



Ilkeston Family Practice & GP Walk In Centre

Ilkeston Family
Practice—part of the
NHS

Issue No. 2
July 2009

Welcome to Ilkeston Family Practice & GP Walk in Centre

This is our first Patient

Information leaflet since we opened on 1st April.

What is the Ilkeston Family Practice and GP Walk In Centre?

The Ilkeston Family Practice and GP Walk In Centre offers healthcare to any Ilkeston resident. Any member of the public can simply walk in and see a doctor or nurse at the new centre or phone and book an appointment in advance. You can register as a patient but do not need to, you can use the services offered at the centre as well as the services at the GP surgery where you are registered.

When will the new health centre open?

Ilkeston Family Practice and GP Walk In Centre is open now 8.00am to 8.00pm seven days a week 365 days a year.

Where to find us:

Ilkeston Family Practice and GP Walk In Centre

Ilkeston Community Hospital

Heanor Road

Ilkeston

Derbyshire

DE7 8LN

Telephone: 0115 930 5522 ext 349 (appointments/
reception) 0115 951 2496 (administration)

Fax: 0115 930 5343

By car:

The Ilkeston Family Practice and GP Walk In Centre is situated at Ilkeston Community Hospital, Minor Injuries Unit. There is a car park based at the Hospital site which is free. Disabled parking spaces are available.

By bus:

The "Black Cat", Felix and 23 bus route stop in the hospital grounds and are on a regular basis from Ilkeston town centre. For bus timetables www.trentbuses.co.uk

Will I have to register with the Health Centre to use it?

You have the choice. You can use the service and remain registered with your own GP surgery or if you live in Ilkeston you can choose to register as a patient of Ilkeston Family Practice and GP Walk In Centre.

Patient Registration with Ilkeston Family Practice and GP Walk In Centre

New patients are registered with the practice rather than with a particular doctor. Patients have a right to express a preference for a particular practitioner, although you may have to wait longer to see your chosen clinician. **The practice area covers the following areas of Ilkeston:**

Abbotsford, Cotmanhay, Hallam Fields, Ilkeston-Central, Ilkeston North, Kirk Hallam and Old Park wards. To register with the practice please ring or call into the surgery and complete the new patient registration form and arrange a new patient medical. You will

need identification in order to register. If we are unable to accept you as a patient of this practice we will inform you of the reason.

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Our Patient Care Advisors are available to take your telephone call 7 days a week 8am—8pm.

Will it deal with emergencies?

You can visit Ilkeston Family Practice and GP Walk In Centre with minor ailments that you would usually take to your own GP. You will be able to receive healthcare advice, information and treatment. The Ilkeston Family Practice and GP Walk In Centre is unable to deal with serious medical emergencies which pose an immediate threat to a person's health or life.

Will the Ilkeston Family Practice and GP Walk In Centre provide care for patients with long term conditions, e.g.: diabetes?

Yes. Only if you are a registered patient you will have access to our full range of services. As a walk-in patient we will be providing a service both to check your blood tests and perform the full diabetic check. Ideally you need to choose who will do the full check on a regular basis. We are more than happy to do your tests in advance of your check and send the results to your GP. We can also do the full check but would suggest that you do not have some checks with your GP and some with us. To get the best service you should choose who co-ordinates the care for an important condition like diabetes.

Ilkeston Community Hospital's Minor Injuries Unit will remain open and patients attending the Unit will be assessed by an experienced nurse who will arrange for treatment in the Injuries Unit or referral to our GPs and Nurse Practitioners—this process is called Triage

How we use personal health information

Unless you are a registered patient, we do not hold any previous information on you as these continue to be held by your registered GP.

We will make a record of your treatment here which will be sent confidentially to your GP either electronically via our computer system or by fax so that your registered GP is aware of the details of the consultation with us.

Prescriptions

Repeat prescriptions are still the responsibility of your own registered GP.

Our GPs and Nurse Practitioners are able to prescribe but any urgent or acute prescriptions will only be issued for the shortest possible period

We have a list of all chemists and pharmacies that are open during the times that our Walk In Centre is open so that you can obtain your medication.

Repeat Prescriptions

As a registered patient repeat prescriptions may be issued to you if you require medication. Please allow at least 48 hours for the prescription to be prepared. Tick the items on the prescription counterfoil and leave at reception. Alternatively, you can post or fax (0115 930 5343) it to the surgery. Please enclose an SAE if you wish the prescription to be posted back to you.

Will the Health Centre offer home visits?

Yes but only if you are registered at Ilkeston Family Practice and GP Walk In Centre. If you are not registered at Ilkeston Family Practice and GP Walk In Centre your registered doctor is responsible for home visits. Requests for home visits should be made before 10:00am each morning and are mainly for housebound patients. Home visits will only be arranged on the basis of medical need. Children will usually be expected to be brought to the centre. We will be available throughout the day

to see an ill child at the centre. We feel this will provide a prompt assessment service and will give you the reassurance you need when you need it.

Out of Hours:

If you are a registered patient with the Ilkeston Family Practice and GP Walk In Centre and need to see a doctor after 8pm, your call will be diverted to the out of hours provider (Derbyshire Health United) or you will hear a recorded message advising you of a number to contact the out of hours provider directly. For Walk-In patients please contact your usual surgery.

You can also contact NHS Direct on **0845 46 47** or visit



Our GPs

Dr Mohammed Javid
MBChB (Leeds), DRCOG,
FPCert, DFFP
Dr Navin Rastogi
MBBS, DA(RCPS), FPCert
Dr Katie Richardson
MBBS, DRCOG, JCTPGP,
MRCGP

Nurse Practitioners

Marion Vesty
Penny Broadhead
Carolyn Guilford
Leah Cufflin—Health Care
Assistant

Services Provided:

GP and Nurse Practitioner consultations
Contraception and sexual health, Pre-conceptual counselling Holiday vaccinations and travel health, Practice Nurse led services, Blood testing, Asthma, Diabetes, Cardiac: stroke/ chronic heart disease, Flu vaccinations, Wound care,
Smoking cessation, Cervical screening, Lifestyle advice, Childhood immunisations, Ear syringing, Cholesterol testing, Medicals
If you are not a registered patient we would find it helpful if you could first discuss your needs with a member of the nurse practitioner team so that we could ensure that the appropriate member of our staff is on hand. Appointments are available at the weekends and during the evenings when you might find it easier to attend our surgery.



PATIENTS WANTING TO SPEAK TO A DOCTOR OR NURSE

Our doctors and nurses are available to speak to patients from 8am - 8pm every day of the week. If you would like to speak to a doctor or a nurse, telephone and speak to a patient care advisor who will take a brief description of your condition, your telephone number and your availability. They will then pass this information onto a doctor or nurse who will call you back and advise you further.

ADMINISTRATION TEAM

Business Manager - Richard Jarman
Practice Administrator - Jayne Hand

PATIENT CARE ADVISORS

Julie Baker, Kath Daft, Susan Reeve, Justine Straw The patient care advisor team are available to guide you through our services so that at all times we can offer an appropriate, considerate and confidential service. Although not medically trained, they will require some information from you so that we can ensure you see the right member of our health care team.

The Family Practice is open to anyone and you don't need to be registered to use the services on offer

What does our Walk in Centre provide?

As a Walk in patient you will be able to consult with a doctor or nurse practitioner.

We will help giving you advice with stopping smoking dealing with vaccinations health screenings sexual health. We will also be offering advice on contraceptive services, travel vaccinations and a well person screening check. We will also be providing health promotion clinics run by our Nurse Practitioners, by appointment.

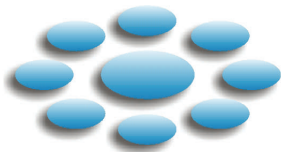


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Ilkeston Community Hospital
Heanor Road
Ilkeston
DE7 8LN

Phone: 0115 930 5522 ext 349 Reception
0115 951 2496 Administration
Fax: 0115 930 5343

E-mail: Business Manager ririchardjarman@nhs.net
Practice Administrator jayne_hand@nhs.net



Let us know your comments on the services we are offering.

As a new practice we are keen to hear from you regarding how we are running and dealing with you.

Any Complaints are dealt with by the practice. We have an agreed procedure with the Primary Care Trust and the Patient Advice & Liaison Service (PALS). If you have any reason to be dissatisfied with the service you receive please contact our Practice Manager, Richard Jarman, who will be pleased to discuss with you any problems and concerns that you have and anything raised with him will be entirely confidential.

We ask that you treat the GPs and staff properly without violence or abuse. The practice operates a zero tolerance policy regarding violent or abusive behaviour towards any of the GPs, staff or other persons. You are ultimately responsible for your own health.

We will also be circulating a brief patient satisfaction questionnaire which helps us judge how well we are providing services both from our GPs and Nurses and at Reception. We would be very grateful if you could take a few moments to complete this questionnaire and leave at the reception desk—you do not need to leave your name.

Surgery information:

Monday 8:00am - 8:00pm

Tuesday 8:00am - 8:00pm

Wednesday 8:00am - 8:00pm

Thursday 8:00am - 8:00pm

Friday 8:00am - 8:00pm

Saturday 8:00am - 8:00pm

Sunday 8:00am - 8:00pm

We are open seven days a week 365 days a year.

Appointments

Routine appointments will be available between the following times:

Monday 8:00am - 8:00pm

Tuesday 8:00am - 8:00pm

Wednesday 8:00am - 8:00pm

Thursday 8:00am - 8:00pm

Friday 8:00am - 8:00pm

Saturday 8:00am - 8:00pm

Sunday 8:00am - 8:00pm

You can telephone to pre-book an appointment on 0115 930 5522
ext 349 / 0115 951 2496



We are open from 8am until 8pm, 7 days a week. Appointments are not necessary.