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Welcome to the Overdale Medical Practice.

This leaflet is designed to provide you with information about the practice, the services we offer and how you can make best use of them. Please keep it safe.

We have two surgeries:

207 Victoria Avenue, Borrowash, DE72 3HG

Tel: 01332 280800

1 Bridgefield, Breaston, DE72 3DS

Tel: 01332 872217

Website - www.overdalepractice.com

Services offered: We offer the full range of NHS services including asthma, diabetes and CHD clinics, women's health, contraception advice, blood tests, minor illness clinics, physiotherapy, travel vaccinations and advice, and childhood immunisations.

How to book an appointment - We have recently introduced a new digital self-booking system known as Rapid Health. Rapid Health is a digital triage platform designed to streamline the appointment booking process. Patients can request appointments via our website; the system is also utilised for those who contact the surgery by telephone or attend in person.

Rapid Health is simple to use and does not require a username or password. Patients only need to provide an email address that matches the one held in their medical records. We kindly ask that you ensure your contact details are current to avoid any disruption in access.

Please note: Rapid Health has been introduced as an additional option and will operate alongside our existing appointment booking methods. Should you require assistance in using Rapid Health, our reception team will be available to provide guidance.

Please note you cannot use Rapid Health if you are under the age of 16 or are requesting the following appointments. Long Term Condition Appointments, follow up appointments requested by clinicians, home visits, Interpreter services, medication reviews or Practice nurse appointments including smears and vaccinations.

Urgent appointments -

You can request an urgent appointment for today or tomorrow (Monday to Friday) during our opening hours.

- Use the online booking system Rapid health from 8am – 6.30pm.
 - Children under 16 – requests will be sent to the duty doctor, and you will be contacted within one working day.
- If you are unable to use the online tool, please telephone us on 01332 280800 or 01332 872217. The receptionist will ask you series of questions (via rapid health) to assess how urgent you need to be seen and the most suitable clinician.

Routine / non-urgent appointments - These appointments are typically for health concerns that do not require immediate or same-day attention. These appointments can be booked up to 2 weeks in advance. Please note these appointments are dependent on availability and may vary.

- Use the online booking system Rapid health from 8am – 6.30pm.
 - Children under 16 – requests will be sent to the duty doctor, and you will be contacted within one working day.

Follow-up appointments - When you have already seen a clinician and need to be seen again for the same problem.

Please telephone the surgery on 01332 280800 or 01332 872217.

The receptionist will be able to assist with booking your appointment and where available will try to offer you the same clinician you saw previously.

Please do not use Rapid health online booking system for these appointments.

Health checks and Long-Term Condition annual/interim reviews - These appointments are not available through Rapid health booking system. The practice will send you a text message when your appointment is due. If your appointment is overdue or you have concerns you wish to discuss with the Long-Term Condition Nurse, please telephone the surgery and the receptionist will be able to book you an appointment with the appropriate Nurse.

Nurse appointments – To book nurse appointments such as, wound care, dressings, removal of stitches, Injections, Vaccinations, Contraception please call the surgery.

Blood Tests - Blood tests can be booked online at <https://www.swiftqueue.co.uk/> or via the NHS App or SystmOnline. Please make sure you book a 'Phlebotomy' slot as these will be the correct length of time and the correct clinician. If you don't have access to the internet, please call the surgery.

Medication Reviews - If your medication is not available via NHS App or SystmOnline you may need a medication review. Please call the surgery and our reception will be able to advise you.

Queries and administration requests - Use the 'Question and Admin' tab within rapid health to:

- Request a MED3 (sick / fit note)
- Ask a non-medical question
- Enquire about a medication
- Enquire about a referral
- Ask a question

Administration requests can be submitted at any point 24/7. The practice will respond to all requests within 2 working days. DO NOT use this service if your request is urgent.

Home Visits - If you are unwell and are housebound, you may be able to request a home visit. Please contact the surgery ideally before 11am and the receptionist will assist you.

District Nurses - This team is a multi-skilled group, trained to carry out nursing care in the patient's own home. They can be contacted by telephoning the District Nurse Liaison Office on 01332 564900.

The Primary Health Care Team - The team consists of all our administration and professional staff who work together to provide care and promote good health and illness prevention.

Interpreter services - If you require an interpreter and have used Rapid Health to book an appointment, please telephone us as soon as possible and our reception will arrange that for you.

Requesting Repeat Prescriptions - Via SystmOnline – If you haven't got a username and password for SystmOnline you can request this from the surgery. You will need to print and complete the appropriate form via our website and hand this into our Reception Team with an up-to-date form of photo ID. If you don't have access to a printer, this form can also be collected from the surgery.

NHS App - You can also request medication via the NHS App. To access this service and request your prescription using the NHS App, visit <https://www.nhs.uk/nhs-app/account/>

By hand - Prescription requests can be handed in at either Borrowash or Breaston. You can post prescriptions through the letterbox at our Breaston Practice ONLY. Please ensure you include your Full name, Date of Birth, NHS Number (if known) and list of medication needed.

By Email - Patients who are aged between 12 – 15 years can email repeat prescription requests via overdale.reception@nhs.net This is due to not being able to grant online services for this age group. PLEASE NOTE we will ONLY accept emailed requests for patients in this age group.

The Phone System - Phone lines are open between 8:30-18:30 (18:00 at Breaston). During busy times, use our callback service by pressing '9' on your telephone to keep your place in the queue; when a receptionist becomes available, the system will call you back and you will be connected to the receptionist. Please only contact the surgery on one device otherwise you will receive multiple call backs which leads to longer wait times.

Recording of telephone calls - Patients should be advised that we now record all incoming and outgoing telephone calls. We feel that this is a positive step towards protecting patients and supporting the GPs and staff. If you wish to discuss this issue, please contact the Practice Manager who will be happy to give you further information.

Patient confidentiality - We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment. This information is only available to those involved in your care. For more information on how we use your data please visit our website
We aim to always treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive, or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately, if necessary, from our list of patients.

Change of Personal Details: We may need to contact you urgently. Therefore, please ensure that your personal details are up to date in our records. If any personal details change, please tell us straightaway. If your telephone number is ex-directory, we promise that we will keep your number confidential.

Complaints & Suggestions:

We do try to provide our patients with the best possible service but realise that on occasions you may not feel this is the case. The Practice Manager is responsible for operating a formalised Complaints Procedure and is committed to handling complaints promptly and in a professional manner. If you have any complaints or suggestions please contact the Practice Manager, preferably in writing.

We also have an active Patient Participation Group who work within the practice to support us and help patients where possible. Contact telephone numbers of the committee members are displayed in the surgeries.

Practice Manager – Carolyn Helm

Operations Manager – Andrew Carson

Receptionists – Lynne, Mandy, Madelaine, Lauren, Jade, Sadie, Janice, Roopam, Kim, Janette

Admin Team – Eileen, Tracy, Lara, Maureen, Samantha, Carole, Molly and Wendy

Nursing Team - Liz, Vicky, Sally, Suzanne, Alison, Lesley, Hope and Emma