



Quality Care Without Prejudice

PRACTICE BOOKLET



Wilson Street Surgery

11 Wilson Street
Derby
DE1 1PG
Tel: 01332 332628
Fax: 01332 348813

The Chaddesden Branch Surgery

Taddington Road, Chaddesden
Derby
DE21 4JU
Tel: 01332 674355
Fax: 01332 544217

WILSON STREET SURGERY

PRACTICE BOOKLET

Wilson Street Surgery strives to provide accessible, evidence based medical care of the highest quality to our ethnically diverse population. We endeavour to forge long-term supportive relationships with patients and their families empowering them to contribute to their own healthcare and health promotion. We are a large practice who seeks to achieve a friendly, approachable atmosphere and maintain the core values of traditional General Practice.

Introduction

Welcome to the Wilson Street Surgery. We have provided this booklet as a guide for you, our patients, to enable you to obtain the best use of facilities available.

We aim to provide a high standard of medical care in a friendly and professional manner. You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you most need them. For the convenience of our patients, we have a branch surgery situated in Taddington Road, Chaddesden, Derby for our patients living in the Chaddesden and Oakwood area. All of our patients are welcome to use either of our surgeries for their convenience.

HOW TO CONTACT US

Wilson Street Telephone Numbers:

Appointments: 01332 332628

Lines available

Monday to Friday: 7.30am until 6.30pm.

General Enquiries: 01332 332628

Please telephone after 9.00am.

Emergency Line: 01332 344366

For home visits.

Taddington Road Telephone Numbers:

For Appointments, Test Results and Home Visits: 01332 674355

Lines available

Monday: 8.00am to 12 noon and 2.00 to 5.30pm.

Tuesday to Friday: 8.00am to 12 noon.

How To Access An Appointment

As doctors at Wilson Street Surgery we have always prided ourselves on providing prompt access to high quality care. This is evidenced in our appointment system, which enables anyone requesting an appointment to be seen the same day. This applies whether the request is for an urgent appointment or an appointment for a routine problem.

Our phone lines are very busy first thing in the morning. However, most calls are very short, and whilst you may need to try more than once, we hope that you don't experience too much difficulty in getting through.

Each appointment is for one patient with one medical problem only. Please make a separate appointment for each member of your family or if you have more than one medical problem.

All surgeries are by appointment only; doctor availability may vary from time to time. Please ask a receptionist for details or view the notice boards in the waiting rooms.

Patients wishing to speak to a doctor on the telephone can leave a detailed relevant message with the receptionist and, if appropriate, the doctor will ring back.

You can pre-book an appointment with a named doctor up to 14 days in advance.

On the day appointments are available to book from 7.30am on the day by telephone or at the front desk.

N.B. This is the time that all the on the day appointments, both morning and afternoon, will be released. The earlier you ring, the more choice of appointment times and doctors you will have.

If you ring before 10.00am you will be offered an available routine morning or afternoon appointment. Once all of the on the day routine appointments have been booked, you will be advised of this and you may be offered a pre-bookable appointment for another day or asked to ring back the following day.

However, if it is URGENT that you are seen on the day, please inform the receptionist as there are some appointments reserved specifically for clinical emergencies.

N.B. If the doctor considers your problem is not a clinical emergency, then they may ask you to rebook for another day/time.

If you ring after 10.00am for a routine on the day appointment you may find that there are none available, and are asked to pre-book or ring the following day. However, we guarantee to offer you an on the day appointment if it is for a medical emergency.

If you experience particular difficulty in booking an appointment, you may wish to take advantage of our Extended Hours Service and online booking facility (please see details below).

If you wish to see a particular doctor (and we do encourage you to stick to the same doctor for the same problem) we will book you in with your chosen doctor unless they are not consulting that day or their surgery has already been filled. It is therefore also advisable to build a relationship with a second doctor to avoid disappointment. If you feel your condition is medically urgent you will be seen on the same day, although not always by the doctor of your choice and it may be necessary to wait.

Booking Appointments Online

In order to allow you to use our online appointment booking and prescription request service, please visit our website www.wilsonstreetsurgery.co.uk and download the registration form, complete the details and hand it in to the receptionist along with two forms of identification. The receptionist will then arrange your user name and password.

Visit our website: www.wilsonstreetsurgery.co.uk

For the latest information click to: www.wilsonstreetsurgery.co.uk

PHIPP & CO

Chartered Accountants
and Business Advisers

Have you planned for inheritance tax?

Have you considered tax planning?

Then speak to us

**Telephone:
0115 972 2313**

**Phipp & Co Accountants
6 Nottingham Road
Long Eaton**

Appointments in Derby by arrangement

Chartered Accountant

Many people appreciate the benefits of having a regular medical check-up. It helps to make sure that everything is as it should be, and can highlight any areas giving cause for concern before they become a problem.

In today's complex financial and business world, it is a good idea, vital if you are self employed, to apply this same principle to your finances. A good accountant will be able to advise you on how to make the most of your tax allowances and offer reliable, professional help managing your personal and business finances.

Not only is it necessary to ensure that everything is accounted for in compliance with the various statutory requirements, it is also important to make the most of every opportunity to maximise income and minimise expenditure.

A good accountant will keep a close eye on all the essentials for you and offer proactive advice on how you can improve your personal, family, or business finances and in many cases recommend the action to be taken before problems arise.

Advertising Feature

Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards

simply phone
Veronica Smith
now on
0800 612 1516



To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Surgery Times

Wilson Street: Monday to Friday 8.00 to 10.30am, 11.00am to 1.00pm and 3.30 to 6.00pm.

The surgery doors are opened at 7.30am to allow you to call in and make an appointment.

Taddington Road: Monday 8.30 to 10.30am and 3.30 to 5.30pm.

Tuesday to Friday 8.30 to 10.30am.

These times vary slightly according to the doctor you are seeing.

Please note there is no routine surgery on Wednesday afternoons.

Extended Hours

We offer an Extended Hours service for the convenience of all our patients. This is an extra service and not a routine surgery.

Appointments are available at Wilson Street Surgery between 7.00 and 8.00am each weekday. These appointments are pre-bookable up to 14 days in advance. GPs will alternate each day and so it may not always be possible to see the doctor of your choice at these appointments.

Non Attendance/Lateness

If you are unable to attend your booked appointment, please let us know in advance so we can offer the appointment to someone else.

If you are late for your appointment, you may be asked to re-book another appointment or you may have to sit and wait until the end of surgery before you are able to be seen. Patients who arrive after you but who are on time for their appointment, will be given precedence.

Home Visits

Home visits are only for those who are housebound or too ill to come to surgery. Children who are feeling poorly can safely be brought to the surgery where they can be more fully assessed on our well-equipped premises.

If you do require a home visit, you should telephone the surgery on our emergency line before 10.15am. You will be required to give a brief description of the problem in order for the doctor to assess the need for a visit.

Out-Of-Hours Service

If you think you need to see a doctor outside of normal surgery hours and it is not a 999 emergency, you should telephone the NHS 111 service to access medical help fast. They operate a call handling and triage centre. You may be encouraged to attend the local centre if you need to see a doctor. The centre operates only by appointment; it is not a drop-in clinic.

The address for Derbyshire Health United is The Derby NHS Walk-in Centre, Entrance C, London Road Community Hospital, Osmaston Road, Derby DE1 2RG.

Please note that all calls are recorded.

NHS Direct

NHS Direct is a 24-hour nurse-led help line providing advice and information on:

- What to do if you're feeling ill
- Health concerns for you and your family
- Local health services
- Self-help and support organisations

You can contact NHS Direct on 0845 4647.

For the latest information click to: www.wilsonstreetsurgery.co.uk



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- 8 seated mini buses available
- Long-distance taxi journeys
- Private hire
- UK wide parcel delivery / courier service

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- Pre-paid journey options
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A minicab service which is convenient for you:

- Computerised booking and dispatch system
- State-of-the-art data unit to provide an accurate dispatch service
- GPS tracking on vehicles to keep you reliably and accurately informed
- Ring back service to indicate when your taxi has arrived
- Text back service - sends you a text message when your taxi has arrived with the make, model and colour of the car and also the driver's name
- Charge card service - prepaid credit card which is swiped in the taxi for each journey

By giving you multiple ways to contact us, we aim to make it easy for you to book your taxi. Call us on 01332 666 222, email us or use our online booking service.

To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Interpreter/Sign Language Service

If your appointment has been pre-booked with the doctor/nurse and you are not able to communicate effectively in English or need sign language assistance, you must advise a receptionist at the time of making your appointment that you will require an interpreter present at your consultation.

We do not have interpreters on site. You should therefore advise the receptionist that you require an extended appointment. Alternatively if you have a friend or relative who can translate for you, this is usually very helpful.

THE PRACTICE TEAM

The Partners

The doctors practise together as a non-limited partnership.

- Dr Steven Little** MB ChB (1980 Sheffield) MRCPG DRCOG DFRSH MPhil Dip MEL
- Dr James Daniells** MB ChB (1985 Birmingham) DCH MRCPG
- Dr Jill Fletcher** MB ChB (1988 Bristol) MRCP (UK) FRCGP DRCOG DFRSH
- Dr Jayne Nuttall** BSc MBBS MRCPG DRCOG (1987 London)
- Dr Mohammad Munir** BSc MB ChB (1994 Leeds) MRCPG
- Dr Sharon Burton** MB ChB (2000 Liverpool) MRCPG DRCOG DFRSH Dip Med AC
- Dr Komal Raj** MB ChB (2003 Birmingham) MRCPG DCH DRCOG DGM
- Dr Susan Bayley** BMedSci BMBS (2003 Nottingham) DRCOG DFSRH MRCPG
- Dr Drew Smith** BSc (Hons) (2002 Dundee) MB ChB (2007 Dundee) MRCPG
- Dr Laurence Higgs** BMedSci BMBS (2006 Nottingham) MRCPG DRCOG

Registrars

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for either 4 or 12 months and usually become general practitioners after completing their training. They are at all times encouraged to seek advice when required from the practice partners. Occasionally a video recording may be made of the consultation for the purposes of the registrar's ongoing professional training. This will only be undertaken with your prior knowledge and written consent.

Practice Nurses

- Sister Sharron Ford** RGN Dip Diabetes Independent/Supplementary Prescriber
- Sister Katy Noon** Dip HE Nursing BSC (Hons) Sp Dip Asthma
- Sister Julie Butterworth** SRN, RSCN Dip Diabetes Dip Asthma Dip COPD
- Sister Angela Parker** Dip HE Nursing BSC (Hons) Dip Asthma Dip COPD
- Nurse Ruth Summers** RN Dip Adult Nursing
- Nurse Stephanie McDonnell** RN Dip Adult Nursing

For the latest information click to: www.wilsonstreetsurgery.co.uk

Advertising Feature

The practice nurses will help you with the following:

Routine Blood Pressure Checks	Travel Immunisations and Advice
Yellow Fever Centre	Removal of Stitches
Dressings and Treatment of Minor Injuries	Health Checks (CHD, Hypertension)
Family Planning	Women's Health
Flu Vaccinations	Diabetes Clinics
Asthma Clinics	Ulcer Clinics
Childhood Immunisations	Ear Syringing

The Practice Management Team

Sue Altoft	Practice Manager
Katie Berkin	Assistant Practice Manager (Part-time)
Julie Davey	Assistant Practice Manager (Part-time)

Attached Community Services

District Nurses

We have a close liaison with the district nursing team who provide care in the community for patients who are housebound or whose treatment will necessitate a home visit, 365 days a year including evening and night service.

District nurses provide care packages to include:

- Complex assessment of health needs
- Wound assessment and ongoing care
- Acute and chronic disease management
- Health promotion
- Palliative and terminal care
- Promotion and teaching of self-care
- Administration of treatment using specialised nursing equipment and medication
- Promotion of continence and management of incontinence
- Access to specialist resources and equipment

For District Nurse Liaison - Telephone 01332 258200

Midwives

If you are pregnant please book a routine appointment with the GP and then arrange a booking appointment with the midwife. You can do this at reception or by telephoning the surgery appointment line.

Health Visitors

The health visitors are concerned with health promotion and the prevention of illness, offering help, advice and support on many things affecting the health of both children and adults. The health visitors can be contacted by telephone on **01332 888120**.

Counsellors

The practice has access to counselling services. Referral for this service is via your GP.

Dietician

If you have any dietary problems please discuss these with your GP who will refer you to a dietician.

Healthy Lifestyles

If you want to stop smoking, reduce your alcohol intake or need support to help lose weight, we have access to the Livewell Lifestyle Programme run by Public Health. Please ask at reception for details.

FURTHER INFORMATION

Practice History

The practice is well established: there has been a surgery on the Wilson Street site since 1895. Many of our patients' families have been registered here for over 50 years or more. The practice has a list size of approximately 15,000 patients. The practice area covers virtually the whole of the city of Derby with concentrated population around both surgeries. Please see the map of our practice area on the back cover.

Car Parking

Car parking is only made available to doctors, staff and patients who are visiting the surgery. The number of spaces in the car park is limited.

This is a private car park and parking is therefore at your own risk. The partners regret they can accept no responsibility for injury, loss or damage occurring on the premises, however this is caused. At Wilson Street Surgery, there are two clearly marked disabled parking spaces for use by blue badge holders only. Please remember to display your badge whilst parking.

Please try to park within the white marked area. Also, please do not block the access to the entrance of the building as this is reserved for ambulances only.

If you are visiting the Pharmacy on Wilson Street, please use their car park.

How To Register As A Patient

All new patients wanting to register with the practice need to complete a registration form and provide proof of identity and proof of address. You can call in at reception or complete the registration form on our website www.wilsonstreetsurgery.co.uk. (You will still need to call in at the surgery with your identification.)

New patients will also be offered a health screening examination with the practice nurse.

Visit our website: www.wilsonstreetsurgery.co.uk

For the latest information click to: www.wilsonstreetsurgery.co.uk

Confidentiality And Medical Records

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on the computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

We keep all patient details on the computer to help maintain accurate records and more efficient administration. Should you require to see your records please contact the surgery. There may be a fee payable.

We give the highest priority to confidentiality. Medical records are not disclosed to anyone outside the practice without your written consent. All members of the practice are bound by strict rules and even the fact that you have attended surgery is regarded as confidential. The NHS has made a commitment that patients should be able to receive copies of clinicians' letters about them. We are happy to make a copy of your referral letter available at your request.

Under the Health & Social Care Act 2012, NHS England can direct the Health and Social Care Information Centre (HSCIC) to collect and link information from all the different places where you receive care, such as your GP, hospital and community service to help provide the NHS with a full picture.

This information will allow the NHS to compare the care you received in one area against the care you received in another, so they can see what has worked best.

The NHS can use this information to plan and improve services for all patients.

Information about you and the care you receive is shared in a secure system, on HSCIC national servers and not on GP systems.

Information such as your date of birth, NHS number, gender and post code but not your name, will be used to link your records in a secure way, so your identity is protected. This information (which does not reveal your identity) can then be used by others, such as researchers and those planning health services, to make sure the best possible care is provided for everyone. The HSCIC will be the data controller for your uploaded information and will have total control over it.

Once the data has been extracted, the HSCIC will be the data controller for your uploaded information and Wilson Street Surgery cannot control or protect in any way how that information is used, shared or who has access to it.

If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please visit our website and download a copy of the leaflet "How information about you helps us to provide better care" or speak to a member of staff at the surgery.

If you wish to opt out and prevent your personal confidential data being extracted for the Health and Social Care Information Centre, you can write to us asking to opt out or alternatively download the Opt Out Form, complete and sign it and hand it in at reception.

Accessible Information Standard

Patients who have a disability, impairment or sensory loss can receive information in a format that they can understand. Please contact the surgery for further details.

Code Of Conduct

What you can expect from the practice:

- To be seen promptly and be treated with respect, in confidence, regardless of your medical problems, age, sex or ethnic origin.
- Our advanced access system provides you with an appointment to see any one of our doctors, usually on the same day.
- There are times, however, when the doctor of your choice may be unavailable. In such instances, we will provide you with an alternative doctor.
- Wherever possible, you are encouraged to see the same doctor for the same medical complaint to ensure continuity of patient care.
- The practice will not visit you at home simply because of transport difficulties or convenience.
- The practice will not tolerate physical or verbal aggression of any kind by patients or their relatives/friends towards any member of the practice team.

What the practice expects from you:

- To attend for your appointments on time.
- To cancel any appointment you no longer require.
- To attend the surgery at all times unless you are too unwell to travel.
- To let us know if you need an interpreter, if you are unable to bring one with you.
- To treat all members of the practice team with the courtesy and respect you would expect yourself.

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 such 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.

Repeat Prescriptions

If you need regular medication, we can issue repeat prescriptions without having to see you each time. When you first register for this service, you will need to see the doctor to set this up. A computer-generated re-order form will then accompany each prescription.

If you have a repeat prescription facility set up, you can re-order in any of the following ways:

- Drop your request into the repeat prescription box at the surgery
- Post it to the surgery
- Visit our website at www.wilsonstreetsurgery.co.uk and click on the tab 'Online Prescription Service'. (You need to register for this service first. Please download the registration form from the website.)

We cannot accept telephone or faxed requests for repeat prescriptions. We can post your prescription to you if you supply a stamped addressed envelope, but you may also collect prescriptions in person from the surgery during normal opening hours or arrange for a Pharmacy to collect it for you.

Your prescription will be ready after 2.00pm two working days after we receive your request. You do not need to ring to ask if it is ready before you collect.

From time to time we will ask to see you to review your treatment.

Visit our website: www.wilsonstreetsurgery.co.uk

For the latest information click to: www.wilsonstreetsurgery.co.uk

Test Results

Whilst receptionists are unable to advise you of your test results, they can let you know if the results have arrived at the surgery.

Please telephone **01332 332628** after 10.30am Monday to Friday only.

The minimum time interval before telephoning for results is:

- Blood tests 7 working days
- X-rays 7 working days
- Cervical smear test 6 weeks

If a doctor or nurse provides you with a specimen bottle for your use at home, you should ensure it has your personal details on the bottle and return this direct to the main reception desk at the London Road Community Hospital, London Road, Derby. We cannot accept any samples required for testing.

Minor Surgery

Minor surgical procedures can be carried out by arrangement with your doctor.

Disability - Access To Surgery

If you need assistance when entering the surgery, please press the bell outside and a member of staff will come to assist you. Both surgeries have access and toilet facilities for disabled people.

If you are unable to climb stairs, you should make this known to the receptionist when booking your appointment. We will then arrange for your doctor to see you in a downstairs consulting room.

Baby Friendly

The practice is part of a national pilot scheme called 'Baby Friendly', which promotes and supports breastfeeding through informed choice. To find out more about this, contact the health visitor or midwife.

If you wish to breastfeed whilst at the surgery, please ask at reception.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred. Patients are advised to ask for a chaperone if required, at the time of booking an appointment.

Change Of Personal Details

If you change your name or address, please notify the surgery immediately. A change of address may mean that you move outside the practice area and the partners can advise you of this. We may occasionally wish to contact you, so please ensure we have your correct telephone number especially if you are ex-directory. Please help us to update our records by letting us know your email address and whether you are happy for us to send you text reminders about your booked appointments.

Comments And Complaints

We are proud of the service we provide and strive to make the best use of the available resources, but we are always pleased to receive your comments.

We hope that if you have a problem, you will use the practice complaints procedure. This gives us the opportunity to improve our service. This does not affect your right to approach Health Watch Derby based at the Council House, Corporation Street, Derby, DE1 2FS. Tel: 01332 643988 or email: info@healthwatchderby.co.uk. Our complaints procedure is in line with national criteria. Please note that if you wish to involve a representative on your behalf we will need your written consent to respond to them.

To make a complaint to the Southern Derbyshire Clinical Commissioning Group, please contact the Complaints Manager, Southern Derbyshire CCG, C/O GEM CSU (3rd Floor), Cardinal Square, 10 Nottingham Road, Derby DE1 3QT.

Tel: 01332 868736 Email: complaints@southernderbyshireccg.nhs.uk

If you wish to make a complaint to NHS England, you can email: England.contactus@nhs.uk or tel: 0300 311 2233.

If you wish to contact The Care Quality Commission (CQC) you can telephone the National Customer Service Centre on 03000 616161, write to them at CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA or email through their website www.cqc.org.uk.

Non-NHS Examinations And Reports

Medical examinations, reports, certificates etc which are requested for special purposes outside of your NHS entitlement (such as pre-employment, fitness to undertake sports, travel, school, insurance claims etc) are deemed to be private. A special appointment must be made, or time set aside, and therefore a BMA recommended fee will be payable. This will usually be required in advance of any work undertaken. Please ask at reception for details and fee scales.

Please note it is not our policy to sign passport forms.

Teaching And Training

Sometimes one of our doctors or nursing team may have a doctor, medical student or student nurse with them during consultation.

When this happens we will always ask beforehand whether you are comfortable with this or whether you would prefer to see the doctor or nurse on their own.

Occasionally a video recording may be made of the consultation for the purpose of the doctor's ongoing professional training. This will only be undertaken with your prior knowledge and written consent.

Dental Problems

You must register with a dentist for all your dental care requirements.

In line with BMA guidelines, we are unable to treat any dental problems. You are advised to see your dentist in such cases. The NHS Commissioning Board will be able to help you if you do not have an NHS Dentist. You can telephone them on 01623 673245.

NHS Health Checks

If you are aged between 40 and 74 and wish to have a health check, please contact the surgery and ask the receptionist to book an appointment for you with the practice nurse.

Travel Immunisations/Vaccinations

If you think you may require immunisations or vaccinations for foreign travel, please visit our website and download the Travel Health Questionnaire. Once completed, please hand this to a receptionist at the surgery who will then give you an appointment with the practice nurse.

Please allow at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS. A list of these charges is held at reception.

Yellow Fever Vaccinations

Wilson Street Surgery is an authorised Yellow Fever Vaccination Centre. There is a charge for this vaccination.

Influenza And Pneumonia Vaccine

In accordance with Department of Health guidelines, we recommend an influenza and pneumonia vaccination for the over 65s, for patients with diabetes, chronic heart, lung, liver or kidney disease and residents of nursing and rest homes. We also recommend that carers of our patients request an influenza vaccination. Please contact reception staff for details of the vaccination dates available during September and October and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Patient Participation Group

Our patient participation group welcomes all new members. The aim is to ensure our patients have a say in the continued improvement of the surgery. For further details, visit our website or ask at reception.

Southern Derbyshire Clinical Commissioning Group

This practice is part of the Southern Derbyshire Clinical Commissioning Group. Their office is located at Cardinal Square, 10 Nottingham Road, Derby DE1 3QT. The telephone number is **01332 888080**.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

Visit our website: www.wilsonstreetsurgery.co.uk



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MAP OF THE PRACTICE AREA

