

## Doctors

Dr Karabi Ray M.B.B.S. D.R.CoG. D.F.R.S.H. M.R.C.G.P.

Dr Neil Ritchie B.M.ChB. M.R.C.G.P. D.R.CoG.

Dr Abimbola Otesile MBBS, MPH (Management & Leadership), MRGP

## Practice Manager

Elizabeth Birkin

## Practice Nurses

Kathryn Randle

## Assistant Healthcare Practitioner

Julie Hazelhurst

## Reception Manager and Secretary

Alison De-Ville

## Receptionists

Rachel – Administrator

Kelly - Phlebotomist

Beth – Care-Coordinator

Heather – Receptionist

Helen – Receptionist

Ruby – Receptionist

Jane – Receptionist

Jane – Receptionist

Stephanie – Receptionist

*WE HAVE A CURRENT ACTIVE PATIENT PARTICIPATION GROUP-PLEASE ASK  
AT RECEPTION FOR MORE DETAILS*

**Please see our website and the NHS Choices Website for a list of all our services**

We are a small family practice covering Bolsover, Palterton, Scarcliffe, Duckmanton and Arkwright. We aim to know and care for our patients as individuals with a user-friendly service. The Doctors and Nurses have a vast amount of experience between them in many medical fields and every attempt is made to satisfy your needs.

- **For appointments telephone from 8.00am**
- **For general enquiries please call after 9.30am**
- **For home visits please call before 10.00am**
- **For test results please call after 10.00am**
- **For medical advice when the surgery is closed, please phone 111.**
- **Should you wish to speak to a Doctor, please call and the Doctor will call you back after Surgery.**

## Repeat Prescriptions



- Please post or hand your prescription requests in at reception.
- If you are registered for systmonline access you can also order repeat prescriptions on-line.
- **Order over the phone by calling the Medicines Orderline on 01246 588860 between 9.30-4.30 Mon-Fri.**
- Prescriptions can be sent electronically to any pharmacy.
- **Please allow 3 working days\* for repeat prescriptions.**  
\*this may vary dependent upon where you collect your prescriptions from.

**To register at the Surgery please ask a receptionist for a registration form.**

**We ask all patients to keep all contact details up to date.**

If you would like to use systmonline please sign up at the surgery to obtain your username and password. We require 2 forms of ID of which one must be photo ID (eg passport, driving licence)

#### **HOW THE PRACTICE USES PERSONAL HEALTH INFORMATION**

Your personal health information is not available to anyone outside the practice e.g Solicitors, Insurance firms without your consent. If you are seen by the Community Nursing Team, the Health Visitor, the Midwife or a Pharmaceutical adviser, they may have access to your files on our premises only. We are audited by the Derby and Derbyshire Clinical Commissioning Group and we autonomies any data they see. Any outside personnel working in the practice for any reason agree to maintain absolute confidentiality.

#### **Patient Rights and Responsibilities**

You will be treated with respect and as a partner in your care. Being a partner means that you will have responsibilities too.

**We will:-** Ensure our patients have 24 hour access to medical advice.

Aim for you to have access to a suitably qualified medical professional within 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.

Work in partnership with you to achieve the best medical care.

Involve you and listen to your opinions and views in all aspects of your medical care.

**The prevention of disease and injury is a primary concern.**

**The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle.**

**ANY VIOLENT AND ABUSIVE PATIENTS WILL BE REMOVED FROM**

**OUR LIST IMMEDIATELY.**

# The Friendly Family Surgery

Welbeck Road

Bolsover

S44 6DE



01246 826815



[www.friendlyfamilysurgery.co.uk](http://www.friendlyfamilysurgery.co.uk)

## Practice Opening Hours

Mon: 8.00am-6.30pm

Tues: 8.00am-6.30pm\*

Weds: 8.00am-6.30pm

Thurs: 8.00am-6.30pm

Fri: 8.00am-6.30pm

Sat: Closed\*

Sun: Closed\*

Appointments are available on the day from 8.00am.

We offer pre-bookable appointments each day to book in advance.

\*We are now working closely together with local GP Practices to provide extra appointments including Saturday and Sundays at different locations. This now provides extra appointments throughout the day and now includes weekday evenings between 6.30pm and 8.00pm. Please ask the surgery for more information should you require it.

WE ARE PART OF DERBY AND DERBYSHIRE CLINICAL COMMISSIONING GROUP AND WE ARE REGISTERED WITH THE CARE QUALIY COMMISSION

**Please like our page on Facebook for lots of Practice and Health information**  
[www.facebook.com/friendlyfamilysurgery](http://www.facebook.com/friendlyfamilysurgery)