

## Practice Staff

**The Practice Manager and Deputy Practice Manager** are responsible for the overall organisation and administration of the practice. If you have any suggestions you feel would improve the service we offer, would like to share feedback or feel there is something which hasn't gone well please let them know. You are welcome to write to them or meet with them in surgery.

**The Practice Nurses** are available by appointment for a range of clinics including family planning, warfarin clinics, baby immunisations, travel vaccinations and spirometry. Nurse appointments are available in extended hours.

**District Nurses** are available on [01246 457754](tel:01246457754) for home visits to the housebound. They also run a dressings clinic at the surgery.

**The Health Visiting Team** are available on [01246 515255](tel:01246515255). The Health Visitors are available at drop-in sessions that you can attend without an appointment. For further details see our website.

**Health Care Assistant (HCA)** The HCA takes blood samples from patients by appointment through regular clinics at the surgery. Our HCA also offers health screening to identify problems which may lead to Heart Disease, Stroke, Diabetes and Kidney Disease. If you are eligible for a health check you will be invited to attend once every five years.

### **Disabled Access**

Reserved car parking spaces for registered blue badge holders are marked in the car park. We have automatic doors on the entrance. If access proves difficult we would be happy to consider any suggestions for improvement. We have a hearing loop in the waiting area, and a portable loop for clinical rooms.

### **Accessible Information Standards**

We want to make sure you can read and understand information that we send to you. If you find it hard to read our letters or need support in your appointments please tell us how best we can support you. You can call into surgery, write a letter, send us an email or discuss this at your next appointment.



**Telephone: 01246 456938**

**Dr Debra Abell** MBChB 1987 (Sheffield), DRCOG

**Dr Elizabeth Church** MBChB 1994 (Birmingham), DFFP, DRCOG, PGCME

**Dr Katharine Stoodley** MBChB 1993 (Sheffield)

**Dr Kim Cooke** MBBS 1989 DRCOG DFFP

**Dr Rebecca Taylor** MBChB 1991 MRCGP DRCOG DFFP

**Dr Louise Reynolds** BM 1999 (Southampton), DCH, DRCOG

**Dr Mary McKenzie** MBChB BSc MRCGP DFSRH DRCOG

**Whittington Moor Surgery**  
**Scarsdale Road**  
**Chesterfield**  
**S41 8NA**

### **Reception Opening Times**

**Monday - Friday 8:00am-6:30pm**

### **Surgery Consulting Times**

**Monday - Friday 8:40am - 6:00pm**

### **Extended Hours**

**Tuesdays 6.30pm– 8:00pm** (*alternate weeks*)

**Wednesdays 7.00am-8.00am** (*weekly*)

**Saturdays 9:00am - 11:00** (*one per month, please check in surgery for dates*)

You can book appointments and order/collect prescriptions between these times except on Bank Holidays and when we are closed for staff training.

(*On early mornings and Saturdays, reception is only open to check in the pre-booked appointments*)

**Welcome to Whittington Moor Surgery. Our principal aim is to provide healthcare to a standard that we ourselves would wish to receive.**

*We are usually closed for training one afternoon per month, dates will be advertised in the surgery and on our website.*

### Registration

If you would like to register with the practice you need to complete a registration form. You will also need to complete a registration form if you are a carer of if someone cares for you. Once complete, you will be given an information pack.

### Appointments - can be booked at reception, by telephone or on-line

Same day appointments can be booked by contacting the practice at 8.00am on the day you wish to be seen. For an advanced appointment, you can contact the practice at any time between 8.00am and 6.30pm. If you need to see or speak to a doctor regarding an emergency then the doctor on-call will triage your call and decide if the problem can be dealt with on the telephone or if you need to be seen. Please let us know if you need a double appointment for multiple problems. A standard appointment with the doctor is 10 minutes.

**If you cannot attend for your appointment, please cancel it.**

### On line appointments

You can register at reception for on line services which will enable you to book or cancel your appointment via the Internet .

### Contact details

Please notify us of your mobile telephone number so that we can send out text messages to remind you of your appointment and so that we can contact you at short notice if there any changes to your appointment.

### Home visits and Enquiries

For home visits please telephone by 10.30am except in an emergency. Home visits are for patients who are housebound or too ill to come into surgery. We are unable to offer home visits for patients with transport problems.

### Obtaining Test Results

Results are available after 11.00am.

### Out-Of-Hours & all day everyday health advice

Call **111**, this is the number for NHS Direct in our area, it also looks after our Out-of-hours queries. This is a free telephone number - when you call you will be assessed, given advice and directed to the local service that can help you best.

### Repeat prescriptions

You may occasionally be asked to make an appointment with the doctor to have your medication reviewed if you take repeat medication. This is to ensure the medication is still appropriate and continuing to have the optimum effect.

### To order medication using the re-order form attached to your prescription

When you need to order your medication just tick the items required and return this to surgery. Your prescription will be ready for collection **2 working days later**. Prescriptions can be collected Monday to Friday only.

### If you don't have your re-order slip

Please write out your request providing; your name, address, date of birth, telephone number, name of medication, strength of tablets and quantity of medication needed.

### To order by post

Enclose a stamped, addressed envelope and we will post the prescription back to you. **You should allow one week to get your prescription back.**

### Ordering online

You can order your repeat prescriptions online via our website at **www.whittingtonmoorsurgery.co.uk**. The log in details for this service are the same as those used for booking appointments and can be obtained from reception.

### Can I telephone?

We do not take requests by telephone because of the risk of mistakes.

### What if I'm going on holiday and need to order my prescription early?

No problem, so long as you let us know in time - please don't leave it to the last minute.

### Can I have my prescription sent straight to my preferred pharmacy?

Yes, this is particularly useful if you have regular prescriptions which you collect from a single pharmacy. Please ask at reception if you would be interested in using this service and we can advise whether this is available at your chosen pharmacy.

### Your Responsibilities

Remember, you are responsible for your own health and the health of your dependants. We will give you our professional help and advice - it is your responsibility to act upon it.