

**Childhood Vaccines:** Clinics are held each week and are run by the Practice Nurses. Appointments are usually received by post but please enquire if you believe your child's vaccine is overdue.

**Contraceptive Services:** Contraceptive advice is available during normal surgery hours. Emergency Contraception (morning after pill) is available upto 72hrs after unprotected intercourse.

**Medical Examinations:** For insurance purposes, pre-employment, HGV Licences, etc. are normally arranged outside surgery hours. The receptionist will arrange an appointment. These services are not covered by the NHS and will incur a fee. The current fee scale is displayed in the waiting room.

**Maternity care:** Antenatal care is provided by the local midwifery team. If you are pregnant, you can collect a referral form from Reception. Delivery may be at home or at a District General Hospital.

**Dietician:** These appointments are arranged through a referral system.

**Health Visitors:** Health Visitors and the Nursery Nurse have contact with all families of children under 5 yrs, giving advice on all aspects of child health. They can be contacted on 07816 064 870.

**District Nurse:** The district nursing team can be contacted on 01332 564 900

**Integrated Care Board (prev. CCG):** NHS Derby and Derbyshire I.C.B.

**Change of Address:** If you change your address, please let us know immediately so that we can amend our records and those of the Family Health Service Authority. Please include your new telephone number (even if ex directory) so that we can contact you if necessary.

**Abuse:** People who abuse the staff either physically, verbally or psychologically will be removed from the Practice List and, where serious enough, may be reported to the Police.

**Confidentiality:** We use your information to provide your health care and treatment. On occasions it is used to manage the health service, for training and research. If you have any questions about the use of your information please speak to your GP or the Practice Manager.

**Complaints Procedure:** The Practice runs a NHS approved complaints system. If you have any concerns over your care or the service provided please ask the Receptionist for information on how to make a complaint.

**Further information:** For further information or any queries, please see our website, ([www.buxtonmedicalpractice.co.uk](http://www.buxtonmedicalpractice.co.uk)), which contains information about our Practice as well as a wealth of health-related information. Alternatively, phone the practice on 01298 24105, and our reception staff will be pleased to assist you with any further enquiries.



## Buxton Medical Practice

2 Temple Road, Buxton, SK17 9BZ

Tel. 01298 24105

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

### Your Primary Health Care Partners:

Dr J Haddon MB.ChB.(1991 Dundee)F.P.Cert.

Dr K Phillips (fem) B Med Sci, BMBS (1993 Nottingham) MRCP  
MRCGP DFFP

Dr T Miller B Med Sci (1992 Nottingham) DRCOG MFPM  
MRCGP

### Surgery Staff:

Practice Manager: Serena Linnell-Bennett.

Asst. to the Practice Manager: Jacob Bronzo.

Practice Nurses: Helen Mellor, Helen Wren, Susan Jackson.

Nurse Practitioners: Dawn Thompson, Emma Colling,  
Natasha Fairest, Nicola Luscombe.

Health Care Assistant: Claire Vernon.

Reception Team: Jacky Palmer (Supv.), Anne Flynn, Carol Hibbs,  
Denise Nuttall, Mandy Middleton, Mark Payne,  
Victoria Whysall.

Administration Team: Tracy Mycock (Supv.), Fran Sisson, James Cross,  
Pippa Gregory, Rachel Parker, Sue Hall

Secretary: Joanne Atkinson

**Practice Aim:** Our aim is to provide a comprehensive and personal service of high quality, working in a partnership with you to help you achieve your desired level of health.

**Surgeries:** Mon. - Thursday. 8.00am to 6.30pm - all partners consult at various times.  
Friday 7.00am to 6.30pm

**Out of Hours (Urgent):** Telephone - 111

This will put you through to the out of hours service.. They will either give you advice over the phone or if necessary, a Doctor will see you. Often this will be at the Buxton Cottage Hospital. This gives all our patients a fast and efficient service.

A heart attack is a medical emergency. If you are having chest pain and you suspect a heart attack, call 999 and ask for an ambulance.

**Appointments and Enquiries:**

Telephone Enquiries/ Appointments - 01298 24105 (and hold for a receptionist)

Lines open Mon. to Fri. - 8.00am to 6.30pm

Our Receptionists are there to help you, but please be patient if asked to wait as they are often very busy.

Surgeries are run on an appointments system. Appointments can be made either in person or by telephone. All appointments are bookable in advance, and we offer both telephone and face to face consultations. If you require an appointment on the same day then a Clinician will assess you as clinically appropriate.

**Cancellation of appointments:** If you are unable to keep an appointment with a doctor, please let us know so that someone else can use the appointment time. You can do this by ringing on 01298 24105, replying to your reminder text with 'cancel' or using the form on our website.

**Registration:** If you would like to register with BMP, our registration form can be found and completed through our website. Alternatively, please drop into the surgery to collect a paper registration form and health questionnaire and return to Reception at your convenience. Our administrative team will then work to get you registered as soon as possible.

**Online Access:** Patients can register for online access to their medical records; allowing patients to book appointments, order repeat prescriptions and check a summary of their medical notes online.

To register for online access, contact our admin email address (admin.bmp@nhs.net) to request an online access registration form. Complete the form and send photographic evidence of photo ID and additional instructions shall be sent to you. Alternatively, you can still register at the reception desk.

**Disabled Access:** There is easy access and toilets for wheelchair bound and disabled people in the clinic. We have a hearing loop system if required please ask at reception.

**Home Visits:** If you are too ill to attend surgery and need a home visit you must let us know before 11.00am wherever possible (tel. **01298 24105**). Please let us know if you feel an urgent visit is necessary. You may be rung back and assessed by a clinician.

**Prescription Requests:** For repeat prescriptions, we advise patients to contact the Medicines Order Line (MOL). Please call the MOL on 01246 942 751. MOL will send your medication request to your assigned GP as soon as possible.

You can even send an email to MOL to request for a health professional to call back to take your prescription request. Contact [ddccg.northmolonlinerequests@nhs.net](mailto:ddccg.northmolonlinerequests@nhs.net) to request for a prescription request call-back within 48 hours.

As mentioned earlier, you can request for medications via online access if you are registered, see the online access heading above for details.

If you are unable to order through online access or the MOL, we can accept paper requests to be either posted to us at our staff entrance or deposited in our wall-mounted red box near the front desk. We aim to minimise paper-based requests as it can increase general workload congestion.

Repeat prescriptions will normally be ready for collection at your pharmacy of choice in 2 working days after the request. Most Pharmacists now collect prescriptions or have them electronically linked. Please indicate if you would like your prescription to go straight to the chemist and if so, which one.

If you need or want to change your nominated pharmacy, please contact Reception who will be happy to assist you.

**Practice Nurses:** Our practice nurses can provide multiple services in Primary care. An appointment system is available at reception.

Services offered include:

- Blood pressure checks
- General health check ups (male and female)
- Over 75 check ups
- Cervical smears
- Immunisation incl. baby, and travel (commencing October)
- Asthma and COPD care
- Heart Disease Care
- Diabetes Care
- Ear syringing
- Advice on weight reduction
- Advice on stopping smoking
- Heart Recordings (ECG)

**Telephone Triage:** A service for patients who need to be URGENTLY reviewed on the day and cannot wait for a routine appointment with a doctor or nurse. A Practice Clinician will phone back at set times during the morning and afternoon and will assess and offer advice or review with a GP, Nurse Practitioner or Practice Nurse.

**Diabetic Clinic:** Runs throughout the week. Appointments are arranged for you through the recall system.

**Asthma Clinic:** All patients on inhaler medicine are advised to attend at least annually for a check up.