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**Practice Leaflet**

**Horizon Healthcare** **Horizon Healthcare**

 31 Humbleton Drive

3-5 Burton Road Mackworth

Derby Derby

DE1 1TH DE22 4AU

(01332) 737777 (01332) 737777

[www.horizonhealthcare.nhs.uk](http://www.horizonhealthcare.nhs.uk)

**The Practice Team**

**Partners**

Dr Joanne Swindell (f) MBChB, MRCP, MRCGP

Dr Sameh Habeeb (m) MBChB, DRCOG, MRCGP

Dr Ifran Khalid (m) MBBS BSc, (hons), MRCGP

**Salaried GPs**

Dr Malgorzata Orzechowska(f) MB BChir, MRCGP

Dr Tuwase Ojo (f) MB BS, MRCGP

Dr Babawande Akinbamijo (m) MB BS, MRCGP

Dr Noreen Jawad (f) MB BS, MRCGP, DRCOG

Dr Dilara Kabir (f) MB BS, MRCGP, DRCOG

Dr Ling Lee (f) MBChB, MRCGP, DRCOG

Dr Nadia Choudhry (f) MB BS, MRCGP

Dr Jeremy Gibson (m) MBChB, MRCGP

Dr Susan Oladeji (f) MBChB, MRCGP

Dr Chinatu Nzekudu (m) MB BS

Dr Chindapi Sabiya (m) MB BS

Dr Rebecca Hughes (f) MB ChB

**Clinical Teams**

**Clinical Pharmacists**

Antony Marshall (Lead) (m) BPharm (Hons), IPresc PGDip (Clinical Pharmacy Practice), MRPharmS

Zehn Maqsood (m) BPharm (Hons), IPresc, MRPharmS (Hons), IPresc

Rachael Williams (f) MPharm (Hons), MRPharmS

Lubna Shaheen (f) MPharm (Hons), IPresc

**Nursing Team**

**Practice Nurses**

Stephanie Gillott (f) BSc

Danielle Harrage (f) BSc

Kirstie Measures (f) BSc

**Practice Management**

Practice Business Manager Tina Hall

**Management Team**

Quality Lead Nicola Waller

PBM Assistant Sheron Thompson

Finance Officer Justine Ablott

Facilities Lead Chris Lowrie

Deputy Manager Carolyn McCann

**Opening Hours**

**Burton Road Humbleton Drive**

Monday 08:00-18:30 08:00 -16:00

Tuesday 08:00-18:30 08:00 -16:00

Wednesday 08:00-18:30 08:00 -16:00

Thursday 08:00-18:30 08:00 -16:00

Friday 08:00-18:30 08:00 -16:00

Saturday 09:00-17:00 Closed

Sunday Closed Closed

**Out of Hours Service**

Between 18:30 and 08:00 Monday to Friday, and all day at weekends and on Bank Holidays, your call will be redirected to the NHS 111 service. In an emergency, please call 999. Chest pains and / or shortness of breath constitute an emergency.

**Practice Closures for Staff Training**

The practice will be closed from noon on the third Wednesday in each month for staff training. Your calls will be redirected to 111 during these times.

**Accident and Emergency**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones go to your nearest Accident & Emergency (A&E) department or call 999.

**Accessibility**

Horizon Healthcare are proud to work from fully accessible buildings with designated accessible parking spaces, accessible WC, induction hearing loop, signing services available in advance and some LD and Braille leaflets. We also have two wheelchairs for use by our patients within the Burton Road City site.

Our website is visual impaired friendly and has an Easy Read News section for our patients with learning disabilities.

**How to Register as a Patient**

Patients, within the Practice Boundary, are eligible to register. Registration forms are filled in online at [www.horizonhealthcare.nhs.uk/](http://www.horizonhealthcare.nhs.uk/) Please call us if you do not have access to the internet so that we can help you.

To make the registration process go as smoothly as possible please provide following original documents:

* One photo ID (e.g., passport or driving licence)
* Proof of address (e.g., Universal Credit letter, Council Tax Bill, Payslip)
* Your NHS number (unless recently moved to UK from abroad)

If you require help to fill in the form, please let Reception know and we will do our best to find someone who can help you via our New Patient Champions. We accept Veterans of the Armed Forces. We also happily accept New Refugees and Asylum Seekers preferably with suitable Home Office paperwork. We appreciate that it will not always be possible for patients to be able to provide all this information, so please speak to the reception team who will be able to advise you.

Once you are registered you can request a New Patient Health Check.

Check whether you are in the Patient Boundary at

<https://www.horizonhealthcare.nhs.uk/practice-information/practice-boundary/> We take patients from outside our practice boundary. Please contact us for Patient Out of Area information.

**How to Book an Appointment**

Most appointments are released at 8.00am each weekday morning, including some pre-bookable appointments. You will always be offered the first available appointment when you call, but you can request a specific clinician. You need to be aware that you may have a longer wait, particularly if the clinician is on leave, off sick, etc.

Please make sure you inform the practice if you are unable to attend an appointment and give us ample notice so that your slot can be used by someone else. We have a dedicated cancellation text service on 07842 190117 (text your name, DOB, date and time of the appointment) and please give us 2 working hours’ notice

**What happens in a Consultation?**

Most consultations are 10 minutes with a GP or Nurse Practitioner. Be prepared to get the most out of your consultation.

• Consider writing down symptoms, issues you have had or problems so that you do not forget anything.

• Explain why you have come at the beginning of the consultation and do not leave extra issues until the end.

• The clinician may need to turn away from you to write in your notes, please do not be upset, they are listening to you.

• You are welcome to bring a friend or family member into the consultation with you, we always have two chairs available for you in the consultation room.

• Let the clinician know if you have specific expectations from the consultation.

• Dress appropriately, particularly if you know the clinician will need to examine you.

**Services We Offer**

**Long Term Condition Review**

We run Long Term Condition (LTC) review clinics, that will allow a patient with LTCs like Diabetes, Hypertension, Asthma etc to have their LTC and Medication Review with the Clinical Pharmacist Team. These reviews are normally conducted by telephone. Attendance at these clinics is very important as it ensures it is safe for us to continue to prescribe your medication, to monitor and check your condition has not changed and reduce the risk to your continuing health.

**Test Results**

If you have a blood test, requested by the Practice, please call the surgery one week after the test to check for results. Please call between 10.00am and 6.30pm and not during the busy early morning rush if possible. A Patient Coordinator or Clinician will call patients who need to be urgently recalled or require medication however phoning to check results does provide assure for you. You can also request results via the website at <https://www.horizonhealthcare.nhs.net/>

**Home Visits**

Home visits are for the bedbound and those too ill to come to the surgery, for example some of our palliative care patients. The quality of care in a patient's own home is less than can be offered in our well-equipped Healthcare Centre. Lack of transport, difficulty to get a family member to bring you because they are at work or lack of childcare etc. are not reasons for a home visit.

**Child Immunisation Programme**

We offer Child Immunisation appointments every day of the week. It is important for your child’s health that their vaccinations are up to date. You can check with the Practice Nurse if you are concerned that your child may have missed some immunisations, particularly if you have lived abroad or they have never had any injections. Please remember to bring your child’s Red Book to the appointment.

**Blood Clinic (Phlebotomy)**

Reception can give you a list of Blood Clinics in the local area.

**Long-Acting Reversible Contraception Clinics**

These offer patients the opportunity to have coils and implants removed, replaced or fitted by a qualified GP or family planning specialist.

**Attached Services**

**Physiotherapy**

CentralPhysio have clinics based at the Horizon Healthcare, Burton Road City site. This is provided for the convenience of our patients. Please discuss with your clinician if you feel that you may need to see a physiotherapist.

**Midwife**

The Practice has two dedicated, surgery attached Midwives who supervise all aspects of ante-natal care. They have clinics on Monday, Tuesday and Thursday at the City Site and Friday at Humbleton Drive.

**How to Book**

Call Horizon Healthcare on 01332 737777, 08:00 – 18:30 Monday to Friday and we can book on the day.

**Compliments and Feedback**

We are always delighted to hear positive comments or constructive feedback from our patients. It is always really important to us to know how we are doing in your eyes. This will feedback into our future planning and services. Some patients choose to write to us, others prefer to use the Friends and Family feedback, NHS Choices or even our Google Review site.

**Complaints**

It is equally important to hear from our patients if they are unhappy with a service. However, we ask that they contact us and allow us to enter into a serious conversation about a service, clinician or staff member. Only if we know what has gone wrong can we realistically improve the situation for that individual patient or our patients as a whole.

We hope to sort out most problems quickly, often at the time they arise and with the person concerned. The Patient Coordinator or their line manager on reception may be able to deal with a problem there and then. Please be patient while they find the correct route to help you. You may need to take a seat for a few minutes or, if you are in a rush, leave us some contact details and we can let you know how we sorted it out for you.

You can complain in writing, by email (ddicb.horizon.healthcare@nhs.net ) via our website or reception.

There is more information about our complaints, comments and suggestions procedure on our website at [www.horizonhealthcare.nhs.uk/](http://www.horizonhealthcare.nhs.uk/)

Please request our form if you wish to complain on behalf of someone else. It is available from reception. We cannot process a complaint until we have authorisation from the patient.