



Horizon Healthcare

Practice Leaflet

Horizon Healthcare
City Site
3-5 Burton Road
Derby
DE1 1TH
(01332) 737777

Horizon Healthcare
31 Humbleton Drive
Mackworth
Derby
DE22 4AU
(01332) 737777

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 |

Clinical Teams

Clinical Pharmacists

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|----------------------------|--|
| 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 |

Advanced Nurse Practitioners

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|----------------|--|
| Kaz Nizzer (f) | MSc Distinction ACP, BSc Hons RSCN, RGN, ENP |
|----------------|--|

Nursing Team

Practice Nurses

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|-----------------------|-----|
| Stephanie Gillott (f) | BSc |
| Danielle Harrage | BSc |
| Kirsty Measures | BSC |

Nursing Associate

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|----------------|
| Tia Oliver (f) |
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Trainee Nursing Associate

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| Samantha Cadd (f) |
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Practice Management

Practice Business Manager Tina Hall

Management Team

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|--|-----------------|
| Quality compliance Lead & Complaints Manager | Nicola Waller |
| PBM Assistant | Sheron Thompson |
| Finance Officer | Justine Ablott |
| Estates and Facilities Lead | Chris Lowrie |
| Deputy Manager | Carolyn McCann |

Opening Hours

| | City Site – Burton Road | Mackworth Branch Surgery – Humbleton Drive |
|-----------|-------------------------|--|
| Monday | 08:00-18:30 | 08:00 -1600 |
| Tuesday | 08:00-18:30 | closed |
| Wednesday | 08:00-18:30 | 08:00 -1600 |
| Thursday | 08:00-18:30 | 08:00 -1600 |
| Friday | 08:00-18:30 | 08:00 -1600 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Out of Hours Service

Between 18:30 and 08:00 Monday to Friday, and on Saturdays 0900-1700 Horizon host the Derby City North PCN Extended Access Hub – appointments can be booked each day but not on the day. After we are closed and on Sundays 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 (not December January or August) 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 three 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/ 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, if you can the 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. 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. You can also contact us through our website to request some appointments and through online services. (If you need help registering, please ask.) You can ask for a named clinician, however this is not always possible due to staffing arrangements, if a clinician needs to see you, they will prebook a follow up or ask the reception team to contact you directly to book an appointment. We have a large and varied team who can help you., you do not always need to see a GP to discuss certain problems.

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.

Zero Tolerance- Violence Statement & Staff Protection

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. The doctors, nurses and staff in this practice have the right to do their work in an environment free from violent, threatening or abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening or abusive behaviour be tolerated in this practice. If you do not respect the rights of our doctors, nurses and staff, we may choose to inform the Police and make arrangements for you to be removed from our medical list.

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient, or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

Services We Offer

Repeat prescriptions.

You can contact the medicines order line, Order repeat medication over the telephone through our Medicines Order Line on **0115 8550 260** open from 08:00 – 16:00 or call **(01332) 737777** and chose option 1.

[The Prescription Medicines Order Line \(MOL\) is a service that enables patients across Derby and Derbyshire to order their repeat medications by phone or online. The service is available from 8AM to 4PM Monday – Friday \(excluding bank holidays\)](#) During the call, Medicine Order Line Operatives (MOLOs) will go through the prescription request and check which items are needed, with support from a Team Leader or Pharmacy Technician as appropriate. The medication request is processed while the patient is on the telephone and is then sent electronically for the prescriber to review and sign. The prescription is then sent to the practice to check and sign electronically and then sent to your nominated pharmacy.

[Medicine Order Line \(MOL\) » Joined Up Care Derbyshire](#)
[Request a Repeat Prescription | Horizon Healthcare](#)
[SystemOnline Login \(tpp-uk.com\)](#)

Long Term Condition Review

Our experienced Clinical Pharmacist team 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. You will be contacted when your review is due and we will let you know what we need before your appointment can be booked.

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/> You can use the NHS App to view your clinical records, this now includes consultation and test results that have been reviewed by our clinicians. If the hospital consultant or other speciality has requested a test please contact the department directly for the results. [A-Z of all services | University Hospitals of Derby and Burton NHS \(uhdb.nhs.uk\)](#)

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. Please call as early as possible to request a home visit. Our Home visiting team is separate from the surgery team, they can see all your clinical records and we handover the necessary clinical information to them on the day along with your presenting issues.

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. Or you can book on [Online Appointment Healthcare Platform | Swiftqueue Phlebotomy \(Blood Tests\) | University Hospitals of Derby and Burton NHS \(uhdb.nhs.uk\)](#)

Long-Acting Reversible Contraception Clinics

These weekly clinics offer patients the opportunity to have coils and implants removed, replaced or fitted by a qualified GP or family planning specialist. Please speak to our team or request this through our website & we will contact you to arrange an appointment.

Attached Services

Our PCN works with the practice to provide the following services:

Social prescribers, Pharmacists, care coordinators, Occupational therapy, paramedics, mental health practitioners and dieticians. Please speak to the reception staff for more information.

[EMPLOYEE ROLES — Derby City North Primary Care Network \(dcnpcn.co.uk\)](#)

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. We also offer first contact physio therapists through our PCN services- please see also this useful app - [Muscle and Joint Problems | Horizon Healthcare](#)

Midwife

The Practice has two dedicated, surgery attached Midwives who supervise all aspects of ante-natal care.

GP and Nurse Extended Access HUB Service

A federation of six Derby City North Surgeries are offering access to appointments each evening and at weekends to provide more accessibility to our combined patient group. These appointments are currently offered at the Horizon Healthcare site.

Monday – Friday evening slots

Saturday – 9:00am – 5:00pm telephone and face to face GP and Nurse appointments

Bank Holidays (times vary)

We also have Nurse appointments available at our Extended Access Hub for Smear Tests and Chronic Disease Reviews. Please check with a Patient Coordinator.

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. [NHS Friends and Family Test | Horizon Healthcare](#)

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/

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.

Named Accountable GP

All patients at our practice have a named GP to oversee their care. This requires a named accountable GP to take responsibility for the co-ordination of all appropriate services required and ensure they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP). What does this mean for you? You are unlikely to see any notable changes in the way care is delivered to you by our practice, just a formalisation of our current process. You still have freedom of choice to see your preferred clinician. Please **contact reception** if you wish to know your named accountable GP.

Other useful information

The practice contracts with the NHS and ICB in the form of a general Partnership. Horizon Healthcare is not a GP training practice we do however take nursing students.

[GP funding and contracts explained | The King's Fund \(kingsfund.org.uk\)](#)

The practice is not responsible for all health services some such as Midwifery is provided by the DHUB Trust, some are provided by DCHS such as care coordinators, matrons, and district nurses. Phlebotomy services in Derby City are provided by UHDB. [Our services | UHDB Trust | University Hospitals of Derby and Burton NHS](#)

Our staff undertake all relevant data protection, GDPR and confidentiality training- they need access to your records to be able to help you. If you have a relative or friend working here and do not want them to be able to access your records please let us know through the website: [Contact the Practice | Horizon Healthcare](#)

If you want your relative or carer to have access to your records please complete these forms: [Request for Third Party to Access a Medical Record | Horizon Healthcare](#)

Our email address is : ddicb.horizon.healthcare@nhs.net. Please note this is checked periodically – if your request is urgent please call us for advice.