

## Practice Nurses Attached to the surgery

### Examples of services offered:

Dressings	Minor Ops Clinics
Travel advice and injections	Family Planning
Child immunisations	Ear Syringing
Removal of Stitches	cervical Smears
Well Persons Clinics	Spirometry
Blood taking	Registration Medicals
Health advice	Contraception

### Chronic Disease Clinics:

Diabetes  
IHD (ischaemic heart disease)  
COPD (Chronic obstructive pulmonary disease)  
Asthma  
Hypertension (high blood pressure)

### Test Results

The results of any test taken can only be released to whom it concerns, we request that you don't ask anyone to try to obtain these results on your behalf. We also ask that you contact the surgery for your results after 2pm Monday – Friday.

### Repeat prescriptions

You can request repeat prescription in the following ways:

- Online via Practice Website [www.derbyroadgrouppractice.co.uk](http://www.derbyroadgrouppractice.co.uk)
- Leaving either the repeat prescription request form or written request at reception.
- By post, if you wish us to return it back by post please provide a self addressed envelope.

We also work closely with chemist in the local area so they can request, collect and in certain case deliver the prescription. Please speak to your designated chemist about this service.

PLEASE REMEMBER THAT WE REQUEST 48 WORKING HOURS FOR REPEAT PRESCRIPTIONS.

### Compliments, Comments and Complaints

We would value and like to receive all comments and compliments that you would like to feedback to the surgery.

We do however understand that sometimes things can go wrong and that can leave the patient feeling they have reason to raise a complaint. Should you need to complain please ask receptionist for a complaints form, and once completed this will be forwarded to the Practice Manager who will investigate appropriately.

## HSCIC (Health and Social Care information Centre)

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". More information can be found here [www.nhs.uk/caredata](http://www.nhs.uk/caredata)

### Summary Care Record

There is a new Central NHS Computer System called the Summary Care Record (SCR). The Summary Care Record is meant to help emergency doctors and nurses help you when you contact them when the surgery is closed. Initially, it will contain just your medications and allergies.

Later on as the central NHS computer system develops, (known as the 'Summary Care Record' – SCR), other staff who work in the NHS will be able to access it along with information from hospitals, out of hours services, and specialists letters that may be added as well.

Your information will be extracted from practices.

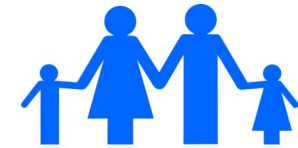
As with all new systems there are pros and cons to think about. When you speak to an emergency doctor you might overlook something that is important and if they have access to your medical record it might avoid mistakes or problems, although even then, you should be asked to give your consent each time a member of NHS Staff wishes to access your record, unless you are medically unable to do so.

On the other hand, you may have strong views about sharing your personal information. Connecting for Health (CfH), the government agency responsible for the Summary Care Record have agreed with doctors' leaders that new patients registering with this practice should be able to decide whether or not their information is uploaded to the Central NHS Computer System.

**For existing patients it is different in that it is assumed that you want your record uploaded to the Central NHS Computer System unless you actively opt out.**

For further information visit the [HSCIC Website](http://www.hscic.gov.uk)

If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery.



# Derby Road Group Practice

## **PATIENT INFORMATION LEAFLET**

### Main Site:

*27-29 Derby Road  
North End  
Portsmouth  
PO2 8HW*

### Branch site

*358 Copnor Road  
Copnor  
Portsmouth  
PO3 5EL*

*All correspondence to Derby Road  
Surgery*

☎ 023 92 009265

Fax 023 92 654991

*Practice Website:*

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

## WELCOME TO DERBY ROAD SURGERY

The Practice was established in 1901 by Dr Roger Emmett. Following bomb damage during the war to the surgery in London Road, North End, the surgery re-opened in 1946 at 27 Derby Road.

In 1967 the Practice expanded and took on the surgery at 358 Copnor Road. The practice continued to expand and in 1993 purchased and developed 29 Derby Road to provide the current Derby Road Surgery facilities.

The Practice continues to develop and adapt to the changing challenges of the NHS. Currently there are 11,300 patients registered with the Practice.

We pride ourselves on the fact that we are a friendly, professional practice and strive to provide the best quality of service at all times

*'Derby Road Group Practice strives continually to provide the best possible healthcare for our patients'*

### When the surgery is closed

**Out of hours service** covers nights (Monday-Thursday 6.30pm – 8.00am), weekends (Friday 6.30pm – Monday 8.00am) as well as bank holidays for urgent medical attention only. If you need to access this service please ring the usual surgery telephone number 0844 815 1802 and there will be a recorded message giving you a different telephone number to ring.

### Home Visits

Contact the surgery. Requests for routine visits will be taken up to 11am for patients unable to attend the surgery. This information will be passed to the doctors and they may telephone you before arranging a home visit. The District Nurses may also request visits for patients. The doctors arrange follow up visits where appropriate.

## The Partners

### Dr Timothy Wilkinson

Registered 1980 - London  
Qualifications MB BS  
In Practice - Thursday and Friday  
Chair of the Governing Body of Portsmouth Clinical Commissioning Group (CCG) Tuesday and Wednesday

### Dr Andrew Richardson

Registered 1989 London  
Qualifications—Bsc MBBS MRCP  
In Practice – Monday, Tuesday and Wednesday

### Dr Stephanie Hoberg

Registered 2000 Hanover Germany  
Qualification MRCP DFFP LoCUIT LoCSDI  
In Practice – Monday, Wednesday and Friday.

### Dr Rumi Chhappia

Registered 2001 – Southampton  
Qualifications BM, MRCP, MRCP  
In practice Monday, Tuesday and Thursday  
Regularly works as an Associate Specialist at MAU QA.

### Dr Laura Burrows

Registered 2008 - Southampton  
Qualifications BM, BSc (Hons) ,MRCP, DRCOG  
In Practice Monday, Tuesday, Wednesday am, and Thursday.

### Dr Jenny Vanner

Qualified 2009 - Southampton  
Qualifications BM, BSc, MRCP, DCH  
In Practice: Monday, Tuesday and Friday

### Dr Charlotte Tilley

Qualified 2010 - Leeds  
Qualifications MBChB,  
In Practice: Tuesday, Wednesday, Thursday and Friday am

## Types of Appointments Available

### Pre Bookable Appointments:

These appointments are available for both Doctors and Nurses for you to book up to 3 weeks in advance.

### Same Day Appointments:

These appointments are available daily for the doctor/s who are **not** running the Emergency Access clinic (Duty) that day. These are only bookable on the day.

### Telephone Consultations:

Telephone consultations are offered daily for patients who don't need to see a Doctor. Appropriate use of these appointments would be some medication reviews. Form completion. Referral queries.

### Urgent access clinic:

This clinic runs daily for patients that feel they need to be seen with a pressing problem that day, or for something that will not wait until the next routine appointment.

### Extended Hours:

These sessions are conducted outside of our normal working hours. Further information for these times and all our opening times can be found around the surgery and on the practice website [www.derbyroadgrouppractice.co.uk](http://www.derbyroadgrouppractice.co.uk).

Derby Surgery and Copnor Road surgeries are open at the following times:

### At Derby Road Site:

Monday	08.00 - 19.15
Tuesday	08.00 - 18.30
Wednesday	08.00 - 19.00
Thursday	08.00 - 19.00
Friday	08.00 - 18.30

Limited late evenings and Saturday appointments are available at Derby Road site and Monday at Copnor Road – please ask reception for further details.

Surgeries usually start at 08.20 and again at 15.30.

### At Copnor Road Site

Monday	08.00-12.00	15.00-19.00
Tuesday	08.00-12.00	15.00-18.00
Wednesday	08.00-12.00	Closed
Thursday	08.00-12.00	15.00-18.00
Friday	08.00-12.00	15.00-18.00

Surgery usually start at 08.20 and 15.20