

Welcome to the Overdale Medical Practice. This leaflet is designed to provide you with information about the practice, the services we offer and how you can make best use of them. Please keep it safe.

### **We have two surgeries:**

207 Victoria Avenue, Borrowash, DE72 3HG  
Tel/fax Derby 280800/669256,  
&  
1 Bridgefield, Breaston, DE72 3DS  
Tel/fax Derby 872217/873433

Website - [www.overdalepractice.com](http://www.overdalepractice.com)

**Change of Personal Details:** We may need to contact you urgently. Therefore, please ensure that your personal details are up to date in our records. If any personal details change, please tell us straightaway. If your telephone number is ex-directory, we promise that we will keep your number confidential.

**Services offered:** We offer the full range of NHS services including asthma, diabetes and CHD clinics, women's health, contraception advice, blood tests, minor illness clinics, physiotherapy, counselling, travel vaccinations and advice, and childhood immunisations.

**Appointments:** The surgeries run from 8.30am.- 6.30pm, Monday to Friday (6.00pm Breaston).

If you want to be seen on the day that you call you will be directed to the triage nurse who will ensure you are seen by an appropriate clinician, usually that day.

If you wish to book an advance appointment with a GP, or a routine nurses appointment the

receptionist will be able to inform you of what is available.

Inevitably, there will be occasions when your preferred GP is unavailable. However, all the GPs are happy for any of the other partners to see you unless they have specifically asked to see you as a follow-up appointment.

If you are unable to attend for your appointment, please contact either surgery as soon as possible. We will then be able to give your appointment slot to another patient.

We have a range of appointments available for evenings and weekends please ask at reception for more info.

### **The Phone System**

The phone lines are open from 8:30-12:30 and 13:30-18:00 (18:30 at Borrowash). The lines are often very busy between 8:30 and 10:00 so you may have some trouble getting through.

If you need urgent medical attention between 8.00 – 8.30am and 12:30-13:30 you may ring the surgery mobile number on **07939 534081**.

Please use this for emergencies only.

To obtain medical advice outside of these hours please **contact our out-of-hours service on 111**

**Home Visits:** We ask you to come to the surgery if at all possible - on average five patients can be seen in the time it takes for one home visit. However, if you are too unwell or housebound a GP will visit you at home Home visit requests should be made before 10.30am

**Repeat Prescriptions:** You may order your repeat prescription at either surgery by leaving the tear-off slip from your old prescription, having ticked the items you require. Please

allow two working days before collecting. If you leave a stamped addressed envelope we will post it to you. You can also arrange for the local pharmacy to collect your prescription – details from reception.

Alternatively, you may order your medication from our website **[www.overdalepractice.com](http://www.overdalepractice.com)**

If you are taking medicine for a long period we may invite you to the surgery for a review.

Your GP will explain all of this to you.

### **THE PRIMARY HEALTH CARE TEAM:**

The team consists of all our administration and professional staff who work together to provide care and promote good health and illness prevention.

**Practice Manager –** Fiona Bolstridge

**Assistant Practice Manager –** Kelly Campbell

**Receptionists –** Lindsay, Maureen, Annette, Jane, Val, Lynne, Mandy, Madelaine, Kay, Laura, Amanda, Samantha

**Admin Team –** Eileen, Barbara, Jen, Loraine, Tracy and Lauren

**Nursing Team:**

Liz, Vicky, Suzanne, Alison, Lesley, Clare and Lara

### **District Nurses:**

This team is a multi-skilled group, trained to carry out nursing care in the patient's own home. They can be contacted by telephoning the District Nurse Liaison Office on **01332 564900**

### **Health Visitors:**

The Child and Family Health Teams can be contacted on 0115 8554091 during normal office hours.

Child health clinics are held in your locality – for more specific information please ring the above telephone number.

#### **Midwife:**

Sally Sheldon is our midwife.

She is a trained nurse and provides ante-natal and post-natal care. She may be contacted by telephoning either surgery.

#### **Counsellor:**

Counselling is by GP referral and is available to the practice adult population (18years+).

#### **Physiotherapist** - Timothy Leary & Paula Leary

Appointments with the physiotherapists are available to the patients by either GP or nurse referral.

#### **Complaints & Suggestions:**

We do try to provide our patients with the best possible service, but realise that on occasions you may not feel this is the case. The Practice Manager is responsible for operating a formalised Complaints Procedure and is committed to handling complaints promptly and in a professional manner.

If you have any complaints or suggestions please contact the Practice Manager, preferably in writing.

We also have an active Patient Participation Group who work within the practice to support us and help patients where possible. Contact telephone numbers of the committee members are displayed in the surgeries.

#### **Patient confidentiality**

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up to date records about your health and treatment. This information is only available to those involved in your care. For more information on how we use your data please visit our website

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

#### **Useful Telephone Numbers:**

London Road Hospital	265500
Royal Derby Hospital	340131
Q.M.C.	0115 9249924
Derby Police	0845 123 33 33
Long Eaton Police	01773 570100
RELATE	349177
Citizens Advice Bureau	0870 126 4860
Alcoholics Anonymous	0845 769 7555
Samaritans	364444
NSPCC	0800 800500

NHS Southern Derbyshire CCG, Cardinal Square,  
10 Nottingham Road, Derby, DE1 3QT

#### **Recording of telephone calls:**

Patients should be advised that we now record all incoming and outgoing telephone calls.

We feel that this is a positive step towards protecting patients and supporting the GPs and staff. If you wish to discuss this issue please contact the Practice Manager who will be happy to give you further information



### **THE OVERDALE MEDICAL PRACTICE**

**Dr Simon Gregory**  
MB BS MRCGP DPD  
GMC 3110247

**Dr Reena Joshi**  
BSc, MBBS, MRCGP, DFFP, Dip Pall Med  
GMC 4634784

**Dr Farheen Ghafoor**  
BMBS DRCOG DCH  
GMC 7041842

**Dr Julie Day**  
BMed Sci BM BS DRCOG DFRSH MRCGP  
GMC 3331774

**Dr Nicholas Coxon**  
BMedSci, BM BS, MRCGP  
GMC 4326986

**Dr Chandriga Harish**  
MBBS MRCGP DRCOG  
GMC 7041080

**Dr Jennifer Hills**  
MBChB, MRCGP, DRCOG, DFRSH  
GMC 7013668