

**Hollybrook Medical Centre
Hollybrook Way
Heatherton
Derby
DE23 3TX
Tel; 01332 523300**

Branch Site; Sinfin Health Centre Arleston Lane Derby DE24 3DS

Doctors

Dr P Nathan (M)
Dr C McLean (M)
Dr R Ruparelia (M)
Dr H Saroha (M)
Dr D Kidder (M)
Dr A Rakkianan (M)
Dr M Heapey (M)
Dr D Deshmukh (F)
Dr R Nayyar (F)
Dr A Krishnappa(M)
Dr S Hughes (F)
Dr D Primorac (M)
Dr N Adamthwaite (F)
Dr P Madan Devaki (F)
Dr S Kartha (M)

Clinical Pharmacist

Kiran Tak

Practice Nurses

Julia Siddall, Harjinder Pall, Balbinder Khangura,
Debbie Wells, Laurie Peach,

Our Practice Nurses are available by appointment
only

Monday – Friday
8.00am – 8.00pm

Branch Surgery

Sinfin Health Centre
Arleston Lane
Sinfin
Derby DE24 3DS
Tel: 01332 770909

Monday - Friday
8.00am – 6.30pm

Website:

www.hollybrookmedicalcentre.co.uk

Email:

hollybrook.sinfinsurgeries@nhs.net

Healthcare Assistant

Lorraine Shenton

Management Team

Shamim Sadiq (Practice Manager)
Sunita Purohit (IT Manager)
Lem Podmore (GP Transformational Manager)

Reception Staff

We have 12 receptionists who work various shifts
across both sites. The reception team work from
8am to 8pm.

Administration Staff

Our Secretarial and Admin staff are based at
Hollybrook and offer a range of patient services,
including referrals, registrations, reports and
records access and provide all the back office
support to the practice.

Associated Staff

We also work closely with our Care Coordinator,
Community Matron, District Nurses, Midwives and
the Talking Point Service, who provides Social and
Mental Health Support, please ask our
receptionists for more details.

**Hollybrook Medical Centre
Hollybrook Way
Heatherton
Derby
DE23 3TX
Tel; 01332 523300**

Branch Site; Sinfin Health Centre Arleston Lane Derby DE24 3DS

Home Visits

To request a home visit please call the surgery before 10.30am .Home visits are at the discretion of the doctors, and for totally housebound patients, so please give the receptionist as much detail as possible when making the request and ensure you leave a contact telephone number.

Repeat Prescriptions.

Please allow 48 working hours for a repeat prescription to be produced.

We accept repeats by post, or via our website. Alternatively, register online for direct access to the clinical system. You can also instruct a chemist on your behalf to order, collect and deliver. We also offer an Electronic Prescribing Service, this allows you to directly collect your medication from your chosen Pharmacy, please speak to your pharmacy or reception to register for this service.

We do not accept repeat prescriptions by phone. To avoid being issued with the wrong medication we can only accept written requests, either using the right hand side of the original prescription or a written request.

Blood and Test Results

We do not routinely phone patients with test results unless medication is urgently needed. It is your responsibility to call to check on your results. Please call after 10:30am

Change of address and telephone numbers

We ask that you notify us of any change to your address or telephone numbers. We can only use these current details, so if they have not been updated then we may not be able to contact you when necessary.

Appointments

We have nearly 20, 000 registered patients and recognise that sometimes getting an appointment may not be easy, but do offer various appointments, including early morning, lunchtime and evening appointments. This includes emergency telephone consultations.

Please do not blame the receptionists if your ideal time is not available. They can only offer what is available and will always do their best to assist you.

When phoning in you may be asked for the reason for your request. This will be so we can assign the best appointment for you. Did you know that your local chemist can now handle many minor

ailments? If you do not pay for your medication, this can be extended to the chemist on prescription items.

When patients fail to attend a pre-booked appointment it prevents someone else being seen. If patients frequently fail to turn up or give enough cancellation notice (24 hours) they may be asked to register elsewhere.

We have a number of appointments that can be booked online directly into the clinical system. To learn more about this, please contact the surgery for further details

Confidentiality

ALL patient information is handled confidentially according to NHS guidelines. You have the right to access any personal information held under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies unless we have your written consent.

New Patients

We are happy to register new patients. You can register at reception by using a registration form and supplying us with proof of identity and address.

**Hollybrook Medical Centre
Hollybrook Way
Heatherton
Derby
DE23 3TX
Tel; 01332 523300**

Branch Site; Sinfin Health Centre Arleston Lane Derby DE24 3DS

Complaints and Suggestions

We strive at all times to provide a service of the highest standard. If you wish to make a comment or complaint, this should be made to the Practice Manager, our complaints leaflet and form is available from reception. However if you feel that the practice has not fully resolved your complaint you can write to:- NHS England, PO Box 16738, Redditch B97 9PT or e-mail – England.contactus@nhs.net

Zero Tolerance

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

Please be informed we now operate CCTV cameras and recording equipment within the public areas of this surgery.

Further Practice Details

The Practice has disabled access and facilities for all patients and will always offer assistance where necessary.

We always try and place you with the doctor of your choice but that may not always be possible.

Please note all doctors have full access to your full record.

When the Surgery is Closed

If you have a medical problem that cannot wait until we reopen: -
Call 111

For medical emergencies please dial 999.

There are also Walk- In clinics at;

Derby Urgent Care Centre, based at Entrance C (off Osmaston Rd), London Rd Community Hospital 01332 224700.

For more information you can go the NSH Choices at www.nhs.uk

The Local Clinical Commissioning Group is; (CCG)

Southern Derbyshire CCG

Cardinal Square

10 Nottingham Road

Derby DE1 3QT

Tel 01332 868700

Accessible Information

If you or your carer have any communication or information needs relating to a disability, impairment or sensory loss, please let us know as we can provide information in the various formats:-

Training Practice

We are a training practice and hope you will allow trainee GPs to be involved in your consultation under the supervision of a GP.

Patient Participation Group

We welcome suggestions about ways to improve our services. Hollybrook Medical Centre has a Patient Participation Group (PPG) affiliated to the National Association for Patient Participation (NAPP).

All patients are welcome to raise issues, make suggestions and attend meetings.

The aim of the group is to make a positive contribution to the services and facilities offered by the practice to all registered patients.

Active volunteers and interested professionals are always welcome as new members.