

# GRESLEYDALE HEALTHCARE CENTRE



Gresleydale Healthcare Centre  
Glamorgan Way  
Church Gresley  
Swadlincote  
Derbyshire  
DE11 9JT

**Tel: 01283 227870**

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

*We are part of the Swadlincote Primary Care Network*

## **Partners**

**Dr J Redferne** MBBS FRCGP DRCOG

**Dr A Whitehouse** MRCP MRCP MBChB

**Dr M Kulkarni** DRCOG DFFP MRCP

**Dr C Low** MBBS, MRCP

**Mrs S Clover** BSc (Hons) PGDip (NP) RGN QN

## **GPs**

**Dr Y Reynolds-Khan**

**Dr L Welch**

**Dr E Mair**

**Dr A Letchford**

**Nurse Practitioner:** Ms Rose Gregory

**Nurse Practitioner:** Mrs Rebecca Bromley

**Practice Manager:** Mrs Rose Cotton

**Assistant Practice Manager :** Mrs Zoe Simpkins

**Assistant Practice Manager :** Mrs Jackie Meadows Lea

Gresleydale Healthcare Centre is a new purpose-built surgery designed to house our growing patient population and increased clinical team. The practice has grown from a single-handed practice, when it was set up in 1982, to its present size with 5 partners. After several years of planning and discussion, our new surgery building was completed in April 2009 in Glamorgan Way, Church Gresley, on the new housing estate which now links Castle Road and Swadlincote Road. The surgery provides much larger premises with more consulting rooms, 2 treatment rooms, a multiple use Health Promotion room and more space for administration staff.

We currently have 7 doctors, 2 Nurse Practitioners, 2 Practice Nurses, 2 Health Care Assistants and a General Practitioner Assistant. We also have 3 District Nurses and 2 Midwives, who work closely with the community team of Health Visitors plus access to Counselling and Smoking Cessation Services.

The day to day running of the surgery is co-ordinated and managed by the Practice Manager/ Assistant Practice Managers who are supported by an Administration team and the Receptionists. The doctors and staff seek to provide the highest level of care for all their patients and wish to develop a partnership between patients and the professionals involved in their care.

## **GRESLEYDALE HEALTHCARE CENTRE**

### **Opening hours**

Core Surgery Hours: Monday to Friday 8am – 6.30pm  
Extended Hours: Early Monday mornings 7.30am-8am  
and one Saturday morning a month 8am-12pm.

Telephone lines open Monday to Friday 8am – 6.30pm

Consulting times vary according to whether it is a Doctor or Nurse session but there are morning and afternoon sessions usually between 9-12 noon and 3-5.30pm. A GP consulting session is designed to meet all patient needs and the session is divided into appointment types as listed below.

Appointments during extended hours are pre-bookable for the convenience of patients whose working hours prevent them attending during the day. There will be no telephone access to the surgery at this time and no provision for drop in patients. Emergency calls should be made to the normal out of hour's number.

### **GP APPOINTMENTS – AN APPOINTMENT SYSTEM OPERATES:**

The Practice offers a variety of appointments to try and cater for all of our patients needs and can be obtained by telephoning, dropping into the centre or online via our Website ([www.gresleydale.co.uk](http://www.gresleydale.co.uk)). Please ask our receptionist for a username and password to use the online appointment system. Appointment types are:

#### **Appointments**

All patients that request an appointment will be offered the next available appointment.

We aim for this to be within 7 working days, please be aware it may not always be possible to discuss multiple problems in one appointment you may need to book a double GP appointment.

If you feel that the problem is more urgent and you need to be seen sooner, you can request an urgent emergency appointment on that day with Mrs Rose Gregory (specialist emergency care practitioner)

Urgent appointments should be for issues that have recently come on or worsened. Urgent appointments should be for conditions that can't wait for the next available appointment. Taking the decision to book an urgent appointment is the responsibility of the patient and not the receptionist. If an appointment has been

booked inappropriately, you will be advised as such by the healthcare professional.

### **Prebookable Routine Appointments**

These are available to book between four and six weeks in advance, covering morning, afternoon and extended hours surgery

### **Extended Hours Clinics**

The Practice is able to offer additional service on Monday mornings and one Saturday morning every month. These sessions are particularly popular for the working practice population and are pre-bookable in advance.

### **Extended Access**

GP and Nurse appointments are now available during evenings and at the weekend. To book an appointment please contact reception

### **Telephone Triage**

A few conditions may be treatable by telephone – it is important that you contact your local pharmacist prior to contacting your GP as they are qualified to advise on minor ailments. If you do contact the surgery and request a telephone call, please be aware that the receptionist has been instructed to take a few details regarding your query - they will be able to advise you whether a telephone call from a practice health professional is suitable or be able to 'signpost' you to the most appropriate adviser i.e. you may be advised to go to A&E if you are experiencing chest pains.

Once the receptionist has added you to the doctor's or Nurse Practitioner's list for a telephone call, please ensure you will be available to receive the call as second attempt will not be made.

### **Online Service**

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

The practice offers the facility to book and cancel appointments and order prescriptions online via the surgery website [www.gresleydale.co.uk](http://www.gresleydale.co.uk) For this you need to be registered and this can be done at reception.

### **Appointment Reminders**

Patients (over the age of 16) should automatically receive appointment reminders and important messages to mobile phone numbers via an SMS Messaging System. It is possible to withdraw from this service via our reception team. Please note that the SMS service is not 100% reliable due to occasional system failures out of our control.

### **Dedicated appointment Cancellation Line**

The Practice has introduced a dedicated appointment cancellation line to make it easier for patients to cancel appointments. Please telephone the main surgery line on 01283 227870 and Press option 1, please leave us a brief message, Name, date of birth, appointment date/time and we will cancel your appointment for you.

## **HOW TO REGISTER WITH THE PRACTICE**

We are able to register patient in our boundary area which incorporates:

Church Gresley  
Castle Gresley  
Linton  
Newhall

Overseal  
Albert Village  
Swadlincote  
Midway

Hartshorne  
Parts of Woodville

If you live within our area you can register by completing a form from reception and producing proof of your identity and address, with your Medical Card if you have it. You will be also be given a New Patient Medical Questionnaire to complete. If you are taking regular medication you will also need to see a doctor in order that this can be added to your record. Your registration will be with the practice as a whole, although there will be a doctor's name on your new medical card, and you may choose which doctor you see when making a pre-bookable appointment. It is usually best to see the same doctor each time if you have an on-going problem, but any of the doctors will be happy to see you if you have an urgent problem or if your regular doctor is unavailable.

## **SERVICES**

### **Regular clinics are held for the following:**

Phlebotomy  
Postnatal

New Baby and Child Health Medicals - Fridays 9am – 11am

Contraception – including coils and implanon

Chronic disease clinics – Asthma, Diabetes, COPD, CHD, Hypertension

Counsellor - Wednesdays and Fridays

Non-NHS work – Insurance and legal requirements

(Please note that whilst the Practices undertakes non-NHS work, it is not given the same priority as NHS work and a time-related fee is payable. The practice aims for a two-week turnaround from request to completion but this is not guaranteed)

### **Minor Surgery**

If deemed necessary your Doctor may arrange for minor surgical procedures to be carried out within the surgery. There may be a waiting list for treatments.

### **Home Visits**

Please request non-urgent visits **before 10am** as this helps us to plan the doctors' journeys. If you require an **urgent visit** please telephone the surgery and tell the receptionist, who will pass your request on to the duty doctor for that day. If the person needing the visit is not at their usual address please make sure you tell the receptionist where the doctor needs to go.

## **Repeat Prescriptions**

**MOLS - Prescription Medicines order line for patients – 0115 8550260 (please note we do not accept prescriptions over the front desk)**

For safety reasons we are unable to take prescription requests by telephone except for our visually impaired patients. You may also order repeat items on-line via the [www.gresleydale.co.uk](http://www.gresleydale.co.uk) website. To register for this, you need to visit the surgery personally to be given your login details. Parents may register their children under 16. If it is difficult for you to visit the surgery you may send your request by post, including a stamped addressed envelope for the prescription to be returned to you.

Patients who are on long term medication, or for instance use the contraceptive pill, may be eligible for Batch Prescribing. This means that prescriptions are produced for up to a year's medication so that you can take them to the pharmacist of your choice and they will issue them when they are due, without the need for you to request them from the surgery. Ask a GP if you think you would qualify for this.

## **OUT OF HOURS SERVICE**

**For Medical Emergencies call 999**

**For Non-Medical Emergencies or for Health Information call 111**

If you require non urgent medical attention when the surgery is closed you should dial '111'

This will connect you to the NHS 111 service free of charge which is provided by Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

## **TEACHING AND TRAINING**

The practice is an approved training practice for GP Registrars – Doctors who have decided to become GPs and are completing their final training before qualification. If you are offered an appointment with a Registrar and would rather not see him/her please make this known to the receptionist. However, patients can be assured of the quality of care given by our trainees, who are under supervision by our own GPs, and we hope that you will be willing to co-operate in this phase of their training.

## **THE HEALTHCARE TEAM**

### **THE DOCTORS**

**Dr Jennifer Redferne** (Female) Partner MBBS FRCGP DRCOG  
**Dr Alison Whitehouse** (Female) Partner MRCGP MRCP MBChB  
**Dr M Kulkarni** (Female) Partner DRCOG DFFP MRCGP  
**Dr C Low** (Female) Partner MBBS, MRCGP  
**Dr Y Reynolds-Khan** (Male) GP  
**Dr L Welch** (Female) GP  
**Dr E Mair** (Female) GP  
**Dr A Letchford** (Female) GP

### **NURSE PRACTITIONERS**

**Mrs Sue Clover** (Female) Partner Director of nursing  
BSc (Hons) PGDip (NP) RGN QN  
**Mrs Rose Gregory** – Advanced Clinical Practitioner  
**Mrs Rebecca Bromley** – Advanced Clinical Practitioner

### **THE PRACTICE NURSES**

The Practice Nurses carry out a variety of procedures and check ups which do not need to be done by a doctor. They are also available for advice on such things as diet and weight and assist the doctors when they carry out minor surgery.

**Carol Jenkinson, Sharna Peach** are available by appointment to give advice on health matters and are qualified to carry out or arrange the following:-

#### **Health Promotion Clinics**

Dietary advice  
Exercise advice  
Childhood immunisations  
Cervical smears  
Contraceptive advice  
Dressings and removal of sutures  
Travel clinic (please collect a form and make an appointment at least 6 weeks before travelling.) A charge will be made for certain immunisations and vaccinations which are not covered by the NHS.

#### **Long Term Condition review clinics**

Asthma clinic and Chronic Obstructive Airway Disease  
Continence Management  
Diabetic care and advice  
Hypertension clinics  
Ischaemic Heart Disease

### **HEALTHCARE PRACTITIONER**

**Colleen Thompson** is the practice lead for infection control and assists GP's and the Nursing team in the delivery of primary care services

### **HEALTHCARE ASSISTANT**

**Lisa Williams** is trained to do certain procedures such as blood tests and ECGs and to carry out new patient medicals, NHS health checks, flu vaccinations, wound care and ear syringing

#### **GPA's (General Practitioner Assistant)**

**Jordan Simpson/ Sian Sykes** are both trained to support and assist the GP's and the Nursing team in the clinical setting.

#### **DISTRICT NURSE**

Our team of District Nurses, who are based at Swadlincote Clinic, provide nursing care for those of our patients who are unable to attend surgery.

#### **COMMUNITY MIDWIFE**

The doctors work with **the Community Midwifery Team** in co-ordinating the care of mothers before and after delivery and care for the baby for the first two weeks of life. The ante-natal department at Queen's Hospital also contributes to maternity care and if it is felt to be necessary for medical reasons pregnancy and delivery care are supervised by one of the hospital consultants. Most of our mothers go to Burton Queen's hospital for delivery, but you may choose to use another hospital in the area or opt for a home birth when it is appropriate. The doctors carry out postnatal checks 6 weeks after the baby is born and regular child health examinations from 8 weeks.

#### **HEALTH VISITORS**

The Health Visiting Team are available to help with health matters relating to the under fives and also to advise on health matters within the family, and can be reached on **01283 818044**.

#### **COUNSELLOR**

**Pam Collins** works with us in the surgery helping people to sort out their thoughts and feelings. Appointments are by referral from the doctors.

#### **MANAGEMENT TEAM**

##### **PRACTICE MANAGER**

**Mrs Rose Cotton** is the practice manager and works with the doctors to direct the organisation of the practice. She organises the day-to-day running of the surgery and is responsible for promoting the efficient use of premises, staff and resources, to ensure the best environment for carrying out patient care. She is assisted in this by the members of the administration team.

##### **ASSITANT PRACTICE MANAGERS**

**Mrs Zoe Simpkins and Mrs Jackie Meadows Lea** are the Assistant Practice Managers who support and work with the Practice Manager to direct the organisation of the Practice.

##### **RECEPTION TEAM LEADER**

**Kelly Marriott** is the reception team leader and supervises the day to day functions of our front of house team. If you have any issues regarding access to services or would like to provide feedback to improve our services, please ask to speak to Kelly.

**Our team of administrators/reception staff** comprises of **Helen Manton, Allison Foster, Jennifer Wainwright, Deborah Morrell, Zoe Meakin, Claire Milburn, Angela Scott, Fiona Craig, Kay Grice, Barbara Mitchell, Sarah Howlett, Donna Salt, Kathryn Hammond and Katie Baker**. As well as acting as the main point of contact for patients they also have many administrative functions relating to patient services and practice administration.

### **SECRETARY**

Our secretaries **Lyndsey Titley** and **Sian Sykes**. They deal with referrals to hospitals, physiotherapy etc and will be willing to advise you if you are concerned about a delay in hearing about an appointment.

Our team will always will offer help and assistance at all times and they have a difficult and pressured job to do. They have to judge the **URGENCY** of your request so please help them by giving them the necessary information needed to do their job. They have been trained to make these enquiries so that you can be helped in the most appropriate way.

It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff.

### **DISABLED ACCESS**

Gresleydale has been designed with the needs of the disabled in mind. There is wheelchair access at the main entrance and our toilets are especially adapted for the disabled.

### **HEARING LOOP**

Gresleydale has a hearing loop in-situ plus a portable loop machine if required.

### **PATIENT PARTICIPATION GROUP (PPG)**

This is a group of patients and staff from the practice who come together to look at positive ways of contributing to the services and facilities offered at the surgeries. It has a number of roles but primarily it will act as a link between the practice and the patients. Members of the PPG will ensure that the views of the patients are put forward to the practice and that patients are kept informed about practice matters. The PPG will also fulfil an important consultation role by giving the patients perspective on changes in practice procedures as well as making its own suggestions for positive change. The PPG meets every month and the group is very keen to make sure that it is representative of all members of the practice. Therefore if you feel that you could make a positive contribution to the work of the group and have a little time to spare or would like more information on the group please contact Mrs Rose Cotton on 01283 227870.



## **PRACTICE COMPLAINTS PROCEDURE**

From time to time, we may not meet your expectations and there are ways in which you can let your views be known. A copy of our complaints protocol is available in the surgery if required and details of how to complain are available on the practice website ([www.greslydale.co.uk](http://www.greslydale.co.uk)) or on enquiry with the reception team. If our front of house staff and reception supervisor are unable to help you with any problems or complaints about our service, please write to **Mrs. Rose Cotton** with the details. Your letter will be acknowledged, the contents investigated, and you may be asked to attend a meeting in order to resolve any difficulties.

We are not able to deal with questions of legal liability or compensations.

If you ever have concerns that the Practice has not fully resolved a complaint you may wish to contact:

By Post

NHS England, PO Box 16738m Redditch, B97 9PT

Electronically

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Please write 'For the attention of the Complaints Manager' in the subject line

By telephone

0300 311 22 33 (Monday to Friday 8am-6pm, excluding Bank Holidays)

Your comments for improving the quality of our service are always welcome as are compliments when we have done something well. Please use the suggestion box sited in the waiting area.

## **DATA PROTECTION**

We are a fully computerised practice registered under the Data Protection Act 2018. We take part in research projects and you may from time to time be asked to participate in a survey. We would be grateful for your co-operation. It is possible that your medical records may be inspected by staff from the Health Authority for administrative purposes. However, you do have the right to object. Please ask a member of staff or one of the doctors if this is the case. Your medical records will not be divulged without your written consent.

We will endeavour to ensure that you will always be made aware of any requests for clinical information for purposes of research and national statistics, but can confirm that no patient identifiable information is ever released for this purpose. You have the right to see and obtain copies of your own medical records, for which there will be an administration charge.

### **Personal Information**

All information is treated as strictly confidential. Our GP system is linked to the NHS National Database which is a secure government-led system.

## **General Data Protection Regulation (GDPR)**

To understand how we protect your data and what your data rights are, read the Patient Privacy Notice at [www.gresleydale.healthcare.co.uk](http://www.gresleydale.healthcare.co.uk) or ask reception for a copy. Any questions please direct to the Practice Manager.

**Telephone Call Recording Policy** – the purpose of this policy is to ensure that call recording is managed in line with Data Protection Act 2018/GDPR requirements. Call recording provides a record of ALL incoming and outgoing calls which can:

- Identify practice staff training needs
- Protect practice staff from nuisance or abusive calls
- Establish facts relating to both incoming/outgoing calls made (e.g. for complaints)
- Identify any issues in practice processes with a view to improving them (e.g. to aid workforce planning)

Please see the practice website for the full policy details ([www.gresleydale.nhs.uk](http://www.gresleydale.nhs.uk))

## **Gresleydale Healthcare Centre aims to provide a wide range of up to date medical services**

To achieve our aim we offer:

- An appointment system for the doctors and practice nurses' weekday surgeries
- Access to same day appointments for acute problems on the same day and pre-bookable appointments for non-acute problems
- Privacy during your consultation with confidential record keeping
- A sensitive and swift response to any complaints
- Comprehensive health education and preventative medical opportunities
- Active chronic disease management programmes

### **Chaperone Policy:**

If you feel you would like a Chaperone present at your consultation, please inform your Doctor/Nurse, who will be more than happy to arrange this for you. Alternatively, please request a Chaperone at the time of booking your appointment. All practice staff who undertake this role have received formal Chaperone training.

## **USEFUL TELEPHONE NUMBERS**

### **111 (Non-medical Emergencies)**

**111**

Accident & Emergency (Burton)

01283 566333

Alcohol Anonymous

01159 417100

Burton Queens Hospital

01283 566333

CRUSE (Bereavement Counselling)

01283 509098

Elms Family Centre

01283 551251

Family Planning Clinic

01293 214905

Home-Start	01283 225586
Midwife Number	01283 818030
One Parent Families (Gingerbread)	01713 368183
Patient Advice and Liaison Services (PALS)	01298 212272
Police	01283 550101
Samaritans	01332 364444
Social Services	01283 238000
Southern Derbyshire Health Authority	01332 626300

### **Where to find us**

Gresleydale Healthcare Centre  
 Glamorgan Way  
 Church Gresley  
 Swadlincote  
 Derbyshire  
 DE11 9JT

**Tel: 01283 227870**

[www.gresleydale.co.uk](http://www.gresleydale.co.uk) (visit our website for map details)

### **How information about you helps us to provide better care**

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

**You have a choice.** If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet 'How information about you helps us to provide better care'. Alternatively, more information can be found here:

[www.nhs.uk/caredata](http://www.nhs.uk/caredata)

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Advanced Clinical Practitioners will be available on the same day.
- ❖ The next available routine appointment will be offered for all non-urgent appointments with a doctor
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ An urgent appointment with a Practice Nurse will be available if required
- ❖ The next available routine appointment will be offered for all non-urgent appointments with the Practice Nurse.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours (2 working days). We are only able to accept telephone requests in exceptional circumstances and by prior agreement with the practice
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Gresleydale Healthcare Centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10 am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. **Violence or verbal harassment will not be tolerated or accepted and you may be asked to register at another surgery if this behaviour occurs.**
- ❖ Recognise the limits of our responsibilities (e.g. we are not dentists or opticians)
- ❖ Treat our premises with respect
- ❖ Keep us informed if you change your name, address or telephone number

**If you would like this booklet translated into another language, larger print or Braille, please ask at the reception desk and arrangements will be made to help you.**