

# JESSOP MEDICAL PRACTICE



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Welcome to Jessop Medical Practice, named after William Jessop, a famous local engineer and founder of the Butterley Company whose memorial is a well known local landmark. Our aim is to provide friendly, personal and effective health care. We endeavour to treat all our patients fairly to meet their needs in an appropriate way and as promptly as possible. Our staff should treat everyone courteously and we would ask that patients help us by being polite when they contact us at the surgery. This leaflet tells you about us and the services available.

[www.jessopmedicalpractice.co.uk](http://www.jessopmedicalpractice.co.uk)

## Opening Times

Leabrooks Surgery  
Ripley Surgery

Monday - Friday 8.00am—6.30pm  
Monday - Friday 8.00am—6.30pm



## eConsult

eConsult is the default way of accessing our services. Please contact us using this wherever possible as it helps us provide a responsive service to everyone. You can access it via our website, or via the NHS App on your phone.

eConsult lets you consult with us online by completing a quick form that is sent and reviewed by the practice. It is easy and safe. It can also direct you to self-help, pharmacy advice and local self-referral services. Submit your query and get a response the next working day or sooner. (excluding weekends and bank holidays)

## Reception

Our phone lines remain open from 8:00am to 6:30pm Monday to Friday. You will only be able to enter reception in person if you have made a prior appointment. This is for your safety and the safety of our staff. Our reception team may ask you for more details than usual. This will help us decide how best to deal with your query. The practice may contact you via text, video call and email as well as see you face to face.

## Face to Face Appointments

Please contact us by eConsult wherever possible. We will then review the information request and respond to you accordingly. We may need to discuss further on the telephone, via video or arrange a face to face Appointment you. If you are not able to eConsult please contact reception.

## Video Consultations

Please contact us by eConsult wherever possible. We will then review the information request and respond to you accordingly. We may need to discuss further on the telephone, via video or arrange a face to face Appointment you. If you are not able to eConsult please contact reception.

## Telephone Consultations

Please contact us by eConsult wherever possible. We will then review the information request and respond to you accordingly. We may need to discuss further on the telephone, via video or arrange a face to face Appointment you. If you are not able to eConsult please contact reception.

Note: *Individual doctors may vary their working pattern, several of them are part time, and because of training needs and holidays, a fixed rota for doctors is not possible. **You may find you need to vary the surgery you usually attend to see the doctor of your choice at an earlier date.***

## **Out Of Hours Service**

If you need a Doctor outside normal working hours you should telephone NHS 111, which is a free telephone number and you will be given appropriate advice. You may be asked to visit a local treatment centre or given telephone advice. However, if you have an emergency situation, such as crushing chest pain, then you should dial 999.

## **Named GP**

From April 1st 2015, as part of GP contract changes, all patients will have a named GP. The named GP will take lead responsibility for ensuring that all appropriate services are delivered to the patient. Please note that the named GP will not be the only doctor that sees the patient, patients are free to see whichever doctor they wish, if available. New patients will be allocated a named GP on registration.

## **New Patients**

A new patient registration pack will be issued. We ask all patients to fill this out as this gives us the opportunity to find out about your medical history and assess your current health. You can also complete a pre-registration form online but you will still need to come in to the surgery to complete the registration.

**Please Note: This Practice operates over two sites, Leabrooks is our main site and Ripley is the branch site. Patients can attend either surgery but in some circumstances you may be asked to attend a particular surgery when appropriate.**

## Routine Appointments

We do our best to run to time but emergencies or complex cases may cause us to run late. Our receptionists will try and let you know when your Clinician is running late. Please try to be on time for your appointment, please note that we cannot guarantee you will be seen if you arrive late and you may be asked to rebook.

## Urgent Appointments

For patients with an urgent medical need, please contact the Practice as soon as you can. ***Please note that we are not an emergency or walk-in service.***

## Appointment Reminders by Text



We send SMS appointment reminders, Please ensure we have an up to date mobile phone number so you can benefit from this service.

## Cancellations

Please contact the surgery in good time if you find you no longer need your appointment or can't make it so we can offer the appointment to someone else. We now have an answerphone facility for cancellations.

## DNA's

The practice monitors patients who frequently do not attend appointments. If a patient consistently fails to attend, a letter may be sent explaining the Implications. Regular offenders who have received previous letters may risk removal from the practice.

## eConsult

eConsult provides an online portal where patients can self-check their symptoms, and access help or advice from a GP online and get a response back by the end of the next working day or sooner.

There is also a range of options including administrative help which includes, requesting Sick notes, GP letters and test results. This can be found on our website.

Patients can submit eConsults during our core opening hours from 8am – 6.30pm. The service is unavailable during weekends and bank holidays.

## Home Visits

If you are too ill to come to the surgery, please try and contact us as soon as possible during the morning. Please be prepared to give brief details to our receptionist so that the Clinician can assess your request. A Clinician may call you back in the first instance. Please only ask for a home visit if really necessary.



## Chaperone

If you would like a chaperone present during an examination please ask the Doctor or Nurse. Chaperones are usually clinical staff, but on occasions other suitably trained staff may be used. In all cases the Practice chaperone policy will be followed.

## Waiting Area

We do not have any toys in the waiting areas due to the risk of spread of infection, and being a danger to other patients if left on the floor. Patients may wish to bring a favourite book or toy for their child.



## Repeat Prescriptions

Repeat prescriptions need to be requested by calling:

The Medicines Order Line 01246 588860 or request in writing, and the easiest way to do this is by using the tear-off slip attached to your previous prescription. Tick each item you need and post this in the surgery poste box, Alternatively, write down the items you require, along with your name, address and date of birth. Please allow us two working days before coming to collect a routine repeat prescription from us.

Please be aware we no longer except prescriptions by phone at the practice. The Practice uses the national Electronic Prescribing System (EPS) Please ask at Reception about this scheme.

## Prescription On-Line Ordering System

We are now operating a new system for ordering prescriptions on-line. You will need a new Username and Password to use this system. Please ask at reception for your new login details, allowing 48hrs for your login to be activated.

- **Personal ID:** Current passport, photocard driving licence, birth certificate etc.
- **Address ID:** Utility bill, bank statement or council tax etc. (with your name, address and dated within the last 6 months).

\*Please note - We are unable to hand login details to a third party or send them to a pharmacy with your prescription . They need to be collected in person from one of our Receptions.

## Medication Review

You will be required to see your Doctor or a Nurse for review of your medication from time to time and the tear off portion of your prescription will inform you of this.

**Please note if you do not attend a medication review we may not be able to continue to issue your medication. Your co-operation is greatly appreciated in attending for your review.**



## Test Results and Samples

We try our best to contact you should results require any further action. However. Please call between 2.00 and 4.00 in the afternoon if you can. You will find it easier to get through to our reception staff and they will have more time to help. To maintain confidentiality, you should call the surgery personally. You can also request results by Econsult through our website. If you are asked to bring a sample to the surgery, please let us have it by 12pm in order for us to have it before the courier arrives to take samples to the lab for testing.

## Accessible Information

How do you communicate ? Do you need information in a different format ? Do you need support ? Please tell us and ask at reception. We can help with Easy Read, Large Print, BSL, Braille, E-mail/SMS and other communication support.

Please let us know if you have hearing difficulties and require more help because of this. There is a loop system on the reception desk for the benefit of hearing aid users and an aid for hearing can be provided for use when being seen by a doctor or nurse.



The Practice has access to a translation service; this can be either through telephone or face to face. Please ask at reception if this service is required.

If you have a carer, or are a carer , then please let us know and we will provide you with a Carers pack which contains useful information.

## Disabled Access

Both our surgeries have ground-floor access for the disabled and staff will be happy to give assistance if needed.

## Moving House/ Changing your Telephone No./ Email Address

Please let us know your new address and telephone number as soon as possible. By providing us with your mobile number/email address, we assume you have given informed consent for us to contact you by text/email. We will only use this facility in the context of your healthcare at Jessop Medical Practice.

If you do not wish to receive text alerts/email alerts, please advise a reception team who will amend your records accordingly.

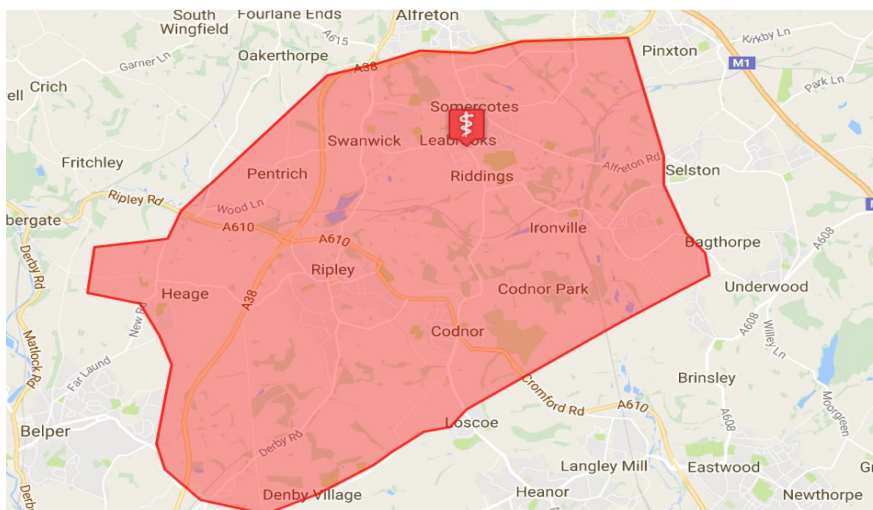
If you move outside our Practice area you will be required to register with a more local doctor.

## Practice Area

Our Practice area is based on the area around Leabrooks and the town of Ripley where we have our two surgeries. Please see detailed map available in each waiting room. We are unable to accept or keep patients on our list if they are living outside our practice area. Please tell us if you move outside the area so we can help by letting you know what local doctors are available to you. If we find that you are outside the area and have not told us, we will ask Patient Services in Derby to remove you from our list.



If you are unsure whether you are in our practice area you can check on our website by inserting your postcode in the appropriate dialog box and you will be advised whether this is in or out of our area.





## Feedback:

### Suggestions, Complaints or Compliments

If you have any suggestions or comments to improve our service, please let us know. You can put suggestions in to the box in the waiting room which is also used for repeat prescription requests.

If you put your name on the suggestion, we can get back to you. Or by handing in to reception or via our website.

We try to provide the best care we can, but occasionally misunderstandings or mistakes occur. If there is a problem, we have an in-house complaints procedure to deal with this and we follow the NHS guidelines on complaints. Please ask at Reception or contact our Practice Manager.

If you prefer, or feel unable to raise your complaint with us, or you are dissatisfied with the outcome of your complaint, you may approach

**NHS England**, whose contact details are as follows:

By post: NHS England, PO BOX 16738,  
Redditch, B97 9PT

Electronically by email address: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Or by telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

You also have the right to ask for an independent review through the parliamentary ombudsman. Please ask at reception for further information.

### Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. PALS are mainly found in hospitals.

Telephone: 0800 032 32 35

Email: [DerbyshireCCG.PALS@nhs.net](mailto:DerbyshireCCG.PALS@nhs.net)

Write to: Patient Advice & Liaison Service, NHS Southern Derbyshire CCG  
Cardinal Square, 10 Nottingham Rd  
Derby, DE1 3QT

## Feedback:

### Patient Survey

We are keen to hear your feedback whether positive or negative in order to help us improve our services. Please see our latest survey results in the waiting rooms or on the website.

Please see our website to complete a survey. From time to time we, and also the PPG, conduct surveys off patients. In addition, national surveys are conducted by MORI. We are very grateful for your co-operation in completing these when asked to help us improve our services.

### Friends & Family

Would you recommend this surgery to friends & family ?

We would be grateful if you could complete a friends and family test which is patient feedback to help us improve services. There is information and forms in the waiting room and you can also complete online via our website. Thank you.

### Health Watch Derbyshire

**Healthwatch Derbyshire is a Local Health Watchdog and an Independent charity** If you have something to say about health and social care services please telephone 01773 880786 or email [enquiries@healthwatchderbyshire.co.uk](mailto:enquiries@healthwatchderbyshire.co.uk)



## Confidentiality

All patients have the right to complete confidentiality and the practice will uphold this at all times. Information about you may be shared between members of the practice team in order to provide effective healthcare for you. All members of the practice team have a legal duty to keep information about you confidential.

There may be times when a third party i.e. insurance company will request information about you, your consent will be sought before any information is released.

Sometimes audit or research work is carried out for the benefit of the wider health community. Much of this is initiated by the Department of Health for them to collate information and carry out surveys, and is therefore not controlled by the Practice. If you have any concerns regarding this, you should contact the Patient Liaison Service (PALS) on 0800 0323235

## Freedom Of Information (FOI)

The Practice will comply with the FOI Act and sees it as an opportunity to enhance public trust and confidence in the Practice. For more information ask at reception.

## Computers & Access to Medical Records

Medical records are kept on our computer system. Patients can be assured that their rights are protected by the General Data Protection Regulation (GDPR), which covers access to medical records. For more information, please ask for a leaflet on 'How We Use Your Information' or see our Privacy Notice, under the about us section on our website.

If you wish to request access to a medical record please ask at reception for an application form and leaflet. Alternatively, register for access online and view your medical records online.

## Summary Care Record

A Summary Care Record (SCR) is a national electronic record which contains information about the medicines you take, allergies you suffer from and any adverse reactions to medicines you have had. A SCR means that it is easier for healthcare staff to treat you in an emergency or when your GP Practice is closed. If you do not want a SCR then please complete the opt out form available from reception or see the SCR leaflet enclosed with the new patient registration pack.

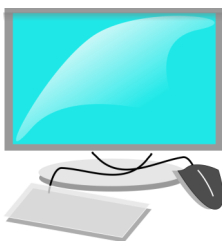
## Online Access to Medical Records

Patients are now able to view their medical record on-line. Please visit reception to register for this service. A patient on-line access leaflet will be issued and you will be asked for TWO forms of identification (one photo, one proof of residency).

You will be required to sign a consent form which will be scanned onto your records.

Please allow approximately two weeks from signing the form to access your medical records.

This practice now offers patients full access to their on-line medical records.



## Patient Participation Group (PPG)

We have a PPG who are always keen to recruit new members. If you are interested in having an input into the running of the Practice and the services we provide, then please see the PPG information on the noticeboards in reception or see our website for contact details.



## **Our Practice Team**

We have 8 Doctor Partners working at both surgeries. We also have 5 other permanent GPs and Advanced Practitioners as well as a Deputy Practice Manager and a Nurse Manager. We have a nursing team and a full administrative support service.

All members of the team work closely with the Doctors and all staff are bound by strict rules of patient confidentiality.

## **Practice Manager**

Dan Walters is the Practice Manager at the practice and is responsible for the day to day running of the practice. He is available to help with administrative or non-medical aspects of the Practice.

## **Administrative Staff**

The Practice Manager is supported by Deputy Practice Manager Alayna Cresswell.

We have a team of receptionists at each surgery supervised by Collette Crompton the Reception Manager. We have two secretaries and other clerical staff at both surgeries who work behind the scenes to help support the medical staff in the smooth running of the Practice.

## **Nursing Staff**

Our highly trained Nursing Team work alongside the doctors.

Jessica Timmins leads the team of Nurses and is also a trained Advance Nurse Practitioner.

The Nursing Team also see Patients by appointment, offering a range of services including vaccinations, wound care and cervical smears.

## **Healthcare Professionals**

We have an Advanced Clinical Practitioner and an Advanced Care Practitioner who work alongside the doctors. We also have Nurse Practitioners who provide a minor illness service.

We ask that patients give the receptionist as much detail as possible about their problem so the most appropriate service can be offered.

## **District Nurses**

District Nurses in the team, who are employed by Derbyshire Community Health Services, are based at Ripley Hospital. They are able to visit the housebound to offer a range of nursing care when this is needed.

## **Midwifery**

Midwives are allocated to the Practice by Royal Derby Hospital NHS Foundation Trust. They arrange booking to the hospital of choice for delivery, carry out the majority of antenatal care at the surgeries and visit patients at home after their baby has been born.

## **Health Visitors**

The health visiting service is provided by Derbyshire Community Health Services and health visitors are based at Ripley Hospital. Health visitors provide valuable support to patients with young children.

## **Training Practice**

We support Derby Medical School by undertaking sessions of training for medical students from time to time.

We became a training practice, in August 2008, training Doctors (Registrars) who are fully qualified and in the final stages of specialist training to become GPs, or hospital doctors. We are sure they bring improvements for patients and staff alike. We may have up to 4 GP Registrars working in the Practice at any one time.

They will only be present during consultations with your consent.

## **Violence or Aggressive Behaviour**

Our staff should treat everyone courteously and we would ask that patients help us by being polite when they contact us at the surgery.

The Practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the Practice list who is aggressive or abusive towards a Doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any Doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

## Travel Clinic

We also provide a travel clinic providing information, advice and vaccinations for travel. Please ask at reception for more information and a form to complete. Travel forms must be received at least 6 weeks before the date of travel, otherwise patients will need to consult a travel clinic.



## Other Services Offered In Surgery

### Counselling/Citizens Advice

We have access to counselling and other psychotherapy services who can offer further support. Please ask your doctor about this service. The Citizens Advice Bureau also see patients at our surgeries by appointment.

### Scrivens Hearing Care



Scrivens Hearing Care visit the surgery twice a month to provide NHS hearing tests for eligible patients. You may need a referral from your GP first, please ask at reception for more details.

### Carers Association

Derbyshire Carers Association have appointments available every 1st Friday of each month at the Leabrooks surgery. Whether you are a carer or just looking for advice about carers, Derbyshire Carers are here for you. Appointments are available to book via reception.

### Practice Website

Our Practice Website has Practice information and links to other useful sites. You can order prescriptions on-line, make and cancel appointments, access your medical record, notify changes of address and other personal details, and complete surveys, pre-registration forms and eConsults.

[www.jessopmedicalpractice.co.uk](http://www.jessopmedicalpractice.co.uk)

## Useful Numbers

NHS 111.....	111
Kings Mill Hospital.....	01623 622515
Nottingham City Hospital.....	01159 691169
Physio Direct .....	01335 230079
Queens Medical Centre.....	01159 249924
Ripley Hospital .....	01773 743456
Royal Derby Hospital.....	01332 340131

Acorn (Jacksdale) Pharmacy.....	01773 602759
Boots Alfreton .....	01773 833121
Boots Church Farm.....	01773 748192
Boots High Street Ripley.....	01773 743170
Hursts Ripley.....	01773 744333
Lloyds Alfreton.....	01773 836328
Manor Alfreton.....	01773 831177
Manor Ripley.....	01773 744900
Riddings Pharmacy.....	01773 606222
Tambers Pharmacy .....	01773 608405
Well Pharmacy Selston.....	01773 810522
Well Pharmacy Somercotes.....	01773 602239
Wellbeing Pharmacy.....	01773 600457

Medicines Order Line .....	01246 588860
National Covid Booking System/Advice .....	119

### Leabrooks Surgery

Greenhill Primary Care Centre  
Greenhill Lane Leabrooks  
Alfreton DE55 1LU

Tel: 01773 602707

### Ripley Surgery

Church Farm Primary Care Centre  
Steeple Drive  
Ripley DE5 3TH

Tel: 01773 514110

Please visit us at [www.jessopmedicalpractice.co.uk](http://www.jessopmedicalpractice.co.uk)