

**IVY GROVE SURGERY,  
Church Farm Primary Care Centre,  
Steeple Drive, Ripley  
Derbyshire, DE5 3TH**

Email: [admin.ivygrove@nhs.net](mailto:admin.ivygrove@nhs.net) (this email address is not regularly monitored so please do not use for urgent communications with the practice)

Website: [www.ivy.gs](http://www.ivy.gs)

### **OPENING TIMES**

**Mon:** from 08:00:00 to 18:30:00

**Tue:** from 08:00:00 to 20:00:00

**Wed:** from 08:00:00 to 18:30:00

**Thu:** from 08:00:00 to 20:00:00

**Fri:** from 08:00:00 to 18:30:00

**Sat:** Closed

**Sun:** Closed

### **TELEPHONE NUMBERS**

**Appointments, Visits and Emergencies**

01773 514130 option 1

#### **Enquiries and Results**

Enquiries - 01773 514130 option 2

Results - 01773 514130 option 3

Results are only available between 2pm and 4pm

Monday to Friday

#### **Out of Hours**

111 when the surgery is closed

#### **Business & Enquiries**

01773 514130

#### **Fax**

01773 514139

### **PRACTICE STAFF**

Charmagne Stephenson – Practice Manager

Janette Cavanagh – Assistant Practice Manager

Debbie Mee – Reception Team Leader

Tina Pursglove – Receptionist

Enid Shelton – Receptionist

Brenda Topping - Receptionist

Mandy Seal - Receptionist

Sue Swales - Receptionist

Claire Batterham - Receptionist

Lise Bradley – Receptionist

Annabelle Wolden – Receptionist

Janey Smith – Receptionist

Kate Hughes - Receptionist

Louise Daniel – Medical Secretary

Lisa Bullock – Medical Secretary

Katie Buckley – Medical Secretary

Alison Clark - Administrator

Emma Wharmby – Administrator

Tracey Clark – Practice Nurse

Joanne Staley – Practice Nurse

Maria Demetriou – Nurse Practitioner

Sylvia Anderson – Healthcare Assistant

### **IVY GROVE SURGERY**

# **PRACTICE CHARTER**

Information for  
Patients

### **PARTNERS**

Dr A Wordley

Dr M Wong

Dr J L Horton

Dr L Axten

### **SALARIED GPS**

Dr S Newport

Dr S Francis

Dr R Greer

Dr P Smith

**Please take a copy**

*(Revised Jan 2016)*

## Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the IVY GROVE SURGERY.

### IVY GROVE SURGERY Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within a few days.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.
- ❖ We aim to answer the telephone within six rings.
- ❖ Where clinically appropriate an appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or via the pharmacy .
- ❖ All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the IVY GROVE SURGERY as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

## Patient's Responsibilities

- ❖ If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- ❖ If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- ❖ A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 11am if at all possible.
- ❖ An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.