



## New Reception Staff

Please welcome to reception, our new apprentice Lewis who started with us recently and now Peter who has just joined us on reception.

Please be patient if this causes a slight wait as Peter and Lewis are being trained.

Lewis and Peter are a very welcome addition to the team and we wish them well in their new roles.



## Repeat Prescriptions Online

As most of you will now know, we no longer take prescription requests over the telephone, Have you registered for

### Online Prescription Requests?



It's simple and easy to use and is accessed from our website, just ask at reception for a registration form to get you started.

## PATIENT PARTICIPATION GROUP



We have a small patient group but are always looking for members to join and welcome feedback from patients .

The group meet 2-3 times a year to discuss patient needs and the services we provide. 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 offer improvements and suggestions.

Your commitment is purely on a voluntary basis and you can give as little or as much time as you wish! Why not join us for a cup of tea/coffee and a chat! If you are interested, please leave your contact details with reception.

The group has recently joined NAPP, the National Association of Patient Participation, and are looking at new ways to develop the group in support of patients and working towards improved communication between patients and the practice.

*Please ask at reception the date of the next meeting.*



### Our Contact Details:

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

**Tel: 0115 89 65001**  
**[www.drhc.org.uk](http://www.drhc.org.uk)**  
**[ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net)**

Derby Road Health Centre has a sister practice Grange Farm Medical Centre in Bilborough. They are on Tremayne Road, Nottingham. NG8 4HQ Tel: 0115 8965 002 [www.gfmc.org.uk](http://www.gfmc.org.uk)

# Patient Satisfaction Survey



Yes, it's that time of year again when we ask patients to complete one of our questionnaires to provide extremely important feedback to the practice. We are working together with the Patient Participation Group to encourage patients to give an honest review of their healthcare and the practice.

Any comments are welcome and we appreciate your participation in this survey. The survey only takes a few minutes and is available on our website [www.drhc.org.uk](http://www.drhc.org.uk) or ask for a form at reception.



## Physio First

Have you been suffering from muscular skeletal pain? e.g. back pain, knee or shoulder pain, etc and think an assessment by the physio at our **Physio First** clinic would help?

Did you know you can book this appointment directly with reception? Talk to reception today!

***'Self-Refer'***

## Are you a Carer?



Please inform reception and pick up a carer's pack.