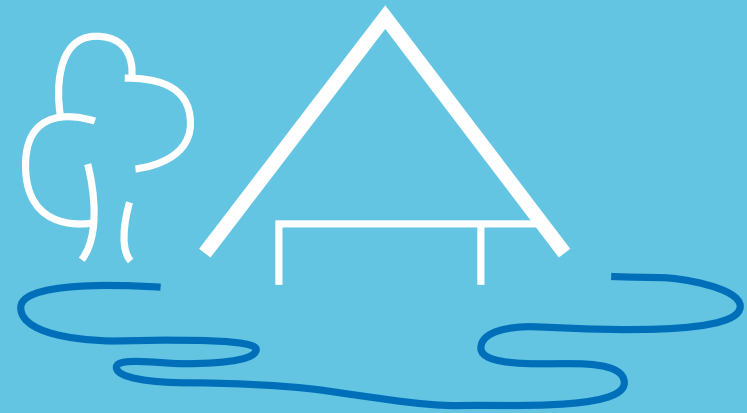


# The Meadowfields Practice

## Patient Information



### **Chellaston Surgery**

Fellow Lands Way  
Chellaston  
Derby DE73 6SW

**Tel: 01332 700455**

**Fax: 01332 700628**

8.00am-6.30pm Monday  
8.00am-6.30pm Tuesday  
7.00am-6.30pm Wednesday  
8.00am-6.30pm Thursday  
8.00am-6.30pm Friday

### **Allenton Surgery**

Coleman Health Centre  
Coleman Street, Allenton  
Derby DE24 8NH

**Tel: 01332 861180**

**Fax: 01332 861181**

8.00am-6.30pm Monday  
8.00am-6.30pm Tuesday  
8.00am-6.30pm Wednesday  
8.00am-6.30pm Thursday  
8.00am-6.30pm Friday

**Email: [SDERCCG.Meadowfields@nhs.net](mailto:SDERCCG.Meadowfields@nhs.net)**  
**[www.meadowfieldspractice.nhs.uk](http://www.meadowfieldspractice.nhs.uk)**

# The Meadowfields Practice

## The Meadowfields Team

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### Partners

- Dr Nicholas Coxon** BMedSci BMBS MRCGP  
Dr Coxon has joined the practice as a partner and will be working seven sessions a week.
- Dr Anna Beadman** BSc MBBS DCH MRCGP  
Dr Beadman joined the practice as a partner at the start of October and will be working five sessions a week.

### Our Other Doctors

- Dr Josephine Lee** MB ChB DRCOG DFSRH  
Dr Lee has joined us in her first GP post, having completed her training in Leicester in 2007.
- Dr Kate Roberts-Lewis** MB ChB MRCGP  
Dr Roberts-Lewis trained in Bristol and qualified in 2002. She joined the Meadowfields team in August 2009 and works six sessions a week.
- Dr Annabel Stewart** MB ChB
- Dr Sahaja Gopu** MBBS DRCOG

### Nursing Team

Our highly qualified nursing team consists of:

- Peter Butterworth, Jean Durbin and Lynn Daly** Nurse Practitioners
- Catherine Illsley and Lynne Kenny** Practice Nurses
- Jackie Bradbury** Healthcare Assistant

### Management Staff

- Janine Miller** Practice Manager
- Julie Dunn** Assistant Practice Manager

### Midwives

The midwives hold regular antenatal clinics and are available to advise on all aspects of maternity care. Appointments can be made through reception. The Midwives may be contacted direct on 01332 861192, weekdays, between 9.00 and 10.00am.

### Health Visitor

The health visitor is available to support parents and advise about pre-school children. They can be contacted on 01332 861176. A baby clinic is held at the Chellaston Surgery every Tuesday 9.00-11.00am.

### District Nurses

The district nursing team provide nursing care to the housebound and patients recently discharged from hospital. Patients requiring a district nurse visit at home can arrange this through Reception.

### Physiotherapist

Physiotherapy sessions are held at the surgery. All referrals for these services are to be made by a doctor.

## Training

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The practice is a Foundation training practice for qualified doctors who are training for general practice. They are fully supervised by the clinical team. They may video record consultations with patient consent and medical records may be inspected.

We also accept medical students and work experience students for training placements and employ an apprentice admin clerk.

## Appointments

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The Practice offers book on the day appointments and Pre-bookable appointments. To book appointments either ring 01332 700455 or 01332 861180, or ask about our online booking service.

Patients are encouraged to see a nurse practitioner whenever possible, to enable the GP to see patients with more serious problems. Our nurse practitioners can diagnose, treat and prescribe for many conditions. They can also arrange sick notes.

**A standard appointment time is 10 minutes.**

## Home Visits

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Home visit requests should be made by telephoning 01332 700455, before 10.30am. Please be prepared to give receptionist information relating to your symptoms to help us assess urgency and timing of visits. Home visits are for patients who cannot physically get to the surgery or who are too ill to attend. Lack of transport in itself is not a reason for a home visit.

## Repeat Prescriptions

You may order your repeat prescription as follows:

- Place in the box on reception
- Fax 01332 700628 - Chellaston  
01332 861181 - Allenton
- or register with the SystemOne Online by contacting reception
- Email to the surgery

**To avoid mistakes we do not take requests over the telephone unless you are over 80 years of age or there are special circumstances.** Please indicate where you wish to collect your prescription from and provide us with a self-addressed envelope if the prescription is to be posted. Please allow 48 hours for your request to be processed. We now offer an electronic prescription service which allows you to collect directly from your nominated pharmacy, please ask for details.

## Out Of Hours – 111

If you need a doctor urgently out of normal surgery hours, please telephone the above number. The Out-of-Hours service is offered by Derbyshire Health United and your call will be answered by trained personnel. You will be assessed and directed to the most appropriate point of care for your particular needs. You may ask for advice.

## Emergencies - Ring 999

In a medical emergency always ring 999. Do not contact the Surgery or the Out-of-Hours service as in genuine emergencies time delays can have serious consequences.

## Our Services

Travel advice and injections	Contraception Advice
Childhood immunisations	Ear Syringing
Well woman/man check	NHS Health Check
Blood pressure	Contraceptive Implants
Wound care and dressings	ECG's
Dietary advice	Smear Tests
Minor Illness Clinics	

### Routine Clinics:

Asthma	Diabetes
Hypertension	Heart Disease
Chronic Respiratory Disease	

## Test Results

If you have had tests carried out and wish to enquire about the results, please telephone the Surgery and speak to Reception after 11.00am. Most results will take at least one week to be available after the test has been taken. Smear test results take between six and eight weeks.

## New Patient Registrations

Patients wishing to join the Practice may do so providing they live within the catchment area. The Meadowfields Practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. If registration is declined, patients are notified in writing within 14 days.

The Meadowfields practice as a whole accepts patients from Chellaston, Alvaston, Allenton, Sinfen Fields, Shelton Lock, Boulton Moor, Aston-on-Trent, Weston-on-Trent and Elvaston. Please contact the practice if you are unsure whether you live within our boundary. We encourage patients to register through their nearest branch but either branch can be used for most services.

## Carers

If you provide care for someone with either a disability, long-term illness or an addictive illness we are able to offer support. It is helpful for the Clinician to be aware of a patient's caring role as it could have an effect on their own health. Identified carers are entitled to receive the Influenza Vaccination. Please inform Reception if you are a carer.

## Zero Tolerance Policy

The Meadowfields Practice has adopted a "Zero Tolerance" approach to violence and aggression towards its staff and patients. Notices are publicised in public areas throughout the Practice premises. The Practice has a procedure for dealing with violence in the surgery. This sets out measures for protecting staff from patients and/or visitors who are persistently abusive or violent.

## Change Of Name

If you change your name please bring in your original Marriage Certificate or Deed for us to photocopy to keep in your medical records. You will also need to complete a 'change of circumstance form' which can be found on Reception.

## Change Of Address

If you change your address please come into the surgery and complete a 'change of circumstance form' so that we may update your details. It is very important we have the correct contact details for patients in case we need to send correspondence or contact you in the future.

## Confidentiality and Access To Records

You have the right to confidentiality by law and your records are strictly confidential.

There are times when the Practice has to share information held about our patients with other organisations such as hospitals and social services. This has always been done confidentially or by removing identifying details when not essential.

You also have the right to access your records. You would need to complete a form and provide identification to view or have copies of your records. There is a charge for this service. For more information see the leaflet 'How we use your records' or speak to a receptionist.

## Complaints

The Meadowfields Practice aims to provide the highest level of care to all of our patients but if you do have a complaint please put it in writing or ask to speak to a senior member of the team.

## Care Quality Commission

The Meadowfields Practice is a registered member of the Care Quality Commission which ensures that the practice meets essential quality standards for the benefit of patients.

## Local Clinical Commissioning Group

Southern Derbyshire CCG  
Cardinal Square, 1st Floor, North Point  
10 Nottingham Road, Derby DE1 3QT  
Tel: 01332 888080 Fax: 01332 868898  
Email:enquiries@southernderbyshireccg.nhs.uk

## Patient Participation Group (PPG)

This group helps patients to have their say about the practice, offers liaison between the practice and patients and supports the practice with fund raising and events.  
PPG meetings are held on a regular basis to discuss practice issues. We also have a Virtual Patient Reference Group to enable patients to have their say on Practice issues from the comfort of their own home! If you are interested in joining either group, please speak to reception. New members are always welcome.

## Disabled Access

We have suitable disabled facilities at both of our branches including:

Disabled parking	Hearing Loop
Automatic front doors	Low reception counter
Disabled Toilets	Lift

## Useful Telephone Numbers

Boots Pharmacy, Allenton .....	01332 347294
Co-op Pharmacy, Chellaston .....	01332 700201
Co-op, Pharmacy.....	01332 862510
Derby Walk-in Centre .....	01332 224700
EJ's Pharmacy, Crayford Road .....	01332 756969
EJ's Pharmacy, Keldholme Lane .....	01332 574131
Lock Pharmacy, Shelton Lock .....	01332 702139
London Road Community Hospital.....	01332 265500
Manor Pharmacy, Allenton .....	01332 290927
Jhoots .....	01332 752963
Royal Derby Hospital.....	01332 340131



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Call **01332 701944**  
17 Derby Road, Chellaston, Derby DE73 5SA



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