



Derby Road Group Practice

27-29 Derby Road

North End

Portsmouth PO2 8HW

358 Copnor Road

Copnor

Portsmouth PO3 5EL

Tel: 0844 815 1802

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Welcome to Derby Road Group Practice

Thank you for deciding to join our Practice.

The Practice was established in 1901 by Dr Roger Emmett. Following bomb damage during the war to the surgery in London Road, North End, the surgery re-opened in 1946 at 27 Derby Road.

In 1967 the Practice expanded by taking on the surgery at 358 Copnor Road. The practice continued to expand and in 1993 purchased and developed 29 Derby Road to provide the current Derby Road Surgery facilities.

The Practice continues to adapt to the changing challenges of the NHS. Currently there are 11,200 patients registered with our Practice.

We pride ourselves on the fact that we are a friendly, professional practice and strive to provide the best quality of service at all times.

Our Practice Mission Statement

'Derby Road Group Practice strives continually to provide the best possible healthcare for our patients'

The Doctors attached to the Practice

Dr Timothy Wilkinson (m)

Registered 1980 - London - Qualifications MB BS

In Practice - Monday, Thursday and Friday

CCG Executive Tuesday and Wednesday

Dr Andrew Richardson (m)

Registered in London- Qualifications Bsc MBBS MRCP

In Practice Monday, Tuesday and Wednesday.

Dr Michaela Whyte-Venables (f)

Registered 1991 London - Qualifications MBBS MRCP DFFP DRCOG

In Practice – Monday, Wednesday, Thursday and Friday am.

Dr Stephanie Hoberg (f)

Registered 2000 Hanover Germany - Qualification MRCP DFFP LoCUITLoCSDI

In Practice – Monday, Wednesday and Friday

Dr Hidayathulla Syed (m)

Registered 1995 – India - Qualifications MBBS MRCP

In Practice Monday, Tuesday, Wednesday and Friday

Dr Rumi Chhappia (m)

Registered 2001 – Southampton - Qualifications MRCP, GPVTS, MRCP

In Practice Monday, Tuesday, Thursday and Friday

Regularly works as an Associate Specialist at MAU at QA Hospital

Dr Alexandra Macdonald (f) – Salaried GP

Registered 2012 – Qualifications MB BS BSc DRCOG DFRH

In Practice Tuesday and Thursday

Practice Nurses

We have a friendly nursing team headed by our Senior Nurse Shalka Chaffer, we have a team consisting of 5 registered Practice Nurses and they are assisted by 2 Healthcare support workers.

The wide variety of different appointments the nurses and HCSW offer help enable the practice to continually provide the best patient care. These are by appointment only.

The Nurses team are:

Mrs Shalka Chaffer

Mrs Katy Daniels

Mrs Jayne Evans

Ms Carol Lister

Mrs Clare Singleton

Healthcare Support Workers are:

Mrs Alison Smart

Mrs Karen Sherrington

Practice Management

Mrs Karen Merritt (f) - Practice Manager

The Practice Manager is responsible for the overall smooth running of the practice. Karen has been with the practice since 1990.

Mrs Gina Cooper (f) - Deputy Practice Manager

The Deputy Practice manager deputises for the practice manager when she is unavailable. Gina has been with the practice since 1995.

Administration

This team is continually updating files and keeping patients records up to date by accurate input of data. We have 2 secretaries who are responsible for dealing with the patient referrals, correspondence and patient queries.

Reception

The practice currently employs 8 receptionists. They are here to assist you as efficiently and professionally as possible. The receptionists are your first contact with the surgery. The question they may ask the patients is to ensure/guide the patient to most appropriate appointment, or other services. They are responsible for making appointments, dealing prescriptions and assisting with general enquires, taking home visit requests and are trained to a high standard. Their job can be very demanding and is usually very busy so please be patient if this is the situation when you make contact with the surgery.

Community Midwives

We have midwives attached to both sites of Derby Road Group practice, who will provide a service to enable expectant parents to gain advice. They will co-ordinate all ante-natal and post natal care.

Community Nurses

Are attached to the surgery and provide a health service to patients registered at the practice who are confined to their homes.

Health Visitors

The health visitors attached to this practice are there to deal with all aspects of Child Healthcare and with all Child Development needs.

Counsellors

There is currently a registered counsellor attached to this practice, all appointments are strictly made through a doctors referral.

Opening Times for Derby Road Surgery

Derby Road Surgery

Monday	08:00 - 18:30	18.30 – 19.30
Tuesday	08:00 - 18:30	
Wednesday	08:00 - 18:30	18.30 – 19.00
Thursday	08:00 - 18.30	18.30 – 19.00
Friday	08:00 - 18:30	
Weekend	08.15 – 10.15	1st and 3rd Saturday of the month

Morning surgery starts at 08.20 and afternoon surgeries at 16.00

****Please note that on the week the surgery is closed for Target training (dates for Target training can be found on Practice Website) the surgery only offers late night appointments on the Monday that week. ****

Opening Times for Copnor Road Surgery

Copnor Road Surgery

Monday	08:00 - 12.00	15.00 – 19.15
Tuesday	08:00 - 12.00	15.00 - 18.00
Wednesday	08:00 - 12:00	CLOSED
Thursday	08:00 - 12.00	15.00 - 18.00
Friday	08:00 - 12.00	15.00 - 18.00

Morning Surgery starts at 08.20 and re opens again at 15.30.

Appointment Types available at the surgery:

Pre Bookable Appointments: These appointments are available for both Doctors and Nurses for you to book up to 3 weeks in advance.

Book on the Day Appointments: These appointments are available daily for the doctor/s that is not running the Emergency Access clinic (Duty) that day. These are only bookable on the day.

Telephone Consultations: Telephone consultations are offered daily for patients who don't need to see a Doctor. Appropriate use of these appointments would be some medication reviews. Form completion. Referral queries.

Emergency access clinic: This clinic runs daily for patients that feel they need to be seen with a pressing problem that day, or for something that will not wait until the next routine appointment.

Extended Hours: These sessions are conducted outside of our normal working hours either after 6.30pm or Saturdays – please see surgery times above.

Online Appointments: We are currently looking into providing this service we will keep you updated with our progress.

Home Visits

Contact the surgery. Requests for routine visits will be taken up to 11am for patients unable to attend the surgery. This information will be passed to the doctors and they may telephone you before arranging a home visit.

The District Nurses may also request visits for patients. The doctors will arrange follow up visits where appropriate. House visits are only available for patients who are housebound because of illness or disability. Please remember that many patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

Examples of Clinics/services offered by Practice Nurse Team :

Dressings	Removal of Stitches
Cervical Smears	Blood Taking
Spirometry	Health Advice
Registration Medicals	Minor Ops Clinic
Contraception	Family Planning
Travel advice and injections	Ear Syringing
Child immunisations	Maternity Services
Chronic Disease Clinics	Diabetes
IHD (ischaemic heart disease)	Asthma
COPD (Chronic obstructive pulmonary disease)	
Hypertension (high blood pressure)	

Non NHS Medicals/Examinations

The doctors at this practice carry out private medical examinations, by appointment only. These medicals will be a fee attached to them, and this will be given when booking the appointment. Please see reception for more details.

Patient Representative Group

Here at Derby Road Group Practice we wish to provide the patient with the best possible service.

We value your opinions and any suggestion you the patient can inform us of how to help us continue to provide the best service. Following the success of last year's survey and results we are going to continue with the Patient Representative Group.

If you are interested in having your opinion counted and would like to join our Virtual Patient group please do one of the following:

Go onto the Practice website www.derbyroadgrouppractice.co.uk and select the Virtual patient group option from the right of the screen or speak to reception.

Repeat Prescriptions

You can a request repeat prescription in the following ways:

- Leaving either the repeat prescription request form or written request at reception.
- By post, if you wish us to return it back by post please provide a self addressed envelope.
- Online via the form on this website.

*We also work closely with chemist in the local area so they can request, collect and in certain case deliver the prescription. Please speak to your designated chemist about this service.

PLEASE REMEMBER THAT WE REQUEST 48 WORKING HOURS FOR REPEAT PRESCRIPTIONS AND PRESCRIPTIONS WILL NOT BE HANDED TO ANYONE UNDER 16 YEARS OLD.

Lastly.....

Compliments, Comments and Complaints

We would value and like to receive all comments and compliments that you would like to feedback to the practice.

We strive to provide the best service and care to all patients that attend our surgeries.

We do however understand that sometimes things can go wrong and that can leave the patient feeling they have reason to raise a complaint. Should you need to complain please ask a receptionist for a complaints form, and once completed this will be forwarded to the Practice Manager who will investigate appropriately.

Thank you