

Derby Road Health Centre



Derby Road Health Centre

A Patient Information Leaflet



336 Derby Road, Lenton, Nottingham NG7 2DW

Telephone: 0115 8965 001

Option 1: 24hr Automated Telephone Service

Option 2: Reception

Option 3: GP Secretaries

Option 4: Practice Manager - Nikki Wood

Option 5: Listen again

ncccg.contact-drhc@nhs.net

www.drhc.org.uk

24hr Automated Telephone Service

Telephone: 0115 973 8828

Book, cancel and check GP appointments

Fax: 0115 973 8811

Choosing the Right Appointment



For more information look on our website:

www.drhc.org.uk

Telephone 0115 8965 001



Choosing The Right Appointment



GP Appointments

GP appointments are 10 minute consultations. You may see any GP, but we encourage you to see the same GP whenever possible.

To make an appointment simply:

1. Telephone or book at reception
2. Book an appointment on-line via our website
3. Telephone the 24hr Automated Appointment Service 0115 973 8828

Advanced Nurse Practitioner & Urgent Appointments

Our Advanced Nurse Practitioners role is to provide access to same day urgent appointments. She can provide telephone triage to discuss your problems and can book an appointment with the most appropriate clinician.

She can provide assessment and diagnosis of your illness or injuries, order investigations such as bloods or x-rays as needed, make referrals and can prescribe most types of medication. She can also treat children.

Nurse Appointments

Our nurses offer a wide range of healthcare services including managing long term conditions such as:

Contraception, Diabetes, Asthma, Smoking Cessation, Weight & Diet, Ear Syringing, Removal of Stitches, Cervical Smears, Dressings, Urine Tests, Minor Illness Clinic, Travel Advice, Immunisations, Blood Pressure Checks, New Patient Checks, and C-Card applications.

The nurses are usually available by telephone between the hours of 12 noon and 12.45pm for general queries.



Health Care Assistants & Phlebotomist

Our Healthcare Assistants and Phlebotomists perform valuable inhouse services such as...

- Blood Tests
- Blood Pressure Checks
- ECGs
- Weight Management
- New Patient Checks
- NHS Health Checks
- Toe Nail Cutting Service (charges applicable)
- Urine Tests

Telephone Advice

Sometimes it may be possible to resolve problems over the telephone. If you think this may be helpful, please ring the surgery as early as possible and we will arrange for a doctor to return your call.

Home Visits

If you are too ill to come to the surgery please call before 10.30 am (except in an emergency contact 999) so that the doctors can plan their visits. The doctor may ring you back to discuss your symptoms before visiting.

Choosing The Right Appointment

Annual Birthday Check (ABC Review)

Do you have a long term medical condition?

For example: **Diabetes, High Blood Pressure, Asthma, COPD, Heart Disease, Kidney Disease, Stroke, Mental Health Problems, Epilepsy, Rheumatoid arthritis, Vascular Disease and more**

- * Our skilled nursing team can help you manage your health.
- * Each year you will be invited for your Annual Birthday Check (**ABC Review**) in your birthday month, (some checks are six monthly).
- * If you have a problem related to your long-term condition between these appointments, a practice nurse may be able to help. Book an appointment with the nurse for a review.
- * If you are acutely unwell, call to arrange an assessment over the phone with our Advanced Nurse Practitioner.

DRHC patients also have access to additional clinics provided in-house or by outside healthcare professionals, for example:

Phlebotomy
Joint Injection Clinic
Midwifery Clinics
Insight Mental Health
Diabetes Prevention
Seated Exercise for the Elderly
NHS Health Checks

Travel Vaccinations
On-site Pharmacy
Baby Clinic
Sexual Health
Acupuncture
Advanced Nurse Triage
New Leaf

How do I request a Repeat Prescription?

If you have a repeat prescription, you may request a repeat in one of the following ways:

- a) Arrange with a pharmacy of your choice.
- b) Post a written request or your completed repeat slip.
- c) Ask at reception in person.
- d) Request through our on-line services from our website.

Electronic prescribing means we can send your prescription directly to the pharmacy of your choice and you do not need to collect from the surgery.

PLEASE ALLOW 2 WORKING DAYS BEFORE COLLECTION