

PRACTICE INFORMATION LEAFLET

KELVINGROVE MEDICAL CENTRE

28 HANDS ROAD, HEANOR, DERBYSHIRE DE75 7HA

Tel: 01773 713201

Website: www.kelvingrovemc.com

If you require this information in a different format, such as large print, Easy Read or Braille, please contact the Surgery.

DOCTORS - PARTNERS

The Partnership consists of two male and three female GPs and is not a limited partnership:

Dr Stuart Mellor	MB BS MRCGP, qualified Guys Hospital London 1985
Dr Justine Alexandra Reid	MB BS DRCOG MRCGP DFFP, qualified London 2000
Dr Sarah Magowan	BMedSci BMBS DRCOG MRCGP – qualified Nottingham 2008
Dr Ryogo Ashida	BSc (hons), MSC, BM BS, MRCGP – qualified Nottingham 2011
Dr Elizabeth Augustine	MBBS, MPH, DTM& H – qualified Madras 1994

OPENING TIMES

Monday – Friday; 8:00am – 6:30pm

EXTENDED ACCESS

For any treatment required outside of normal Practice, you will need to contact 111.

REGISTERING WITH THE PRACTICE

To register with the Practice, you are required to complete a registration form, which is obtained from reception. This will enable us to obtain your medical records from your previous Doctor. You will be offered an appointment with the Practice Nurse for a new patient check and asked to complete a new patient questionnaire.

The Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

NAMED GP

Practices are required, under the GMS (General Medical Services) contract, to allocate a named accountable GP to all patients. Where a patient expresses a preference as to which GP they have been assigned, the Practice will make reasonable efforts to accommodate this request. The named GP is responsible for patients' overall care at the Practice. If you would like to know who your named GP is, please contact the Practice. Having a named GP does not prevent you from seeing any of the GPs at the Practice.

PRACTICE AREA

The Practice area covers Heanor, Loscoe, Crosshill, Codnor, Shipley, Smalley and Langley Mill. In addition, existing patients of ours moving out of this area will be required to change to a more local Doctor.

CONTACTING THE PRACTICE

To contact the Practice please ring 01773 713201. The telephones are very busy in the mornings. If you are ringing for the result of a test or a general enquiry, which is not urgent, the best time to ring is after 2:30pm.

APPOINTMENTS

The Practice operates a triage service for any on day requirement (urgent). You will be asked a variety of questions by a member of the reception team. This is to ensure that you are offered the most appropriate appointment to meet your needs.

For routine appointments, we aim to give you an appointment with a Doctor of your choice, but if he/she is unavailable or his/her appointment list is full, then we will offer you an appointment with another Doctor.

If you think your problem can be dealt with over the phone, please let the receptionist know and she will arrange a telephone consultation with the Doctor on call.

During busy periods, particularly holiday times, the doctors do get booked up very quickly. You can also book appointments online via Patient Access. To register for Patient Access, please call at Reception for an information leaflet and bring in photo ID and confirmation of your address. You must come in person with your ID documents. You will be provided with your login details and instructions on how to activate your registration.

Surgeries and Clinics run at varying times during the day. Appointments are available during the following times:

	Morning	Afternoon
Monday	08:30 – 12:30	13:45 – 18:00
Tuesday	08:30 – 12:30	13:45 – 18:00
Wednesday	08:30 – 12:30	13:45 – 18:00
Thursday	08:30 – 12:30	13:45 – 18:00
Friday	08:30 – 12:30	13:45 – 18:00

Please ask at reception for further details.

Appointment times vary, dependant on GP availability and other Practice commitments for example: during student teaching sessions; some surgeries start at 8:00am. Appointment times may be for the GP or Nurse.

HOME VISITS

Home visits are reserved for patients who, because of their medical condition, cannot attend the Surgery. Please be aware, however, that due to the Doctors' Practice commitments, you may not be visited until much later in the day, unless the visit is urgent. Requests for home visits should, except in emergencies be received by **11:00am**. On telephoning the Surgery, the duty doctor will deal with all requests for home visits. Please telephone 01773 713201. If the doctor feels that he/she is able to deal with your problem over the telephone he/she will carry out a telephone consultation.

WHEN THE SURGERY IS CLOSED

To contact the medical services when the Surgery is closed, please dial **111**. If you feel your condition is life threatening and needs immediate attention, we suggest that you dial 999.

REPEAT PRESCRIPTIONS

Patients on long-term medication can request repeat prescriptions. Please use the repeat prescription tear off slip attached to your prescription. Only items on the tear off slip may be requested. Requests for repeat prescriptions can be:

- handed in at reception
- sent by post with a SAE
- ordered via a pharmacy
- ordered on line via Patient Access.

To register for Patient Access, please call in at the Practice for an information leaflet and bring photo ID e.g. passport/driving licence and a document such as a utility bill, confirming your address, which must not be more than 6 months old. You must attend in person with your ID, we are not able to accept ID from a representative, to ensure patient confidentiality. The Receptionist will provide you with your login details and instructions on how to activate the service. You must be over 18 years of age to register. We are not able to accept repeat prescription requests by telephone. Please allow at least 2 working days for your prescription to be processed.

For your convenience the local chemists also offer an order and collection service. If you telephone them directly they will take your order from you and bring it to the surgery. When processed, they will collect your prescription from the Surgery and you can collect your medication directly from them. Please allow 3 working days for this service.

NB. Repeat Prescription Requests will not be taken over the phone.

EPS (Electronic prescription service)

The EPS is an NHS service which gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you collect your repeat prescription from the Practice, you will not have to pick up your paper prescription. Instead the Practice will send it electronically to the place you choose, saving you time. There are certain medications which are not able to be sent electronically at the present time. If you would like to use EPS, you need to choose a place for the Practice to electronically send your prescription to. This is called nomination. Ask the pharmacy or the Practice to add your nomination for you. An information leaflet regarding this service is available at the Practice.

MEDICATION REVIEWS

Patients are usually given one month's supply of their repeat medication and are allowed a number of issues of the medication (usually six), after which you will be asked to attend for a medication review with a Doctor or Nurse. It is important that all patients' medication is reviewed periodically.

SERVICES

The following services are available at the Practice:

SERVICE	PROVIDED BY
Asthma & COPD checks	All Practice Nurses
Blood Pressure checks	All Practice Nurses
Cardiac checks – ischaemic heart disease, atrial fibrillation, heart failure	All Practice Nurses
Childhood Immunisations	All Practice Nurses
Child Development	GP
Contraception Advice/Smear Tests-including pills, coils and emergency contraception. Implants	All Practice Nurses Dr Reid, Dr Magowan, Dr Augustine, Janine Chadwick
Diabetes Review	Dr Atia & Dr Mellor
Dressings	All Practice Nurses/Healthcare Assistant
Ear Syringing	All Practice Nurses
ECG - electrocardiogram	Healthcare Assistant/All Practice Nurses
Lifestyle advice and health checks	Healthcare Assistant/All Practice Nurses
NHS health check screening – aged 40-74.	Healthcare Assistant/Maxine Sloman – Practice Nurse
Maternity Care	Midwife/GPs
Minor Surgery	Dr Mellor, Dr Reid, Dr Ashida
Stroke Reviews	Maxine Sloman – Practice Nurse
Vaccinations (including travel and flu)	All Practice Nurses
Warfarin Testing	Maxine Sloman, Janine Chadwick – Practice Nurses, Dr Mellor – GP

Minor Illness – In addition to the GPs, some of the Practice Nurses are also available to see patients with minor illnesses

Appointments for the above services

Specialist Clinics – Appointments for specialist clinics ie. Cardiac, Diabetes, Asthma/COPD, Blood Pressure and Stroke, are booked in advance. Patients with these conditions will be sent an appointment by the Practice administration staff.

Other Services – Please contact the reception staff to book an appointment for Travel vaccinations, Warfarin testing, Maternity Care, Contraception advice/smear tests, Lifestyle advice/Health checks, Childhood immunisations, Dressings and Ear syringing.

NHS health checks – for patients aged 40 -74 years. You will be sent an invitation by the Practice to attend for a NHS health check. Please make an appointment with the receptionist. We would encourage you to attend for this check, but if you do not wish to do so, please let us know. Before you attend for your appointment, you will be required to have a routine blood test – the receptionist will ask you to pick up a blood test form from the Surgery.

Minor Surgery – Please contact the reception staff to book an appointment with Dr Mellor, Dr Reid or Dr Ashida to discuss.

ECG (electrocardiogram – tracing of the heart) – Please make an appointment with a Doctor at the Practice and they will arrange this for you.

Child Development – The Practice or Health Visitor will contact you regarding child development checks.

CHAPERONES

It is the policy of the Practice to respect the privacy and dignity of all of our patients. If you would like a chaperone to be present during a physical examination by a Doctor, or any other health professional you may be consulting with at the Surgery, or if you would prefer to be examined by a Doctor or health professional of the same sex as yourself, please let us know and we will do our best to comply with your wishes. Please note that if you request a chaperone to be present, the chaperone may be a member of our reception staff, who have been chaperone trained. If you would prefer to have a clinical member of staff to act as a chaperone, please let the clinician know.

STAFF

The following staff are employed or attached to the Practice:-

- **Practice Manager** – The Practice Manager oversees the administration and supports the GPs in respect of the day to day running of the Practice.
- **Receptionists** – There is a team of receptionists who deal with patient's needs and requests. They will advise you how best to use the various services the Practice offers.
- **Secretaries and Admin** – The administration staff deal with the secretarial aspects of the Practice.
- **Practice Nurses** – We have 3 Practice Nurses, Sister Maxine Sloman, Sister Janine Chadwick and Sister Clare Johnson, who become trained and experienced in consulting, including areas such as well person checks, blood pressure monitoring, dressings, vaccinations, family planning and to give general advice on healthy living. They also run the COPD, asthma, stroke, cardiac, Warfarin and diabetic clinics.
- **Healthcare Assistant** – Our healthcare assistant is Cheryl Bower and she supports our Practice Nurses in their work.
- **District Nurses** – There is a District Nursing team attached to the Practice, which is primarily available to give nursing care to patients in their homes, who are unable to attend the surgery.
- **Health Visitor** – To contact a Health Visitor, please ring Heanor Memorial Health Centre on 01773 599410
- **Midwife** – We have a midwife attached to the Practice who works in conjunction with all the Doctors, to look after our patients during pregnancy. She runs a weekly antenatal clinic, holds relaxation classes for expectant mothers and visits mothers at home after delivery. At your first appointment with the midwife, she will need to see you on your own for the first 30 minutes, to discuss issues of a personal nature.

WAITING TIME

The main complaint from previous patient satisfaction surveys is the length of time patients have to wait in the waiting room for their appointment. Attempts have been made to try and reduce this by adding 'catch up slots' to some of the Surgeries. Routine appointment times are normally 10 minutes for the Doctor and 15 minutes for the Practice Nurse (excluding specialist clinics and training Doctor appointments) but occasionally the consultation may continue beyond this, resulting in the Doctor/Nurse running late in their Surgery. The Doctors/Nurses do attempt to run to time, however, invariably there will be circumstances when a patient's needs require more time than their allocated appointment. The Practice's main priority is to ensure that our patients receive the best possible care. We would therefore like to apologise in advance if your appointment is delayed and do trust you will bear with us during this delay. We have noticed that some patients do arrive quite early for their appointment and this will obviously lead to a longer waiting time, should the person you are seeing be running late. Please also note that the 10/15-minute appointment is for one patient only. If you require more than one person to be seen, please make the necessary number of appointments.

PATIENT COMPLAINTS/SUGGESTIONS

The practice operates a complaints procedure as part as the NHS system for dealing with complaints. We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – this will then enable us to establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within 12 months of the incident that caused the problems or within 12 months of realising that you have a problem. Please ask for a Complaints Pack from a member of staff, or contact the Practice Manager, who will explain the procedure in more detail and arrange to investigate your complaint.

In addition, if you feel there are areas and aspects of the Practice which you personally feel could be improved; our staff are delighted to receive suggestions and even criticism, please put your comments/suggestions in the box located in the waiting room. Please remember, our desire is to make the service good for you.

PATIENT ONLINE ACCESS

You are now able to:

- book appointments
- update your contact details
- order a repeat prescription
- view your summary care record
- full access to your medical record, via a system called Patient Access.

An information leaflet is available from reception.

To register for patient access you must be over 18 years of age. You will be required to bring to the Practice, photo ID e.g. passport, driving licence and confirmation of your address. You must come in person with your ID, we are unable to accept ID from a representative, to ensure patient confidentiality. Once your ID has been verified by the reception staff, you will be given information regarding login details and instructions on how to activate the service.

TRAINING

The Practice is an approved Training Practice. This means that, at most times, we have a fully qualified Doctor who is finishing their specialist training in General Practice. We also, have some Junior Doctors called F2 doctors (foundation doctors) who usually spend 4 months with us, as part of their second year, following qualification as a Doctor.

As all of the Doctors are involved in medical education, we have medical students from Nottingham University and Derby Medical School. They usually sit in with your Doctor to learn consulting skills and gain first-hand knowledge of diagnosis in General Practice. If you do not wish to have a medical student present during your consultation, please let the receptionist know.

CAR PARKING AND DISABLED ACCESS

We do not have a patient car park. There is, however, 1 disabled car parking space available for patients who hold a disabled parking badge. There is a pay and display car park adjacent to the Practice.

Attempts have been made to enable access for everyone, including those who may have some disability. If, however, you have a personal problem regarding access, please do not hesitate to inform a member of staff of your proposed time of arrival and arrangements will be made.

The Practice has access to an interpreter service. If you require an interpreter, please let the Reception staff know.

There are automatic doors installed at the Surgery, for ease of access.

The Practice has disabled toilet facilities.

Assistance dogs are welcome to have access to all areas of the Practice.

The Practice has a hearing loop installed for hearing impaired patients. Please let the receptionist know if you require this to be activated.

BLOOD TESTS/URINE SAMPLES/OTHER PATHOLOGY SAMPLES

HOSPITAL OPENING TIMES

For blood tests, urine samples and other pathology samples, you may attend any of the following hospitals/clinic:

Old Fire Station, Market Place Heanor Monday to Friday
7:30am – 12:30pm

Ripley Hospital Monday to Friday
7:30am – 12:30pm

Ilkeston Hospital Monday to Friday
7:30am – 11:00am

London Road Community Hospital Monday to Friday
Clinic F 7:30am – 4:15pm

(PLEASE NOTE: DURING THE COVID PANDEMIC, YOU WILL NEED TO MAKE AN APPOINTMENT FOR THE ABOVE . PLEASE CONTACT RECEPTION FOR THE DETAILS).

DNAs (Patients who do not attend appointments)

If you are unable to keep an appointment for any reason we would be grateful if you could let us know in advance, as appointments can be reallocated, even at late notice. Cancellation of appointments can be done by telephone or via patient online access.

VIOLENT OR ABUSIVE PATIENTS

We operate a 'Zero Tolerance' policy and are committed to a peaceful and dignified working environment. Verbal or physical assault and threatening behaviour will result in ejection from the premises, removal from the Practice list and may lead to prosecution.

YOUR HEALTH RECORDS

We need information about you, your medical history and who else, apart from your family, is responsible for your care, for example Social Services, or other health care providers. We record the information in your health record. This could be a paper record or an electronic one. These records are kept confidential in a safe place. We keep this information to help us provide you with proper care and treatment. We sometimes share your information with the other people involved with your care, so that we can all work together for your benefit. However, sometimes the law requires us to pass on information, eg, of births, and deaths, communicable diseases and certain issues under the Mental Health Act 1983.

We also use your information for the following purposes:

- To manage, plan and improve NHS services
- To assist with the training and teaching of Health Care Professionals
- To assist with health research (provided you agree when asked)

We only give information to your relatives, carers or friends if you want us to. 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 General Data Protection Regulations (GDPR) 2016. Anyone who receives the information from us is also under a legal duty to keep it confidential. For further information, please see our 'privacy notice' on our website at www.kelvingrovecmc.com or ask at reception.

YOU HAVE A RIGHT OF ACCESS TO YOUR MEDICAL RECORDS

If you want to access your health records please contact the Practice. The people responsible for your care may decide that seeing your records might be detrimental to your physical or mental health. In this instance your request may be denied or you may only be shown part of your record.

USEFUL TELEPHONE NUMBERS

Heanor Memorial Health Centre	01773 599410	Alcoholics Anonymous	08457 697555
Ripley Hospital	01773 743456	Derby Rape Crisis	01332 372545
Ilkeston Hospital	01159 305522	Relate	01332 349177
London Rd Community Hospital	01332 347141	Parentline	0808 800222
Nottingham City Hospital	01159 691169	Domestic Violence	08457 023468
Queens Medical Centre	01159 249924	Alcoholics Anonymous	08457 697555
Amber Valley Social Services	01629 531452	Age Concern Derbyshire	01773 768240
Childline	0800 1111	Free Benefits advice line for people with disabilities & their carers	0800 882200
Royal Derby Hospital	01332 340131		
Samaritans	08457 909090		