



Patient Information Booklet - A Guide to Our Services

Telephone: 01773 514130
Fax: 01773 514139
Opening Hours: Monday, Wednesday and Friday
8:00am until 6:30pm
Tuesday and Thursday
8:00am until 8:00pm

Welcome to Ivy Grove Surgery

Ivy Grove Surgery was established in 1927 by Dr G W R Thomson as a branch of his father's surgery in Codnor. The two worked in partnership until 1945 when the elder Dr Thomson retired. At that time, the two branches split up and the Ripley practice developed its own identity.

The aim of Ivy Grove Surgery is to provide you and your family with high quality and friendly health care. We hope the following information will be helpful when using the services we offer.

We wish to thank you for registering with our Practice. The Partners and staff of this long-established practice are committed to providing you and your family with high quality and friendly health care.

You have the flexibility of consulting with either your registered doctor or one of the other partners. We offer a choice of mixed age, male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style.

However, we recommend you see the same doctor for any ongoing problem to ensure continuity of care.

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.ivy.gs

The Practice Area

The practice area is based on a strict postcode boundary. We accept patients in the named villages within the boundary. Please see our practice area details at the end of this booklet. Patients will be requested to register with other local doctors should they move outside of the boundary. This is necessary to enable us to concentrate our time and resources on patients living within our practice area.

Our team includes nine GPs, three Practice Nurses and a Healthcare Assistant as well as our reception, admin and management staff. We offer a full general practice service and run specialist clinics for children, pregnant women, diabetes and heart disease.

At Ivy Grove Surgery, we aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know whom you are speaking to, so all our staff wear a name badge and identify themselves on the telephone.

New Patients

If you live in our practice area (for our practice area please refer to the list of post codes at the end of this leaflet) and would like to register with us, please complete one of our New Patient Registration Packs, which is available from reception or you can download a copy from our website www.ivy.gs. All new patients are required to show proof of identity (passport, photo driving licence or birth certificate) and proof of permanent address (council tax or utility bill in your name which is less than 3 months old). All new patients are offered a health check with the nurse as soon as possible after registering with the practice. The receptionists will give you a urine sample bottle, which you should bring with you to this appointment.

If you are transferring from a local practice, without a change of address, we may wish to discuss your transfer with your previous practice, before accepting you on to the practice list.

Change of Name or Address

Please notify us immediately of any change of name, address, marital status or telephone number so that we may update our records. Telephone numbers, including a current mobile number, are very important for emergency purposes, particularly if a patient is ex-directory.

Making an Appointment

All our regular weekday surgeries are by appointment only.

Please see our Reception Staff or telephone the Practice during Opening Times on 01773 514130 to arrange an appointment to see the doctor or nurse. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality.

Alternatively, you can book appointments online. You will need to register for this service. Please ask at reception for a form.

Regular routine appointments may be made well in advance up to a maximum of 6 weeks ahead.

Clinic appointments (such as Asthma or Diabetes) are by invitation only.

The doctor will try their best to give enough time to each patient but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting. So please make an appointment for each person wishing to be seen.

If you think that your problem may take an unusually long time, please inform our Reception Staff so that allowances can be made for this.

If your condition is non-urgent, you can expect to see a doctor within a few days though you may have to wait longer if you want to see a particular doctor.
You can expect to see a nurse within 3 days.

Urgent Appointments

If you have an urgent medical problem that you feel needs attention on the same day, please explain this to our Reception Staff who will invoke our telephone triage service to deal with such urgent requests.

When you call, our Reception Staff will take your name and telephone number and the duty doctor will telephone you back as soon as possible.

If the clinician thinks you need to be seen, you will usually be offered an appointment that day.

Cancelling Appointments

If you are unable to keep your appointment, please let us know as soon as possible so that we can allocate it to someone else.

So many patients do not cancel or attend their appointment with the GPs and nurses which means we lose the equivalent of 3 whole weeks of doctor appointments and 3 whole weeks of nurse appointments every year.

Patients who repeatedly fail to attend their appointments will be sent a letter, and may be removed from our list.

If you are more than ten minutes late for your appointment, you will only be seen at the discretion of the doctor or nurse and you may have to wait until the end of surgery.

Ivy Grove Surgery operates extended hours on Tuesday and Thursday evenings. Late evening appointments are generally for the benefit of those who work during the day or require somebody who works to bring them to the surgery. These appointments are bookable in advance.

Self Check-in

The surgery has an automated self check-in touch screen on the right hand wall as you enter the surgery from the main entrance.

This simple to use system enables patients to check themselves into our appointments system.

Should you feel uncomfortable about using such a system, you can obtain help, or book in with our Reception Staff in the traditional manner.

Surgery Hours:

Monday	08:00	to	18:00
Tuesday	08:00	to	19:30
Wednesday	08:00	to	18:00
Thursday	08:00	to	19:30
Friday	08:00	to	18:00

Practice Opening Times:

Monday	08:00	to	18:30
Tuesday	08:00	to	20:00
Wednesday	08:00	to	18:30
Thursday	08:00	to	20:00
Friday	08:00	to	18:30

When the Surgery is closed

Patients who have urgent medical problems that will not wait until the surgery opens again should ring 111.

Your call will be answered by our out-of-hours service who will take your personal details and details of your medical problem.

The out-of-hours service will contact the most appropriate healthcare professional who will call you back to discuss your problem and, after taking a full history, will either:

- Give advice over the phone;
- Ask to assess the patient at the GP base;
- Visit the patient at home;
- Admit the patient directly to hospital via 999 ambulance

The Out-of-Hours service is provided by Derbyshire Health United on behalf of Southern Derbyshire Clinical Commissioning Group (SDCCG) and any queries, comments or complaints about the out-of-hours service should be directed to them.

The SDCCG can be contacted by telephone on 01332 888080, or in writing to Southern Derbyshire Clinical Commissioning Group, Cardinal Square, 10 Nottingham Road, Derby DE1 3QT.

The surgery is closed from 1:00pm/1:30pm one Wednesday per month for training purposes. The dates are posted in the waiting room and on the front entrance door.

When the Practice is closed you should call 111 to speak to the Out-of-Hours service.

If you are unable to contact the doctor and the emergency persists, ring 999 without delay.

Accident & Emergency

Whatever the day or time, if you or someone else is experiencing severe chest pain, breathlessness, severe 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. However, A&E cannot deal with routine issues which can wait until the surgery is open again.

Home Visits

Except in an emergency, please request a home visit before 11:00 am. This enables the doctors to plan their working day and visiting schedule. The receptionist will ask you for a few details and the doctor will ring you back to clarify the problem or give advice before deciding if a home visit is necessary.

Doctors will decide whether to attend to a patient in their residence, based upon information received on the condition of the patient, or whether it would be inappropriate to expect the patient to attend the practice premises.

If a patient is encouraged to come into the surgery, it is often on the basis that this is where the best care can be provided. The specialist equipment is located at the surgery, tests can be carried out more easily and drugs issued.

It is practice policy not to visit children at home as they can usually be seen sooner at the surgery than if they have to wait for a home visit. A child (or adult) with a fever will not come to any harm by being brought to the surgery.

It is not possible to request a specific doctor for a home visit.

Home visits will not be offered just because a patient does not have transport.

If you have a dog that is not familiar with visitors, please ensure that it is securely locked away.

Repeat Prescriptions

Please do not make an appointment with a Doctor for a repeat prescription and allow sufficient time to order your prescription before your current medication runs out, especially on Public or Bank Holidays.

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are computerised. Your doctor will have entered onto the computer what medication you are taking and each time a new prescription is produced on the computer a new request form is also generated for you to make your next request.

Repeat prescription requests should be made using the right-hand side of your prescription by ticking the items you need. If you have more than one repeat prescription, please try to order all your items together.

We do not take repeat prescription requests over the telephone. However, if you have access to the internet you can register on our web site and order your repeat prescriptions on line. Our web site address is www.ivy.gs

Your new prescription will normally be ready for collection within two working days as per the following schedule:

Monday	Received before 12:00	Ready Wednesday after 15:00
Tuesday	Received before 12:00	Ready Thursday after 15:00
Wednesday	Received before 12:00	Ready Friday after 15:00
Thursday	Received before 12:00	Ready Monday after 15:00
Friday	Received before 12:00	Ready Tuesday after 15:00

If you prefer, we can post the prescription back to you (you will need to provide a stamped, addressed envelope with your repeat request) or we can send your prescription direct to one of the Chemists that collect prescriptions from us (see the section on Prescription Collection Service below).

Urgent Prescription Policy

Due to an increasing number of requests for repeat prescriptions to be issued urgently, we have had to review how we handle these requests in order to provide safe and fair service to all our patients.

If you ask for an urgent repeat prescription, you will need to complete a form giving the reason for your request.

Most medications can safely be missed for a few days and you may be advised that your prescription will be issued routinely.

Alternatively, you can take your repeat prescription counterfoil to your usual pharmacy and they can issue you with a small quantity to tide you over until your repeat prescription is issued; there may be a charge for this.

We will not issue urgent prescriptions for items that can be bought over the counter.

If your medication cannot be missed, the item will be issued as required.

Please note that in order to ensure patient safety, we do not accept any requests for medication over the telephone.

All urgent repeat prescriptions must be collected in person from the Practice.

Last updated 10/01/2016 Version 1.5

Prescription Collection Service

The practice takes part in a repeat prescription collection service. All the local chemists are involved. You can choose which chemist you would like to collect your prescription. So instead of you coming to the surgery to collect your signed prescription, you can drop off your prescription request at your chosen chemist, they will deliver the prescription request to the surgery, collect the issued repeat prescription from the surgery, prepare your medication and have it ready for you to pick up straight from the chemist.

Please enquire at reception if you want more details or wish to take part in the scheme. If, however, you wish to drop off or collect your prescription from the surgery please continue to do so. There is a prescription drop-off box in the porch.

Please bear in mind that it may take longer for us to process your prescription as the chemist may not bring your prescription to the surgery before 12pm for processing.

Electronic Prescription Service (EPS)

The Electronic Prescription Service (EPS) is an NHS service which allows your GP to electronically send your prescription for medication or appliances to a place of your choice.

If you usually collect your repeat prescription from your GP, in future you will not have to visit the GP surgery to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You have more choice about where you get your medicines from as they can be collected from any place near where you live, work or shop.

If you would like to register for EPS ask your pharmacy or dispensing appliance contractor to add your nomination for you. Please note that at the moment not **ALL** pharmacies of appliance contractor are linked for EPS.

For more info visit www.hscic.gov.uk/epspatients

Access to your Records

Blood Test Results (Option 3 on the telephone)

These generally take up to two weeks to be reported and viewed by medical staff. You **do not** need to contact the surgery for your test results. Sometimes the doctor may call you or request to see you regarding the result. This does not always mean there is something serious wrong and may just be to clarify further details of your problem or request further tests.

Xray Results (Option 3 on the telephone)

These take up to three weeks to be reported and viewed by requesting doctors. Please telephone reception at least three weeks after your test for the results.

Other Tests (Option 3 on the telephone)

Please enquire at reception regarding any other test results.

Please note the results line (option 3 on the telephone) is only open between 2pm & 4pm and the reception team cannot deal with calls for test results outside these times.

Telephone Calls to Doctors

If a patient needs to speak to a doctor, it would be helpful to give the receptionist some indication as to the purpose of the call. This will enable the doctors to deal with your request more effectively. Should you wish not to divulge any information, please indicate this to the receptionist taking your call.

It is practice policy not to leave detailed messages on answering machines. Doctors do try to deal promptly with your request to call back, however, we cannot guarantee a phone call the same day or at any particular time of day.

Private Referrals

For a private referral to see a consultant, please make an appointment to discuss this with your doctor. If appropriate, a letter will be given, usually with the consultant's private room's telephone number on the envelope. It is the patient's responsibility to make the appointment with the consultant themselves at a mutually convenient time and to take the letter with them. **Please do not make your private appointment until you have collected your referral letter as the surgery cannot be held responsible for any cancellation charges incurred for an appointment you have booked before the letter is available.**

Private Fees

NHS care is free at the point of contact, and includes things like seeing the doctor for a normal consultation, home visits and some vaccinations. You will not be charged for NHS work.

However, the doctors are entitled to charge for some items of work which are outside the NHS. These fees are payable by the patient and include: private sick notes, passport applications, holiday cancellation forms, insurance claim forms, HGV medicals, pre-employment medicals and other medical examinations. For an additional fee, we offer a same day service on urgently required certificates, passport applications and claim forms. Please ask at reception. A list of current BMA approved fees can be found on the notice board in the waiting room or is available from reception.

Doctors' Notes (Fit Notes)

For sickness lasting less than seven days, employees should complete a 'self certificate' form, which is obtainable from their workplace. If your employer requests a private doctor's certificate for this period (and only if this is a requirement of your employment contract), you will need to make a routine appointment to see the doctor, and a fee will be payable for this certificate. For sickness lasting longer than seven days, a Fit Note will be required from the doctor. This note (Med3) is free.

If you need a further Fit Note, please try to see the same doctor who has been dealing with your problem. Even if your doctor is temporarily unavailable, for example on holiday, this non-urgent problem can wait until their return. Notes can be issued to cover previous absences from work as

long as they are continuous. In some cases it may be possible to arrange this over the telephone. There is no longer a requirement for you to be 'signed back to work'.

If you have been in hospital and have been told you need to have time off work on your discharge, the hospital doctor is responsible for providing you with a Fit Note for the full period of time you need to be off work.

Continuity of Care

As a group practice Patients are free to consult whichever doctor they choose, irrespective of the doctor with whom they are registered. However, it is best if some continuity can be maintained by seeing the same doctor for each problem.

Therefore we stress that if you make an appointment with a problem which a certain doctor is already treating you for, then please book the appointment with that same doctor, even though it may mean a wait to see that doctor. After a consultation, if the doctor would like you to book a follow-up appointment, it often helps to book with that doctor before leaving the surgery, as these appointments are usually available at this time.

Chaperone

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.

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.

On occasions you may prefer a formal chaperone to be present.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and we will be happy to arrange this for you.

Carer's Register

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff and further information can be found on the notice boards in the waiting room and in the corridors around the practice.

The Practice's Carer's Champion is Debbie Mee, Reception Team Leader.

Patient Confidentiality

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality.

Your rights are protected as we are registered under the Data Protection Act 1998.

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.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

The patient's rights in relation to disclosure of such information are covered by the Practice's registration under the Data Protection Act and we follow the guidance issued by the GMC in '*Confidentiality: Protecting and Providing Information*' which explains circumstances in which information may be disclosed.

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.

You have a right to know what information we hold about you. If you would like to view your records, please speak to Janette Cavanagh, Asst. Practice Manager, who will arrange an appointment for you to come in.

We have a dedicated leaflet on Confidentiality – please ask our Reception Staff for a free copy.

Consent for Children's Treatment (Under the Age of 16)

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.

Patients' Rights and Responsibilities

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 emergency care at any time from the practice
- received appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- view their medical records, subject to the Acts and to know that those working in the NHS are under legal obligation to keep the contents confidential.

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

- being courteous to the staff at all times – remember they are working under doctors' orders.
- to attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- an appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
- making every effort when consulting the surgery to make best use of nursing and medical time – home visits should be medically justifiable and not requested for social convenience.

- when you are asked for 48 hours notice for repeat prescriptions, please give us this time as it allows for accurate prescribing
- out-of-hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt truly necessary.

Zero Tolerance Policy

The NHS operates a Zero Tolerance Policy with regards to violence and abuse and the practice has the right to remove violent or abusive patients from the list with immediate effect in order to safeguard practice staff, patient and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. If necessary we will exercise our right to take action and have them removed immediately from the premises, by the police if necessary. In addition we will notify the patient in writing of their immediate removal from our list and record in the patient's medical records the fact of the removal and the circumstances leading to it

Ivy Grove Surgery operates in line with the NHS Zero Tolerance Policy.

Special Services

Antenatal Clinics

Monday and Tuesday

This clinic is run by the midwife attached to the practice. If you become pregnant, you will be given a 'booking appointment' with the midwife when you are about 8 weeks pregnant. At this appointment the midwife will ask a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the surgery, the local hospital, or both.

Asthma

This service is provided by the practice nurse team. Asthma patients, particularly children, are invited to attend. This service is by appointment during surgery times.

Cervical Smear Tests

This service is provided by the practice nurse team. All women aged 25 to 64 (except those who have had a hysterectomy) are invited to have this test. We encourage you to accept this invitation. The service is by appointment during surgery times.

Child Health (Six week check)

This service is run by the doctors and is by appointment only.

Child Immunisation

Thursday

This clinic is run by the practice nurse team by appointment.

Diabetic Clinic

Monday, Tuesday, Thursday & Friday

These clinics are organised by our diabetic nurses. The clinic offers advice and general health check-ups to patients diagnosed with diabetes.

Family Planning and HRT

This service is provided by the practice nurse team. Emergency contraception is also available from some local chemists.

Coils (long acting reversible contraception) is provided by appointment with Dr Greer.

Nexplanon implants (long acting reversible contraceptive) is provided by appointment with Dr Greer.

Health Promotion

Well person health checks and advice are offered by the practice nurse team by appointment.

Anti-coagulation Clinic (INR/Warfarin)

Tuesday & Thursday

This service is provided by the practice nurse team for our patients on Warfarin.

Medicals (HGV, Insurance etc)

This is a private service provided by the doctors and is by appointment only. Paperwork and full payment (non-refundable) is required when booking the appointment. These appointments are in great demand and there is usually a waiting list. Therefore, if payment and paperwork is not received at least 1 week prior to the appointment date, the appointment will be cancelled and offered to the next person on the list.

Minor Surgery

Minor operations can be performed in our Minor Surgery room. Please discuss this with your doctor who will arrange for you to be put on the waiting list. An appointment will be sent to you in due course. However, many minor procedures which were previously available are no longer funded on the NHS. This includes removal of skin tags, papillomas, warts, spider veins and moles.

Travel Immunisations

We can provide the full range of advice and vaccinations to meet your travel requirements. We will provide you with a Travel Health Questionnaire which should be completed and returned to the practice nurse in plenty of time, before you are planning to travel abroad, as some vaccination courses can need up to a month to be effective. Very few vaccinations for travel purposes are free on the NHS. Please refer to our Vaccination Fees on the notice board in the waiting area. Some vaccinations are not held in stock and are ordered on a patient specific request. Payment for vaccinations for travel is required in full before the vaccinations are ordered / given.

Yellow Fever Vaccination Centre

We are a registered Yellow Fever Centre and are able to offer this service to travellers, whether or not they are registered with the practice. Full payment is required before vaccination is given. You will need to bring your passport with you to your appointment.

Hearing Service

Monday - Friday

This is an NHS service provided by Community Adult Hearing Services. Appointments can be made by calling 0800 083 2319.

Physiotherapy (Private)

Monday - Friday

This is a private service provided by the Amber Valley Physiotherapy Clinic. Appointments can be made by calling 01773 514147 or 07483 122987.

Citizens Advice

Friday 9:30am – 11:30pm

This service is provided free for patients of Ivy Grove Surgery by appointment only.

Interpreters

If required, an interpreter can be organised on the telephone to assist you during your consultation. It is helpful if you can let reception know when you book your appointment so the doctor can be prepared for you. A BSL interpreter can also be provided but this requires 48 hours prior notification for our Reception Staff to arrange this.

Additional Patient Services & Healthcare Information

The Practice is committed to provide relevant information to people who use its services and the following methods will be used to provide this information:

- During their consultation;
- Information Leaflets;
- Posters displayed in patient communal areas;
- Information and health promotion boards within the patient waiting areas;
- Practice booklet / leaflet;
- Practice Newsletter;
- Patient waiting areas Health Promotion TV Screens;
- Practice website.

If you require information on a specific topic and are unable to find it, please ask our Reception Staff, who will do their utmost to help you.

Our Surgery Team

All GPs are registered with the General Medical Council

The Doctors

Dr A Wordley - Partner (male)

MB, BS (London 1979)

Dr Wordley has been with the practice since 1980. He offers a full range of general practice care to his patients.

Dr M Wong - Partner (male)

MBChB, DRCOG, MRCP DFFP (Manchester 1991)

Dr Wong has been with the practice since 1995. He offers a full range of general practice care and has a special interest in Diabetes. His other specialist subject is the practice clinical computer system (EMIS).

Dr J Horton – Partner (female)

BmedSci, BM, BS, DRCOG, MRCP, DFFP (Nottingham 1995)

Dr Horton has been with the practice since 2001. She offers a full range of general practice care and has a specialist interest in Paediatrics, women's health and Autism.

Dr L Axten – Partner (male)

BA (Hons), MBChB, MRCP

Dr Axten joined the practice in August 2012. He offers a full range of general practice care.

Dr S Newport – Salaried GP (female)

BmedSci, BM, BS, MRCGP (Nottingham 1980)

Dr Newport has been with the practice since 1985. As well as a full range of general practice care, she has a special interest in Diabetes and mental health.

Dr S Francis – Salaried GP (male)

BA (Hons), MBChB, MRCGP

Dr Francis joined the practice in August 2014. He offers a full range of general practice care.

Dr R Greer – Salaried GP (female)

BM, BS, DFSRH, MRCGP

Dr Greer joined the surgery in August 2014. She offers a full range of general practice care, she has a special interest in women's health and delivers our implant and coil fitting service.

Dr P Smith – Salaried GP (male)

MBBS, MRCGP

Dr Smith joined the practice in August 2015. He offers a full range of general medical care.

Which days are the doctors here?

	Morning	Afternoon
Monday	Dr Wordley	Dr Wordley
	Dr Wong	Dr Wong (week 2 only)
	Dr Axten	Dr Axten
	Dr Francis	Dr Francis
	Dr Greer	Dr Greer
	Dr Smith	Dr Smith
Tuesday	Dr Wordley	Dr Wordley
	Dr Wong	
	Dr Horton	Dr Horton
	Dr Axten	Dr Axten
	Dr Newport	Dr Newport
	Dr Smith	Dr Smith
Wednesday	Dr Wordley	Dr Wordley
	Dr Wong	Dr Wong
	Dr Horton	Dr Horton
	Dr Axten	Dr Axten
	Dr Francis	Dr Francis
	Dr Greer	Dr Greer
	Dr Smith	Dr Smith
Thursday	Dr Wordley	Dr Wordley
	Dr Wong	Dr Wong
	Dr Horton	
	Dr Francis	Dr Francis
	Dr Greer	Dr Greer
Friday	Dr Wong	Dr Wong (week 1 only)
	Dr Horton	Dr Horton
	Dr Axten	Dr Axten
	Dr Francis	Dr Francis
	Dr Greer	Dr Greer
	Dr Smith	Dr Smith

Please note that during holiday periods the doctors' working days may alter slightly.

Each day one doctor is allocated as Duty Doctor and is not available for general appointments. This doctor will see patients requiring an urgent appointment.

Practice Nurse(s)

Tracey Clark, Joanne Staley and Maria Demetriou are the Practice nurse(s) and are available by appointment for various treatments, health promotion advice and screening including smears, immunisations and vaccinations.

They are experts in many areas of chronic disease management such as Asthma, COPD, CHD and Diabetes.

They also deal with:

- Advice on minor injuries
- Ring pessary fittings and changes
- Cervical smears and vaginal swabs
- Travel advice and injections
- Diet and weight monitoring
- All aspects of family planning.
- Routine vaccinations (excluding TB)

Health Care Assistant (HCA)

Sylvia Anderson is our Health Care Assistant.

Sylvia provides a wide variety of treatments, including:

- Dressings and removal of stitches
- Blocked ear and wax
- Health and well person checks
- Blood pressure measurement
- Over 75s health check

When booking an appointment with a Practice Nurse or the HCA, our Reception Staff will need to ask you the reason for an appointment in order to determine how much time to allocate and so any necessary forms of equipment can be prepared. All consultations are by appointment.

Practice Nurse/HCA Surgery Times

Nurse	Monday	Tuesday	Wednesday	Thursday	Friday
Tracey Clark	9:30 – 6:00	9:30 – 1:00	9:30 – 3:00	9:30 – 3:30	
Joanne Staley	8:30 – 6:00	9:30 – 7:00	8:30 – 3:30		
Maria Demetriou			1:00 – 5:30	8:30 – 6:00	8:30 – 6:00
Sylvia Anderson		8:30 – 6:00	8:30 – 6:00	8:30 – 6:00	8:30 – 6:00

Practice Staff:

Practice Manager	-	Charmagne Stephenson
Asst. Practice Manager	-	Janette Cavanagh
Practice Nurses	-	Tracey Clark, Joanne Staley, Maria Demetriou
Health Care Assistant	-	Sylvia Anderson
Secretarial Team	-	Louise Daniel, Lisa Bullock, Katie Buckley
Admin Team	-	Alison Clark, Emma Wharmby
Team Leader Reception	-	Debbie Mee
Reception Team	-	Tina Pursglove, Enid Shelton, Brenda Topping, Mandy Seal, Sue Swales, Claire Batterham, Lise Bradley, Annabelle Wolden, Janey Smith, Kate Hughes

Practice Manager

Charmagne Stephenson is the manager for the Practice and she may be able to help you with any administrative or non-medical aspects of your health and treatment.

Assistant Practice Manager

Janette Cavanagh is the Asst. Practice Manager and she is also available to discuss any suggestions or complaints.

Reception Staff and Administration Staff

Our Reception Staff are here to help you. When telephoning for medical attention our Reception Staff may ask for a few details. The doctors have asked them to make these enquiries so that they can help you in the most appropriate way. Our Reception Staff have undertaken special training and always respect patient confidentiality. Our team of receptionists answer the telephone and deal with enquiries from all directions, often at the same time! Their job is very demanding so please be patient.

Our team of administration staff deal with all the clinical paperwork, reports and referral requests by the clinical teams.

Other Staff

Community Matron – Susan Dundon is our Community Matron and she manages patients with long term conditions in their homes.

Care Co-ordinator – Micheala Kirkman is our Care –Co-ordinator and she works alongside the Community Matron.

District Nurses – Telephone number 01332 258200

The district nurses are based at Ripley Hospital. They assess, plan and manage the care of sick and disable patients of all ages in the patient's own home and residential homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. They have a close liaison with the Hospital, GPs, the local hospice and other specialised services.

They administer drugs, give injections, dress wounds, take blood samples and give personal care.

Health Visitors – Telephone number 01773 51425/6

The health visitors are based at Ripley Hospital. Health visitors are qualified nurses and have additional training in child health and development, will monitor your child's growth and development, answer any child health queries and help mothers to cope with children under five, advising on things like hygiene, safety, feeding and sleeping.

Midwives – Victoria Lavender is our community midwife and is attached to the practice. Midwives provide care and support for pregnant women, their partners and new babies before, during and after the birth. They monitor the health of the mother, counsel her on health issues and explain the options for delivery of the baby.

Their job also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

Facilities Available at the Practice

We have:

- All rooms are accessible by people with disabilities;
- Facilities available for nappy changing; (within each disabled toilet)
- A room is available for breastfeeding on request;
- A room is available to discuss matters in private on request;
- A comfortable waiting area (our Practice is cleaned and checked every day).

We will keep you informed through:

- Our Practice information booklets;
- Notice boards and television screen in the waiting room;
- Local press, newsletter, website.

Staff Training Days

With such a large team and like other workplaces, we endeavour to hold training days for the benefit of our staff. Training is usually held on a Wednesday afternoon once a month when the surgery is closed. On these afternoons urgent cover is provided by Derbyshire Health United who can be contacted by dialling **111** free from any phone. Routine matters would need to wait until the surgery re-opens.

Other Information

Comments, Complaints and Suggestions

Ivy Grove Surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. In the majority of cases concerns can be resolved quite easily. Your comments about the service you have received from the practice are always welcome and if you have any comments, complaints or suggestions, please let our Assistant Practice Manager know.

We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

A Complaints pack, available from our Reception Staff, explains the process and includes a form to complete.

If you feel you need to complain

We hope that most problems can be sorted out easily and quickly, preferably 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 the most a few weeks, as this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint:

- Within 12 months of the incident that caused the problem, or
- Within 12 months of discovering that you have a problem.

Complaints should be addressed to Charmagne Stephenson, Practice Manager in the first instance. It will be a great help if you are as specific as possible about your complaint.

However, if you prefer not to complain directly to the surgery you can send your complaint to:
NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 2233.
Email: england.contactus@nhs.net

Complaining on behalf of someone else

Please note that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so.

A consent form, available from reception, must be signed by the person concerned, unless they are incapable (because of illness) of providing this.

Patient Group

Are you interested in having a say in how this Practice is run?

Do you have some free time to attend meetings, usually every 4 weeks?
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?

If the answer to any of these questions is **YES**, then why not join the Ivy Grove Patient Group. New members are always welcome – please ask our Reception Staff for more details or see the Patient Group notice board in the waiting room.

Car Parking

The surgery has a large patient car park with a flat pathway directly to the main entrance. The car park is accessed from the rear of the building off Steeple Drive. We also have five spaces reserved for patients displaying a disabled badge. We ask patients who do not have disabled badges not to park in these spaces. We also request that patients **do not park in the staff area of the car park**, as this is for doctors and staff only. A monitored parking permit system is in operation in the staff car park. Illegally parked cars may be clamped.

Access to services by people with disabilities

The Practice has done its utmost to be easily accessible and user-friendly for our disabled and wheelchair-bound patients. All consultation and treatment rooms are located on the ground floor.

There are designated parking spaces in the car park.

A wheelchair is available for those with difficulty in walking - this can be obtained through our Reception Staff.

An induction loop is available to help the hard of hearing have clearer conversations. A portable system can also be provided for individual consulting rooms when necessary.

There are also toilet facilities for the disabled located on the corridor to the left of the main reception desk.

If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

Bicycles

Bicycles may be left outside the main entrance to the Practice. Metal wall bars are available for securing bicycles, however patients should provide their own chains / locks. Bicycles are left at the owners risk.

Prams

Please leave prams and pushchairs in the porch. Prams and pushchairs should not be brought into the waiting area as they pose a Health and Safety risk for other users of the building. Should you require any assistance, please ask at the reception desk.

Dogs

All dogs, with the exception of assistance dogs, should be left outside the building. There are metal wall bars available for securing dogs with their own leashes. Please make sure your dog is will not cause a nuisance to other users of the building.

Smoking & Food

The building is a non-smoking building and we request that this be honoured.

We would also request that patients do not eat or drink whilst waiting for their appointments. A glass of water may be obtained from reception on request.

Practice Website www.ivy.gs

We have had a website at the practice for the last 7 years. It has evolved over this time to what we hope is a useful source of information, complementing the service we provide at the surgery.

There are sections detailing opening hours, clinics time and descriptions of some of the services offered including forms to download, such as New Patient Registration forms, Travel Health request forms and a copy of this Practice Leaflet.

We have also used the site to encourage feedback from our patients with the use of a bulletin board. There is a list of websites, which we think you might find useful when seeking health information on the Internet.

Recently we introduced a Symptom Checker to help direct patients to the most appropriate source of assistance.

The news section will keep you up to date with any important changes at the surgery.

There is also a very popular online repeat prescribing service, enabling you to order your repeat prescriptions from our website. Please see the website for more details.

Your Local CCG

The area served by Ivy Grove Surgery is in the district covered by Southern Derbyshire Clinical Commissioning Group (SDCCG).

SDCCG is responsible for ensuring you get all the services you need. For details of all primary care services in the area look at Your Guide to Primary Care Services at www.southernderbyshireccg.nhs.uk or get the information you need at www.nhs.uk.

SOUTHERN DERBYSHIRE CLINICAL COMMISSIONING GROUP

Cardinal Square
10 Nottingham Road
Derby
DE1 3QT

Tel: 01332 888080

Website: www.southernderbyshireccg.nhs.uk

And Finally

After reading all this we hope you will have a better understanding of how we work. We hope that by telling you how we work, we can cope with the ever increasing demand, yet still provide you with the best service that we can. With this in mind, we welcome you to the practice and look forward to a long and healthy doctor-patient relationship.

PRACTICE POST CODE BOUNDARY

DE5 3**	DE56 0AB
DE5 4**	DE56 0JL
DE5 8**	DE56 0JN
DE5 9**	DE56 0JP
DE55 1A*	DE56 0JR-Z
DE55 1B*	DE56 0L*
DE55 1C*	DE56 0NA
DE55 1D*	DE56 0ND
DE55 1E*	DE56 0NJ
DE55 1F*	DE56 0NL
DE55 1G*	DE56 0NN-Z
DE55 1H*	DE56 0P*
DE55 1LN-Q	DE56 0QB
DE55 1PQ	DE56 2A*
DE55 1RH	DE56 2B*
DE55 1RJ	DE56 2EP
DE55 1RN	DE56 2ES-U
DE55 1RP-U	DE56 2GE
DE55 1RW-Z	DE56 2GR-W
DE55 1SA	DE56 2HR-W
DE75 7GA-B	DE56 2JB
DE75 7JY-Z	DE56 2JH
DE75 7L*	DE56 2JL-Y
DE75 7ND	DE56 2TA-G
DE75 7NN	DE56 2UT
DE75 7RN-X	
DE75 7TA	

* Indicates any letter of the alphabet.

We accept all patients who live in the following areas irrespective of postcode:

Ambergate, Bullbridge, Butterley, Codnor, Crosshill, Denby, Denby Village, Heage, Loscoe, Loscoe Grange, Lower Hartshay, Lower Kilburn, Nether Heage, Kilburn, Marehay, Peasehill, Pentrich, Ridgeway, Ripley, Sawmills, Swanwick, Upper Hartshay, Waingroves,

Patients who move –

If your new address is not on the above list, you must register elsewhere.