

## PRACTICE STAFF

### Clinical

Dr Henry	GP Partner	(Male)
Ms Hetherington	ACP Partner	(Female)
Dr Lingard	GP	(Male)
Dr Kinghorn	GP	(Female)
Dr Wood	GP	(Male)
Dr Tweedy	GP	(Female)
Dr Williams	GP	(Male)
Ms Grist	ACP	(Female)
Sue Sheridan	Practice Nurse Manager	
Leanne Roose	Practice Nurse	
Jade smith	Practice Nurse	
Natalie Loomes	Health Care Assistant	
Adele Hall	Health Care Assistant	
Kathy Harmer	Phlebotomist	

### Administrative

Sarah Robb	Practice Manager
Emily Foster-Twigg	Operations Manager
Stephanie Hemsley	Senior Administrator
Stephanie Else	Admin
Jayne Hallam	Admin
Charlotte Barnes	Admin & Receptionist
Sara Peet	Care Coordinator
Dr Fray	Consultant Clinical Officer
Tracey Sigsworth	Data Analyst
Helen Henshaw	Lead Receptionist
Cathy Hudson	Lead Receptionist
Helen Hunt	Lead Receptionist
Niomi Toplis	Lead Receptionist
Lynda Wood	Receptionist
Carole Tudor	Receptionist
Claire Neville	Receptionist
Niomi Toplis	Receptionist
Georgia Gilbert	Bank Receptionist
Josie Grist	Bank Receptionist
Tom Towndrow	Office Assistant
Megan Gosling	Workflow and Ops assistant
Petrina Davison	Workflow
Lindsey Fallon	Health and Wellbeing Coach

Lime Grove Medical Centre was opened in 1993 as a modern, purpose built, Health Centre. The Centre is located on the corner of Lime Grove Walk and New Street, close to the centre of Matlock. Lime

Grove Medical Centre Partners: Dr Ben Henry & Ms V Hetherington.

Booked sessions are undertaken regularly for: -  
Child Health Surveillance / Child Immunisations  
Family Planning Advice: Including IUCD (Coil) and Implanon fitting / Minor Surgery.

The practice nurses hold surgeries every weekday morning and afternoon. Formal reviews for asthma, diabetes, heart disease, high blood pressure and cerebrovascular disease are undertaken during regular surgery times.

### TRAINING PRACTICE

Lime Grove Medical Centre are a GP training Practice and are responsible for the GP registrars in the practice who are qualified doctors undergoing further specialist training to become GPs and supporting the education and development of the diverse clinical team. We also support student nurses by supervising, teaching and coaching them through their placement at the practice.

### HEALTH VISITORS

Are now located at the Whitworth Hospital. If you wish to know more, please visit our website.

### TELEPHONE ADVICE

Doctors and nurses can offer advice by telephone when appropriate.

### HOME VISITS

Patients who are too ill to come to surgery may be visited by a doctor at home. It is extremely helpful if requests for home visits can be received by 10.00 am. Requests received after 2.00 pm may be referred for discussion with a doctor.

### OUT OF HOURS & EMERGENCIES

When the surgery is closed for emergency advice, please call 111. If the situation is extremely urgent, ring 999 and ask for an emergency ambulance to attend.

You can also get advice on minor injuries and illnesses between 8.00am and 8pm, 7 days a week at The Urgent Treatment Care Centre at Whitworth Hospital, 330 Bakewell Road Matlock)

### PRESCRIPTIONS / ONLINE BOOKING

Patients on regular medication can request a repeat prescription in person or via our email: [limegrove.pres@nhs.net](mailto:limegrove.pres@nhs.net) You can also register to order repeat medication and book appointments online. Please ask at reception or visit our website for more details: [www.limegrovemedicalcentre.co.uk](http://www.limegrovemedicalcentre.co.uk) Please note that we require 48 hours' notice before the prescription will be ready for collection.

### YOUR LOCAL PHARMACY

You can also use the Prescription Collection Service from most local chemists. The chemist will collect your repeat prescription from the surgery and prepare the medicines you need ready for collection or home delivery. If you are interested visit your local pharmacy for more information and to register. Your local pharmacy can also give advice on minor ailments such as hay fever, allergies, coughs & colds. All pharmacies have qualified pharmacists on duty and will ensure your privacy is maintained.

### PREVENTIVE CARE

We write to patients inviting them to make appointments for review of regular medication, cervical smears, tetanus vaccinations and other medical reviews when these become due. Patients who are travelling abroad please see our website for the most up to date information or speak to our reception team. Advice on all aspects of healthcare can also be found on the NHS website Choices [www.nhs.uk](http://www.nhs.uk)

### YOUR DATA

Visit our website to see the most up to date policies on "how we share your data"

### ACCESSIBILITY / SERVICES

Lime Grove Medical Centre has wheelchair access to all consulting rooms. Toilet facilities for disabled patients are situated in the waiting area. (This toilet also has baby-changing equipment). The waiting area has a hearing aid loop system installed.

We are able to obtain an interpreter/translation for any patients requiring assistance with languages. Please can you let the receptionist know when booking an appointment. This is a phone service

during your consultation. If you require face to face interpreting, please give at least 3 days notice for a routine appointment. We are also able to obtain BSL signers to assist any patients with hearing loss/deaf. Please try and give 7 days notice for any routine appointment.

We have staff trained as Chaperones. GPs will normally request a chaperone if performing any intimate examination (with your consent). If you would like a chaperone to sit in with you at any time, please ask when you attend for your appointment.

We also offer 'Online Services', an app where you can log in to view your medical records and order your prescriptions online. For more information on the services we offer, please visit our website.

### **PATIENT INVOLVEMENT**

We value your support and ideas in what we do at the surgery and in developing the services available within our area. We have a Patient Participation Group to which any patient is welcome to join and get involved. Please contact the Practice Manager if you would like to join. You can also give your support by commenting on our Patient Forum via the website or on our Facebook Page (Lime Grove Medical Centre)

### **EDUCATION SESSIONS**

On certain Wednesday afternoons the surgery will close for staff training. Cover will be provided by normal out of hour's service. Dates are on display in the surgery or on our website.

### **REGISTERING AS A NEW PATIENT**

Our practice boundary is up to a 3-mile radius from the surgery. Please collect a form from reception and return the completed form with photo ID and proof of address. You can also pre-register on the practice website. The practice does not discriminate under grounds of race, gender, class, age, religion, sexual orientation, disability or medical condition. All patients should be given a named GP within 20 days of registration.

### **COMPLAINTS/SUGGESTIONS**

We welcome your comments and suggestions on ways in which we might improve the service we give

to you. We have a complaints/comments box in the waiting room, or you can visit our website, speak to anyone at the surgery, write to the surgery detailing your suggestions/concerns or request a complaints form. **Full details of our Complaints Procedure can be obtained from Reception**

### **RIGHTS AND RESPONSIBILITIES YOUR RIGHTS**

- The practice aims to provide a service for all, based on clinical need and will endeavour to shape its services around the needs and preferences of individual patients, their families and their carers.
- We support and value our staff. Public funds for healthcare will be devoted solely to our patients.
- We will help keep people healthy and work to reduce health inequalities.
- We will respect the confidentiality of individual patients.
- Your right to express the preference of a name GP.

### **YOUR RESPONSIBILITIES**

- Do what you can to look after your own health and follow advice on a healthy lifestyle.
- Listen carefully to advice on your treatment and medication. Tell us about any treatments you are already taking.
- Keep your appointment or let us know as soon as possible if you cannot make it. Book routine appointments in plenty of time
- Turn mobile phones off before going in for your appointment
- Let us know if you change your name, address or phone number as soon as possible

### **ZERO TOLERANCE POLICY**

For the safety and benefit of patients and staff, Lime Grove Medical Centre operates a zero-tolerance policy towards abusive, aggressive, and violent behaviour. In such cases a patient may be asked to leave the premises without being treated and may be asked to leave the list. In case of violent behaviour, it is our policy to call the police. **If you require a detailed practice leaflet, please visit our website, or ask reception.**

## **LIME GROVE MEDICAL CENTRE**



**Lime Grove Walk  
Matlock  
Derbyshire  
DE4 3FD**

**Dr B C Henry**

BMedSci(Hons), BM, BS, DCH, MRCGP (Partner)

**Ms V Hetherington**

DipHE, RGN, BSc, PGDip, ALNP (Partner)

### **MEDICAL CENTRE OPENING TIMES**

**Mon - Fri 8.00am – 6.30 pm**

**Outside of these hours are pre-booked appointments only**

**Reception Telephone: (01629) 581586  
Secretarial Telephone: (01629) 592901**

**Email Prescriptions:**

**[limegrove.pres@nhs.net](mailto:limegrove.pres@nhs.net)**

**Admin Email:**

**[ddicb.admin.lgmc1@nhs.net](mailto:ddicb.admin.lgmc1@nhs.net)**

**Practice Website:**

**[www.limegrovemedicalcentre.co.uk](http://www.limegrovemedicalcentre.co.uk)**