

**NEWHALL SURGERY, 46-48 High
Street, Newhall, Swadlincote,
Derbyshire, DE11 0HU**

PRACTICE STAFF

A. Marshall	GP Partner
P. Pillai	GP Partner
M. Alumalla	GP
N. Jinks	GP
D. Pipe	GP
M. Patel	GP
M. Williams	Nurse Prescriber
S. Traves	Nurse Prescriber
D. Brealey	Practice Nurse
V. Sales	Health Care Assistant
R. Jain	Clinical Pharmacist
S. Farrow	Clinical Pharmacist
Paula Sharpe	Practice Manager
Tracy Parker	Operations Manager

SDERCCG.Newhallenquiries@nhs.net

nsurgery@nhs.net

www.newhallsurgery.com

OPENING TIMES

Mon: 08:00 – 18:30

Tue: 08:00 – 18:30

Wed: 08:00 – 18:30

Thu: 08:00 – 18:30

Fri: 08:00 – 18:30

Sat: Closed

Sun: Closed

The surgery does offer appointments outside

Of the above times on an adhoc basis ask

Reception for further details

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours

Surgery 01283 217092

If the surgery is closed for medical advice 111

For life threatening emergencies 999

Appointments

01283 217092

Prescription requests

0115 855 0260

Enquiries and Results

01283 217092

Business & Enquiries

01283 217092

Fax

01283 551997

NEWHALL SURGERY

**PRACTICE
CHARTER**

**Information for
Patients**

PARTNERS

Dr Andrew Marshall & Dr Prahlad Pillai

Please take a copy

(Revised April 2021)

**Patient's Rights to
General Medical Services**

- ❖ You have a right to request a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed which is available on the NHS.
- ❖ To receive the most appropriate care available which will be given by suitably qualified staff at your surgery. This includes being referred to a specialist where necessary.
- ❖ 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 receive a copy of their doctors practice leaflet, setting out the services that they provide.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at NEWHALL SURGERY.
- ❖ You have a right to be treated as an individual and with courtesy, dignity and respect at all times.

NEWHALL 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.

"EXCELLENT INDIVIDUAL CARE AT ALL STAGES OF LIFE"

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ You have a right to a consultation with the doctor or practice nurse within a timeframe appropriate for your medical condition. Patients will be offered a consultation for urgent cases within 24 hours and usually on the same day.
- ❖ 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.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours. This can be in person or in writing by fax, repeat slip or letter.
- ❖ All comments and suggestions about the surgery 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 NEWHALL 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.

NEWHALL SURGERY Social Media:

The practice takes any bullying/threatening or undermining remarks about staff on Social Media very seriously and this will not be tolerated, any such action may result in reporting the patient to the police in regards to sections 2, 2A, 4 or 4A Protection from Harassment Act 1997, or offences under the Malicious Communications Act 1988 and Communications Act 2003 and removal from the practice list.

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.
- ❖ We operate an on time policy. If you are late for your appointment you may be asked to rebook at another time.
- ❖ 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 10.30am 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.