

Our **Midwife** provides care during pregnancy and for mother and baby after delivery. She holds clinics on Thursdays, by appointment booked through reception.

Our **Health Visiting Team** is available to offer advice on all aspects of health for families with children under 5 years of age. They are registered nurses with experience and training in health education, promotion and prevention. They can be contacted through our receptionist. Several baby clinics are held within our area, please ask reception for the most convenient or closest clinic to you.

Our **Counsellors** are able to offer help with emotional and relationship difficulties including depression, anxiety and bereavement. Further information can be obtained from your doctor.

Citizens Advice Bureau. A trained representative regularly visits our practice to help patients with personal, work related or financial problems. Ask our receptionist to arrange an appointment for you.

Our **Receptionists** who often work under considerable pressure, are the first members of our team you will meet, and they will be able to help you make the best use of the many services we provide. They often have to judge the urgency of your request, so please give them all of the necessary information. They are bound by the same rules of confidentiality as the doctors and nurses.

Our **Practice Manager** Mrs Jan Peach is able to help you with any administrative or non-medical aspects of the practice.

Patient Participation Group

Would you like to get involved in shaping the services we offer at the Practice and spare a few hours a month to get involved? Can you attend a quarterly Patient Representative Group Meeting?

Our Patient representative Group has been formed to ask patients for their views on our services and help us conduct surveys, write reports and generally get involved

with the practice and other patients.

Please ask a Receptionist for the application form or download from the website and hand it in to reception. Any questions or comments please contact the Practice Manager, Jan Peach.

Suggestions or Complaints

Our Practice Manager will discuss with you any complaint or suggestion you have to improve the practice. If you wish to send a written complaint, please send it for the attention of the Practice Manager who will send you a written response as soon as possible. A copy of our complaints procedure is available from reception.

Zero Tolerance

In keeping with NHS guidelines our practice operates a 'zero tolerance' policy with respect to the protection of our entire staff. Please treat our doctors and practice staff with courtesy and respect, as we are only here to help you. Abusive or violent behaviour will result in removal from our list and in extreme cases reported to the police.

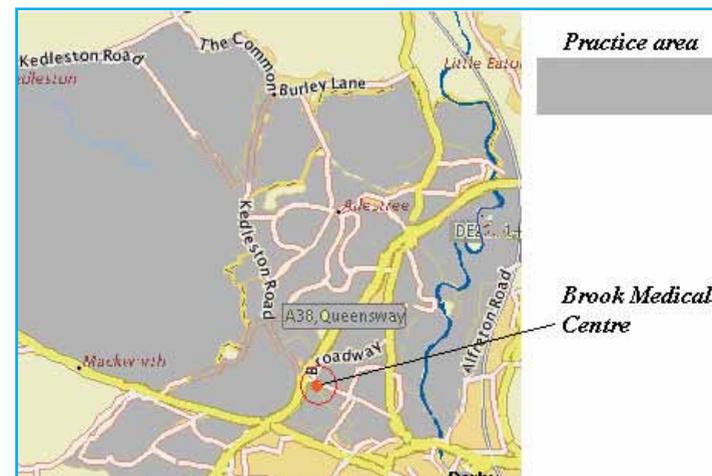
Confidentiality & Accessing your Medical Health Records

All members of staff are bound by the same confidentiality rules and all information regarding our patients is held in the strictest confidence. You can request in writing to see and/or have copies of your medical records held by your GP.

They will normally be viewed in the presence of the Practice Manager and a £10.00 viewing fee will be charged. However, if you are viewing written manual records and they have had something added to them during the 40 days before you applied for access, then there is no charge. If you require copies of your records then you may be charged up to a maximum of £50. A copy of our Access to Medical records policy can be obtained from the Practice Manager.

Useful Telephone Numbers

Southern Derbyshire CCG Cardinal Square, 10 Nottingham Road, Derby. DE1 3QT	(01332) 224000
Brook Medical Centre	(01332) 291991
Health Visitor	(01332) 291991
Out of Hours (Derbyshire Health United)	111 (free of charge)
London Road Community Hospital (formerly DRI)	(01332) 347141
Royal Derby Hospital (formerly City Hospital)	(01332) 340131
Royal Derby Children's Hospital	(01332) 340131
Kingsway Hospital	(01332) 362221
Police	(01332) 290100
Social Services	(01332) 717777
Derby Carers Association	(01773) 200002
Citizens Advice Bureau	(01332) 343120
CRUSE (Bereavement Counselling)	(01332) 332098
Relate (Marriage Guidance)	(01332) 349177
ADS Derby Alcohol Misuse Service	0800 051 5857
Samaritans	(01332) 364444
NHS England	0300 311 2233



Brook Medical Centre

Brook Medical Centre | 183 Kedleston Road
Derby | DE22 1FT

Dr Gillian Davidson MBMS BmedSci MRCGP DFFP
Dr Ken O'Reilly MB BCH BAO
Dr Sree Devagiri MBBS MRCGP



Surgery Opening Times:

Monday 8:00am – 6:30pm

Tuesday 8:00am – 6:30pm

Wednesday 8:00am – 12:00pm
(12:00pm - 6:30pm reception only)

Thursday 8:00am – 7:15pm

Friday 7:30am – 6:30pm

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HRS

Tel: (01332) 291991

Fax: (01332) 207181

Web: www.brookmedical.co.uk

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HRS

Practice Area

The practice area includes part of the northwest side of Derby City, Allestree, Quarndon, Darley Abbey, Mackworth and the Kedleston Road, Duffield Road, Chester Green and Markeaton Areas. There is ample parking to the front of the surgery, with full access to all sections of the building for disabled patients. There is regular public transport, which stops directly outside the surgery. Being a short distance from Derby University, the practice is conveniently located for students.

This leaflet is designed to provide you with some information about the practice, the services we offer and the ways in which you can assist us in providing a high level of service to you and our other patients.

Please keep this leaflet safe

Welcome

How to Register with the Practice

There is a certain amount of paperwork to be completed when registering. Our receptionist will gladly explain the procedure to you. Or we have a telephone based translation service available to non-English speaking patients.

You will also be offered a 30-minute appointment with our Practice Nurse for an initial health check. We consider this very important, a free health check for you and an opportunity to obtain important background medical history, whilst we are waiting for your full medical records to arrive from your previous doctor. You will be asked to bring along a specimen of urine. A bottle can be obtained from reception.

Change of Name, Address or Telephone Number

Please let us know if you change your name, address or telephone number. We may need to contact you if your appointment needs to be cancelled, or write to you regarding health matters.

Appointments

We run a full appointments system with surgeries starting between 7.30am – 9.00am and running at times through the day until 7.15pm on Monday, 6.00pm on Tuesday, Thursday and Friday and 11.20pm on Wednesday. Please telephone or drop in to book an appointment, bearing in mind that first thing in the morning is the busiest time. A separate appointment will be needed for each patient.

You have the right to see the clinician of your choice, but this may not be possible if you need to be seen urgently and you may have to wait until the end of normal surgery time. If you are unable to keep your appointment, it is important that you inform the surgery as soon as possible, as they are always in heavy demand and can be offered to another patient.

Telephone Advice

The nurses and doctors may be consulted for advice over the telephone if you do not feel an appointment is necessary. The best time to call is after morning surgery around midday.

Out of Hours Problems

If you need urgent medical attention when the surgery is closed, telephone 111 free of charge and you will be connected to the Out of Hours Service.

Home Visits

Please remember that home visits are for people who are housebound or too ill to attend the surgery only. To request a visit, please phone the surgery as early as possible. Our receptionist will take your details and your telephone number as the doctor may wish to speak to you.

Test Results

Please telephone for test results after 11.00am to avoid busy times. Due to confidentiality, we can only give results to the person concerned.

Repeat Prescriptions

If you need a repeat prescription, please use the tear off slip from your previous prescription to reorder your medication, ticking the items you require. Alternatively you can fill in a prescription request form at reception. If you wish your prescription to be posted back to you, please provide a stamped addressed envelope. In order to avoid mistakes, we do not take prescription requests over the phone. Please plan ahead and allow 2 working days before collection.

Pharmacy Free Repeat prescription collection & delivery

Most Pharmacies can order, collect and deliver your prescriptions for you. Alternatively you can collect your prescriptions from the pharmacy at a time convenient to

you. Please ask your local pharmacy for details.

Electronic prescriptions

Instead of your GP giving you a prescription on paper, they can electronically send it straight to a pharmacy of your choice as part of the NHS Electronic Prescription Service. You simply choose to have your prescriptions sent to any pharmacy offering the service. You can then let either your doctor or pharmacist know which pharmacy you have chosen. This improves accuracy because prescription information will not need to be typed in by the GP and again by the pharmacist. Prescriptions are complete, with full details of the medicines being prescribed.

Contraception & Emergency Contraception

The doctors and nurses are all able to give contraceptive advice. We offer a full range of contraceptive methods including the fitting of coils. If emergency contraception (morning after pill) is required it must be taken within 72 hours of unprotected sex. Please phone the surgery for an appointment as soon as possible or contact Family Planning on 363371.

Minor Surgery

Our doctors are approved to perform minor surgery e.g. Joint injections and the excision of some skin lesions and skin tags – please see the doctor to discuss.

Additional Services

The practice has access to additional services which you may require e.g. Physiotherapy, Sports Injury Clinic, Dietetics, Chiropody, Counselling, Psychotherapy and Social Services.

Private Medical Examinations

Special appointments can be made for medicals for insurance or employment purposes. A fee is charged for

these, as they are not available on the NHS. Please ask for a scale of charges from our receptionist when you make an appointment.

Online Access

The Practice is pleased to provide patients with the facility to use SystmOne online which provides online services for patients over the age of 14 years. You can view, book or cancel doctor's appointments, view a list of your current medication, send repeat prescription requests and advise the surgery of any change in personal details (address, telephone and mobile numbers) You are also able to view your summary care record, which summarises your medication and allergies.

To use SystmOnline you will need a Practice ID number and Access ID number, which are obtained from the reception at the surgery and in conjunction with a password, will be unique to you. Please bring proof of identity with you.

The Health Care Team

[Our Doctors](#) will discuss any problems of physical or mental health. Practice Nurse Clinics & surgeries are held daily. Our nurses are trained to help and advise on a wide range of health topics including well person clinics, flu, pneumonia, travel and childhood vaccinations, asthma, diabetes, cervical smears, dressings, blood pressure, coronary heart disease, contraception, HRT and many other duties. They can also advise regarding minor ailments including chest infections, cold and flu symptoms, earache, eye problems (conjunctivitis etc), allergy rashes, impetigo, eczema, ring worm, chicken pox etc, throat infections, urinary tract infections, worms, hay fever/rhinitis, cuts, burns and sprains.

[Our District Nurses](#) are available to provide care and treatment to patients in their own homes. They have undergone specialist training in the management of nursing problems within the community and work alongside the doctors, nurses, midwife and other health professionals. They can be contacted through reception.