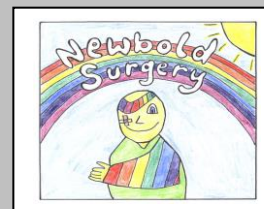


# Newbold Surgery

3 Windermere Road, Newbold, Chesterfield,  
Derbyshire, S41 8DU  
Tel 01246 277381



## Practice Information Leaflet

<p>Dr Robert Barron Partner <b>MBChB.DRCOG</b> <b>MRCGP</b> Sheffield 1995</p>	<p>Dr Stephanie Barron Partner <b>MBChB.DRCOG</b> <b>MRCGP</b> Sheffield 1996</p>
<p>Dr Upendra Bhatia Partner <b>MBChB, BMedSci (Hons)</b> <b>MRCGP</b> Sheffield 2001</p>	<p>Dr Santos D'Souza Partner <b>MBBS, MRCP,</b> <b>MRCGP, DFRS</b> India 2002</p>
<p>Dr Aran Day Partner <b>MBBS</b> <b>MRCGP BSc (Hons)</b> Nottingham 2011</p>	<p>Dr Wendy Shaw Salaried GP <b>MB.BS.Bsc, MRCGP</b> <b>DCH.DRCOG</b> London 1991</p>
<p>Dr Sally Hall Salaried GP <b>MBChB, MRCGP,</b> <b>DRCOG, DFFP</b> Birmingham 1997</p>	<p>Dr Celia Allmand Salaried GP <b>MBChB.DRCOG.DFFP</b> <b>MRCGP. JCPTGP</b> Sheffield 1994</p>
<p>Dr Phoebe Lole Salaried GP <b>BSc (Hons) MBChB RCGP</b> Sheffield 2022</p>	<p>Dr Dominic Elliott Salaried GP <b>MBChB, MRCGP</b> Sheffield 2022</p>
<p><b>Practice Manager</b></p>	<p><b>Mrs Rachael Carrington</b></p>



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



Find us on Facebook

### Surgery Opening Hours

Monday to Friday 8.00 am – 6.30 pm

Tuesday and alternate Wednesday/Thursday 6.30pm – 8.00pm

The surgery is closed one afternoon each month for staff training.

### Our Mission Statement

*"Our team are committed to delivering excellent patient care in a professional, friendly, and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect."*

**For Appointments, Home Visits and Enquiries please call us on 01246 277381**

For Test Results, where possible please call between 2.00pm and 4.00pm on **01246 277381**

Out of hours - **Please telephone 01246 277381 you will be transferred to Derbyshire Health United**  
Call 111 - **For Advice “When it’s less urgent than 999”**

At full complement the Practice has 10 Doctors and up to 4 GP Registrars with a wider Primary Health Care Team of approximately 40 staff. Part of the Practices’ budget is predetermined to allow flexibility to provide services that meet local need. The Practice delivers services as outlined in the nationally negotiated GP contract.

**Appointments** These can be booked on-line, via the telephone or in person at reception. In line with Government recommendations the Practice provides 48-hour access to a doctor. Appointments consist of on the day and pre-bookable appointments (face to face at the surgery or if appropriate a telephone consultation). These can be booked up to 4 weeks in advance. Nurse’s appointments may be pre-booked up to six weeks in advance. Doctor and Nurse appointments can also be booked via the surgery into the Chesterfield GP Hub who offer a selection of extended hours appointments, please enquire with our receptionist.

**Emergency Appointments** **These appointments are offered for emergency purposes only. Anyone found to be abusing this system with non-urgent requests may be asked to leave the practice.**

**Telephone Consultations** Our Doctors and Practice Nurses are available to consult with you over the telephone via a prebooked appointment, Monday to Friday. These appointments are bookable both in advance and on the day. Once they are fully booked, patients will be offered the next available appointment.

**DNA** - Unnecessary wasted appointments 😞

If you no longer require your appointment, please contact the surgery on 01246 277381, press Option 2 and follow the instructions leaving your name, date of birth, the 1st line of your address and the date and time of your appointment. This valuable time could be used to help someone else who may need it urgently.

**Home Visits** These should only be requested by patients who are too ill to travel to the surgery or registered as housebound. We would be grateful if you could telephone before 12.00 am to enable the doctor to plan his rounds.

**District Nurses** The District Nursing Team have a base at the surgery and provide care for patients who are housebound, elderly or recently discharged from hospital. To contact a member of the District Nursing Team please telephone their central hub on 01332 564900.

**Health Visitors** Our Health Visitors are no longer based at the surgery but operate as four teams covering the local area. They can be contacted on 01246 515100 between 9.00 am and 5.00 pm.

**Community Midwife** Our Community Midwife is no longer based at the surgery. For all aspects of antenatal care please telephone 01246 206161.

### **Repeat Prescriptions**

Prescriptions can be ordered in person, by post, or via on-line services (please enquire at reception). Please allow 48 hours before collection Mon to Fri. Prescriptions arriving after 8.30 am on Fridays will be ready for collection after 2.00 pm the following Tuesday. Prescriptions are usually sent electronically to your designated pharmacy for patients to collect direct. We regret we are unable to process requests for repeat prescriptions by telephone.

**Registration Policies** The Practice covers patients with an S40, S41 or S42 postal code and some outlying areas at the discretion of the partners. The surgery will require your NHS Number at the time of registration. You will be advised as to which doctor you are to be registered with and also how to access appointments with the doctor of your choice. You will be asked to change Doctors if you move outside of the Practice area. Registration is also available on-line. Please see website for registration instructions and boundary map.

**On-Line Services** For on-line services, please register at reception with photo ID, proof of address and email address.

**Patient Information** This Practice Leaflet is also available in normal print if required. We also offer a range of information leaflets and quarterly Newsletter.

**Suggestions and Complaints** We always endeavour to provide a high standard of service to our patients. Any suggestions you may have can be made via our suggestion box in reception, we value your feedback. Complaints will be treated in the strictest confidence and acknowledged within 48 hours. The Surgery Complaints Procedure complies with NHS guidelines and is available to collect from reception.

**Medical Education/Research** We are a training Practice, and this means that we usually have GP Registrars on site. A Registrar is a qualified doctor who is completing GP training - from time to time the Registrar may video consultations. You will be made aware if this is happening and asked for your permission prior to and after the recording.

**Personal Health Information** The Practice from time to time may use patient's personal health information to conduct studies, audits and reviews. If you do not wish your health information to be included, please inform your GP or write to the Practice Manager. This will not affect your treatment. All personal health information is treated in the strictest confidence.

**Services provided:-**

Asthma	Aural Toilet	
Blood Pressure	Cardiovascular	Cervical Screening
Childhood Injections	Continence	COPD Monitoring
Diabetes	Epilepsy	Family Planning
Lithium Monitoring	Mental Health Review	Minor Operations
Postnatal	Rheumatology Clinic	Substance Misuse
Warfarin Monitoring	Weight/Diet Monitor	

To access these services please ask the receptionists.  
An appointment will be allocated with the appropriate Health Professional.

**Disabled Persons** Our premises have suitable access for disabled persons and parking is available. We have a loop induction system for the hearing impaired. Please ask if you require additional assistance and we will do our best to help.

**Violent/Abusive Behaviour** We treat patients with courtesy and respect and expect the same good manners to be extended to our staff. Patients displaying violent or abusive behaviour will be removed from our list and appropriate action will be taken. For security purposes, this Surgery, its Patients and Staff are monitored via CCTV.

**PPG** The surgery has a patient participation group which is a mix of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patients. New members are always welcome to join our friendly group.

**Newbold Surgery is a contractor for Derby and Derbyshire ICB**