



24hr Automated Telephone System

24hr Automated Appointment System

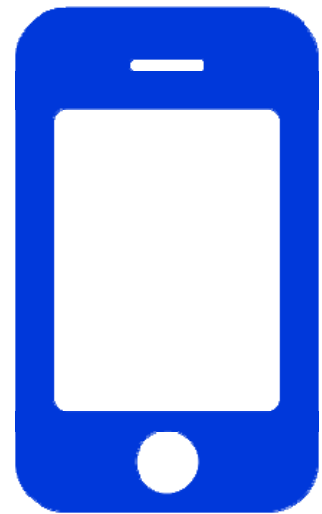
Why not give it a try!

When telephoning DRHC, you can choose **Option 1** for the 24hr Automated System.

Patients can also telephone the automated system directly on
Telephone

0115 973 8828

This service allows patients to book, cancel and make appointments with the GP 24 hours a day.



Changes to Ordering Repeat Prescriptions by Telephone



Please be advised from July 2016 we are changing the way you can request repeat prescriptions over the telephone. Routine repeat prescription requests will as of July need to be made after 1.00pm.

The change is part of our service improvement plan towards reducing telephone waiting times.

WHAT IS: THE PATIENT PARTICIPATION GROUP?



We have a small patient group but are always looking for members to join and welcome feedback from patients .

The group meet 2-3 times a year to discuss patient needs and the services we provide. We are constantly looking at different ways to improve the patient experience and this forum gives the group the opportunity to have their say and offer improvements and suggestions.

Your commitment is purely on a voluntary basis and you can give as little or as much time as you wish! Why not join us for a cup of tea/coffee and a chat! If you are interested, please leave your contact details with reception.

The group has recently joined NAPP, the National Association of Patient Participation, and are looking at new ways to develop the group in support of patients and working towards improved communication between patients and the practice.

*Next Meeting—
to be advised*



Our Contact Details:

Derby Road Health Centre
336 Derby Road, Lenton,
Nottingham NG7 2DW

Tel: 0115 89 65001
www.drhc.org.uk
ncccg.contact-drhc@nhs.net

Derby Road Health Centre has a sister practice Grange Farm Medical Centre in Bilborough. They are on Tremayne Road, Nottingham. NG8 4HQ Tel: 0115 8965 002 www.gfmc.org.uk

WELL BABY CLINIC

Wednesdays, 9.30am–11am



This is a drop-in clinic provided by the Health Visitors and offers support and advice for mothers and fathers.

The clinic is for babies and toddlers under five years. You can also get baby immunisations and health checks.

Have your baby weighed regularly and talk to the health visitors about any worries or concerns that you may have.



Physio First

Have you been suffering from muscular skeletal pain? e.g. back pain, knee or shoulder pain, etc and think an assessment by the physio at our **Physio First** clinic would help?

Did you know you can book this appointment directly with reception? Talk to reception today!

'Self-Refer'

Are you a Carer?



Please inform reception and pick up a carer's pack.