

Peaks & Dales Medical Partnership *incorporating* Tideswell Surgery & Bakewell Medical Centre

Dr ~~Philip~~ Cox

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Tideswell Surgery, Parke Road, Tideswell, Buxton,
Derbyshire, SK17 8NS

Routine appointments & enquires

01298 871396

Fax 01298 872580

Email admin.tideswellsurgery@nhs.net

Web www.tideswellsurgery.co.uk

Palliative Care- To Support patients and their families in conjunction with other agencies, such as Macmillan Nursing Service.

Patient Participation Group- The group meet regularly to discuss issues relating to the practice. If you wish to take part please contact the Practice Manager Jayne Wharton.

Personal Information- Our Patients records are computerised and accessible from our main Surgery. The information is covered by the Data Protection Act and is available to all our staff covered by a confidentiality agreement. You have the right under the Data Protection Act to inspect your records s subject to limitations of the law. Your information can be shared with other Surgery's only with your consent.

Physiotherapy- This can be arranged at the Surgery with a referral from the Doctor. Or self referred to the Drop in Clinic, ask at reception for appointments.

Podiatry- Appointments can be made at the Surgery. Requests for Home Visits for treatment can be made at Newholme Hospital on 01629 817973.

Smoking Cessation Clinics

The Practice Nurse Karen offers smoking cessation support. She works closely with Derbyshire Stop Smoking Service. If you would like to discuss this further then please make a 20 minute appointment.

Practice Boundaries- The Practice has an agreement with the NHS England for patients who live within the boundary area to register at this practice, If you move address out of our Practice area, you will be asked to register with a new doctor.

Our responsibilities to you

You will be greeted courteously

You have the right to confidentiality

You will be seen the same day if your problem is urgent

You will be seen by your own (preferred) doctor wherever possible

You will be informed if there will be a delay of more than 20 minutes

for your pre-booked appointment, or contacted if there is an abnormality.

Your repeat prescription will be ready for collection within 48 hours (2 working days) of your request

Your comments and suggestions about the service offered will be considered sympathetically and any complaint dealt with promptly

Your responsibility to us

Please treat all the surgery staff with the same respect- we are all just doing our job.

We reserve the right to remove patients from our list if they exhibit violent or abusive behaviour towards any member of staff or other patients.

Do not ask information about anyone else other than yourself

Tell us of any change of name or address so that our records are accurate.

Only request an urgent appointment if appropriate . Home visits should only be requested if you are really too ill to attend the Surgery.

Please be punctual, but be prepared to wait if your own consultation is delayed by unexpected emergency

Please allow sufficient time for your consultants letter or results of any tests to reach us. You will be advised of the usual length of time to wait for the results of tests arranged for you by your consultant.

Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due.

Do let us know whenever you feel we have not met our responsibilities to you

Registering as a patient- Patients must live within the Boundary Area.

To register- call in at the Surgery; Complete a Registration Form and questionnaire . You will need to bring a form of ID with you, i.e Passport or Driving license.

Repeat Prescribing- You can-;

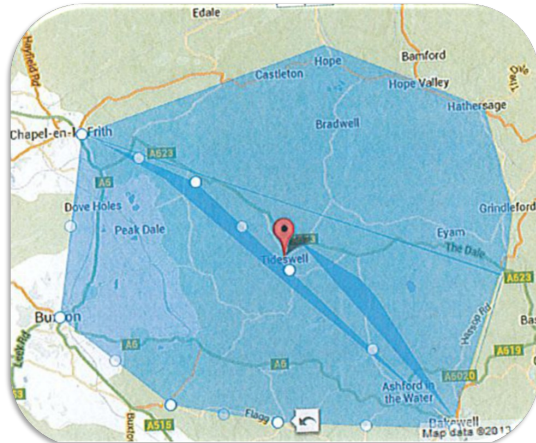
Telephone the surgery on 01298 871396 between 8am & 6pm

Fax your request anytime on 01298 872580

Post The counterfoil which is attached to your prescription with the required medication ticked

Call In at the surgery and complete a request slip or drop off the counterfoil.

Order On line by signing up to 'Systmonline'-Ask at reception.



Surgery Opening Times

Monday to Friday

8.00am to 6.30pm

Consultation Hours

GP Clinics [Pre Booked Appointments](#)
[On The Day Appointments](#)

[Open Surgery](#)

Every Morning: [PBA](#) 9.00 - 10.00

[OS](#) 10.30-11.00

Evening Surgery

Mon Wed Thurs & Friday [PBA](#) 15.30 - 17.30

Late evening surgery

Alternate Wed & Thursdays [PBA](#) 18.00 - 19.20

Nurses Clinics

Monday Morning & Afternoon [PBA](#) 8.30-10.20 2.30-5.40

Tuesday Morning [PBA](#) 7.30-10.50

Wednesday Morning [PBA](#) 9.00-12.25 2.00-5.20

& Afternoon [PBA](#)

Thursday Morning [PBA](#) 10.20-12.30 2.00-2.40

Friday Morning & Afternoon [PBA](#) 8.30- 10.20 2.30-5.40

Health Care Assistant/
Phlebotomist

Every morning [PBA](#) 8.10 - 11.00

Midwife Clinic

Alternate Tuesday [PBA](#)

Afternoons Telephone the Surgery for an appointment.

Health Visitor Clinic 14.00-16.00

Drop in Clinic

Second Tuesday of every
month

INR Clinics

Monday [PBA](#) 10.40 - 12.00

Thursday [PBA](#) 12.00 -12.30

Branch Surgery

Tuesday Evening

Litton Village Hall 15.30 - 15.45

Bradwell Memorial Hall 16.00 -16.15

Thursday Afternoon

Taddington, Bramwell Institute 12.30

ALL CLINICS ARE SUBJECT TO CHANGE

Services Offered

[Ante-Natal Clinics](#) - The Midwife is based at Darley Dale Birth Centre and information can be obtained from them on 01629 593019. The midwife also carries out clinics at the surgery on a alternate Tuesday Afternoon, please call the Surgery to book an appointment.

[Appointments](#) - We pride ourselves in offering to see all our patients on the day they request (open surgery 10 - 11am). On occasions this may create a fairly long wait for some people.

We are also open until 8pm on one night a week; this takes place on alternate Mondays and Thursdays. These appointments are particularly aimed at patients that work outside the village and cannot get to the surgery during normal working hours.

[On-line Appointment Bookings](#)– You can now book your appointment on-line. If you have not already registered, you must register with the receptionist, she will give you the details and password to start.

[Cardiovascular Risk Assessment Clinic](#)– The Health care Assistant is currently inviting all patients ages 40 and over, who have no diagnosed chronic disease, for a general Health Check following the CCG guidelines in order to identify people who may be at risk of developing cardiovascular problems and promote their lifestyle.

[Cervical Smears](#)–These are appointed only with the Practice Nurse or Doctor.

[Chronic Disease Checks](#)–Asthma/Coronary Heart Disease/ COPD/Chronic Kidney Disease/Hypertension/Hypothyroidism/Mental Health. Patients who suffer with a chronic condition will be reviewed regularly by the doctors and nurses and letters will be sent out when your check is due. Please do not ignore these letters; we are trying our best to look after your health.

[Citizens Advice](#)–Sessions are available by appointment only– Please contact the surgery for date and times.

[Complaints and Comments](#)–If you have a complaint or comment this can be made in a number of ways. You can contact the Practice Manager, by telephone, write a letter or by calling in at the surgery. [We have a complaints procedure in place and full information can be obtained from reception.](#)

You can also contact NHS Derbyshire County Complaints Team.

[Email-nhscommissioningboard@hscic.gov.uk](mailto:nhscommissioningboard@hscic.gov.uk) Please write ‘ For the attention of the Complaints Manager’

[By Post](#)–NHS England

Po Box 16738

Redditch

B98 9PT

[By telephone](#)–0300 311 22 33 (Monday to Friday 8am to 6pm)

Independent Advice can also be sought from East Midlands Independent Complaints Advocacy Service—0300 456 8347.

Help and Supports is also available from your PALS on 0800 783 7279–press 4

[Community Matron](#)– Supports patients and their families who suffer with long term medical conditions implementing Right Care Plans and liaising with other necessary agencies.

[Counsellor](#)– Referrals can be made via the doctor or nurse to counselling services in the practice. You can self refer by completing a form from reception.

[Disabled access](#) - The disabled car parking is immediately outside the front door of the Surgery. Wheelchair access is through the front door. Access to all rooms are on one level with wide corridors to all the clinical rooms. There is ample room in the waiting room but disabled patients can sit on the bench in the corridor outside the Treatment Room if necessary. There is easy access to a disabled toilet which is equipped with an alarm. The reception has a loop system in place for the hard of hearing.

Patients with sight problems, who have a specially trained dog, will be assisted by the reception staff to sit on the bench in the corridor to wait for the Clinician.

[Dispensing](#)– We are able to dispense medication directly to patients who live more than 1.6km from a chemist.

[District Nurse](#) - We have a team of nurses who will visit housebound patients for assessment of need which can include: Dressings/Blood tests/ BP/ Catheters/Dopplers/Palliative care/flu vaccines.

[Emergency Medication/prescriptions](#)– If you need medication in an emergency and this is out of the surgery hours please contact Out Of Hours by dialling 111. If you attend the surgery when the chemist is closed, Emergency medication can be dispensed.

[Family Planning](#)– Appointments can be made with either the Doctor or Practice Nurse. We offer a full Family Planning Service, including fitting of implants.

[General Enquires](#)– if you wish to speak to a doctor or nurse for results or advice you can telephone the surgery on [01298 817396](tel:01298817396) and leave a message with your name and telephone number and they will call you back after they have finished their surgery.

[Health Visitor](#)– The health visitor is based at Hathersage, for clinics please phone [01433 659936](tel:01433659936). Monday– Friday 9-5.

[HCA/ Phlebotomist](#)– Carries out blood tests/BP/Height/Weight/BMI/Pulse/ECG/Spirometry/routine dressings. [INR Clinics](#)– Both Doctors and Nurses carry out blood tests and Warfarin management at the practice. Our new system means that patients get immediate results when they attend the clinic.

[Minor Injuries and Casualties](#)– Minor injuries can be dealt with at the surgery, out of surgery hours you can attend the minor injuries unit at Buxton or Whitworth Hospital. Major injuries can be dealt with at Casualty Department at Chesterfield Royal Hospital– [01246 277271](tel:01246277271).

[Minor Surgery](#) - Dr Cox can carry out minor procedures. To be arranged after initial appointment for assessment by Dr Cox.

[NHS Trust](#)– Tideswell Surgery is part of North Derbyshire Clinical Commissioning Group, their telephone number is [01246 231255](tel:01246231255). When the surgery is closed and you need a doctor urgently, please telephone [NHS 111](tel:NHS111). (This call is free from mobiles and landlines) Your call (which may be recorded) will be taken by a call handler who will take your details and do the following:

Call 999 if this is appropriate

Transfer you to speak to a Nurse

Transfer you to speak to a Doctor

The Nurse or Doctor may give you advice, ask you to attend base at either Chesterfield, Buxton or Whitworth or offer you a home visit.