

## 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**



CQC Inspected and Rated

Good

## WELCOME TO THE PRACTICE

Dr Wright and Partners welcome 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.

Patients have the right to express a preference of practitioner.

## THE PARTNERS

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

Dr Robertshaw MBCHB, MRCGP, LoCIUD, LoCSDI, PGcertMedEd

M J Barnwell RGN, MSc (ACP)

Karen Lloyd Managing Partner

## ADDRESSES AND TELEPHONE NUMBERS

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

### Telephone Numbers

Appointment & General Enquiries: 01332 332812  
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 332812

District Nurses: 01332 564900  
Out of hours emergencies: 111

## EMERGENCY ON THE DAY APPOINTMENTS

We are currently triaging all requests for appointments. When you call the surgery, the receptionist will take details and follow our guidelines as to whether you require a telephone or face-to-face appointment.

If you wish to ask a clinician a question, please do this via our website - [www.vernonstreetandthelanes.co.uk](http://www.vernonstreetandthelanes.co.uk)

## PRACTICE HOURS AND SERVICES

### OPENING HOURS

The reception staff are available as follows:



#### **Vernon Street & Lanes Medical Centre:**

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

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

**Please call after 10 am for non urgent enquiries**

### PRACTICE SERVICES

- Antenatal and Maternity
- Contraceptive Services
- Child Health Surveillance
- Cardio-Vascular Risk
- Health Promotion Services
- Minor Surgery Services
- Physiotherapy
- Phlebotomy
- Hypertension
- Asthma
- COPD Services –
- Coronary Heart Disease
- Immunisation Clinics
- Over 75 Services
- Diabetic Services
- Spirometry
- Epilepsy
- Counselling
- Well Person Screening
- Travel Health
- Learning Disabilities Clinics
- Mental Health
- Cancer Care
- Medication Review
- NHS Health Checks
- Steroid Injections
- Treatment Room Services
- Men's Health
- Flu and COVID vaccination
- Stop Smoking advise
- Weight Management support
- Maternity Care
- Social Prescribers
- Care Co –Ordinator's
- Pharmacy support



## USEFUL INFORMATION AND TELEPHONE NUMBERS

Citizens Advice Bureau	01332 228700
Intermediate Care	01332 564850
Coroners Office	01629 535047
Drugs and Alcohol Advisory Service	0300 790 0265
Royal Derby Hospital	01332 340131
Florence Nightingale Comm 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	0330 094 5717



## 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 Derby and Derbyshire Commissioning Group (DDCCG)

## 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)
(provided at the Florence Nightingale hospital)	
Child Health Surveillance	Cardiovascular Risk
Health Promotion Services	Minor Surgery Services
Physiotherapy	Phlebotomy
Hypertension	Asthma

## 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.

We are encouraging patients to register via our website, [www.vernonstreetandthelanes.co.uk](http://www.vernonstreetandthelanes.co.uk). You will be asked to provide ID at the time you register (online attachments are fine)

Alternatively, you can attend either surgery and ask for a paper registration form.

## 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 private 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 Lauren Hind (Assistant Practice Manager) who will be happy to help. 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.

Alternatively, you can visit our website and submit your concerns through the feedback option.

### **NHS complaints Advocacy Service Provider**

Cloverleaf Advocacy

01924 454874

Email—[referrals@cloverleaf-advocacy.co.uk](mailto:referrals@cloverleaf-advocacy.co.uk)

## 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](http://www.foi.nhs.uk/practice?id=152)

[www.foi.nhs.uk/practice?id=152](http://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.
- A 10 minute appointment is to discuss one issue only. If multiple things need discussing please inform the receptionist who will allocate the appropriate appointment time.
- 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.

## WEBSITE

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

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

This can be used to ask for advice, register as a patient, change your details, request for your medication to be sent to a specific pharmacy and to supply us with clinical information like blood pressure readings.

## ONLINE SERVICES

We are currently able to set this up remotely if you send photo ID via our generic email DDCCG.reception@nhs.net. Please note that at the present time we have disabled the appointment booking facility.



## 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, **Lauren Hind**, the Assistant Practice Manager, will be able to help you.

### RECEPTIONISTS

Our Office Manager, **Adele Black**, leads the reception and admin team at Vernon Street and 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](http://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](http://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

These are now ordered via the Medicines Order Line (MOL) on

**0115 855 0260 or visit [www.derbyshiremol.nhs.uk](http://www.derbyshiremol.nhs.uk)**

The MOL is open between 8.00 and 14.00 Monday-Friday. MOL exemption forms are available for patient who do not have the capacity or are physically unable to telephone the line.

An alternative to this is to sign up for online services by applying via our website and supplying photo ID. We will supply you with a username and password for you to be able to order your medications in through the online service once the security checks are complete.

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

We are able to organise for prescriptions to be sent electronically through to your pharmacy of choice.

Prescription charges from 1st April 2024 -

- £9.90 per single item.
- £32.05 to cover prescriptions for 3 months.
- £114.50 to cover prescriptions for 12 months.

## 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 one of our current partners.

## 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. Telephone appointments are made available every morning. If the GP wants to see you in person, they will ask you to come down at a particular time. 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 even on the day, to cancel so that the appointment can be made available for another patient. Appointment cancellation is also available via our website. 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

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 Doctor when requesting a home visit. Home visits are also carried out by the Hub Visiting Service. Any visit requests involving chest infections, cough or shortness of breath will be passed onto the Red Hub visiting service.

## GPs

Dr Wright Wright    Dr Robertshaw  
Dr Hudson            Dr Elshibly  
Dr Yousef             Dr Okorare



## Advance Nurse Practitioners (ANP)

Mike Barnwell

A Nurse Practitioner can provide the same care and support that a GP can. A doctor is always available should the nurse practitioner wish to talk to him/her about your health needs.

## PRACTICE NURSES

Clare Hill RGN

Rosie Duckels RGN

Ayesha Gunn RGN

Ellie Danvers RGN

Debbie Phillips HCA

Kirsty Robinson HCA

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

An appointment is usually required to see a Practice

## 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 now seeing patients at the Florence Nightingale Community Hospital on Tuesdays and Wednesdays. Please call the surgery to arrange an initial appointment (she will book any follow-ups herself) but be aware that the way the clinics are set up, the SMS reminders still give the surgery name rather than the hospital.

## 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.