

Opening times

DUFFIELD SURGERY

TEL: (01332) 842288

Monday - Friday

8.00 am - 6.30 pm

Saturday & Sunday

Closed

Surgery telephone lines are open 8.00 am - 6.30 pm, Monday - Friday

(To avoid the busy morning peak periods please try to ring after 12.00 noon for routine or less urgent matters)

You can also book appointments and order repeat prescriptions online at www.appletreemedical.co.uk

The surgery closes occasionally for staff training on a Wednesday afternoon. Forthcoming dates are listed on our website.

LITTLE EATON SURGERY

TEL: (01332) 842288

Monday - Friday

8.00 am - 11.30 am

Saturday & Sunday

Closed

EMERGENCY OUT OF HOURS

If you need urgent medical attention outside of the Surgery opening hours but it's not a 999 emergency, please dial:

111

You will be connected to the NHS 111 service, provided locally by Derbyshire Health United, who will direct you to the most appropriate point of care for your particular needs.

Appletree Medical Practice



A Patient's Guide to Appletree Medical Practice

47a Town Street, Duffield, Belper, Derbyshire, DE56 4GG

Branch Surgery: 10 The Town, Little Eaton, Derby, DE21 5DH

Tel: 01332 842288

www.appletreemedical.co.uk

August 2023

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Local pharmacies

The Electronic Prescription Service (EPS) enables you to arrange for your prescription to be sent electronically to the pharmacist of your choice (see page 10 - Online Services). Many Pharmacies also provide a home delivery service although you should confirm this directly with your chosen pharmacy.

Local pharmacies include:

Allestree Pharmacy, 504 Duffield Road, Allestree, Derby DE22 2DL
Tel: 01332 557330

Boots Chemist, Park Farm Centre, Allestree, Derby DE22 2QN
Tel: 01332 550855

Boots Chemist, King Street, Belper, Derbyshire DE56 1PS
Tel: 01773 822052

Boots Chemist, 1 Devonshire Walk Derby Derbyshire DE1 2AH
Tel: 01332 345886

Duffield Pharmacy, 47a Town Street, Duffield, Belper DE56 4GG
Tel: 01332 841175

Manor Pharmacy, 2 Barley Close, Little Eaton, Derby DE21 5DT
Tel: 01332 834369

Morrisons Supermarket, Chapel Street, Belper DE56 1YA
Tel: 01773 828055

Morrisons Supermarket, Wheatcroft Way, Derby, DE21 4RX
Tel: 01332 830648

B.Payne & Son Ltd, Blenheim Drive, Allestree, Derby DE22 2GP
Tel: 01332 559407

Late / weekend opening: The Derby Telegraph web site www.derbytelegraph.co.uk/ regularly provides a list of pharmacies open at these off-peak times.

Patient Advice and Liaison Service

The Patient Advice & Liaison Service (PALS) offers help, support and advice to patients, relatives or carers, about any issues relating to Derby Hospitals.

The PALS team can offer you immediate advice, or point you in the right direction for support services, information or other organisations, which might be helpful to you.

Freephone: 0800 783 7691

Office: 01332 785156

Email: dhft.contactpals@nhs.net

Text: 07799 337500

Opening times: 9.00am - 5.00pm, Monday to Friday
(excluding Public/Bank Holidays)

Change in Personal Details

Please inform our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records up to date.

If you move out of the Practice area (see page 4) it will be necessary for you to register at another Practice which covers your new location.

Care Quality Commission

As a GP practice Appletree is regulated by the Care Quality Commission (CQC) who monitor, inspect and regulate our services to make sure we meet fundamental standards of quality and safety and to ensure we are safe, effective, caring, responsive and well-led. When we are inspected by the CQC we publish and act upon their findings.



Welcome to Appletree



Appletree Medical Practice is commissioned by the NHS to provide primary healthcare for Duffield, Little Eaton and the surrounding villages. This booklet is for existing patients as well as those new to the Practice. It outlines the facilities and services we provide and how to access them. We hope you will find it useful and keep it handy for reference.

At Appletree we aim to treat all our patients promptly, courteously and in complete confidence, in a safe, comfortable environment. We feel it is important you know who you are speaking to, so our Practice staff wear name badges and identify themselves on the telephone.

If you live in our Practice area (see Page 4) and would like to register with us, please ask for a 'New Patient Registration Pack' at Reception.

We are very happy to hear from you on any aspect you think would help us in continuing to provide high quality primary healthcare. Please address your comments to:

Lianne Burke, Practice Manager
Appletree Medical Practice
47a Town Street
Duffield, Belper
Derbyshire
DE56 4GG

You can also obtain updated information about the Practice from our website:

www.appletreemedical.co.uk

How to Register as a Patient at Appletree



This map shows the Practice boundaries incorporating Duffield and the surrounding villages. Please ensure your address is within this catchment area. We are not currently accepting applications to register from patients living out-of-area.

Allestree	Belper (to the "Morrisons" roundabout)	Blackbrook	Breadsall	Coxbench	Duffield
Darley Abbey	Hazelwood	Holbrook	Horsley	Idridgehay	Ireton Wood
Kedleston	Little Eaton	Makeney	Milford	Muggington	Quarndon
Shottle	Turnditch	Weston Underwood	Windley		

You can pick up a New Patient Registration pack from reception. Simply complete the relevant sections and return it together with two forms of personal identification, one from each list below:

- **Personal ID:** Current passport, photocard driving licence or birth certificate.
- AND**
- **Address ID:** Utility bill, bank statement or council tax, etc. (with your name, address and dated within the last 6 months)

We welcome patients to the Practice regardless of age, sex, or nationality. Nor do we exclude patients on the grounds of medical condition, sexual orientation, religious or philosophical beliefs.

Once registered you will receive a welcome letter advising you of your assigned GP. If you have a specific preference as to which GP you wish to be assigned to, the Practice will make all reasonable efforts to accommodate your request.

How are we doing? Compliments and complaints

We always try to provide you with a first class primary healthcare service, and appreciate patient feedback as a measure of how we are doing.

Comments and compliments

If you think we are doing something well please let us know. It is always nice to receive compliments. Equally, if you feel we could do better in any aspect please tell us. Comments and compliments can be made to any member of the Appletree team, by means of the Suggestions Box in the entrance to the Duffield surgery or by addressing them to the Practice Manager (see page 3).

Complaints

There may be times when you feel you have not received the appropriate care or treatment, either clinical or service. Most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. But if your problem cannot be dealt with in this way please let us know, ideally within a matter of days, to give us the opportunity to establish what happened and put things right more easily.

We have a Complaints Procedure as part of an NHS system for dealing with complaints (full details can be found in our leaflet "Making a Complaint"). In the first instance complaints should be addressed to the Assistant Practice Manager, either verbally or in writing. He will explain the complaints procedure to you and will make sure that your issue is dealt with promptly.

We aim to acknowledge receipt of your complaint within three working days and to fully investigate it in a timely manner.

We do of course keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

If you remain dissatisfied you may refer the matter to The Parliamentary and Health Service Ombudsman at www.ombudsman.org.uk.



Patient Participation Group (PPG)



We are particularly fortunate to have a very active **Patient Participation Group (PPG)** at Appletree. It is becoming increasingly important that the patients' collective voice is heard when it comes to the design and delivery of healthcare.

The PPG:

- works with the Practice to offer the patient perspective on the services it provides.
- helps to improve communication between the Practice and the patient population.
- encourages patients to take more responsibility for their health.
- provides practical support for others in the community.

A PPG is NOT the Practice's complaint system (there is a robust complaints procedure in place - see page 21); nor is it a forum to air personal issues. But neither is it a Doctors fan club. To be valuable the PPG must have the confidence to challenge the Practice in line with any issue brought forward. It should be self organising and patient led.

The benefits of an effective PPG are felt by the patients, the Practice and the wider community in which it operates.

If you are interested in learning more about the PPG please ask for a leaflet at reception or go to www.appletreemmedical.co.uk. You can contact the PPG direct at appletreeppg@gmail.com.

Making an Appointment

Some people like to fit Clinician appointments in with their work or other commitments; others prefer to ring for a same day appointment. Some have routine matters to discuss; others have urgent problems needing prompt attention.

We do our very best to meet these varying needs within the limitations of the number of Clinicians and appointments available. Often it will be more appropriate for a Nurse to deal with your problem (**please ask for our leaflet "Do you know what our Nurses can do?"**) and the receptionist may ask you a few questions to help you find the most appropriate point of care.

We have four types of clinical appointments available:

Booked in advance - Bookable up to 4 weeks ahead, these provide choice and flexibility as to when and by whom you are seen. If these appointments are filled on a particular day the receptionist will look for an acceptable alternative. Other appointments are released 2-5 working days ahead to enable you to see a Clinician with a problem that is not urgent but you would like to be seen within a few days. A number of appointments are also available to book online via our website www.appletreemmedical.co.uk. (Please refer to page 10 to register for this facility).

Available on the day - Every day at 8.00am a limited number of appointments become available, enabling you to see a clinician quickly if that is your need. At such short notice there is less flexibility over time and choice.

Urgent medical problems - If you have an urgent problem but all the appointments for a particular day are filled, please tell the receptionist. The telephone triage doctor (one of the GPs) will call you back to either give advice on the phone or arrange to see you as an urgent appointment at a specified time. As such there is no flexibility over appointment time or choice of clinician. These appointments are specifically to address the urgent medical problem within an already full surgery.

Telephone - Each day there are a number of telephone appointments for when you need advice but not to be seen in person. The receptionist will ask for brief details to ensure this approach is the most appropriate for your needs. They will give you the time frame in which your call will be returned; you may leave a mobile number but please ensure it is switched on.

Whatever your situation the receptionist can only offer you the appointments that are available. Appointments are always in great demand and the clinicians have a finite number of hours in the day in which to meet the needs of our 11,000 patients.

Urine infections — If you think you may have a urine infection, please drop off an early morning mid stream urine sample **by 12.00 noon**. A urine sample bottle and form can be collected from reception. The clinician will then test your urine, prescribe medication if appropriate or send your sample off to the laboratory for further testing.

Text Appointment Reminders— If you would like to receive a text reminder for your appointment, please ensure that we have your mobile telephone number*.

* By providing us with your mobile number we assume you have given informed consent for us to contact you by text. We will only use this facility in the context of your healthcare at Appletree. If you do not wish to receive text alerts, please advise a receptionist who will amend your records accordingly.

Making an Appointment continued

Late arrivals

Patients arriving late for appointments make it difficult for the clinicians to run to time, keeping other patients waiting. Unless your need is medically urgent, if you are more than 10 minutes late you may be asked to rebook for another day.

If you cannot attend an appointment please let us know as soon as possible - this may enable someone else to be seen.

Whilst we make every effort to ensure that surgeries run on time there will be times when an emergency arises or a patient needs longer than the 10 minutes allotted to them. This may result in you waiting beyond your appointment time. We ask for your patience and understanding if this happens.

Home Visits

We are pleased to provide home visits for the housebound and those too ill to come to surgery. If you feel a home visit is appropriate please telephone the surgery, **before 11.00am whenever possible**, and give the Receptionist an indication of the nature and urgency of the problem. The clinician will usually wish to speak to you before arranging to visit.

Please be aware that the quality of care we are able to provide in the home may be less than can be offered at the well-equipped medical centre.

Unfortunately, lack of transport itself is not a reason for a home visit. In such instances you may like to contact Amber Valley Community Transport on 01773 746652 for help with transport.

Out-of-Hours / NHS111 service

If you need urgent medical attention when the surgery is closed (please see the back page of this leaflet) you should dial 111. This will connect you, free of charge, to the NHS 111 service provided by Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

NHS111 is available 24 hours a day, 365 days a year. You should use the service if you urgently need medical help but it's not a life-threatening situation.

Walk-In Centre

The Walk-In Centre provides free NHS care. There is no need for an appointment. It is based at Entrance C, Florence Nightingale Community Hospital, Osmaston Road, Derby and is open from 8.00am—7.30pm 7 days a week. Telephone 01332 224700.

Whilst you may not always be able to see the GP of your choice immediately, our appointment system will ensure that you are dealt with within 24 hours by an appropriate clinician.

Are you a Carer?



Do you look after a relative or friend, young or old, who is unable to manage alone, maybe as a result of illness, disability or old age? At Appletree we appreciate the invaluable work done by carers and ask you to make yourselves known to us in order that we can improve the level of support we give you. You can do this by calling into reception or completing our carer's form on our website at www.appletreemedical.co.uk/clinics-services-2/carers/

This also means that if you yourself need medical attention your caring role can be taken into account.

If you are interested in finding out more about the advice and support available to carers, www.carersuk.org/ is an excellent source of information.

Do you need a chaperone?



We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. A chaperone may be a family member or friend. Alternatively you may prefer a formal chaperone in which case a trained member of staff can be present.

We ask you to make a chaperone request when booking your appointment so that arrangements can be made and your consultation is not delayed.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Sharing Information

Summary Care Record (SCR) - Emergency care record

Unless you have expressly told us that you wish to “opt out” of the scheme you have a Summary Care Record comprising of your name, address, date of birth and your unique NHS Number to help identify you correctly. In addition it will contain important information about medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed.

You will always be asked by the clinical staff for your permission to view your SCR. And you can opt in and out as you wish.

Health and Social Record

Information held on your records may be securely shared with appropriate professionals who are working with you to provide support, so your information is available when it is needed most.

However, health and social care professionals will still ask for your **explicit consent** to view certain information when treating and supporting you, which means that you are always presented with an option to agree or disagree.

You can be sure that...

- staff are trained in the importance of handling your information confidentially.
- systems hold your information safely and securely.
- access to your records on systems can be restricted, if they are sensitive or private, which means they will not be visible in another care setting.
- information is only shared with organisations that have the necessary systems and processes that ensure confidential information is protected.
- your information is not sold, or passed on to organisations for commercial or marketing purposes
- you can decide what information is not to be shared between professionals or organisations.

Professionals will always seek your consent before they view your information. The only exception is their ‘duty of care’, which means that confidentiality can be over-ridden. This would happen if, for instance, there are safeguarding concerns about someone’s welfare or in a medical emergency and consent cannot be obtained. Only authorised health and social care staff involved in your care would be able to access your information, and only specifically to be able to do their job, or to help another professional to give you care.



Self check-in

At the Duffield Surgery there is a self check-in touchscreen facility in the foyer. Patients are invited to use this simple-to-use system to check themselves in for their appointments, freeing up the Reception counter to deal with other face-to-face patient queries.

Access to Services by people with disabilities

The Practice is easily accessible and user-friendly for disabled and wheelchair-bound patients. At Duffield there are designated parking spaces in the car park together with full wheelchair access to all patient areas of the Practice.



At Little Eaton Surgery there is no wheelchair access at the front door, but you can access the surgery via the back door (there is a buzzer at the back door to alert the Receptionist).

A hearing loop is available to help the hard of hearing have clearer conversations.

A portable hearing loop can be made available for use during your appointment with the clinician. Please ask at reception.

Accessible Information?

If you have a disability, hearing or visual loss and need us to communicate with you in a particular way, please let any of the team know.

It might be that you want....

- Letters sent in Braille, large print or easy read.
- Consultations with a British Sign Language interpreter or advocate.
- Support with your lip-reading or help with using a hearing aid or communication tool.

Talk to one of the Appletree team and we will work with you to achieve this.



Our Clinics

In addition to our normal surgeries we run a number of specialist clinics:

Antenatal clinic

This clinic is run by the midwife. When you become pregnant you will be given an appointment at which she will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy by the midwife.

Anticoagulation clinic

Patients who are on Warfarin, a drug used in the prevention of the formation of blood clots in the blood vessels, require regular blood tests. The nurses are trained in anticoagulation monitoring and in the dosing of warfarin.

Asthma and Respiratory disease clinic

Run by the nursing team, this clinic offers advice and monitors your respiratory medication, ensuring you are on the best treatment possible.

REMINDER - it is helpful if patients attending for asthma appointments remember to bring their inhalers.

Child health and immunisation clinic

All babies are invited for a 6 week baby medical check with a doctor. Immunisations start at 8 weeks; Immunisation information can be found on www.nhs.uk.

Contraception/ family planning

There are various forms of contraception. You can discuss the different options with a clinician.

Counselling

We have a counsellor and a cognitive behaviour therapist. You can self-refer into these services. Please ask for a leaflet at Reception.

Diabetic clinic

This is run by our nursing team offering advice and general health checks to patients diagnosed with diabetes.

First Contact Physiotherapist

They can help patients with musculoskeletal issues such as back, neck and joint pain by:

- assessing and diagnosing issues
- giving expert advice on how best to manage their conditions
- referring them onto specialist services if necessary.

Access to your Medical Records

The General Data Protection Regulations (GDPR) gives every living person, or an authorised representative, the right to apply for access to health records. Please complete an 'Access to your medical records' form which you can either collect from reception or download from our website.

You will need to provide proof of identity alongside the completed form, prior to access being given. On some occasions there may be a fee to view your health records or to be provided with a copy of them but you will be advised of this prior to approval.

Please ask at reception for a copy of our information leaflet "Patient Access to Medical Records".

Freedom of Information

The Freedom of Information Act 2000 entitles you to access information held by the Practice.

You may find the information you are looking for on the Practice website at www.appletreemedical.co.uk.

If you cannot see what you want or wish to find out more, you can put your request in writing and send it to:

Lianne Burke, Appletree Medical Practice,
47a Town Street, Duffield, Belper, DE56 4GG

Further information is available online at the following websites:

Information Commissioners Website: www.informationcommissioner.gov.uk

Sharing Information



The national data opt-out

Your health records contain confidential patient information, which can be used to help with research and planning. If you would like this to stop, you can opt out of this yourself or on behalf of someone else. For example, if you are a parent or guardian of a child under the age of 13.

To opt out please go to:

www.nhs.uk/your-nhs-data-matters

Or telephone: 0300 303 5678

Your Confidentiality

You have a right to expect that information about you will be held in confidence by your Doctors and the Appletree staff. Confidentiality is central to trust.

Within the Practice the following people can access your information: doctors, GP Registrars, nurses, health visitors, midwife, administration staff, medicines management team, physiotherapists and medical students. Also the General Medical Council (GMC) and Deanery at the University of Nottingham Medical School (see page 14 —Training Practice) can access records for quality assurance purposes, as can the financial auditor from NHS England. Each of these people/bodies has a legal duty to keep information about you confidential.

Staff will maintain your right to privacy and not discuss your illness with other staff or Doctors within hearing distance of other people. If you wish to speak privately with a Receptionist, please do ask and you will be taken to a private room to talk.

However, there are circumstances when medical information may be disclosed. Information about patients is requested for a wide variety of purposes including education, research, public health surveillance, clinical audit, administration and planning. In ALL of these circumstances we apply the following rules:

- We seek patient's consent to disclosure
- We anonymise data where unidentifiable data will serve the purpose
- We keep disclosures to the minimum necessary

You have a right of access to your health records - see page 17.

You can object to information being shared with others involved in the provision of your care, except where lack of disclosure would be likely to cause serious harm to the physical or mental health of either you or any other person.

The Practice complies with the GDPR and the Data Protection Act 2018 and the NHS Confidentiality Code of Practice.

Our clinics continued

Health check clinic

A Health Check for patients aged between 40 and 74 will help them to better understand their risk of developing heart disease, stroke, diabetes or kidney failure, and the adjustments required to their lifestyle to dramatically reduce such risk and ensure longer healthier lives.

Orthopaedic clinic

An Orthopaedic Surgeon from the University Hospital of Derby and Burton, holds a monthly Orthopaedic clinic at Appletree. Patients can be referred for hip, knee and ankle problems, again often avoiding the need for consultations at hospital.

Travel clinic

Travel vaccinations available through the NHS are given by the Practice nurses. If you are travelling abroad and think you may need to be vaccinated for Diphtheria/Tetanus/Polio (DTP); Typhoid; Cholera or Hepatitis A&B please make a 10 minute appointment, allowing at least **6 weeks** prior to your departure date. Please find details on our website or ask at Reception.

Test results

Please allow 5-7 working days for test results to come back (smear tests usually take about 6 weeks).

Please telephone 01332 842288 after 1.00pm to obtain details of your test results (e.g. blood, urine, x-ray), or visit the Practice.

To ensure patient confidentiality test results will only be given to the patient direct and not to relatives or friends, unless alternative arrangements have been agreed in writing.

We will of course make every effort to contact you should your returned results indicate the need for urgent action. However, in all cases, it is the patient's own responsibility to find out the results of their tests.

The doctors check the results before our Reception staff are able to give out any information to you. Receptionists will only be able to state that the results are normal or that you have to see a doctor. Please do not expect them to relay any other details.

Ordering Repeat Prescriptions

Repeat prescriptions can be ordered in the following ways:

- Telephone the Medicines Ordering Line (MOL) **0115 855 0260**, who will process your request or query directly through to the GP.
- Order via one of the online services eg. NHS App, systmonline etc.
- Complete a medication request form at the reception front desk.

Appletree cannot take repeat prescription requests over the phone, you will need to contact the MOL

Prescription are sent electronically to your nominated pharmacy of choice.

Please allow 2 working days for your prescription to be process at the surgery, then additional time for your nominated Pharmacy to make up your prescription ready for collection.

For further information please ask for a leaflet or look on our website:

appletreemedical.co.uk/how-to/order-repeat-prescriptions/

Online Services

Online services enables you to order repeat prescriptions, book appointments, view your Summary Care Record (SCR - see page 18), view your medical record and change your personal details on-line from home, work or on the move, and in your own time, day or night.

You can download the **NHS app on your mobile phone or tablet.**

Or if you do not have a mobile device, you can register for this service by calling into the surgery with two forms of identification (one item from each of the following lists):

- **Personal ID:** Current passport, photocard driving licence, birth certificate etc.
- **Address ID:** Utility bill, bank statement or council tax etc. (with your name, address and dated within the last 6 months - we accept printed/photocopies).



You will then be given your confidential login information.

All information is secure and is encrypted using the highest standard internet security, this information cannot be intercepted. Only you and the surgery are able to see this information.

Respect and dignity

At Appletree we treat our patients with respect and dignity and do not discriminate against them in any way, on the grounds of age, sex or sexual orientation, colour, race, ethnic background, disability, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Nurses and other Practice staff have a right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly, without violence or abuse.

We strongly support the NHS policy on Zero Tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever will risk removal from the Practice list and be reallocated with the assistance of NHS England.

Practice Charter

Appletree Medical Practice has a patient charter which sets out exactly what our patients should expect from the Practice. It also outlines patients' responsibilities when accessing primary healthcare.

Copies of the charter are available either from the Surgery or online at www.appletreemedical.co.uk.

Training Practice



Appletree is proud to be an accredited Training Practice for doctors training to become GPs. The Practice is accredited by the Deanery at the University of Nottingham Medical School.

GP Registrars are fully qualified doctors who already have much experience of hospital medicines but who have decided to specialise in General Practice. They work full-time in the Practice for a period of 4 or 12 months dependent upon the stage of training they are at.

They are supervised by Appletree GP Trainers and provide the same standard of care as the GPs. We are pleased to have them with us as valuable additions to our team.

Consultations are sometimes videoed for training purposes. The recording will only take place if you agree to this; there is no obligation for you to do so. You will be notified beforehand if this is the case and will be asked to sign a consent form.

We also host final year medical students and student nurses. You may occasionally be asked whether you are willing to see your doctor in the presence of a student.

Occasionally patients may be invited to discuss their symptoms with the medical student alone, prior to further consultation and treatment with the doctor. Again, you are free to decline.

A notice will be displayed at Reception when medical students are present.

The Appletree team

CLINICAL

GP PARTNERS	Dr David Regan Dr Helen Fenwick Dr Annalea Jennison Dr Karl Anderson
SALARIED GP	Dr Melissa Denman Dr Olivia Hale Dr Ruth Hewitt Dr Serena Hancox Dr Hannah Simpson
ADVANCED CLINICAL PRACTITIONER	Ryan Illott Rachel Astle Amy Armiger
CLINICAL PHARMACIST	Kath Webb Jabeen Nazir Sarah Baxter Tom Gray
PRACTICE NURSES	Angela Gitto Kerry Miller Claire Lee Charlotte Fowler
NURSE ASSOCIATE	Jane Mosley
HEALTH CARE ASSISTANT	Jessica Holmes
GP ASSISTANT	
DISTRICT NURSING LEAD	Alice Cheetham
MENTAL HEALTH PRACTITIONER	Andy Glaves Nicola Murphy Maristella Cristofalo
MIDWIFE	Emma Dyson
OCCUPATIONAL THERAPIST	Laura Briggs
SOCIAL PRESCRIBER	Jude Kelf Lisa Stafford

ADMINISTRATION

PRACTICE MANAGER	Lianne Burke
ASSISTANT PRACTICE MANAGER	Nicola Kirby
HR AND COMPLIANCE	Kelly Meredith
ACCOUNTS	Rachael Walker
RECEPTION MANAGER	Jenna Hickmott
RECEPTIONIST	Sarah Atkinson Cheryl Bailey Charlotte Bannister Jaymee Black Diana Higman Julianne Kinder Michelle Mellor Janet Richardson Tracy Russell Shirley Searson Charlotte Smith Donna Steer Katie Worthington
SECRETARIES	Charlotte Bannister Michelle Brown Fiona McAllister Beatrice Middleton Jeanette Wilton
CLINICAL ADMIN	Lisa Cicinski Charlotte Egan Wendy Boiling
SUMMARISER	Judith Barker

Clinical Staff

When booking an appointment our Receptionists may need to ask you the reason for an appointment in order to determine the correct clinician to see and how much time to allocate.

Doctors

Full profiles of the Appletree GPs can be found on the Practice website.

Advanced Clinical Practitioner

Ryan Illott leads the nursing team at Appletree. She runs her own clinics for patients presenting with acute illnesses (i.e. illnesses which will eventually run their course) and chronic illnesses (i.e. a disease that has formed over a long period of time).

Ryan can diagnose, treat and manage common ailments and routinely deals with ear, chest and urine infections. She sees patients with musculoskeletal problems, e.g. back, knee, ankle, hip and shoulder pain, and offers contraceptive advice, emergency contraception and prescribes medication. Ryan will see temporary residents for urgent problems, and refers patients for specialist intervention.

Rachel Astle was a District Nurse specialising in caring for palliative care/end of life patients. She is training to become an ACP and is a real asset to the Surgery.

Amy Armiger was a Practice Nurse and is now also training to become an ACP. She is qualified to deal with minor illnesses such as ear, nose and throat problems and is able to prescribe medication for these conditions.

Practice Nurses

Angela Gitto, Kerry Miller, Claire Lee and Charlotte Fowler, our Practice Nurses, are available by appointment for various treatments, health promotion advice and screening, including smears, immunisations and vaccinations.

They are qualified to advise and treat many minor conditions and it may be quicker to see a Practice Nurse than wait for a consultation with your Doctor who nevertheless is always available if you have any cause for concern.

Health Care Assistant (HCA)

Jessica Holmes is our very capable HCA who has undergone training to enable her to take blood samples, blood pressure, assist with minor surgery, ear syringing, perform ECGs and carry out health checks that do not involve medication.

Please note: All requests for blood tests must be made through one of the Doctors or a Nurse Practitioner.

Mental Health Practitioners (Belper Primary Care Network)

Andy Graves, Nicola Murphy & Maristella Cristofalo are experienced specialist mental health nurses. Appointments are available for patient suffering from depression, anxiety, relapse of previous mental health symptoms etc.

Clinical Staff

Occupational Therapist (Belper Primary Care Network)

Laura Briggs is based at Babington Hospital and can see a multitude of patient issues. Helping those who are struggling with work or are currently unemployed wishing to enter or return to work. Requests for Fit Notes or Sick Notes, muscular skeletal conditions, rheumatology conditions, mental health etc. Appointments can be booked via reception.

Pharmacist (Belper Primary Care Network)

Kath Webb, Jabeen Nazir, Sarah Baxter and Tom Gray are experienced clinical pharmacists working within the Practice, dealing with medication issues, both proactively and reactively. They have face to face patient consultations; carry out annual medication reviews and work with patients to ensure they are being prescribed the most suitable drugs and medications.

Social Prescribers (Belper Primary Care Network)

Jude Kelf & Lisa Stafford help patients with anxiety, depression, social isolation or exclusion to set goals and objectives. They will educate and empower patients by supporting and signposting them. The hope is that patients become more resilient and better able to cope with their anxieties.

District Nurses (Derbyshire Community Health Services)

We are fortunate to have a team of District Nurses based at Appletree. District nurses assess, plan and manage the care of sick and disabled patients of all ages in the patient's own home and residential nursing homes and also provide support for their carers.

Individual care is planned, and advice on further help or services is given including health education. Anyone at home can self-refer to this service. The District Nurses liaise closely with the Hospital, GPs, the local hospice and other specialised services. They administer drugs, give injections, dress wounds, take blood samples and give personal care.

Midwife (Royal Derby Hospital)

Our Midwife is **Emma Dyson** who cares for and supports pregnant women, their partners and new babies before, during and after the birth. She monitors the health of the mother, counsels her on health issues and explains the options for delivery of the baby. Her role also involves reassuring parents, running antenatal and parenting classes, taking care of the mother and baby during labour and birth and giving advice on breast feeding.

Health Visitors (Derbyshire Community Health Services)

The Health Visitor for the Practice is trained in child health and development and will monitor your child's growth and development, answer any child health queries and help families to cope with children under five, advising on such matters as hygiene, safety, feeding and sleeping.