

How To Register

Due to the ever changing demands on the Surgery our registration policy changes dependant on the amount of patients we have registered at the time. Please ask one of the team on arrival at the Surgery.

If you fit the registration criteria please collect a registration form from the Patient Services team and fill in the questionnaire. On completion you will be asked for proof of id/proof of address.

Patient Rights & Responsibilities

- All practice staff have access to your patient information under strict confidentiality guidelines in compliance with the Data Protection Act.
- Smoking, eating, drinking and the use of mobile phones are not permitted in the Surgery.
- No member of the practice, patient or member of the public attending the surgery will be discriminated against.
- All patients aged 16 - 75 are entitled to a consultation every 3 years. Patients over 75 are entitled to a consultation every 12 months.
- If you require privacy at the checking in desk please ask and your discussion will take place in private.
- Please do not ask for information about anyone but yourself. We are not allowed to disclose any information whatsoever on another patient, even if it is your husband, wife, partner, parents or child over the age of 16.
- Children under the age of 16 years are not allowed to collect any prescriptions for safety reasons.

Test Results - Please Ring after 2pm

- Test results, it is your responsibility to contact the Surgery for your own test results. You will be reminded at the Surgery when tests are made. If you have an abnormal test result the Surgery will make a reasonable attempt to contact you, by once in writing.
- **These are your results, the responsibility is with you to confirm the outcomes.**

Abuse

We ask that you treat your GP and all Practice Staff properly - without violence or abuse. If you fail in this you will be removed from the Practice list.

We abide by the NHS Zero tolerance policy on physical and verbal abuse

Opening Hours at Newhall Surgery

Appointments

Monday - Friday 08.00 - 18.30

Telephone - Patient Services Team

Monday - Friday 08.00 - 18.30

**** Appointments and advice with a GP or Nurse is available all day you do not have to ring at 08.00 to be dealt with on the day****

*****Please ask about our extended hours for prebooked appointments*****

To save you waiting on the phone our lines are quietest between 11.00 - 14.00

The Practice undertakes the teaching and training of health care professionals or persons intending to become health care professionals.

The Surgery is accessible by wheelchair, we also have a wheelchair which is available for use by patients whilst in the Surgery, of our Patient Services Team.

IF THE SURGERY IS CLOSED

For urgent medical advice

**Please ring NHS Direct on
0845 4647**

For urgent medical attention

**Please ring Derby Health United
0844 412 2239**

If you have any queries, concerns or comments about the Practice please contact **Paula Sharpe, Practice Manager or Joan Lunn, Assistant Manager.**

*We are a GMS Practice within Derbyshire County Primary Care Trust,
Trust Headquarters, Chesterfield 01246 231255*

OUR PREMISES ARE
MONITORED BY CCTV



Newhall Surgery

46- 48 High Street
Newhall, Swadlincote, Derbyshire
DE11 0HU

01283 217092



Phone lines Open
08.00—18.30

We do not close for lunch
All calls may be recorded for training
and monitoring purposes.

Flexible extended opening hours.

Early morning 0700.-08.00
Later evening 18.30-20.00
Saturday 09.00-12.30

WWW.NEWHALLSURGERY.COM

FOR REPEAT PRESCRIPTIONS, COMMENTS,
AND UP TO DATE NEWS ABOUT YOUR
SURGERY AND SERVICES.

Our Doctors

GP Partners

Robert Jamison

Mb ChB Qualified Liverpool 1984

Andrew Hignett

BM BS DRCOG Qualified Nottingham 1984

Andrew Marshall

Mb ChB Qualified Birmingham 1992

Wilma Colley

BM BS DRCOG Qualified Nottingham 1982

Dr P.P.Pillai MBBS MRCP MRCGP

Doctors' Surgery Hours

Monday— Friday

A.M 08.00 -11.50 **P.M** 14.45 - 18.30

Please ask about our extended hours.

Early am later pm and Saturday am appointments.

Appointments.

With GP Mon-Fri 08.00-18.00

Early AM & PM pre-bookable appointments available every day with the GP's

When you call for an appointment you will be asked to give a brief outline why an appointment is needed. If appropriate and with your agreement a GP or a Nurse Practitioner may be able to call you back and deal with your condition/query over the telephone, this can include the generation of a prescription which then would be ready at 17.30 that day.

Our Nursing Team

Practice Nurses

Julie Harris - Nurse Practitioner

Michele Pallett - Nurse Practitioner

Lisa Hunt – Practice Nurse

Sharon Traves - Practice Nurse

- For:
- ♦ Immunisations
 - ♦ Asthma, COPD, Diabetes, CHD and Hypertension Clinics
 - ♦ Smears, coil checks and other well woman issues. Plus contraceptive updates

Our Nurse Practitioners can also prescribe certain antibiotics for minor illness and injuries.

Appointment Times

Mon - Fri 08.30– 17.30

Health Care Assistant

- For:
- ♦ Blood Tests
 - ♦ Registration Health Checks
 - ♦ Blood Pressure Checks

Appointment Times 08.00-17.30

Home Visits

for those too ill to attend surgery

Please call the Surgery before 10.30am

Other Services

Maternity Services— held at Swadlincote Clinic (Tel 01283 818000)

Two ante natal clinics per week, Weds 12.30 - 16.00, Fri 09.30 - 11.30

Supported by the Derbyshire Dales/South Derbyshire Midwifery Team.

Baby Clinics- held at Surestart, Elmsleigh Drive, Midway. (Tel 01283 818000 for Health Visitors)

Our baby clinic is held every Wednesday 13.30 - 16.00

Supported by the Derbyshire Dales/South Derbyshire Health Visiting Team.

Travel Health Advice

Our practice nurses offer a full travel advice and immunisation service. Please contact the Surgery at least 8 weeks before you go on holiday to ensure you are covered.

Other Services

Minor Surgery

Cryotherapy clinic

Smoking cessation advisor

Walking for Health session

Dietician * Counselling *

**you will need to see a GP before you can be given a dietician or counselling appointment.*

Repeat Prescriptions- 48 hours turnaround time.

Please complete your prescription form and return to the Surgery. Alternatively you can place your prescription on line. You then can either pick up the prescription from the Surgery, allowing 2 working days, or the pharmacist of your choice can collect it and have it ready at the pharmacy saving you an additional journey.

WWW.NEWHALL SURGERY.COM

FOR REPEAT PRESCRIPTIONS, COMMENTS, AND UPTO DATE NEWS ABOUT YOUR SURGERY.

