



Welcome to Arthur Medical Centre

Main Street, Horsley Woodhouse, Derbyshire DE7 6AX
Arthur Medical Centre 01332 880249
www.arthurmedicalcentre.co.uk

Introduction

The purpose of this information leaflet is to provide you with a guide to the services provided at the Arthur Medical Centre. Arthur Medical Centre operates within the area of the NHS Derby and Derbyshire CCG.

Surgery Opening Times - Weekdays

Doors are open Monday to Friday from 8.00am till 6.30pm telephone lines are open from 8.00am until 6.00pm weekdays except Bank Holidays. At all other times, if you require urgent medical attention, please dial 111 for the NHS 111 Service. Dialling 111 is free of charge.

Normal hours for doctor appointments at the Practice are from 8.20am till 11.20am and then from 3.00pm till 6.00pm. Routine nursing appointments are available throughout the day.

Surgery Opening Times – Saturdays

In order to help those patients who have difficulty attending the surgery to see a doctor during the normal Monday to Friday opening times, a GP and Nurse holds a session between 8.00 am and 12.00 pm on Saturdays. These sessions are exclusively for pre-booked appointments and we are not able to offer walk-in appointments on a Saturday.

However, Walk-in Centres are open and available to you in Derby, Nottingham and Ripley. Please note that our phone lines are not open on a Saturday morning.

A large-print version of this leaflet is available on request.

Registering

The Practice will consider accepting any patient who has a permanent address within the Practice Area. Please come and see our reception staff if you wish to register with us. You will be asked to complete a registration form and a short health questionnaire. You will also be offered an appointment for a New Patient Check-up.

Practice Area

A detailed map showing the Practice boundary is displayed in the waiting room.

Disabled Access

The Practice is easily accessible to disabled patients throughout the premises. A hearing loop is fitted to the Reception Desk and portable devices are available for use in consultations when required.

How to Make an Appointment?

If you need to be seen medically urgently, you will be offered an appointment on the same day with a doctor or nurse practitioner, as necessary.

Most routine doctors' appointments are available for booking within one to two weeks.

About *one third* of doctors' appointments can be booked up to three or four weeks in advance. Appointments with our nurses or the Practice Pharmacist can also be booked in advance.

Appointments with the doctors are usually for 10 minutes. If you think you will need a longer appointment because, for example, you think you may require an intimate examination, your problem is especially complex or you have several different problems to discuss, then please explain this to the receptionist. Do remember, there is *still* no need to disclose the reason for the appointment to the receptionist.

You may possibly consider it unnecessary to actually see a doctor and might wish to speak to one, instead, about your particular concern. In this case, you are able to call the receptionist to book a telephone "call-back" from a doctor.

How to Cancel an Appointment?

Simply telephone the Practice or visit our Practice website and follow the prompts.

Home Visits

Home visits are reserved for those that are truly housebound because of illness or disability. It is preferable for patients to be seen at the surgery as

this provides the facilities and access to all the appropriate equipment that cannot be brought to patients' homes. Several patients can be seen at the surgery in the time that it takes to make one home visit. Lack of own transport is not an acceptable reason for a visit request as relatives, friends, taxi firms, community transport etc are generally available options.

Should you need to request an urgent home visit please telephone the surgery before 10.00am where possible. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls. The doctor will usually wish to speak to you before arranging a visit.

How to Order Repeat Prescriptions?

There are 3 methods of ordering repeat prescriptions;

- 1- From 15th July, the Practice is offering a new way to order your repeat medication. There is a central team called the NHS Prescriptions Medicines Orderline (MOL) who can be contacted between 9.00am and 4.00pm Monday to Friday on 0115 855 0260.
- 2- Online by using SystmOnline.
- 3- By ticking the required drugs on your most recent prescription and then depositing it in the box marked "repeat prescriptions" situated in the waiting room when the practice is open or by posting it through the letterbox when the practice is closed.

Arriving For Your Appointment – How to Fast Track to the Waiting Room?

There's no need to wait around at Reception to announce your arrival if you self-register. Did you know that you can register your arrival yourself by using the Touchscreen in the Waiting Room? If you have an appointment within the next hour, simply touch on your month and date of birth plus the first letter of your surname and you will be automatically recorded as being present and waiting.

When are the Best Times to Telephone the Practice?

Emergencies and appointment requests are dealt with at any time during Practice opening hours. Enquiries about test results and about other routine matters are best made between 1.00 pm and 3.00 pm.

Speaking to a Doctor or Nurse by Telephone?

If you wish to speak to a doctor or nurse on the phone, this can be done

during surgeries provided that time between booked patients permits. Alternatively, you will be given a call-back at a less busy time.

Arthur Medical Centre Website

Our website address is www.arthurmedicalcentre.co.uk where repeat prescriptions can be ordered and appointments can be made and cancelled. Please also visit our website to find information about the Practice or to browse a number of useful external health-related links.

Accessing Help when the Surgery is Closed

If you need urgent medical attention when the surgery is closed, you should dial **111**. This will connect you, free of charge, to the NHS 111 Service that is provided by a local organisation – ‘Derbyshire Health United’. You will be assessed on the phone and directed to the most appropriate point of care for your particular needs.

Doctors

Dr Andrew McKenzie	BMedSci, BM BS, FRCGP
Dr Laura Wilton	BMedSci, BM BS, MRCGP
Dr Marie-Louise Tidmarsh	BMedSci, BM BS, MRCGP, DFFP
Dr Kate Woodier	BMedSci, BM BS, MRCGP, DRCOG
Dr Jennifer Clark	BM BS MRCGP
Dr Richard Furness	BMedSci, BM BS, MRCGP, DRCOG

Training and Education

We are proud to have been selected as a Teaching Practice. This means that already qualified doctors, who are completing their General Practice training, together with medical and nursing students become part of the Practice Team. Your permission will always be sought prior to any consultation where students may be present.

Practice Pharmacist

The Practice Pharmacist, Morag Cameron, works in Amber Pharmacy on occasions, but most of her time is spent within the Practice dealing with various queries and advising patients on their medicines.

Morag works alongside the doctors and nurses and is able to prescribe medications, monitor and treat patients with conditions such as high blood pressure, raised cholesterol, asthma and chronic lung disease. Morag monitors warfarin treatment and prescribes travel medicines. She also sees new patients who take a number of medicines to ensure that their current medication and appropriate medical follow-up is planned. You may book an

appointment to see Morag if you would like further information regarding any of your current medications.

The Nursing Team

Our team of **Practice Nurses** (Lisa Gore, Samantha Leatherland, Rosie Selby-Rose, Gillian Fletcher and Katrina Mousley) with the support of the **Health Care Assistant** Sally Cook who looks after patients who are able to attend at the Surgery. They monitor and treat chronic diseases such as asthma, raised blood pressure (hypertension), diabetes and COPD (chronic bronchitis). They also give immunisations (including travel vaccines), attend to dressings and ear syringing, and provide women's health and family planning services.

The District Nursing Service provides care in the home for housebound patients - those who are unable to leave home, including patients in residential and sheltered housing accommodation. A day, evening and night-nursing service is available. To support patients at home, nurses liaise with other specialist nurses, Social Services, rehabilitation services and the GPs.

Health Visitor

Every family with children under school age will have a nominated **Health Visitor**. Health Visitors are trained nurses with further qualifications in public health. We also have a qualified **Nursery Nurse** as part of the team. The team is available to offer advice and support to families from when the child is born to the time they start school. They can help with advice on the health of the child together with their growth and development. They also have expertise in diet, sleep management, behaviour management, play & stimulation and much more. As family health visitors, they are there to help with any health issues related to the rest of the family, such as postnatal depression, housing issues and support with disabilities. Health Visitors work closely with other health professionals and services to provide health care for families.

Care coordinator

Chloe Tabbenor is based at Arthur Medical Centre, she provides free telephone support to help people over the age of 18 years to contact and obtain help from various local services and agencies. If you wish to speak with Chloe please telephone the practice.

Midwife

Our Midwife, Michelle Lane, offers a comprehensive midwifery service including antenatal clinics in the Surgery.

The Rest of the Team

The **Practice Manager**, Anne Armstrong oversee the day-to-day running of the Practice and are also available to deal with any **suggestions or complaints** you may have. Receptionists, administrative staff, dispensers and dispensing assistants complete the team.

Further Services Available at Arthur Medical Centre

We are fortunate in having the services of a Surgeon, an Orthopaedic Specialist and a Psychiatrist who run clinics at the Practice on a monthly basis. Your doctor can arrange for you to see one of these specialists, as required.

Appointments for phlebotomy (blood tests) and Citizens' Advice can also be made by enquiring at Reception.

The Warfarin Monitoring Service is run by Samantha Leatherland, Rosie Selby-Rose, and Katrina Mousley.

Patient Participation Group

This small group of patients meets on a regular basis, either alone or together with Practice staff. Its aim is to improve communication and understanding between the Practice and patients in order to improve the quality and delivery of services and to help shape the future direction of the Practice. Information from the PPG is provided on the notice board in Reception. Any comments or messages can be passed to the PPG via the receptionists at any time.

Information Governance, Confidentiality and Disclosure

All patients have the right to complete confidentiality and the Practice will uphold this at all times. However, information about you may be shared between members of the Practice Team in order to provide effective health care for you. There may be occasions where a third party (i.e. insurance company) will request information about you. Your consent will be sought before any information is released to them.

Zero Tolerance

The Arthur Medical Centre, supported by Derbyshire Constabulary, is committed to a peaceful and dignified work environment. Verbal or physical assault and threatening behaviour will result in ejection from the premises and may lead to prosecution.

Practice Charter

Your Rights:

- To be greeted in a welcoming and caring manner
- To have privacy and confidentiality
- To be treated with courtesy and respect
- To have access to your medical records in line with policy and law

We will:

- Make every attempt to answer the telephone promptly
- Offer an appointment within a reasonable time
- Usually see patients within 20 minutes of their appointment time
- Provide information and advice and give appropriate treatment
- Provide information about what we do
- Provide quality training for our staff

We ask that you:

- Only ask for a visit when you are really too ill to come to the surgery
- Keep your appointment times or give us notice of cancellation
- Let us know of change of name, address, telephone numbers, etc
- Treat our team with courtesy and respect
- Show understanding, compassion and respect for other patients

Complaints, Comments and Suggestions

The Practice has an active interest in hearing comments and suggestions from patients as this helps refine ongoing developments. Any such comments can be addressed to the Practice Manager or to the Patient Participation Group.

Any complaints are handled via a formal procedure and a leaflet explaining the process is available from Reception. If any assistance is required, then please ask to speak with the Practice Manager, Anne Armstrong.

GP Services Out of Hours

If you need urgent medical attention when the surgery is closed, you should dial **111**. This will connect you, free of charge, to the NHS 111 Service that is provided by a local organisation – ‘Derbyshire Health United’. You will be assessed on the phone and directed to the most appropriate point of care for your particular needs.

Accident and Emergency – 999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest Accident and Emergency department or call **999**. Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.