toilets. At Vernon Street the ramp is located at the rear of the building accessed via York Street.

COMMISSIONING GROUP INFORMATION

The Practice is part of [Southern Derbyshire Clinical Commissioning Group \(SDCCG\)](#).

PATIENT ADVICE AND LIAISON SERVICE (PALS)

As a patient, relative or carer you may sometimes need to turn to someone for on-the-spot help, advice and support. This is where PALS may be able to help you. They provide confidential advice and support, helping you to sort out any concerns you may have about the services provided by the NHS and guiding you through the different services available. Call freephone 08000 323235

The Practice is approved by Derby City Primary Care Trust to provide the following Services.

Maternity Medical Services	Contraceptive Services (Inc. implants & coil)
Child Health Surveillance	Cardio-Vascular Risk
Health Promotion Services	Minor Surgery Services
Physiotherapy	Phlebotomy
Hypertension	Asthma
Coronary Heart Disease	Immunisation Clinics
Over 75 Services	Diabetic Services

OUT OF HOURS SERVICE

When the Practice is closed, an out of hours service is run by NHS 111. Telephone NHS 111 by dialling 111.

WEEKENDS

If you need a doctor or other help advice please telephone 111.

PATIENT CONFIDENTIALITY



We respect your right to privacy and will keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. 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. Please advise us when you move address, update your mobile, telephone number, email address or personal details associated with your medical records.

Where information is used with other health bodies it will be kept anonymously.

HOW TO REGISTER WITH THE PRACTICE.

Just turn up at either surgery and ask for a New Patient Registration Form. Once this has been completed, along with a practice questionnaire, you will be registered with the practice.

Please present photo ID and proof of address when registering.

CONFIDENTIALITY AND MEDICAL RECORDS

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances.

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.

When we have a duty to others e.g. in child protection cases. Anonymised patient information will also be used at local and national level to help the Health Board and the Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know in writing.

Reception and administrative staff require access to your medical records in order to do their jobs. Members of staff are bound by the same rules of confidentiality as the medical staff.

PRIVATE MEDICAL EXAMINATIONS

Private medical examinations for such things as PSV/HGV licences are undertaken by the doctors but a charge is made to provide this service. Please ask at Reception for details.

SURGERY POLICY ON ANTISOCIAL BEHAVIOUR

This Practice adheres to the NHS Zero Tolerance policy on antisocial behaviour. Anyone found to be committing an offence (particularly but not exclusively violent behaviour) that is deemed by the doctors to be antisocial will be removed from the practice list immediately.

COMPLAINTS PROCEDURE

If you feel you need to make a complaint about any aspect of the Practice please ask to speak to Karen Lloyd (Practice Manager) or Kim Crossley (Assistant Practice Manager) who will be happy to help. Alternatively there are forms available from the reception teams at both sites. Please make your complaint out to the Senior Partner or Practice Manager and ensure that the envelope is marked PRIVATE AND CONFIDENTIAL. An initial response will be made to you by the Practice Manager within 3 working days and a more detailed response within 21 days of receipt.

ACCESS TO MEDICAL RECORDS

Patients have the right to view and copy information from their medical records. Such a request must be made in writing and addressed to the Practice Manager at the Vernon Street site. The Practice Manager will make a double appointment for the patient with the doctor so that the medical records can be reviewed.

ACCESS TO PATIENT INFORMATION

The Practice is registered under the Freedom of Information Act 2005 and practice details and information can be found on the following NHS internet website:

www.foi.nhs.uk/practice?id=152

PATIENTS' RIGHTS TO GENERAL MEDICAL SERVICES

Patients have the right to:

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees

Have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

With these rights come responsibilities and for the patient this means:

- Courtesy to the staff at all times – remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment! Arriving more than 10 minutes after your appointment time will result in your appointment being delayed or cancelled to avoid other patients inconvenience.
- An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make the best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

WEBSITE

We now have our own website which can be accessed at:

www.vernonstreetandthelanes.co.uk

ONLINE SERVICES

To register for online services patients must attend surgery with photographic ID to be set up with a password. Once registered you will be able to order repeat prescriptions, make or cancel appointments with a doctor and have access to your summary care record.



HERE TO HELP!

PRACTICE MANAGER

Karen Lloyd is our Practice Manager and will be able to help you with any administrative or non-medical aspects of the practice. She is also available to discuss any suggestions or complaints. In her absence, **Kim Crossley**, the Assistant Practice Manager, will be able to help you.

RECEPTIONISTS

Our Office Manager, **Chris Turner**, leads the reception team at Vernon Street and the Senior Receptionist, **Vimla Mankoo**, leads the team at The Lanes. The Receptionists are there to help you but have a difficult job to deal with telephone calls and enquiries coming from every direction. When telephoning for an appointment you will be asked the nature of the appointment. Receptionists have been asked to do this by the doctor to ensure that your enquiry is dealt with as effectively and efficiently by the correct clinician.

SAFEGUARDING CHILDREN

Most children don't talk about sexual abuse, so we have to. If you are worried about someone's behaviour with a child or use of illegal websites, the sooner you act the sooner you stop the damage. If you believe the child is at immediate risk contact the Police by dialling 999. Alternatively if you want advice from the police and the child is not in immediate need of protection, you can call them on

0845 123 33 44.

You may want to discuss your concerns with a social worker of the First Contact scheme. Members of the team will help you to talk about the concerns you may have for a child and decide what actions may be required to make a child safe. Contact the team on 01332 641172.

You can also discuss your concerns with the Stop it Now! campaign on 0808 1000 900 www.stopitnow.org.uk or tell your GP or Practice Nurse who will be able to refer the information on to the appropriate agencies.

SAFEGUARDING ADULTS

Abuse of at risk adults damages, it devastates and it exists **so please report it.**

If you have any concerns or would like more information please call Derby City Adult Social Care on 01332 640777, Minicom 01332 640666 SMS (for deaf users) 01332 785642 or you can visit www.derbysab.org.uk If you don't want to contact the Council tell your GP or Practice Nurse who will be able to refer the information on the appropriate department.



SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate, and we do not issue them, for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC1) which is available from your employer. For any illness lasting longer than seven days you will need to see a doctor for a Fitness Statement (Med 3) and for any subsequent renewal of the certificate.

School children do not require a sickness certificate, or fitness statement and it is Practice policy to not issue documentation confirming a child's attendance at the surgery.

REPEAT PRESCRIPTIONS

When you receive your prescription tear off the right hand side portion and keep this safely until your next repeat prescription is due.

Tick which items you require and either deposit it in the repeat prescription drop boxes located in the surgery lobbies, or at your chosen pharmacy.

We regret that we cannot take requests over the telephone

because many drugs sound similar and mistakes can be made.

Please note that your medication will be subjected to regular review by the doctors. It takes 48 working hours to process a request for a repeat prescription. Many patients are unaware of what is involved when requesting a repeat prescription.

We have approximately 100 requests per day each of which has to be processed by the Repeat Prescription Clerk. The Repeat Prescription Clerk has to check the computer system to see if a Repeat Prescription request is authorised by the doctor. If not, she has to check with the doctor to make sure that the repeat prescription can be issued. If the doctor needs to see a patient first then an appointment has to be made. If the repeat prescription is authorised then the prescription is printed and put through to the doctor for signature. Once signed the prescription is then either picked up by your preferred Pharmacy or alternatively placed in the prescription-filing box awaiting collection. We are able to provide electronic prescribing which involves patients nominating a particular pharmacy to process their prescriptions. Our receptionists are happy to arrange this for you.

ALLOCATING A DOCTOR

You have a right to request registration with a named doctor if you wish. If not then the Practice staff will register you with any of the doctors.

WHEN TO MAKE AN APPOINTMENT

During surgery opening hours (see Practice Hours and Contact Numbers). We offer same day appointments with the ANPs, GP Registrar and GP, depending on your medical needs. Appointments are available to book from 0830 each morning. Pre-bookable appointments can be booked in advance.

Please note that appointments are available for any relatives staying with you who are not registered with the Practice. Your relative will be seen as a temporary resident for up to three months. When booking an appointment please make it clear to the Receptionist that your relative is not registered with the Practice.

CANCELLING AN APPOINTMENT

If you do not need your appointment with the doctor or nurse it is very important that you telephone (or call in) even on the day, to cancel so that the appointment can be made available for another patient. At present we offer over 40,000 appointments per year but at peak times we can still struggle to satisfy patient demand. We therefore reserve the right to remove patients from our list who persistently abuse and misuse the appointment systems. Anyone found to be abusing the appointment system will receive a warning letter first but removal will follow if misuse continues.

HOME VISITS

Please come to the surgeries whenever possible as facilities are better for examination and treatment. Home visits are available for housebound and palliative patients. If you think you need a home visit please telephone the surgery before 10.30 am. A receptionist will take basic details and a doctor will be in touch. The Practice ANPs routinely carry out the home visits and it's not possible to request a particular Dr when requesting a home visit. Home visits are also carried out by the Hub Visiting Service.

Advance Nurse Practitioner



Jane Scott

Mike Barnwell

Advanced Nurse practitioners offer you a greater choice of who you can see about your health needs. Seeing a nurse practitioner also helps to free appointments with the doctor for more complex health conditions. They can assess your health care needs based on highly developed nursing knowledge and skills, make a diagnosis and discuss and plan treatment options with you. A Nurse Practitioner can also prescribe any necessary medication. They can also refer to the hospital should the need arise. A doctor is always available should the nurse practitioner wish to talk to him/her about your health needs.

PRACTICE NURSES

Lauren Tasker (Senior Nurse) BSc Adult Nursing

Louise Thomasson RGN

Clare Hill RGN

Sara McInulty Treatment Room Nurse

Debbie Phillips HCA

Kirsty Robinson Phlebotomy

A variety of nurse-led general and specialised clinics are available to provide health education/advice and promote health. These include clinics for Asthma, Diabetes, Hypertension, Coronary Heart Disease, and Mental Health

There is close professional relationship between GPs, ANPs, Practice Pharmacists, practice nurses, and other health professionals, which maintains communication and continued patient care.

DISTRICT NURSES

A District Nursing Sister is a General Nurse with an additional qualification in Health Care in the Community. We have a team of nurses who are based at the Village Medical Centre. They can be contacted on **564900**. The team have a wide range of training and experience in general nursing care of the elderly, palliative care, wound care and infection control. They provide nursing care and support for patients in their own homes thus enabling the patient to remain at home where possible for the duration of their illness. A full holistic assessment of needs is made and referral onto other agencies made where appropriate. They are available for help and advice on a range of problems such as incontinence, help with disability aids, bathing aids and advice on welfare benefits.

MATERNITY CARE

The Midwife is in surgery at Vernon Street every Monday and Wednesday and at The Lanes on a Tuesday. Please contact Reception to arrange an appointment.

CHAPERONE POLICY

If you feel you would like a chaperone present at your consultation, please inform your doctor/nurse who will arrange this for you.