



LISTER HOUSE SURGERY

Dr Hale & Partners

(Drs; Hale, Brooks, Khosla, Yasmeen, Johnson, Harvey, Afshan)

01332 271212 | SDERCCG.listerhouse@nhs.net | www.listerhousesurgery.co.uk

About Us

At Lister House Surgery, we aim to provide the highest quality healthcare to our patients. We serve our local community by providing an excellent standard of comprehensive and professional healthcare to all our patients. Our well trained multidisciplinary staff are caring, organised, and responsive to our patients' needs. They are continually striving to improve our service and work in partnership with our patients.

Our Locations

Lister House Surgery operates from 4 locations across Derby. Whilst your nearest location will be offered to you as standard, patients are able to access services and attend appointments at any of our locations.



Oakwood Medical Centre
Danebridge Crescent
Oakwood, Derby
DE21 2HT

8:00 - 18:00



Lister House Peartree
207 St Thomas Road
Peartree, Derby
DE23 8RJ

8:00 - 18:30



Lister House Chellaston
Fellowlands Way
Chellaston, Derby
DE73 6SW

08:00 - 18:00



Lister House Coleman Street
Coleman Street
Alvaston, Derby
DE24 8NH

08:00 - 18:00



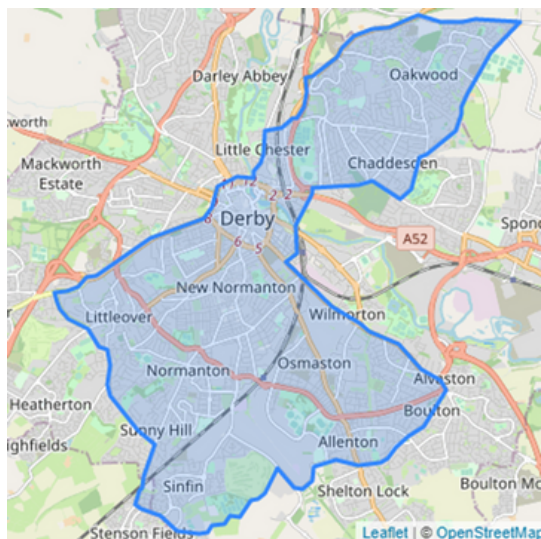
Lister House is regulated, inspected and rated by the Care Quality Commission. We are proud to be rated Good.



Armed Forces veteran friendly accredited GP practice

Staff at Lister House have undergone training to better enable them to support veterans of the armed forces. If you are a veteran and require additional support please speak to your GP or a member of the reception team.

Registering at Lister House



To register as a patient at Lister House you will need to complete the Registration Form and Health Questionnaire. These forms can be found on our website or from our reception team at any of our locations. Our practice boundary is displayed on the map. If you are out of the practice area you can still remain registered or register with us however you will be classed as an out of area patient and would not be entitled to home visits. If your care needs change you may need to register with a surgery nearer to home.

Appointments

To book an appointment, you can either:

- **Call us on 01332 271212** (our call centre is open 8am-6pm Monday to Friday)
- **Visit the surgery** - please see opening times for individual sites as this may vary
- **Use online Services** (please call or visit if you require login details for this service)
- **Use the NHS App**

Outside of our opening times you can contact the surgery by calling 01332 271212. Your call will be picked up by our out of hours GP services operated by DHU 111.

If you are unable to attend an appointment whether it be a face to face or telephone appointment, please let us know as soon as possible so that the appointment can be given to someone else. You can cancel appointments by calling us and leaving a message on the cancellation line, visiting the surgery and speaking to one of our receptionists or by using online services if the appointment was made online.

Missed appointments account for hundreds of wasted clinical hours each month so it is vital that you make every attempt to cancel if you no longer require your appointment.

Home Visits

Patients are requested, where possible, to telephone before 11am if a home visit is required that day. We would request that, apart from the genuinely housebound, all other patients attend the surgery rather than request a home visit because of the extra time home visiting takes.

On average four to five patients can be seen in surgery in the time it takes to do a single house call. During a home visit the GP has very limited resources and this may impact the treatment they are able to provide.

Please note that the doctor will telephone you first to assess the reason for your request. Home visits are based on clinical need.

Access Arrangements

Lister House has done its utmost to be accessible and user-friendly for our disabled and wheelchair bound patients. The following access arrangements are available at all locations unless stated otherwise:

- Designated parking spaces are available
- A wheelchair is available for those who have difficulty walking – this can be obtained from reception team staff
- An induction loop is available to help the hard of hearing – this can also be provided for individual consulting rooms if required
- Access to our surgeries is step free
- Surgery rooms are located on the first floor are accessible by using the lift
- There are disabled toilet facilities available
- All dogs with the exception of assistance dogs should be left outside

Our buildings and grounds are non-smoking areas and we request that this be observed.

Prescriptions

There are two available options for ordering your medication:

- **Call the Medicines Order Line service – 0115 855 0260**, open Monday-Friday 9am-4pm. Your prescription will be sent to your nominated pharmacy.
- **Online** – you can register for online services and request your prescriptions online. If you wish to register for our online services (SystemOnline) to order medication then come in to the Surgery and speak to a member of the reception team (please make sure you bring some photo I.D. with you) or you can call the surgery and answer some security questions. Your log in details will then be sent to you via text or email. We will give you the website information, a user name, and a password that you can use to order your repeat medications. Your prescription will be sent to your nominated pharmacy.
- **Via the NHS App**

If you see a message online saying you need to contact the surgery to arrange a review please order by listing the items you in need in the 'make a custom request box'. The surgery will contact you when you need to make an appointment.

Please note the custom request box is for requesting regular medication ONLY. For requests for call backs or any other query please contact the surgery.

Please remember that 72 hours are required to process repeat prescriptions, excluding weekends and Bank Holidays, for your request to be processed.

Any problems please telephone the surgery. Please allow adequate time when ordering repeat prescriptions, the prescription has to be signed by a doctor and we are therefore unable to provide repeat prescriptions 'on demand'.

Interpreting Services



For patients whose first language is not English or patients who require a sign language interpreter, we are able to book face to face or telephone interpreters. Please ask when booking your appointment for an interpreter. Feel free to talk to any member of staff if you require further information about this service.

eConsult

Econsult allows you to get medical advice from one of our clinicians (doctors & nurses) about general health concerns without needing to book an appointment.

Fill out our online form to receive a response usually within 2* working days (Monday – Friday excluding Bank Holidays). You can use econsult to ask about general symptoms such as pain, tiredness or dizziness. You can also upload photos for the clinician to review if you are enquiring about something visible.

Please take the time to be as detailed as possible when completing the form in order to get the right support. After reviewing your enquiry a clinician will respond to you via email or text. If you feel your condition can not be addressed without speaking directly to a clinician, please call the surgery to arrange a telephone appointment. Please note if you are completing an econsult on behalf of someone else you will need to complete the form under their name so we are able to locate their patient file. E-consult is not a way to book an appointment please call the surgery if you would rather speak to a clinician.

Please be advised that the econsult service will not be available to use during weekends including Bank Holidays. econsult will still be available between the hours of 08:00-18:30 during the working week. Thank you for your understanding and cooperation.

*The Practice holds the right to alter response times depending on demand for General Practice services

The eConsult form is located on the Lister House Surgery website.

Test Results

The practice will endeavor to contact you by telephone, or by letter, if a result is abnormal and you require treatment or further investigations. You will not be contacted if your result is normal. Patients are responsible for contacting the surgery to enquire about test results or they can be viewed using online services or the NHS app.

Fit Notes

You can use eConsult to request a fit note. Just go to the eConsult for your registered site, click on 'I want administrative help' then fill in the form.

Zero Tolerance

At Lister House, we aim to treat every patient with courtesy and respect. In return, our expectation is for our staff to be treated in the same way. The practice operates a zero-tolerance policy towards verbal abuse, threatening behaviour and/or violence within our premises. For further details please visit the surgery website at www.listerhousesurgery.co.uk/practice-policies-2 or a printed copy of the policy is available on request. Patients who breach this policy will be removed from the practice registered list.

Complaints

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for a complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Formal complaints are taken seriously and dealt with by our quality team who follow our complaints procedure, this includes ensuring any patient submitting a formal complaint will not be discriminated against, or subjected to any negative effect on their care, treatment, or support.

To pursue a complaint please complete the complaint form and the Quality Team will deal with your concerns appropriately.

You can submit your complaint form by:

- Completing the online form via our website
- Collecting a complaint form from reception and returning it by hand or post addressed to The Quality Department, Lister House Surgery, 207 St Thomas Road, Derby, DE23 8RJ
- Emailing your concerns to sderccg.listerhouse@nhs.net
- Contacting the surgery and requesting a call back from the Quality team

Named/Accountable GPs

All patients are assigned an accountable GP. Please note that your named GP will appear on hospital letters for example, however this does not restrict which GP you may wish to see.

You have the right to express your preference for clinician. While booking an appointment, please specify if you wish to see a specific GP. You may have to wait longer for your appointment if you wish to see a particular clinician or may need to see someone else if they are unavailable.

GP Practices are required to provide all patients aged over 75 with a named GP who will have overall responsibility for the care and support that our surgery provides to you.

This will not prevent you from seeing any other GP or Nurse Practitioner in the surgery as patients currently do.

Online Services

Lister House Surgery at Pear Tree, Oakwood, Chellaston and Coleman Street allow our patients access to their detailed medical records online. There is no charge for this service. The service is completely voluntary to the patient. If you do not want to use it, your treatment will not be affected in any way. Please note this is a 'read only' service.

What are the advantages for me?

- If you are waiting for results you will see them as soon as they are added to your record and you will not have to ring the surgery
- You can choose to share your records with those treating you anywhere in the NHS in England. You may also wish to share your records with family members.
- You can easily look up your list of medications and immunisations (known to your GP).
- Accessing your record on computer will help you to understand and make better use of the information we hold about you.
- Access can help you discuss your health with health professionals caring for you.
- You can help to ensure that the information we hold about you remains accurate, up to date and complete.

What information will I be able to see?

- The system allows you to view the following areas of your GP medical record:
- Consultations showing the date and professional seen and reason for visit
- Medical history showing diagnoses, investigations, and procedures
- Medications
- Allergies and adverse reactions to medications
- Vaccinations and immunisations
- Results showing all investigations such as blood results, liver tests, blood pressure etc.

How do I get started?

- 1.To be able to use the system you must have a computer with internet access.
- 2.You will need to verify your identity and have SystmOnline access set up with the practice. To register for SystmOnline you will need to bring photo ID with you e.g. a passport, driving licence.
- 3.You must complete an Application Form to say you have read and understood this Information Leaflet before you start using the system. This form is available from reception. You can fill out the form before you come in but you need the receptionist to witness your signature.
- 4.Once we have granted the access you will be able to view the information using your normal SystmOnline login.



Our Team

Doctors

Partners; **Hale** - BMedSci / BM / BS. **Brooks** - BMedSci / BM / BS. **Khosla** - MB / ChB / MRCGP. **Johnson** - MBCHB / MRCGP / DRCOG / DFSRH. **Harvey** - BA / MA / MBBS / DRCOG / DipPaeds (NZ) / MRCGP / DipMSK. **Yasmeen** - MBBS / MRCGP / DFFP. **Afshan** - MPharm / BMedSci / MRCGP.

Salaried; **Wright** - BSc / MBBS / MRCGP / MSc. **Palmer** - B.Sc / M.D / CCFP / MRCGP. **Deppert** - MD (Hamburg Germany). **Adebayo**. **Patel** - BSc / MBBS / MRCGP / DRCOG / PGCert in Medical Education. **Lau, Kingsley**

Locums; **Chaudhry, Joshi, Rakkiannan, Fox, Ashokkumar, Gembali, Khan**
Registrars; **Raza, Mason, Zarif**

Physician Associates

Tom, Jema

Nurses

Sharon G, Sharon L, Marion, Hayley, Chloe, Nikki F, Fiona, Julia, Kelly, Louise P, Lynne, Reena, Serina, Vicki B

Mental Health Nurses

Alison, Chris R, Chris K, Eddie, Kath, Rachel

Health Care Assistants

Heidi, Vicky P, Fee, Danielle, Jackie, Megan,

Advanced Clinical Practitioners / Advanced Nurse Practitioners

Carmel, Damian, Dinah, Emma, Heather, Helen, Lucy LJ, John - MRPharms / Clin Dip Pharm. Lucy G - RN (DipHE) / BA(Hons) / MSc / Ind Prescriber.

Pharmacists

Vicki - BSc / IP. **Jagdeep** - MPharm. **Anum** - MPharm. **Rebecca** - MPharm.

Pharmacy Technicians

Lisa, Steph

First Contact Physiotherapists

Ruth, Josh, Guy, Gemma

Health & Wellbeing Team

Dawn, Nikki D, Brett, Julie

Care Coordinators

Rajvinder, Louise, Shirl, Kate

Senior Managers

Andrew Smythe (Head of Operations)
Nel Flint (Head of PCN & Business Integration)

Managers

Sam Doherty (Reception Manager)
Donna McDonnell (Call Centre Manager)
Julie Dunn (Senior Admin Manager)
Jade Taylor (Administration & Admin Manager)
Laura Leonard (Safeguarding Manager)

We are a training practice

Our GP Registrars are with us for either 4 months or 1 year. If you have an appointment booked with a GP Registrar, you will be made aware of their training status and can be assured that they are fully competent to take care of your health issues. The GP Registrar will be closely supervised by all the GPs.