

Can You Help Me Nurse?

You do not always need an appointment with a doctor; our nursing department offers appointments Monday – Friday and at various times including early morning and late evening. All nursing appointments can be booked up to 3 months in advance.

- Asthma / COPD annual check
- Baby injections
- Blood Pressure Check
- Cervical screening (smears)
- Coronary Heart Disease (CHD) annual checks
- Coil clinic (fits / checks / removal)
- Diabetic annual check
- Dressings (one off and routine)
- ECG (only by recommendation by the GP)
- Ear Syringe
- Family Planning – (Depot injections, repeat pill checks, advice on contraception)
- Injections – Zoladex, B12 etc
- New Patient registration Medicals
- Stitches / Sutures removal
- Stroke prevention clinic
- Travel Injections

A practice guide to Appointments



8 The Derby Square, Epsom, Surrey, KT19 8AG
Telephone: 01372 726361
www.derbymedicalcentre.co.uk



Our Appointment System Explained



GP PARTNERS

Dr Nigel Mckee, Dr Hilary Floyd Dr Lee Wormley , Dr Nina Newton, Dr Peter Deveson & Dr Imran Ahmad.
We also have 2 part time female doctors: *Dr Charlotte Tooke and Dr Nicola Hamilton*



We offer a variety of appointments to provide flexibility for our patient population:



Book in Advance

The surgery offers appointments that can be booked for up to 28 days in advance. These appointments are available throughout the day.

The surgery offers late appointments on Monday evenings that can also be booked 28 days in advance.

Book on the Day

There are some appointments available for on the day booking these are intended for patients who need to be seen that day and cannot wait for an advanced booking please telephone for these appointments at 8am in the morning.

Emergency Appointments

The surgery offers limited emergency appointments in the Morning and Afternoon, these appointments are for genuine medical emergencies that have happened that day and cannot wait. It should be noted that these surgeries are run by the doctor who is on duty for the whole practice that day and is responsible for all the practices urgent requests. We would ask that you bear this in mind when you are given one of these urgent appointments, as this surgery can run late due to emergencies. You will be asked for a contact telephone number and the reason for requesting an emergency appointment.

Telephone Messages

If you need to speak to a doctor then please leave a message with the telephonist, with a contact telephone number and either the doctor will contact you or someone else from the practice will telephone you with an answer to your query – we endeavour to answer messages within 24 hours where possible - This service can be used for the following:



Medication queries

Sick Certificates extensions (only if you have previously seen a doctor about this)



Test results enquires

If you have been told to telephone the surgery for your test results then please leave a message with our telephonist and this will be passed onto the doctor for an answer. Either the telephonist or doctor will call you back with an answer. The telephonist is not allowed to give the results to any patient

until a doctor has authorised her to do so.

Extended Hours

We offer late night appointments on a Monday evening from 6.30 till 8pm these appointments are all available for advance booking and access to the surgery is via an intercom.

The main surgery is not open for any patients that do not have a booked appointment during the extended hour sessions.

These appointments can be booked up to 1 month in advance.

