



Patient Participation Group

WHAT IS THE PATIENT PARTICIPATION GROUP?

The PPG is a group of volunteers who are all patients within the practice. The group has been meeting regularly now for the last eight years to discuss patient needs and the services we provide. Patients meet with the practice manager, staff members, and one of our GPs attends the meetings whenever possible.

The groups have been extremely constructive and helpful in providing feedback to the practice about patient services, offering improvements and suggestions.

We are constantly looking at



different ways to improve the patient experience and this forum gives the group the opportunity to have their say and see their own ideas implemented in the practice.

Why not come along and find out more, the group meet two to three times a year and your commitment is purely on a voluntary basis, give as little or as much time as you wish!

A Group formed by the Patients for the Patients!

Leave your details at reception and we will be happy to give you more information.

Have your say about how your surgery provides patient services!

The next PPG meeting is:

Monday 8th September @ 5pm.

The meeting is held at the surgery, hosted by the Practice Manager; Emma Bravery.

Nottingham Circle

Being a member of Nottingham Circle is about getting out and about, meeting people and trying new things.

Membership Options

Membership usually costs £30 a year, but is currently **HALF PRICE** for all Nottingham City residents. To claim your £15 a

year membership offer and begin meeting new people: -

Telephone 0115 9787846.

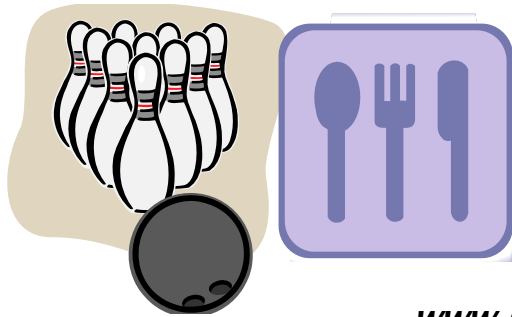
Discounts for Members

Members can benefit from discounts at shops and restaurants around the city.

Day Trips

Events and day trips are organized regularly.

Enriching the lives of the over 50s !!



For more information, see:

www.nottinghamcircle.org.uk

The Over 75s

If you are over 75 you will soon receive a letter from the surgery informing you who your GP is.

We have to do this under our contract with the NHS, however, this does not effect your care in

anyway.

You will still be able to see any GP of your choice.

If you are not yet 75 but are expecting a birthday soon, you will get a

Expect a letter soon!!



letter shortly after your birthday.

New Practice Manager

The Partners at Derby Road Health Centre are looking to employ a **new Practice Manager** who will be responsible for the day to day management of the surgery.

The new manager will

work five mornings per week.

Emma Bravery, the existing managing partner, will remain at the practice working two days per week, providing the

strategic and financial management of the practice.

Changing Times!



Missed Appointments

325 LAST MONTH

Unfortunately we still have a high volume of missed appointments every month.

Please remember to cancel your appointment so that another patient can see their doctor.



Cancel your appointment

Did you know that you can use the **Automated Appointment System** to cancel an appointment?

Tel: 973 8828

Choose **option 2** to cancel your appointment

AVAILABLE 24/7

Automated Appt System

AVAILABLE 24/7
Tel: 9738828

Option 1 to make an appt

PRESS 1 FOR:
MINOR ILLNESS

PRESS 2 FOR:
THE DOCTOR



Our Contact Details:

Derby Road Health Centre,
336 Derby Road, Lenton,
Nottingham, NG7 2DW

Tel: 0115 837 7987
www.drhc.org.uk
contact.us@drhc.org.uk



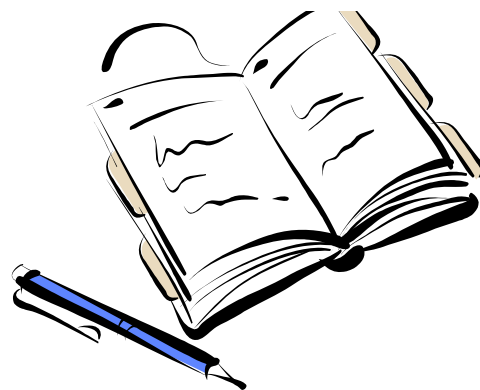
Choosing the Right Appointment

GP Appointments

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

To book an appointment simply:

1. Telephone the surgery
2. Book online via our website
3. Telephone the Automated Appointment Service



Advanced Nurse Practitioner Appts

Jakki Moon is our Advanced Nurse Practitioner and is able to provide same day urgent appointments. Jakki will telephone you to assess your problem and will book an appropriate appointment with either herself or an appropriate nurse or GP.

Jakki is able to request blood tests or x-rays as needed and is also able to issue prescriptions. Jakki can also refer you onto secondary care if necessary.

Nurse Appointments

Our nurses offer a wide range of healthcare services including:
Contraception—Diabetes—Asthma—Smoking Cessation—Weight & Diet Management—Ear Syringing—Removal of Stitches—Cervical Smears—Dressings—Urine Tests—Minor Illness Clinic—Travel Advice—Immunizations—Blood Pressure Checks—New Patient Checks—C-Card Applications

The nurses are available for telephone queries, between 12pm and 12.45pm.

Telephone Advice

Did you know that you can ask for the GP to give you a telephone call?

Home Visits

If you are too ill to come to the surgery and want a home visit, please telephone before 10.30am.

The doctor may ring you before he makes a visit.

Healthcare Assistants & Phlebotomist

Our Healthcare Assistants and Phlebotomists perform valuable in house services such as:

Blood Tests—Blood Pressure Checks—ECGs—Diet & Weight Management—New Patient Checks—NHS Health Checks—Toe Nail Cutting (chargable) —Urine Tests