

*Park Lane Surgery*  
2 Park Lane, Allestree,  
Derby DE22 2DS

**Website**

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

**ONLINE SERVICES**

Appointments can be booked and repeat prescriptions ordered online. You will need to register for this service to receive logon details and password. Ask at reception for more information. (Photo ID is required).

**OPENING TIMES**

**Mon:** 8:00am to 6:30pm

**Tue:** 8:00am to 6:30pm

**Wed:** 8:00am to 6:30pm

**Thu:** 8:00am to 6:30pm

**Fri:** 8:00am to 6:30pm

**Sat:** Closed

**Sun:** Closed

**CONTACT DETAILS**

**Emergencies, Visits and Out of Hours**

01332 552461

Home Visit requests before 10:30am please.

**Appointments, Enquiries and Results**

01332 552461

**Prescriptions**

Prescription Requests are not taken over the phone. They must be in writing or on the repeat counterfoil.

01332 552461

After 10:30am please

**Fax**

01332 541500

**Email**

[parklanesurgery@nhs.net](mailto:parklanesurgery@nhs.net)

**PRACTICE STAFF**

**Doctors**

Dr G J Nichols (Male)

BM 1985 FRCS (Ed) FP Cert.

Dr I Parkes (Female)

Bmed.Sci (Hons) BM BS 1991 MRCP MRCGP DFFP

Dr Dylan Kay (Male)

Dr Gillian Davidson (Female)

**Nurse Practitioner**

Kathryn Little

**Practice Nurses**

Carolyn Hale

**Health Care Assistant**

Debbie Davison

**Phlebotomist (Blood Tests)**

John Brassington

**Practice Manager**

Lesley Hutchinson

**Practice Secretary**

Linda Hurt

*Park Lane Surgery*

**PRACTICE  
LEAFLET**

**Information for  
Patients**

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Lesley Hutchinson  
There may be a charge for this information.

**GP PARTNERS**

**Dr Geoff Nichols**

**Dr Isobel Parkes**

**Dr Dylan Kay**

**Dr Gillian Davidson**

## APPOINTMENTS

All surgeries are by appointment, and can be made in person, by telephone or online (ask at reception for details about online appointments). We offer a range of appointments for pre-booking up to 4 weeks in advance, booking within 48 hours and same day booking. We will always try to meet your choice of GP but suggest pre-booking your appointment to guarantee you see your GP of choice. If you are unable to attend for your appointment please let us know as soon as possible so that we can offer this to another patient.

## URGENT APPOINTMENTS

We will have some urgent appointments each day for the Duty Dr and / or the Nurse Practitioner. After 12:00 noon each day one Doctor is on Duty for all urgent requests. *(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).*

## NURSE PRACTITIONER

We have a Nurse Practitioner available who can deal with all minor ailments - please pick up a leaflet about our Nurse Practitioner.

## HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring to register with one of our GP's please ask at our Reception. If you have your Medical Card then please bring this along with you. You will be required to provide photographic ID and proof of address in our catchment area. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with one of the Practice Nurses.

## HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10:30am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 12:00 noon will be taken by the Duty Doctor.

## TELEPHONE ADVICE

All our Doctors and Nurses have routine telephone appointments available each day that they work. If you are not available to take the call when the Doctor or Nurse calls you will need to make a new appointment for a different day or time.

## PRESCRIPTIONS

**ROUTINE**— requests for repeat prescriptions will be dealt with within 48 hours. All prescription requests must be in writing or on the counterfoil provided with your previous prescription. Written requests are preferable to oral requests because they are more likely to be accurate, and there is a reduced opportunity for errors and misunderstandings.

**URGENT** – please complete a form at reception with details of why the request is urgent. Please call the surgery after 4:00pm to check that prescription will be ready to be collected the same day.

## CHAPERONES

*All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP*

## OUT OF HOURS

If you have an urgent problem when the surgery is closed; please ring **111**, your call will be answered by Derbyshire Health United, who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded. At the weekend surgeries are held at either; Derby Open Access Centre based at Lister House, St Thomas Road, Derby DE23 8RG Tel: 01332 275610. Open 8:00am to 8:00pm No appointment necessary.

Walk-in Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby DE1 2RG Tel: 01332 224700

At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

## Other contacts you can use in an emergency

NHS Direct – Dial 111

NHS Direct Online — [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## DISABLED ACCESS

Disabled toilets in the entrance lobby.

## TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us from Derby Graduate Entry Medical School. We would value your co-operation with this, but we understand if you do not want to be involved.

## DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

## OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets. Information is also available on the practice website.

**[www.parklanesurgeryalvestree.co.uk](http://www.parklanesurgeryalvestree.co.uk)**

## NHS DERBY CITY

To obtain details of all primary medical services available within NHS Derby City please contact:

Primary Care Support Services – 01332 626300

## Patient Advice & Liaison Services (PALS)

**Freephone 0800 032 32 35**

## SURGERY & CLINIC TIMES

A separate leaflet is available in Reception which lists all of the Surgery times available.

*(Revised Sept 2017)*

