



TELEPHONE: 01773 833133

WEBSITE: www.limes-medicalcentre.co.uk

MAP**DIRECTIONS TO LIMES MEDICAL CENTRE**

From Derby take the A38 heading north to Ripley/Alfreton/Matlock/Chesterfield.

or

From the M1 exit at Junction 28 and take the A38 heading towards Derby/Matlock/Alfreton.

From the A38 take the ALFRETON/MATLOCK/CHESTERFIELD exit and continue to follow these signs at the roundabout.

Proceed straight ahead through the first set of traffic lights, then through another set of traffic lights and up the hill. As you approach the brow of the hill, approaching the traffic lights, MOVE INTO THE RIGHT HAND LANE. National Westminster Bank will be ahead of you (on the opposite corner), and HSBC will be on your right. When the light shows green, (beware of oncoming traffic having right of way) turn right and proceed along High Street for approximately 200 yards, passing British Heart Foundation on your left. A short distance further on, take the left hand turn into LIMES AVENUE.

Proceed for a short distance along Limes Avenue, and you will find Limes Medical Centre situated on the right hand side a couple of doors further along than Manor Pharmacy. The building is set back from the road, with a car park in front of it. If the car park is full (please note the reserved areas are for Doctors and Disabled Patients only), then on street parking is available further along Limes Avenue.

INDEX

Page 1	Map and Directions
Page 2	Useful telephone numbers
Page 3	Opening times, appointments and out of hours emergencies
Page 4&5	The Doctors and Advanced Clinical Practitioner
Page 6	The Healthcare Team
Page 7	Clinics
Pages 8	General advice for self-treatment of minor illnesses
Page 9	Prescriptions, home visits, telephone advice, change of address etc., temporary residents
Page 10	Car parking and disabled access, health promotion, Patient Participation Group, research
Page 11	How to register, choice of practitioner, access to health records, chaperones
Page 12	Removal from the practice list, complaints procedure
Page 13	Complaints procedure continued, suggestions, extended hours
Page 14	The practice charter and patients' responsibilities

USEFUL PHONE NUMBERS

Alfreton Library	01773 833199
Amber Valley Borough Council	01773 670222
Blood Transfusion Service	0300 123 23 23

CHEMISTS

Blackwell Pharmacy	01773 862363
Boots	01773 833121
Lloyds	01773 836328
Manor	01773 831177
P Williams/Co-operative	01773 602239
Riddings	01773 606222
Tambers	01773 608405
Tesco	0345 677 9833

Citizens Advice Bureau	08444 111 444
Crime Stoppers	0800 555 111

DISABLED CENTRES

Ashlea House	01773 521763
Green Gables Cheshire Home	01773 832422
Morewood Centre	01629 531669
Storthfield House	01773 515600

Benefits Helpline	0800 882 200
Leisure Centre	01773 523325

HOSPITALS

Chesterfield Royal	01246 277271
Heanor	01773 710711
Kings Mill	01623 622515
Nottingham City	0115 969 1169
Queens Medical Centre	0115 924 9924
Ripley	01773 743456
Royal Derby	01332 340131
NHS 111	111

NURSING HOMES

The Hollies	01773 580872
The Meadows (Nursing)	01773 520491
(Residential)	01773 520452
Rowthorne	01629 531865

Police Station	0345 123 3333
Rape Crisis Line	0808 802 99 99
Smokers Quit Line	0800 085 22 99
Victim Support	0845 303 0900

INTRODUCTION TO LIMES MEDICAL CENTRE

WELCOME TO LIMES MEDICAL CENTRE

We are a practice of five doctors, with Doctors' Southcott, Bright and Pontefract operating a partnership. Our aim is to provide a quality, friendly and caring service to all our patients.

This booklet is produced for our patients as a guide to our services and facilities.

The doctors are available to discuss any patient queries during normal, non-surgery hours. All of the doctors are happy to treat any/all general medical conditions but they each have interests in special medical fields.

SURGERY OPENING TIMES

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm then 6.30pm – 8.00pm (appointment and prescription collection only)
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

APPOINTMENTS

Doctors and nurses have an appointment system. You may phone or call in at the surgery during opening times to arrange a routine appointment. We aim to offer a routine appointment within 48 hours, although this may take longer if you wish to see a specific doctor.

There are also a limited number of emergency appointments available each day. Please telephone as soon as possible after 8.00am for an emergency appointment.

The On-Call GP is available for telephone advice, if appropriate, after morning surgery.

The doctor's time is valuable and it is wasted if a patient does not attend an appointment. Patients who do not attend appointments on a regular basis will be asked to register with another surgery.

Please visit our website www.limes-medicalcentre.co.uk

From here you will be able to book and cancel appointments, order your repeat prescriptions, change your details, view your summary care record and your coded medical records.

We also offer a text message reminder service.

For details of the above and to sign up for any of the services please enquire at reception.

OUT OF HOURS EMERGENCIES

If you require urgent medical attention when the surgery is closed please dial 111 free of charge. Alternatively if the NHS 111 service is not available in your area please dial 08444 122 239.

THE DOCTORS AND ADVANCED CLINICAL PRACTITIONER

DR JOANNA SOUTHCOTT
MB BS 1997, DCH 2000, MRCGP 2002

Dr Southcott joined the practice in 2002 after completing her GP training with Limes Medical Centre. She qualified from Guy's and St Thomas London. Her special interests include minor surgery and child health.



DR ALLAN BRIGHT
MBChB 2003, MRCGP 2007, DGM 2008

Dr Bright joined the practice in August 2007. He qualified in 2003 from Sheffield University and did his GP training in Barnsley. He has been a GP trainer since 2009 and special interests include diabetes, elderly medicine, palliative care and dermatology.



DR DAVID PONTEFRAC
MBChB 1996, MRCS(Ed), MRCGP 2005

Dr Pontefract qualified from Edinburgh University. He became a member of the Royal College of Surgeons of Edinburgh in 2000 and has special interests in minor ops and vasectomies. He obtained the MRCGP in 2005 having completed his GP training at Limes Medical Centre.



DR NICHOLA JONES
MBChB 2010, DRCOG 2013, DFSRH 2016, MRCGP 2016

Dr Jones joined the practice in 2017 after completing her training with Limes Medical Centre. She qualified in 2010 from Sheffield University and has worked in Derbyshire since then. Her specialist interest include Women's health and contraception.

ADVANCED CLINICAL PRACTITIONER JEAN DALLISON
MsC In Primary Care 2006, Dip Childrens' Nursing 1999, BSc hon's 1996, Dip Nursing 1989, RGN
1985



Jean joined Limes Medical Centre in November 2002 after many years in A&E. Her main interests are care of children, acute minor illnesses (triage), and the treatment of minor injuries. She has also developed an interest in diabetes and health promotion.

THE HEALTHCARE TEAM

PRACTICE MANAGER

Ms Julia Smith

TRIAGE NURSE

Mrs Sharon Page.

PRACTICE NURSES

Karen Wilders, Davina Nordemann and Abi Adams.

Health Care Assistant

Sophie Cotterill

Phlebotomist

Adrian Marriott

RECEPTION TEAM

There is a team of multi-skilled staff who are fully trained to deal with all of your queries. They look after appointments, prescriptions and administrative duties on the patients' behalf. The Senior Receptionist is available for any queries and comments.

DISTRICT NURSES

You can leave a message for them with reception.

COMMUNITY MIDWIFE

The midwife has surgeries on a Tuesday for follow up antenatal appointments and for new bookings.

HEALTH VISITORS

The Health Visiting Team are based at Alfreton Primary Care. Tel 01773 546800.

COUNSELLOR

Please ask at reception for details

PHYSIOTHERAPIST

Mr Tim Storr, MSc, MCSP. For details of treatments please ask at reception.

CLINICS

CHILD HEALTH SURVEILLANCE

Every 1st, 2nd and 3rd Thursday of the month clinics are held by the nurses for child immunisations.

MINOR SURGERY

Sessions are held on Mondays and Wednesdays alternated by Dr Pontefract and Dr Southcott. Vasectomies are carried out on a Friday afternoon by Dr Pontefract and Nurse Sharon Page. Please ask at reception for details.

DIABETIC CLINIC

Diabetic clinics are held on the 3rd Tuesday afternoon and the 1st Thursday afternoon of every month.

ASTHMA CLINIC

Asthma reviews are held on an individual appointment basis with the practice nurse.

SMOKING CESSATION

Speak to your clinician or a member of our reception team. The number for the Derbyshire Stop Smoking services is 0800 085 22 99.

FAMILY PLANNING

A confidential service is available with the doctor of your choice or the nurse practitioner who can offer information and/or advice on contraception and sexual health matters. The practice nurses also offer cervical screening for female patients. Alternatively you can contact the family planning clinic at the Primary Healthcare Centre, Church Street, Alfreton. Tel 01773 546800.

HYPERTENSION

Held on an individual appointment basis

CORONARY HEART DISEASE

Held on an individual appointment basis

CHRONIC OBSTRUCTIVE PULMONARY DISEASE

Chronic Obstructive Pulmonary Disease check-up held on an individual appointment basis with the practice nurse.

GENERAL ADVICE FOR SELF TREATMENT OF MINOR ILLNESSES

GET THE RIGHT TREATMENT

Every year, millions of us visit our GP with minor health problems that can be easily resolved without a doctor's appointment.

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot. By visiting your pharmacy instead, you could save yourself time and trouble.

SELF-CARE

Keeping a well-stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet. Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe.

YOUR LOCAL PHARMACIST

Pharmacists offer professional free health advice at any time - you don't need an appointment. From coughs and colds to aches and pains, they can give you expert help on everyday illnesses. They can answer questions about prescribed and over-the-counter medicines. you can talk in confidence. They may suggest you visit your GP for more serious symptoms. It is possible to purchase many medicines from the chemist without a prescription.

NHS



NHS (www.nhs.uk) is the official website of the National Health Service in England.

NHS provides an award-winning, comprehensive health information service with thousands of articles, videos and tools, helping you to make the best *choices* about your health and lifestyle, but also about making the most of *NHS* and social care services in England.

WEBSITE

Find our surgery website at www.limes-medicalcentre.co.uk

With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as [opening hours](#), our staff, newsletter and [how to register](#), you'll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

PRESCRIPTIONS

Repeat medication is normally issued in sufficient quantity for 28 days. Prescriptions can be repeated for as long as they are authorised by the clinician. To request a repeat prescription you can:

- Request the required items through the Online Patient Access system (SystemOnline).
- By phoning the Medicines Order Line on 01246 588860 between the hours of 9.30am-4.30pm Monday-Friday.
- By handing in your request over the counter to the reception team no more than 5 days before your medication is due.

A minimum of 1 weeks notice is required between requesting and collecting all prescriptions so that it can be prepared and signed by the doctor.

If you enclose a stamped addressed envelope we will be happy to post it back to you. Local chemists also provide a collection and delivery service.

Blackwell Pharmacy	01773 862363	P Williams/Co-operative	01773 602239
Boots	01773 833121	Riddings	01773 606222
Lloyds	01773 836328	Tambers	01773 608405
Manor	01773 831177	Tesco	0345 677 9833

HOME VISITS

Home visits are for patients either too ill or too infirm to come to the surgery. Please attend the surgery if possible. If you cannot attend, visit requests should be made before 11.00am each day. For urgent visits the receptionist may ask you to speak to the doctor who is on call.

TELEPHONE ADVICE

Should you require to speak to a GP you can leave a message at reception and you will be called back the same day.

CHANGE OF NAME/ADDRESS/TELEPHONE NUMBERS

Please notify us of any change in your personal details so we can amend our records accordingly. It is essential that we have your telephone number as we may need to contact you. In order to provide the level of services we wish, we have to have a practice boundary which will limit the distance that we can travel for home visits. In some cases when you move and it is outside our boundary, it may be necessary to ask you to re-register with another practice nearer to your new home.

TEMPORARY RESIDENTS

If you are away from home and need medical help you can do this by asking to see the nearest doctor as a temporary resident. We will be happy to see friends/relatives staying with you if they need to see a doctor.

CAR PARKING AND DISABLED ACCESS

The practice has suitable access and reserved parking for disabled patients. We have a small car parking facility at the front of the surgery for the use of patients attending the surgery.

**PLEASE DO NOT PARK IN PLACES RESERVED FOR DOCTORS OR NURSES.
PATIENTS PARKING IN THE RESERVED DISABLED SPACES MUST HAVE A VALID BADGE
DISPLAYED**

HEALTH PROMOTION

The practice believes in prevention of disease by promoting healthy living.

Should you wish to discuss diet, exercise, reducing alcohol intake, stopping smoking or any similar issues, please make an appointment with one of the doctors or nurses.

Advice is also available from:

Derbyshire County Stop Smoking Service	0800 085 22 99
Addaction (drug and alcohol service)	01773 744544

PATIENT PARTICIPATION GROUP

We have an active patient participation group of approximately 12 members who help to develop and improve on practice services. We are always looking for new members (particularly in the under 50's). If you are interested in joining the group please inform reception.

RESEARCH

This general practice is research active. Conducting high-quality clinical research helps us keep improving NHS care by finding out which treatments work best. In this practice you might be asked to take part in a clinical research study. Taking part in a clinical research study is voluntary and can be a rewarding experience.

HOW TO REGISTER AS A PATIENT

Unless exceptional circumstances arise the practice operates an open list for patients living within the recognised practice area. The practice will accept patients regardless of their age, sex, sexual orientation, appearance, ethnic background, social class, political and religious beliefs and of their health, any disabilities and medical conditions.

CHOICE OF PRACTITIONER

The practice doctors work on a pooled list principle. Patients can request to be seen by the practitioner of their choice. Where a patient wishes to exercise the right to request an appointment with their preferred practitioner, they must understand that they may have to wait for some time until an appointment is available.

ACCESS TO HEALTH RECORDS

All applications for the access to records (whether paper based or electronic) of living persons are now made under the Data Protection Act (DPA) 2018. Under section seven of the DPA applicants have the right to apply for access to their health records, although the practice also has the right to refuse disclosure under certain circumstances.

The practice has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information. Written authority from the patient may be requested for a person (for example a solicitor or relative) to make an application on their behalf. For more detailed information on this please refer to the DPA. All information held about patients is completely confidential. The practice is registered under the Data Protection Act 2018. This Act protects data held on the computer system.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

MEDICAL STUDENTS/GENERAL PRACTICE REGISTRARS

As a training practice we are committed to education. Medical students and registrars in general practice may be present during consultations. Registrars are fully trained doctors who need to gain experience in general practice. You will be informed of their presence in advance and they can be excluded if you wish. Since it is impossible to train doctors without a patient contact, and these doctors are under supervision all the time, it is hoped that all patients will feel able, when requested, to co-operate with their training.

REMOVAL FROM THE PRACTICE LIST

Generally patients will only be removed from the practice list if;

1. They move out of the practice area.
2. They are physically violent towards a doctor, member of staff or attached member of the CCG.
3. They give racist abuse orally or physically.
4. They give verbal abuse or make threats to a doctor, member of staff or attached member of the CCG.
5. They cause physical damage to practice premises or property.
6. They fraudulently obtain drugs for non-medical reasons.
7. They steal from the practice premises or member of staff.
8. There is an irretrievable breakdown in the doctor-patient relationship.
9. They persistently fail to attend appointments.

Removing a patient from the practice list is not something that is done automatically or immediately. Protocols are in place within the practice for each of the above incidents.

PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or a concern about the service you have received from the doctors or anyone working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

HOW TO COMPLAIN

We hope most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible – ideally within a matter of days, or at the most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that please let us have details of your complaint;

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints should be addressed to Ms Julia Smith (Practice Manager) or any of the doctors. Alternatively you may ask for an appointment to discuss your concerns. The complaints procedure will be explained to you and we will make sure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have his/her permission to do so. A note signed by the person concerned will be needed unless they are incapable (because of illness) of providing this.

WHAT WE WILL DO

We will acknowledge your complaint within three working days and aim to have looked into your complaint within a relevant period (within 6 months). We shall then be in a position to offer you an explanation or a meeting with the people involved. When we look into your complaint we shall aim to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology where this appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

COMPLAINING TO THE HEALTH AUTHORITY

We hope that if you have a problem you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and give us an opportunity to improve our practice. This does not affect your right to approach the Health Authority. If you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation, you should contact the Customer Care Contact Centre:

Post: NHS England
PO Box 16738
Redditch
B97 9PT

Email: England.contactus@nhs.net

Telephone: 0300 311 22 33

SUGGESTIONS

If you have any suggestions to make to improve the practice or its services a suggestion box, for this purpose, is situated in the waiting area. Should you have any complaints regarding the practice please refer to the separate heading "Practice Complaints Procedure" on the previous page.

EXTENDED HOURS

Within our group of practices, Limes Medical Centre, Village Surgery and Blackwell Medical Centre, extended hours appointments with a GP are now available between 7.30am and 8.00am on Wednesday, Thursday, Friday mornings and between 6.30pm and 8.00pm on Tuesday evenings.

LIMES MEDICAL CENTRE PRACTICE CHARTER – OUR COMMITMENT TO YOU

The practice is dedicated to a quality policy to achieve the health services which meet the requirements of our patients.

In particular;

- Patients have a right to be greeted in a welcoming manner in all circumstances.
- Patients have a right to confidentiality.
- Patients should usually be seen within 20 minutes of their appointment time. Where there is likely to be a delay, patients have a right to be informed.
- Patients have the right to be treated with courtesy by GPs, employees and other providers of health services, both inside and outside the practice.

Patients have the right to information about their own health, particularly;

any illness and its treatment; alternative forms of treatment; possible side-effects of treatment; duration and development of illness; likelihood of recovery; how to prevent or avoid the illness recurring; any other information the patients deem to request from any GP, Consultant or doctor in the Health Service; above all, patients have the right to ask questions and have them answered.

The practice will offer advice and seek to inform patients of steps they can take to promote good health and avoid illness; advice on self-help which can be undertaken without reference to a doctor in the case of minor ailments.

WITH THESE RIGHTS COME RESPONSIBILITIES AND FOR PATIENTS THIS MEANS:

Where an appointment has been made, a patient is responsible for keeping it or giving adequate notice to the practice that they wish to cancel.

A doctor's time is limited and he/she has many patients to see. It is the responsibility of patients not to delay the doctor unnecessarily and to be aware of other patients' needs to consult.

Delays can be reduced by remembering that an appointment is for one person only. Where another member of the family needs to be seen, even if it is regarding childhood ailments, or if their symptoms are the same as the first persons', another appointment needs to be made.

A doctor can see many more patients in surgery than when out visiting. It is therefore a responsibility of patients to come to the surgery for appointments when not prevented by serious illness or infirmity.

There are some patients who need long consultations because of the nature of their illness. A doctor does not know in advance who they might be. Patients in the waiting room should take this into consideration because, on another occasion, that long consultation might be them.

As the receptionist should treat the patients with courtesy and friendliness, the patients should treat the receptionist in the same manner. It is not the fault of the receptionist if the doctor is delayed.

Each person is responsible for their own health and should take appropriate action with, where necessary, advice on how to prevent ill-health, for example by not smoking.