

Contact details:

Please ensure you inform the Practice of any changes in address or contact details as soon as you are able.

Other Services:

District Nurses:

This team visit house bound patients only. They offer wound care, injections, blood tests, falls assessments and help patients with the management of any long term conditions.

They can also help with the support of End of life specialist palliative care for patients and their carers.

Tel: 0300 300 2012

Ante natal and post natal care:

Whether you are thinking of starting a family or are early stages of pregnancy please inform the GP so the appropriate referrals can take place.

After the birth of you will be invited in for a 6-8 week mother and baby check.

Midwives office: 023 92 866560

Health visiting Team:

This team will support parent/s with difference aspects of parenting needs, from feeding, toilet training, breast feeding, and some behavioural concerns.

Health visiting Team: 0300 123 6629

Physiotherapy

This can be accessed via the Practice or please visit www.solent.nhs.uk/physioferral.

Counselling

You can self refer to "talking change" this service is run by Portsmouth city council. Their details are www.solent.nhs.uk/ talkingchange the phone number is 02392892920.

Well being Service:

This service help provide support for patient that want help with helping to quit smoking, weight management and any alcohol concerns.

You can access these by either speaking to reception or self referral by calling 023 92 824795

Zero Tolerance: The aim of the Practice staff is to be polite and helpful as possible to all patients.

If you consider you have been treated unfairly or unacceptably, please ask the reception team for a complaints form.

However, abusive or threatening behaviour towards Practice staff will not be tolerated under any circumstances. Patients that act in this manner may be removed from the Practice list.

Data Protection

A Privacy Notice (or 'Fair Processing Notice') is an explanation of what information the Practice collects on patients, and how it is used. Being transparent and providing clear information to patients about how a Practice uses their personal data is an essential requirement of the Data Protection Act 1998.

Under the DPA, the first principle is to process personal data in a fair and lawful manner, and applies to everything that is done with patient's personal information. In practice, this means that the Practice must:

- have legitimate reasons for the use or collection of personal data
- not use the data in a way that may cause adverse effects on the individuals (e.g. improper sharing of their information with 3rd parties)
- be transparent about how you the data will be used, and give appropriate privacy notices when collecting their personal data
- handle personal data only as reasonably expected to do so.
- make no unlawful use of the collected data.

For further information on this please see the practice website under section GDPR.

Medical Education Training Practice

You may from time to time be offered an appointment with a GP registrar or F2 medical doctor. These doctors are based here to complete their training to become a GP. These doctor are fully qualified and would have conducted extensive training at hospitals in many specialities.

We also have very occasionally a medical student here at the Practice who will be working alongside a GP or Nurse. Your consent will be asked of before the appointment to give permission for the student to stay in the consulting room while you are seen. If you wish to decline we can arrange to have your consultation conducted in private.

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.



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



023 92 654991

Practice email:

Mail.j82149@nhs.net

Practice Website:

www.derbyroadgrouppractice.co.uk

WELCOME TO DERBY ROAD SURGERY

The Doctors

Types of Appointments Available

How to register

We are currently registering new patients that live in the PO2-PO3 and certain areas of PO1&PO6. Please speak to one of the reception team, who will provide you with the paperwork—alternatively please look on the practice website.

Named Accountable GP for all patients

All patients registered at this Practice now have a named accountable GP. The named accountable GP is responsible for patients' overall care at the practice. This does not prevent you from seeing any other GP in the Practice. If you would like to know who that GP is please contact the surgery. You do not need to take any action but if you wish to discuss further please contact us.

When the surgery is closed

In an **emergency** or severely ill please call 999 and ask for an ambulance.

St Marys Treatment Centre

Is open daily from 08.00-22.00 last patient 21.30

Tel: 0333200182

GP out of Hours:

This service is for urgent medical attention when the Practice is not open

Tel: 111

Practice Nurses attached to the surgery

Examples of services offered:

Dressings
Travel advice and injections
Child immunisations
Removal of Stitches
Well Persons Clinics
Blood taking
Health advice
Chronic Disease Clinics:
Diabetes
IHD (ischaemic heart disease)
COPD (Chronic obstructive pulmonary disease)
Asthma
Hypertension (high blood pressure)

Chronic Disease Clinics:

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

Repeat prescriptions

You can a request repeat prescription by:

- Online via Practice Website
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 72 WORKING HOURS FOR REPEAT PRESCRIPTIONS.

Dr Andrew Richardson

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

Dr Stephanie Hoberg

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

Dr Laura Burrows

Registered 2008 - Southampton
Qualifications BM, BSc (Hons) ,MRCCGP, DRCCOG
In Practice Monday, Tuesday am, Wednesday and Thursday

Dr Jenny Vanner

Qualified Southampton 2009
Qualifications BM, Bsc, MRCCGP, DCH
In Practice: Monday, Tuesday and Friday

Dr Charlotte Tilley

Registered : Leeds 2010
Qualifications: MBChB MRCCGP
In Practice: Tuesday and Thursday

Dr Donna Glyde

Qualified: Sheffield 2002
Qualifications: MbChB
In Practice: Thursday pm and Friday am

Dr Molira Stevenson

Qualified: Glasgow University 2000
Qualifications: MBChB
In Practice Monday and Thursday am

Dr Nick Moore

Qualified: London 1997
Qualification: MBBS
In Practice: Tuesday am and Thursday

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 will arrange follow up visits where appropriate.

House visits are only available for patients who are housebound because of illness or disability.

The Practice Building:

The Practice building is 2 Victorian houses converted in to a GP surgery. It is not purpose built and therefore there are limited numbers of consulting rooms on ground level. Please make the reception team aware if you are unable to climb stairs and alternative arrangements can be made to ensure a downstairs room is available for your appointment. The patient entrance has a ramp.

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.

Online services

This service will allow you to book and cancel appointments, request repeat medication and access to medical records. Please ask reception for further information.

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.

Opening times:

At Derby Road Site:

Monday	08.00 - 18.30
Tuesday	08.00 - 18.30
Wednesday	08.00 - 18.30
Thursday	08.00 - 18.30
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	15.00-18.00
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