

Practice Area

Our surgery has been responsible for providing outstanding personal healthcare since 1990 and serves the following areas: Central Derby, Chester Green, Breadsall, Breadsall Hilltop, Darley Abbey and parts of Chaddesden, Allestree, Mackworth, Mickleover and Littleover. For full details please refer to the surgery reception.

To register with the surgery, please contact us.

Clinical Commissioning Groups

This practice belongs to Southern Derbyshire Clinical commissioning Group (SDCCG). SDCCG is responsible for commissioning local health services for the patients of southern Derbyshire including patients living in Derby city and is focused on delivering improved health outcomes, quality, patient safety, innovation and public participation.

Suggestions or Complaints

Constructive suggestions for improvements to the services we provide are always welcome, a suggestions box is provided at reception for this purpose.

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

Patient Charter

Please ask at reception for a copy of the 'Patient Charter' which outlines your rights and responsibilities as a patient.

Derwent Pharmacy

The surgery also has an onsite 'Wilsons Pharmacy' for your convenience:

Telephone: +44 (0) 1332 346949

Pick-up and delivery services available

Important Notice

Please ensure that your contact details held at the surgery are up-to-date. If they are not please inform reception of your new details.

Please also inform reception if you do not wish to be contacted via telephone/text messaging or if you do not wish for voicemail messages to be left, as the surgery may contact you regarding test results, prescription queries or on behalf of the hospital.

Data Protection and Confidentiality

To provide you with the care you need we hold the details of your consultations, illnesses, tests, prescriptions etc... This information may be stored on paper or electronically on computer files by practice staff.

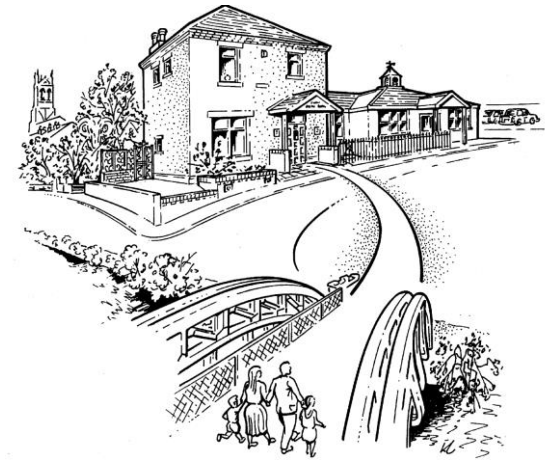
We sometimes disclose some of your personal health information to other organisations involved in your care. Our practice also participates in regional and national programmes such as the cervical cytology screening service and your name, address, date of birth and health number will be given to them.

Our use of your personal health information is covered by a duty of confidentiality and is regulated by the Data Protection Act 1998, under which we are registered. The act gives you a number of rights in relation to how your information is used, including a right to access the information.

Safeguarding

As a practice we have a duty of care to protect the children and adults we work with. We will respond quickly and appropriately where a safeguarding concern is suspected or allegations are made.

If you require this leaflet in an accessible format such as large print, Easy Read or Braille, please contact the practice (see below)



Derwent Medical Centre

26 North Street
Derby
DE1 3AZ

Telephone: +44 (0) 1332 292939

Email: SDERCCG.C81652-
Reception
@nhs.net

www.derwentmedicalcentre.co.uk

Dr (Mrs) I K Edyvean
MB BS, FP Cert

Dr M Cherukuri
MB BS, MRCGP, DGM

Opening Hours

Reception

Monday	8.00am - 6.30pm
Tuesday	8.00am - 6.30pm
Wednesday	8.00am - 6.30pm
Thursday	8.00am - 6.30pm
Friday	8.00am - 6.30pm
Saturday	CLOSED
Sunday	CLOSED

Consulting Times

Monday	9.00am - 11.30am	4.00pm - 6.00pm
Tuesday	9.00am - 11.30am	4.00pm - 7.30pm
Wednesday	9.00am - 11.30am	3.00pm - 5.30pm
Thursday	8.30am - 11.30am	4.00pm - 6.00pm
Friday	9.00am - 11.30am	4.00pm - 6.00pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Generally we see patients with appointments only, but **emergencies** will be seen at the end of surgery. **Please telephone the surgery** and the receptionist will advise you when to attend.

Telephone Consultations with the doctor are available after 11.30 a.m. Please contact the surgery before 11.30 a.m. to arrange a time slot to call to speak to the doctor.

Disabled Access/Loop Hearing - available

Out of Hours

If you need to see a Doctor urgently or need advice outside of our normal opening hours please telephone the NHS **111** service directly.

Repeat Prescriptions

Requests for repeat prescriptions can be made in writing, at the surgery (please place requests in the box provided), or online via 'Patient Access'. Please ask at reception for your secure login details.

*Always **allow 2 working days excluding Saturday and Sunday** for your request to be processed. Your prescription will be ready for collection either at the surgery or at the chemist on request.*

Note: Please inform reception if you do not wish for a third party to collect prescriptions on your behalf.

Home Visits Where possible patients, are expected to attend the surgery. Requests for home visits should only be made where the patient is incapable of attending the surgery and should be made before 10.30am. Home visits are at the discretion of the doctor and are not available for minor illnesses. Lack of transport does not warrant a home visit.

Derby Urgent Care Centre is based at Entrance C London Road Community Hospital Osmaston Road, Derby. It is staffed by experienced NHS practitioners and provides healthcare advice, and treatment for patients with minor ailments, such as; coughs, colds, flu-like symptoms, minor cuts and bruises, sprains and strains, skin complaints, men's and women's health problems and emergency contraception.

It is open seven days a week 365 days per year from 8am to 8:00pm. No appointment necessary. Tel: 01332 224700

Extended Evening Surgery - The surgery offers late appointments on Tuesday evenings. These appointments must be made in advance. The surgery phone lines will **not** be open at this time, so please be on time.

Surgery Staff

Our surgery has three doctors, supported by highly experienced team of Practice Nurses, District Nurses, Health Visitors, a Midwife, a Practice Pharmacist, a Practice Manager, a Secretary and a team of Receptionists who can all be contacted via the surgery or alternatively as below:

Practice Nurses: Our nurses provide general medical care as well as specialising in certain areas such as diabetes, asthma and COPD.

District Nurse: A team of district nurses care for patients needing home visits after leaving hospital and patients needing nursing assistance in their own homes at the request of the doctor. They can be contacted on 01332 206877

Health Visitors: This teams office can be found at Kingsmead Clinic and can be contacted on 01332 888112.

Midwife: Our community midwife looks after pregnant ladies and newly delivered mothers and babies. She can be contacted on 01332 254714 between 09.00am and 10.00am. Clinic held in surgery on Monday morning.

Chemist: Adjacent to the surgery is a Wilson's pharmacy. They offer a 'pick up and delivery' service. They can be contacted on **01332 346949**.

Additional Services

In addition to our regular surgeries we also offer other special clinics including:

- Childhood Immunisation
- Ante Natal
- Travel Health
- Chronic Disease
- Phlebotomy
- Cervical Screening

We offer a hearing aid battery exchange in partnership with the London Road Community Hospital Hearing Department. This is on an exchange basis only.

All the above clinics and services are appointment only - please book at reception.