

Park Lane Surgery

2 Park Lane, Allestree,
Derby DE22 2DS

Website

www.parklanesurgeryallestree.co.uk

ONLINE SERVICES

Appointments can be booked and repeat prescriptions ordered online. You will need to register for this service to receive login details and password. Ask at reception for more information. (Photo ID is required).

You can also submit online queries via our website, above.

OPENING TIMES

Mon: 8:00am to 6:30pm

Tue: 8:00am to 6:30pm

Wed: 8:00am to 6:30pm

Thu: 8:00am to 6:30pm

Fri: 8:00am to 6:30pm

Sat: Closed

Sun: Closed

We offer limited appointments every Monday and Tuesday until 8pm. These are pre-bookable only.

CONTACT DETAILS

Emergencies, Visits and Out of Hours

01332 552461

Home Visit requests before 10:30am please.

Appointments, Enquiries and Results

01332 552461

Prescriptions

Prescription Requests are not taken over the phone.

You can order a repeat prescription in the following ways

- Online via the online services, please visit our website www.parklanesurgeryallestree.co.uk
- By calling our Medicines Order line on 0115 855 0260

PRACTICE STAFF

Doctors

Dr I Parkes (Female)

Bmed.Sci (Hons) BM BS 1991 MRCP MRCGP DFFP

Dr Dylan Kay (Male)

BSc(Hons), BA(Hons), MB ChB, MSc, MRCGP (2016), MRSB, DipHE

Dr Gillian Davidson (Female)

BMed Sci. BM BS 1994 MRCGP DFFP

Dr Marta Turner (Female)

MUDr, MRCGP

Advanced Clinical Practitioner

Nina Winterton

Nurse Practitioner

Kathryn Little

Practice Nurse

Catherine McKeown

Health Care Assistant

Debbie Davison

Sue Edgar

Phlebotomist

Jackie Mellors

Practice Manager

Louis Wood

Assistant Practice Manager

Paula Hume

Practice Secretaries

Amanda Abell

Shannon Workman

Park Lane Surgery

PRACTICE LEAFLET

Information for
Patients

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact Louis Wood. There may be a charge for this information.

GP PARTNERS

Dr Isobel Parkes

Dr Dylan Kay

Dr Gillian Davidson

Dr Marta Turner

APPOINTMENTS

All surgeries are by appointment, and can be made in person, by telephone or online (ask at reception for details about online appointments). We offer a range of appointments for pre-booking up to 4 weeks in advance, booking within 48 hours and same day booking. We will always try to meet your choice of GP but suggest pre-booking your appointment to guarantee you see your GP of choice. If you are unable to attend for your appointment, please let us know as soon as possible so that we can offer this to another patient. Please note all calls are recorded. If we do not have appointments available at the practice, we can offer prebooked appointments at the urgent treatment centre.

URGENT APPOINTMENTS

We will have some urgent appointments each day for the Duty Dr and / or the Advanced Clinical Practitioner. After 12:00 noon each day one Doctor is on Duty for all urgent requests.

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

ADVANCED CLINICAL PRACTITIONER

We have an Advanced Clinical Practitioner available 3 days a week who can deal with any acute illness and prescribe.

PRACTICE NURSE & HEALTHCARE ASSISTANTS

We have Practice Nurse's and Health Care Assistants available who can deal with all minor ailments and long-term health conditions.

PHLEBOTOMIST

We have an in-house Phlebotomist available who can offer limited blood test appointments.

Alternatively, you can book your blood test using Swiftqueue:

<https://www.swiftqueue.co.uk//search.php?site=UK>

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registering with our surgery, please ask at our Reception. You will be required to provide photographic ID and proof of address in our catchment area. Following your registration, you will be

required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with one of the Practice Nurses. You may also submit a registration for via our website or by using the NHS app.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10:30am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 12:00 noon will be taken by the Duty Doctor.

TELEPHONE ADVICE

All our Doctors and Nurses have routine telephone appointments available each day that they work. If you are not available to take the call when the Doctor or Nurse calls you will need to make a new appointment for a different day.

PRESCRIPTIONS

ROUTINE – requests for repeat prescriptions will be dealt with within 48 hours. All prescription requests must be in writing or on the counterfoil provided with your previous prescription. Written requests are preferable to oral requests because they are more likely to be accurate, and there is a reduced opportunity for errors and misunderstandings.

URGENT – please speak to a member of our reception with details of why the request is urgent. Please call your local pharmacy after 4:00pm to check that prescription will be ready to be collected the same day.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

OUT OF HOURS

If you have an urgent problem when the surgery is closed; please ring **111**, your call will be answered by Derbyshire Health United, who cover out of hours. Please note that when contacting them, your telephone conversation will be recorded. At the weekend surgeries are held at either;

Derby Open Access Centre based at Lister House, St Thomas Road, Derby DE23 8RG Tel: 01332 275610. Open 8:00am to 8:00pm No appointment necessary.

Walk-in Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby DE1 2RG Tel: 01332 224700
At any other time use our Emergency Telephone line as mentioned above and follow the instructions given on the answer machine.

Other contacts you can use in an emergency

NHS 111 – Dial 111

NHS Direct Online — www.nhsdirect.nhs.uk

DISABLED ACCESS

Disabled toilets in the entrance lobby and there are disabled car parking available in a car park..

TEACHING & RESEARCH

As a teaching Practice, medical students spend part of their training with us from Derby Graduate Entry Medical School. We would value your co-operation with this, but we understand if you do not want to be involved.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

ENHANCED SERVICES

We do offer extended hours on a Monday and Tuesday evening for the working population. This can range from GP, Nurse and Phlebotomy appointments available from 6.30pm until 8pm. Appointments are limited and can be booked by calling reception on 01332 552461.

www.parklanesurgeryallestree.co.uk

NHS DERBY CITY

To obtain details of all primary medical services available within NHS Derby City please contact:

Primary Care Support Services – 01332 626300

Patient Advice & Liaison Services (PALS)

Freephone 0800 032 32 35