



# New Practice Manager

## LOUISE PERKINS

has now been at the practice since October and is thoroughly enjoying her new position.

Louise is working 30 hours per week. Her main responsibilities are to ensure patient satisfaction and good patient care and also to manage staff. She is also responsible for the day to day running of the practice and manages any complaints. Louise also appreciates compliments to share with staff and GPs.

**Emma Bravery**, our former practice manager has now taken the role of Business Manager and is

working eight days per month, managing the strategic and financial management of the practice.

Louise also manages the 'patient participation group'.



## Patient Group

Are you interested in giving your opinions and sharing your experiences as a patient here at Derby Road Health Centre?

The Patient Participation Group meet approximately 2-3 times per year and welcomes new members. If you are **unable to attend** the meetings and would still like to give us **feedback about your experiences** as a patient and share any ideas you may have that could improve the surgery, then we would love to hear from you. Become a **'Virtual Member'** and communicate via email.

Please contact reception and leave your contact details!

# Friends & Family Survey

Are you happy with  
Derby Road  
Health Centre?

**Please help us!**

Please complete our  
'Friends & Family'  
card in reception

We are always looking at  
ways to improve and so  
appreciate your feedback,

whether it is a positive or  
a negative.

However, while it can  
sometimes be easier to  
make a point when  
things go wrong, it would  
be really great if you  
could also tell us when we  
are doing well!

It would be a real boost to  
the team, at a time when we  
are all under increasing  
pressures to provide more



and do better  
in a  
struggling  
NHS.

A balanced  
view of the  
care and  
services that we provide to  
patients would be extremely  
invaluable.

Please take a couple of  
minutes to fill out a card.

Thank You!

## Young People Friendly Health Services

We are a young person friendly practice offering contraception, sexual health services and mental health services to young people between the ages of 15-24years.

Our services include Chlamydia Screening, Free Condoms (C-Card Scheme), Pregnancy Testing, STI Testing and Treatment, and Emergency Hormonal Contraception.

*This is a confidential service.*

## Farewell to Dr Maggie Crowe

It is with great  
sadness that we will be  
saying goodbye to Dr  
Maggie Crowe at the end  
of January.

Dr Crowe will be  
taking up a new post in  
Scotland and will be  
sadly missed by all staff



and her patients.

Dr Crowe has thoroughly  
enjoyed her time at Derby  
Road and is very sad to  
be going. Dr Crowe would  
like to thank all her  
patients for their loyal

support during her time  
at the practice.

We wish her good  
health and our best  
wishes for the future.





## CANCEL your Appointment by TEXT



If we have the correct mobile telephone number for you, then you will receive a '**text reminder**' of your appointment the day before.

If you are unable to keep that appointment, you can now send a **reply to cancel** the appointment.

Simply text the single word **CANCEL** in reply and your appointment will automatically be cancelled.

Please **DO NOT** add any other words/letters/numbers/dots or this automated system will not work.

**Cancel or Book your Appointment Any Time  
Day or Night - Available 24/7 Tel: 973 8828**

This is an automated system, simply follow the instructions over the telephone. We must have your correct telephone number for this to work.

**CCG—Clinical  
Commissioning  
Group  
to Visit DRHC**

The CCG is working with every City GP surgery to look at how responsive GPs are to patients' requests for services. DRHC have a meeting with the CCG in January and will keep patients informed of the outcome.



## ANNUAL PATIENT SURVEY

Our next patient survey will be available on the website and in the waiting rooms in January, please help us to provide the best patient care we can by completing the questionnaire.  
Thank you.

### 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**



# No More Paper Prescriptions!

This NHS scheme is gradually being introduced to GP practices across England and we are hoping to join the scheme later **this year**. We are currently having to ensure that our clinical system is compatible and we shall keep you informed.

We hope that this will help improve our prescribing service to patients.

## *How does it work?*

If you collect repeat prescriptions you will **not have to visit your GP practice just to pick up your paper prescription**. Instead, your GP will send the prescription electronically to the place you choose, **saving you time**.

The prescription is an electronic message so there is **no paper prescription to lose**. The system reduces prescription fraud and duplicate dispensing.

You will have **more choice** about where to get your medicines from because they can be collected from a pharmacy **near to where you live, work or shop**. Or you can choose an online pharmacy, who will deliver your medication.

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips**.



**You may not have to wait as long at the pharmacy** as your repeat prescriptions can be made ready before you arrive.

Prescriptions will still take 48 hours to be processed and sent to your nominated pharmacy.

## Telephone Triage

**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 either provide telephone advice or will book an appropriate appointment with either herself or a 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.



## CQC—Care Quality Commission

The CQC have started to inspecting Nottingham GPs and although we have not yet been given a date for their inspection, we expect them to contact us soon.

When they visit the surgery they will want to talk to patients about the services which we provide and we hope that you will be happy to answer any questions they may have.