



NHS Derby City and NHS Derbyshire County

OVERVIEW AND SCRUTINY COMMITTEE

**REPORT ON THE REPROVISION OF
SERVICE IN THE NORMANTON PEARTREE AREA**

OCTOBER 2011

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1. BACKGROUND

In 2005, NHS Derby City highlighted that the majority of primary care providers in the City were experiencing difficulties in meeting the needs of its resident population. This triggered the need to continue the service being delivered in the Normanton Peartree area and following a full procurement process a *fixed term contract* was awarded to United Health Primary Care. United Health negotiated with the owners of Normanton Medical Centre a *fixed term lease* to cover the period of the contract that enabled the services to be delivered from the existing premise. The contract entered into with United Health Primary Care Trust was *time-limited* for the provision of services from September 2005 to March 2012.

In March 2011, NHS Derby City wrote to United Health to remind them that the contract would be coming to its natural end in March 2012. In April 2011 United Health Europe the parent company of United Health Primary Care, who deliver services at Normanton Medical Centre, sold United Health Primary Care to a new parent company named 'The Practice'.

After taking due consideration of the significant investments in Primary Care in the Normanton Peartree area since 2005, and recognising that all local providers have open lists, are open five days per week and offer extended hours, the decision was taken that patients would be offered free choice of where they could access GP services, and that services would cease to be delivered from Normanton Medical Centre at the end of March 2012 in line with the time limited contract.

NHS Derby City wrote to all patients in June 2011 informing them that they would have free choice of who their new GP would be. However, it is our experience that the practice, as part of their usual business transactions, would notify their staff and their PPG of such pending changes to their service.

2. RESPONSES TO PATIENT PARTICIPATION GROUP QUERIES - SUMMARY

Full details of responses to the issues raised by the Patient Participation Group (PPG) can be found in the Appendices to this document, however, the following summarises those responses. The issues have been 'themed' to ensure clarity.

2.1 Lack of Information

Full response can be found in Appendix 1 – summary as follows:

- The reason for the closure has been highlighted in correspondence with the PPG; but to summarise, the contract was awarded to United Health on a time-limited basis. The practice management were fully cognisant of the reason for the closure.
- NHS Derby City has met its obligations to inform as per Section 242 of the NHS Act which states that NHS organisations must make arrangements to ensure that users of services, whether directly or through representatives, are involved – whether by being consulted or provided with information.
- NHS Derby City would expect that the practice would also inform their staff and patients of impending changes as part of the day-to-day business approach.
- Reminder letters will be sent to those patients who have not yet re-registered with a practice of their own choice in early January 2012 to ensure they have time to make the change and establish a relationship with the new practice.

2.2 Range of Services

Full response can be found in Appendices 1 and 2 – summary as follows:

- All practices provide core services including COPD, epilepsy and diabetes checks along with enhanced services such as more specialist diabetic services, childhood vaccinations and vaccination programmes for ‘at risk’ patients. A standard diabetic service has recently been rolled out across all Derby City GP practices meaning that a patient will get the same diabetic care wherever they are registered.
- All practices will provide home visits where these are deemed clinically necessary and appropriate. Many practices will adopt a ‘triage’ protocol whereby a doctor may call the patient prior to providing a home visit to assess the problems. Where a housebound patient has a long term condition home visits will be arranged to review.
- All practices are DDA compliant, including those housed in older buildings where they have made reasonable alterations to ensure access for disabled people in line with the Equality Act 2010.
- There is a specific outreach service for new and emerging communities based at Peartree Clinic which is 0.4 miles from Normanton Medical Centre.

2.3 Quality

Full response can be found in Appendix 1; see also Figs. 1 & 2 – summary as follows:

- NHS Derby City monitors quality via the national Quality Outcomes Framework (QoF) and balanced scorecard.
 - a) The Quality Outcomes Framework measures quality across a variety of health indicators such as COPD, diabetes, coronary heart disease and cancer to name but a few. All of NHS Derby City’s practices are high performers under the QOF measurement tool. A review of two years of scores shows that in 2010/2011 7 practices within a 1.1 mile radius of Normanton Medical Centre had a QOF score equal to or higher than that of Normanton Medical Centre. In 2009/2010 6 practices within a 1.1 mile radius had a QOF score equal to or higher than that of Normanton Medical Centre – see Figure 1.
 - b) The Balanced Scorecard reviews areas such as clinical effectiveness, patient experience, patient safety etc. Again, reviewing two years scores; in 2009/2010 7 practices within a 1.1 mile radius of Normanton Medical Centre achieved a balance scorecard rating equal to or higher than that of Normanton Medical Centre. In 2008/2009 10 practices within a 1.1 mile radius achieved scores equal to or higher than that of Normanton Medical Centre – see Figure 2.

Where a practice fails to achieve a high quality service, NHS Derby City has processes in place to address issues.

- All patients registered with any practice are able to voice any concerns they may have either via the Patient Advice and Liaison Service (PALS) or by putting in a formal complaint and going through the complaints procedure. The PCT will then take the appropriate action.

2.4 Access

Full response can be found in Appendices 1 and 2 – summary as follows:

- Every practice across Derby City provides extended hours (see below) in accordance with patients’ expressed needs and wishes.
- All practices offer a range of appointments; both on the day and pre-bookable. The standard opening hours across Derby City are 0800 till 1830 in line with the national contract. Additionally, one practice within a 0.1 mile radius of Normanton Medical Centre opens 7am till 7pm Monday to Friday, with one further practice opening at 7am on a Friday. A further 8 practices within a 1.1 mile radius of Normanton Medical Centre offer at least one late evening until 8pm. These opening times correspond with those offered at Normanton Medical Centre.

Appointments are offered in all practices via morning, afternoon and early evening sessions. Where clinically necessary and appropriate, home visits are undertaken.

- All practices have a duty to provide access to out of hours care and telephone numbers to access these services will be found on all practices answering machines if the practice is closed. The provider of out of hours service is consistent across Derbyshire, therefore wherever a patient is registered their out of hours provider will remain the same, thus ensuring continuity of this service.
- All practices are operating open lists (see Appendices 4 and 5). This means they are taking on new patients.
- For those patients preferring walk-in services, there is a practice offering this within 0.1 miles of Normanton Medical Centre

2.5 Continuity

Full response can be found in Appendix 1 – summary as follows:

- Until as recently as June 2010¹ Normanton Medical Centre were using a high percentage of locums to deliver GP services. NHS Derby City would therefore suggest that whilst patients have had continuity of *where* services are delivered, there has been less continuity regarding the GP the patient sees.
- To further ensure continuity of care, all medical records are held electronically, with paper records held for reference only. Records will be transferred to the patient's choice of practice and will be available to the new practice within 5 working days as per the national standard, thus providing the new GP with access to the full medical history of the patient concerned.
- There are other practices in the local area that have been established for many years and thereby offer ongoing continuity of services.

2.6 Language

All Derby City practices have access to interpreter services via Language Line (for telephone consultations) and Pearl Linguistics (for face-to-face consultations); these services are therefore not specific to Normanton Medical Centre. There are 4 practices within a 1.1 mile radius that have receptionists that speak a range of Asian languages (Urdu, Punjabi, Mirpuri). There are 7 practices within a 1.1 mile radius of Normanton Medical Centre that serve the same client group, thus being experienced with people of different cultural backgrounds/languages. NHS Derby City would therefore suggest that these practices have similar issues to those presenting at Normanton Medical Centre in terms of the need for interpreter services, and that these are readily available when required.

2.7 Location

Full response can be found in Appendix 2 – summary as follows:

There are 11 practices within a 2 mile radius of Normanton Medical Centre as follows:

	2 practices within 0.1 miles
A further	2 practices within 0.3 miles
A further	1 practice within 0.6 miles
A further	1 practice within 0.7 miles
A further	1 practice within 0.9 miles
A further	4 practices within 1.1 miles
A further	1 practice within 1.9 miles

All of these are on bus routes – see maps at Appendix 6.

¹ Practice Visit Report dated 24th June 2010

3. EFFECTIVE USE OF RESOURCES – Figs 3 to 7

NHS Derby City has a duty to ensure that resources are used effectively, and so routinely measures the use of other services such as A&E etc. Typically in 2009/2010 Normanton Medical Centre patients were high users of A&E, Walk-In Centre and Derby Open Access Centre services. This would suggest that patients are mobile as they can travel to these areas; it is therefore suggested that it should pose few problems for patients to register at other local practices. It is unclear why patients have chosen to use Walk-in Centre, Derby Open Access Centre or A&E over and above Normanton Medical Centre; although this could be partly due to culture. If culture is a potential cause, then other practices in the same area have the same patient demographic and we would expect to see similar usage of WIC, DOAC and A&E services – see Figures 3 to 5.

In terms of prescribing and with the knowledge that local prescribing constitutes a large proportion of expenditure, NHS Derby City regularly reviews adherence to formulary. The formulary provides information to practices about drugs that are available, their efficacy and their cost, with an expectation that practices will get the best value for money from the drugs they prescribe whilst maintaining patient care and drug efficiency. Recent results have shown that of the 11 practices within 1.1 miles of Normanton Medical Centre, 9 of these perform better in terms of their adherence to formulary. This would suggest that they have a better prescribing strategy – see Figure 6.

Figure 7 provides information on the cost per patient at Normanton Medical Centre compared to practices within 1.1 miles of Normanton Medical Centre. The cost per patient is made up of the elements of care that form the 'core contract'. As the contract with Normanton Medical Centre was locally agreed, the cost per patient included additional elements such as; patient education, cervical screening services, childhood vaccinations and immunisations etc. This clearly shows that other practices are providing similar services at a lower cost per patient, within a very similar area, with similar demographics (these figures are weighted to take account of deprivation etc).

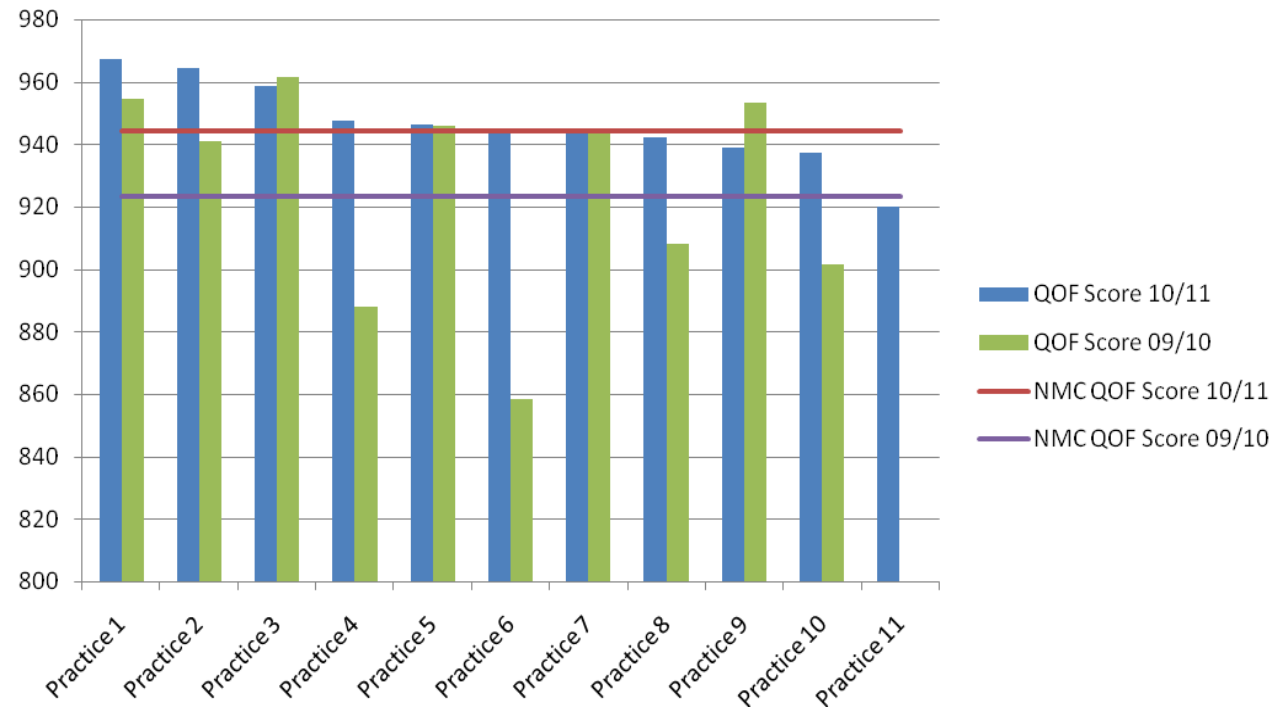
4. CONCLUSION

Following an in-depth review of the services offered in the vicinity of Normanton Medical Centre, it is the opinion of NHS Derby City that patients will not suffer a reduction in either the type of services or quality of services offered in the local area through the closure of Normanton Medical Centre.

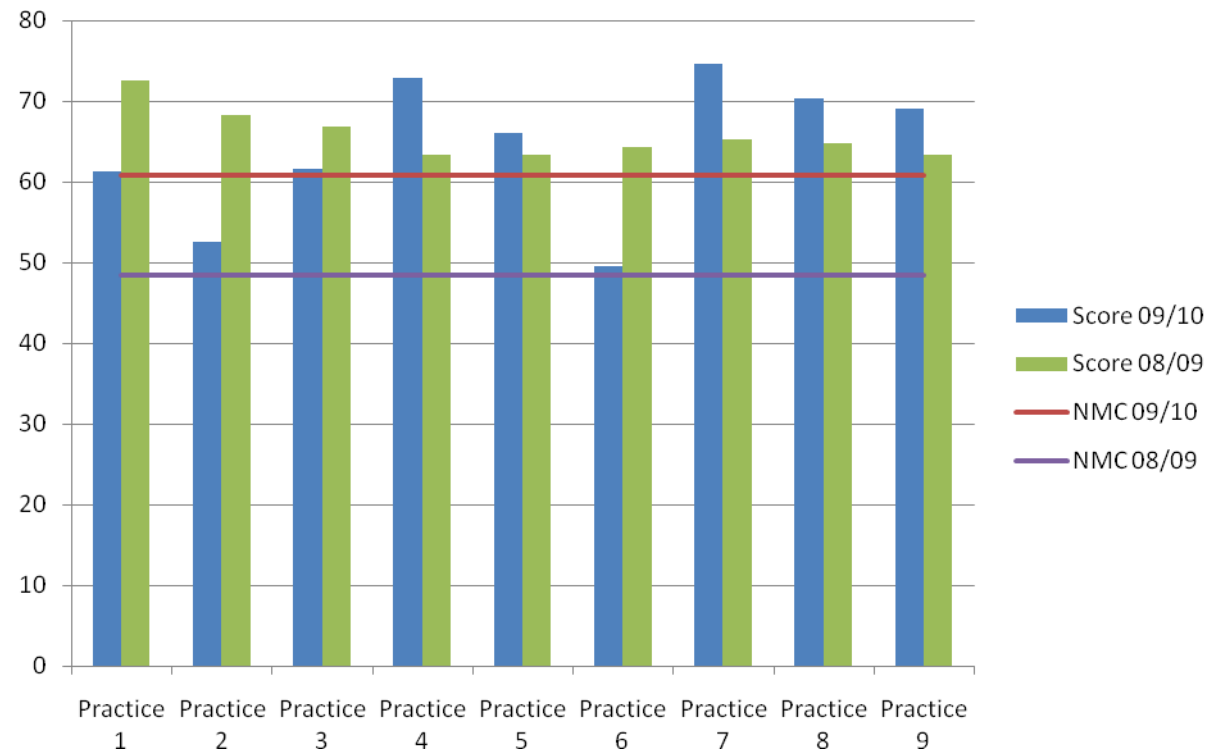
Whilst it is acknowledged that the care offered at Normanton Medical Centre has shown improvement since the contract was awarded in 2005, the investment in services across the Normanton Peartree area in the intervening years has ensured that when this contract comes to an end in March 2012 – as planned - equitable services will remain in the local area.

COMPARISON GRAPHS

FIGURE 1 – COMPARISON OF QOF SCORES
PRACTICES WITHIN 1.1 MILE OF NORMANTON MEDICAL CENTRE
Years 2009/2010 and 2010/2011

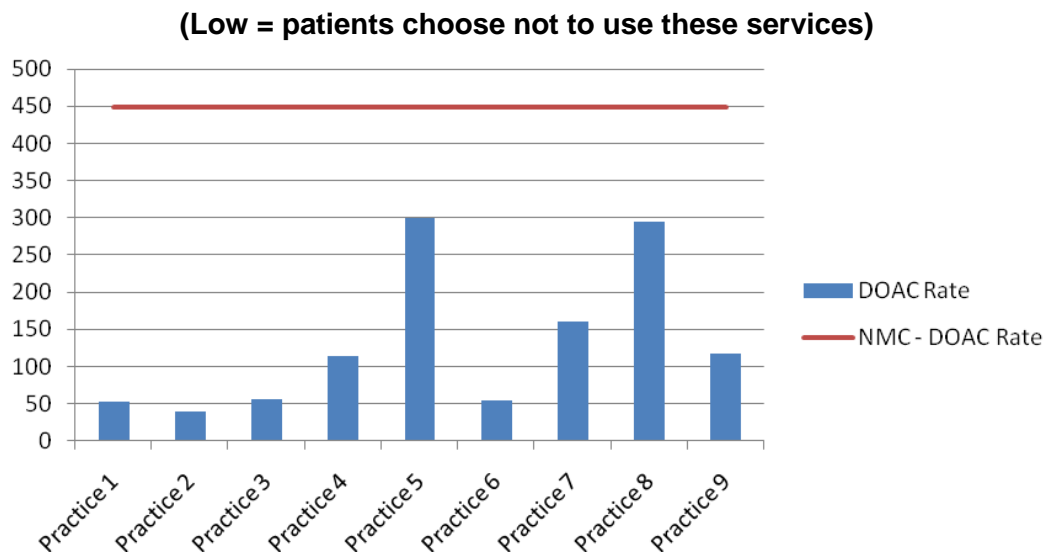


**FIGURE 2 – COMPARISON OF BALANCE SCORECARD
PRACTICES WITHIN 1.1 MILE OF NORMANTON MEDICAL CENTRE**
Years 2009/2010 and 2010/2011



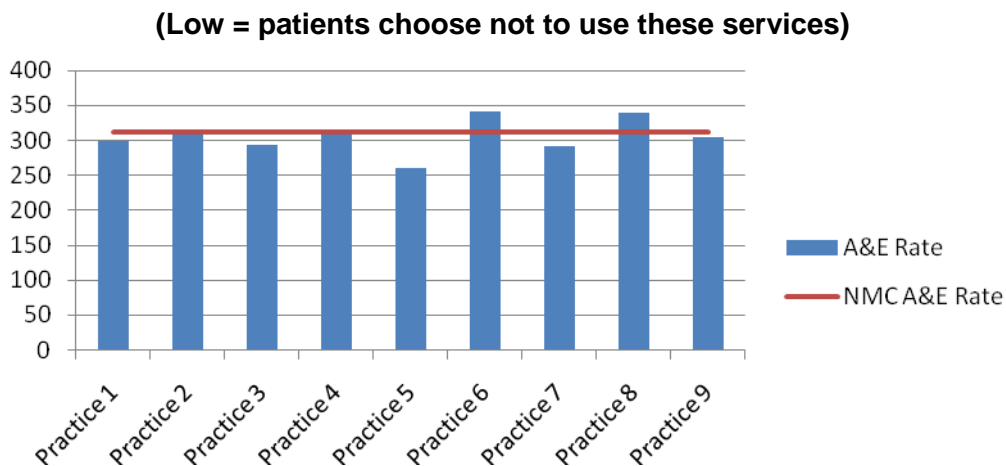
NB: Indicators that form part of the balance score card change yearly.

**FIGURE 3 – COMPARISON OF USAGE OF DERBY OPEN ACCESS CENTRE
PRACTICES WITHIN 1.1 MILES OF NORMANTON MEDICAL CENTRE
2009/2010**



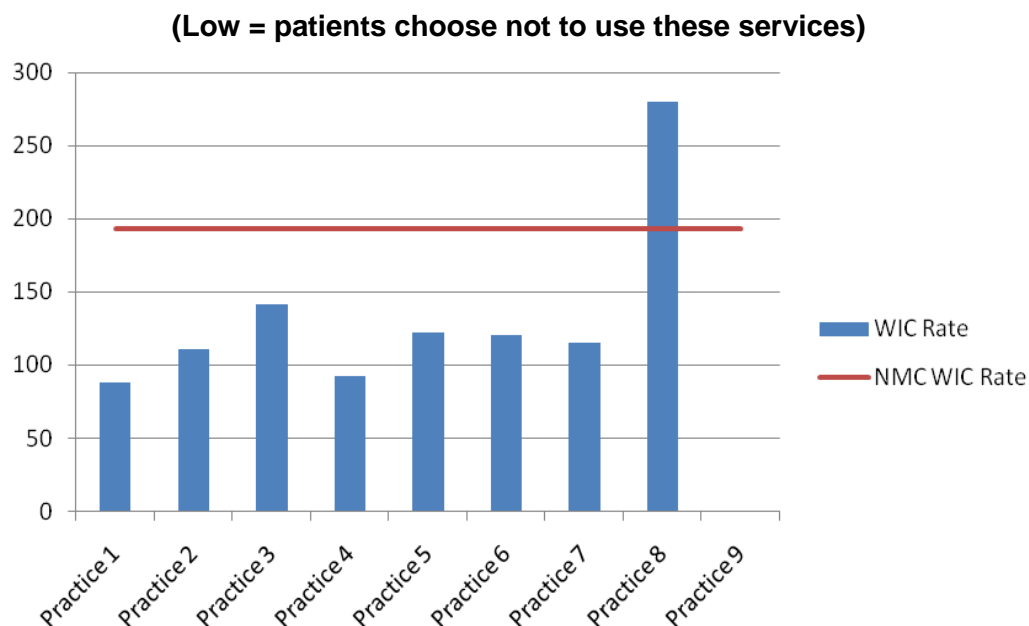
NB: Derby Open Access Centre is attached to Practice 5
Practice 8 had staffing issues during this period

**FIGURE 4 – COMPARISON OF USAGE OF A&E SERVICES
PRACTICES WITHIN 1.1 MILES OF NORMANTON MEDICAL CENTRE
2009/2010**



NB: Practice 6 has a high proportion of homeless patients registered at their practice
Practice 8 had staffing issues during this period

**FIGURE 5 – COMPARISON OF USAGE OF WALK-IN CENTRE SERVICES
PRACTICES WITHIN 1.1 MILES OF NORMANTON MEDICAL CENTRE
2009/2010**



NB: Practice 8 had staffing issues during this period

**FIGURE 6 – COMPARISON OF ADHERENCE TO FORMULARY
PRACTICES WITHIN 1.1 MILES OF NORMANTON MEDICAL CENTRE
2010/2011**

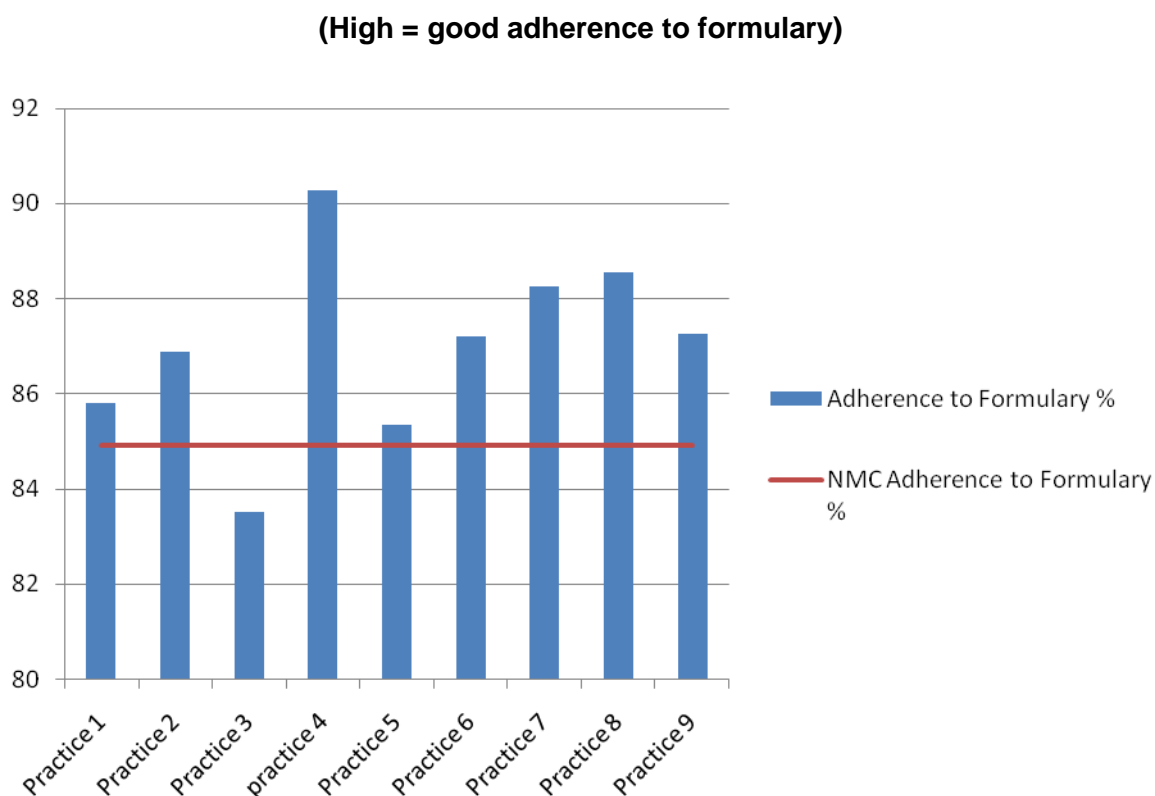
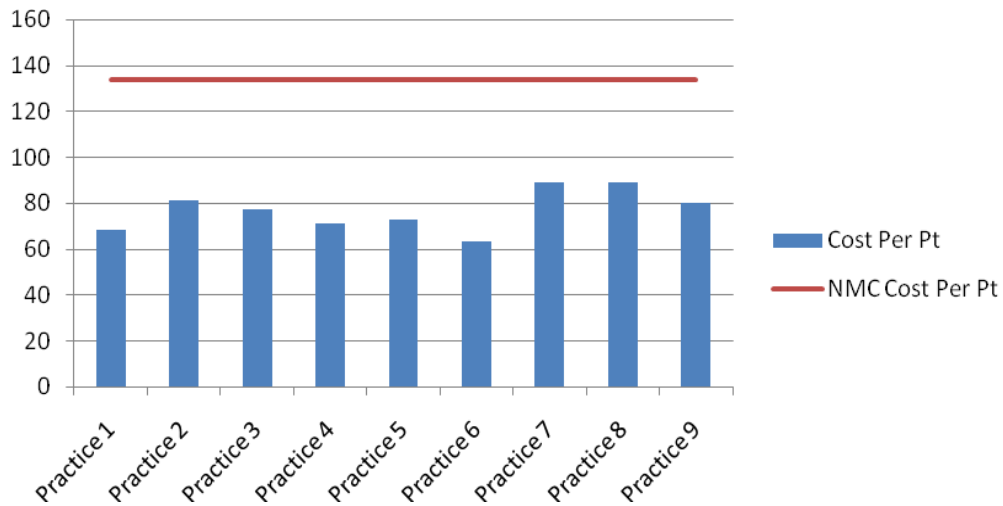


FIGURE 7 - COST PER PATIENT COMPARISON
2010/2011

Figures provided are per weighted capitation



NB: The cost per patient for Normanton Medical Centre includes patient education, cervical screening services, childhood vaccinations and immunisations etc.

FIGURE 8 - LONG TERM CONDITION MANAGEMENT

The table below provides the detail of practices scores against the various long terms conditions (see below). This provides evidence that Normanton Medical Centre is within the normal scoring range expected. Long terms conditions are reviewed as part of the balanced scorecard quality measurement, and these form part of the overall rating for clinical effectiveness.

- Heart failure
- Stroke
- Hypertension
- Diabetes
- COPD
- Asthma
- Atrial Fibrillation
- CHD

Information on prescribing, effective use of resources and preventative care is also used to make up the overall clinical effectiveness rating.

Practice Name	Heart Failure	Stroke	Hypertension	Diabetes	COPD	Asthma	Atrial Fibrillation	CHD	Overall Rating Clinical Effectiveness
Normanton Medical Centre	B	A	C	A	C	C	C	A	B
Practice 4	C	B	B	A	C	C	B	B	A
Practice 7	A	A	C	A	C	A	B	A	A
Practice 5	C	A	C	B	B	B	A	B	A
Practice 9	B	A	C	B	C	C	B	C	A
Practice 8	A	A	B	A	C	B	A	A	A
Practice 6	C	B	C	A	C	C	A	C	B
Practice 11	A	A	A	A	A	A	A	A	B
Practice 2	C	A	C	C	C	C	A	C	B
Practice 1	C	B	C	B	B	C	A	C	B
Practice 3	C	C	C	A	A	C	A	C	B
Practice 10	C	A	C	C	B	C	A	C	B

A = Excellent

B = Good

C = Fair

APPENDICES

APPENDIX 1 – DETAILED RESPONSES TO PPG AREAS OF CONCERN

PPG ISSUE	RESPONSE
<p>Lack of Information <i>General</i></p>	<p>Letters were sent to patients in June 2011 providing details of all our local providers to assist with making an informed choice (see appendix 5). Patients have therefore received this advice nine months ahead of the contract coming to an end. Reminder letters will be sent out in early January 2012 to those patients that have not re-registered with a practice of their choice. We believe that in so doing we have given patients the maximum opportunity to identify a practice that will meet their needs or the needs of their family and time to establish a relationship with the practice team. In addition, NHS Derby City's experience is that Practices inform their patients and staff of changes to their service as part of their business transactions, so it is reasonable to expect that Normanton Medical Centre will have had contact with their patients. NHS Derby City has also undertaken discussions with Derby City Council's Adults, Health and Housing Commission, who have been supportive of the approach we are taking.</p>
<p><i>Reasons for Closing Not Known</i></p>	<p>The reason for the closure was stated in the letter sent to patients in June 2011 as follows "All GP practices are independent businesses and have a contract with the NHS to provide services to patients. The contract between the NHS and Normanton Medical Centre finishes on 31st March 2012." A letter was also sent to the Chair of the PPG on 27th June providing the background and further detail around the decision to provide patients with a free choice of where to register, explaining that a full procurement process would remove free choice from patients whilst not guaranteeing that services continue from the current premises or provider. It is NHS Derby City's experience that the practice, as part of their usual business transactions, would notify their staff and their PPG of such pending changes to their service.</p>
<p><i>Not been asked opinion</i></p>	<p>As defined in Section 242 of the NHS Act NHS Derby has made arrangements to ensure that users of services, whether directly or through representatives, are involved – whether by being consulted <u>or</u> provided with information. The circumstances in which the duty applies are detailed in the Act, and the Department of Health's Real Involvement guide to implementing Section 242 helps underpin the legislation. It does not detail specific duties when a contract comes to a natural end.</p>

PPG ISSUE	RESPONSE
Range of Services Offered <i>Home Visits</i>	As part of their core contract, all General Practices have a duty to provide home visits where these are deemed clinically necessary and appropriate. Many practices will use a method of 'triaging' requests for home visits to ensure the best possible solution. If a patient requires a home visit out of hours, a number is provided by all General Practices and again, a home visit will take place if deemed clinically necessary and appropriate. Many patients requesting home visits have long term conditions and these are managed by GP's or Practices Nurses by 10 practices within a 1.1 miles radius of Normanton Medical Centre.
<i>Disabled Access</i>	All General Practices are required to meet DDA legislation. Many of the practices across Derby City are in newly refurbished buildings or new builds and as such these buildings meet all necessary standards. Where a General Practice is located in an old building, all have made the 'reasonable adjustments' required by the regulations to allow full access for disabled people. See Appendix 2 for details.
<i>Range of Services</i>	See Appendix 2 for further details
<i>Diabetic Checks / Epilepsy Care COPD</i>	As from the 1 st September a standard diabetic service covering all of the practices within Derby City was rolled out. Therefore, patients will continue to receive the same level of service whichever practice they are registered with. All practices provide epilepsy care, COPD care (amongst others) as part of their core services and the Quality Outcomes Framework measures the quality of services provided. Many practices also provide enhanced services including more specialist diabetic services, childhood immunisations etc. Appendix 2 provides full details of the enhanced services provided. All practices work with patients to ensure they understand their condition, using appropriate educational tools as necessary as part of health promotion and management.
<i>Paediatric phlebotomy</i>	This service is not provided by local practices as there is a specific service provided by the local Children's Hospital delivered by specialist children's nurses/staff.
<i>Phlebotomy</i>	Phlebotomy services are available locally at Village Surgery and Peartree Clinic. The Walk-In-Centre also provide routine blood testing. 3 practices within a 1.1 mile radius of Normanton Medical Centre provide glucose tolerance testing (GTT).

PPG ISSUE	RESPONSE
<i>Cervical Screening/Women's Health</i>	All practices are required to ensure that patients are recalled for cervical screening tests under national guidelines. 5 practices within a 1.1 mile radius have dedicated women's clinics and 9 practices have one or more GPs with a special interest in women's health. One practice within 0.1 miles of Normanton Medical Centre provides a dedicated weekly GP, Health Visitor and Midwife clinic specifically for Eastern Europeans, with interpreters and a Community Support Worker based on site. Where dedicated women's health clinics are not offered, patients are given appointments as and when required with appropriate interpreter services available.
<i>Diagnostic and therapeutic services provided in-house</i>	ECG – 3 practices within a 1.1 mile radius provide this service Doppler – 7 practices within a 1.1 miles radius provide this service One-to-One smoking cessation support – this is available to all practices via the Fresh Start programme Chlamydia screening – all practices within a 1.1 miles radius offer Chlamydia screening Contraception and sexual health – all practices within a 1.1 mile radius offer these services/information Wound care and leg ulcer clinic – 8 practices within a 1.1 mile radius offer this service Vascular checks – 5 practices within a 1.1 miles radius offer vascular checks 'Well person' clinics – 8 practices within a 1.1 miles radius offer a 'well-person' clinic where advice and assistance will be offered for weight management, smoking cessation etc. All practices offer health checks as part of their contract.
Service <i>General</i>	NHS Derby City has received 20 contacts over that last 2 years from patients via the PALS or complaints service. Three of these resulted in formal complaints being raised. The issues raised covered areas such as access to appointments & no regular GP's, only locums available; care and treatment and patient confidentiality.
<i>Good Service</i>	All General Practices strive to provide a good service. The Quality Outcomes Framework (QOF) and balance scorecard are just two ways that NHS Derby City monitor the services provided. In both of these measures Normanton Medical Centre were ranked in the lower quarter against other practices, meaning that the majority of practices scored higher in these two measures. Patient surveys are also conducted at a National level.
<i>Provides Best Service</i>	Rankings can be supplied to patients if required

PPG ISSUE	RESPONSE
<i>Eastern European patients</i>	All practices within a 1.1 mile radius have the same patient demographic i.e. they all work with and have registered Eastern European families. Interpreter services are available to all practices via Pearl Linguistics (for face-to-face contact) and Language Line (for telephone consultations). One practice within a 0.1 mile radius has a Community Support Worker based on site specifically to assist Eastern European families. There is an outreach service delivered from Peartree Clinic (0.4 miles from Normanton Medical Centre) catering specifically for the new and emerging communities.
<i>Pleasant, polite staff</i>	All General Practices strive to provide good customer services, including ensuring that patients are treated with respect and dignity. If a patient finds staff to be impolite they are able to raise this with the Practice Manager, Patient Advice & Liaison Service (PALS) or NHS Derby City's complaints department.
Access <i>Opening/Closing Times</i>	All practices open at 0800 and close at 1830 in Derby City as part of their core contract; in addition, there are: <ul style="list-style-type: none"> • 5 practices within less than a 1 mile radius of Normanton Medical Centre offering an 8am till 8pm service at least once per week, with 1 practice offering 8am till 8pm opening Monday to Friday. • 1 practice within less than a 1 mile radius of Normanton Medical Centre offers a 7am till 7pm service Monday to Friday • A further 2 practices within a 1.1 mile radius of Normanton Medical Centre offer late nights until 745pm and 8pm.
<i>Other practices not taking on new patients</i>	All NHS Derby City practices have 'open' lists. This means that they are actively seeking to take on more patients – see Appendices 4 and 5.
<i>Access to appointments – waiting times</i>	All General Practices offer on the day appointments and a range of pre-bookable appointments.
Continuity <i>Continuity – been with the practice a long time</i>	For much of the time since the contract was awarded in 2005, and until as recently as June 2010 (reference 1), the practice was using a high percentage of locums to cover their surgeries and was experiencing difficulties in recruiting a substantive GP. This has inevitably resulted in a lack of continuity with regard to the GP the patients saw. Therefore, whilst the patients have had continuity of <i>where</i> they go to visit a GP, they have not necessarily had continuity of <i>who</i> they see; and whilst some patients have been going to Normanton Medical Centre premises for 20+ years, they have not been seeing the same GP for that time. When patients choose their new practice, they will be able to build an ongoing relationship with that practice and the practice staff.

PPG ISSUE	RESPONSE
<i>Know surgery/surgery knows patient – safety issue</i>	General Practitioners have strict professional guidelines to which they are required to adhere. All medical records are transferred to the patient's choice of GP so new practices/GP would know the patient's medical history, medications etc. Therefore a move to a practice of the patient's choice would involve the same process to access medical records. Where Normanton Medical Centre has used locums to deliver their GP services, they will have relied on up-to-date electronic records/systems to access the relevant medical histories etc.
Language issues <i>Interpreter services available</i>	All Practices have the same level of access to interpreter services via Language Line (for telephone consultations) and Pearl Linguistics (for face-to-face consultations). 5 practices within a 1.1 mile radius have receptionists that speak Urdu, Punjabi, Hindi, Mirpuri, Gurjuriati. One practice within a 0.1 mile radius has a Community Support Worker based on site to assist Eastern European families and interpreter services are available as above. There is an outreach service specifically designed for new and emerging communities based 0.4 miles from Normanton Medical Centre.
Location <i>Close to home / public transport</i>	See Appendix 4 for details

APPENDIX 2 - RANGE OF SERVICES / LOCATION - (covering practices within 2 miles of Normanton Medical Centre)

All practices are required to comply with their contract, which for core services states that Contractors have to provide a range of services to their registered patients (including those registered as temporary residents) who are, or believe themselves to be ill. This includes the provision of ongoing treatment and care, advice on health and health promotion, referral to other services as appropriate and emergency care as appropriate. As contracts are legally binding, if these services are not provided NHS Derby City can issue 'breach notices' to practices.

The following practices are within the Normanton Peartree area, so details of additional services (over and above core services) offered by these practices are as listed below. The practices are listed in order of distance from Normanton Medical Centre with information on bus routes and accessibility for disabled people. Details of the remaining practices within Derby City that patients would be eligible to register with are given in Appendices 4 and 5.

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
<p>Lister House 207 St Thomas Road Derby DE23 8RJ</p> <p>Tel: 01332 271212</p> <p><i>Also have a branch at Oakwood</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis GP with special interest in women's health Wound care & leg ulcer clinics Vascular checks Well-person checks and advice</p>	0.1 miles	<p>On St Thomas Road, various bus stops along this route Bus no. 38 Readily accessible from Sinfen/ Normanton Peartree, Cavendish and City Centre. This is a new build so fully DDA compliant. Open 7am till 7pm Monday to Friday</p>
<p>Derby Open Access Centre Lister House 207 St Thomas Road Derby DE23 8RG</p> <p>Tel: 01332 275610</p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Additional services for patients with arthritis Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>	0.1 miles	<p>Bus route as above Offers GP led 'walk-in' services that appear to be preferred by certain client groups. Open 8am till 8pm Monday to Friday</p>

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
Derby Family Medical Centre 1 Hastings Street Derby DE23 6QQ Tel: 01332 773243	Childhood immunisation Influenza vaccinations to eligible patients Additional services for patients with arthritis Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis GP with special interest in women's health Well person clinics Wound & leg ulcer clinics Range of in-house checks (GTT, Vascular)	0.3 miles	Bus nos. 33/33A, 36/36A, 37. Readily accessible from Sinfen/ Normanton Peartree, Cavendish and City Centre. This is a recently refurbished building so is fully DDA compliant. Open 8am till 6.30pm Monday to Thursday; late night till 8pm Friday
Peartree Medical Centre 159 Peartree Road Derby DE23 8NQ Tel: 01332 360692	Childhood immunisation Influenza vaccinations to eligible patients Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis	0.3 miles	Bus nos. 33/33A, 36/36A, 37. Readily accessible from Sinfen/ Normanton Peartree, Cavendish and City Centre. An older building altered to ensure DDA compliance. Open 8am till 6.30pm Mon, Tue, Wed, Fri. Late night Thurs till 8.30pm
Clarence Road Surgery 63-65 Clarence Road Derby DE23 6LR Tel: 01332 768912	Childhood immunisation Influenza vaccinations to eligible patients Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis GP with special interest in women's health A range of in-house checks (Doppler, GTT) Well person clinics Wound & leg ulcer care	0.6 miles	Bus nos. 33/33A, 36/36A, 37. Readily accessible from Sinfen/ Normanton Peartree, Cavendish and City Centre. Move to new premises planned for April 2012. Open 8am till 6.30pm Tues to Friday. Late night Monday till 7.45pm

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
Village Surgery Browning Street Derby DE23 8AL Tel: 01332 777070	Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis GP with special interest in women's health & clinics Range of in-house checks (Doppler, Vascular) Phlebotomy clinic on site Well person clinics Wound and leg ulcer clinic	0.7 miles	Bus nos. 33/33A, 36/36A, 37. Readily accessible from Sinfin/ Normanton Peartree, Cavendish and City Centre. This is a recent new build so fully DDA compliant. Open Mon, Tue, Thurs, Friday 7am till 6.30pm – Late night Wed 8am to 8pm
Osmaston Surgery 212 Osmaston Road Derby DE23 8JX Tel: 01332 281220	Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis Blood testing Monday to Thursday GP with special interest in women's health & dedicated clinics Range of in-house checks (Doppler, GTT, vascular) Well person clinics Wound and leg ulcer clinic	0.9 miles	Bus nos. 33/33A, 36/36A, 37. Readily accessible from Sinfin/ Normanton Peartree, Cavendish and City Centre. This is a recently refurbished building so is fully DDA compliant. Open Mon, Tue, Thur, Fri 8am till 8pm; Wed 8am till 6.30pm – Sat am surgery 8am till 1200

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
<p>Wellside Medical Centre 3 Burton Road Derby DE1 1TH</p> <p>Tel: 01332 737777</p> <p><i>Also have a branch at Mackworth</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis GP with special interest in women's health Range of in-house checks (ECG, Doppler, Vascular) Well-person clinics Wound & leg ulcer clinic</p>	1.1 miles	<p>Bus nos. 33/33A, 36/36A. Accessible from Sinfir/ Normanton Peartree, Cavendish and City Centre. Built within the last 10 years and fully DDA compliant. Open Monday to Friday 8am till 6.30pm; Sat 8.30am till 11am</p>
<p>Charnwood Surgery 5 Burton Road Derby DE1 1TH</p> <p>Tel: 0844 477 8585</p> <p><i>Also have a branch at Mackworth</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis GP with special interest in women's health Range of in-house checks (ECF, Doppler, vascular) Well person clinics Wound care and leg ulcer clinic</p>	1.1 miles	<p>As above Open Mon 8am-7:45pm, Tue 8am-6:30pm, Wed 7am-6.30pm, Thur 8am-8pm, Fri 8am-6:30pm, Sat 8am -11am</p>

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
<p>Wilson Street Surgery 11 Wilson Street Derby DE1 1PG</p> <p>Tel: 01332 332628 <i>Also have a branch at Chaddesden</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis GP with special interest in women's health Range of in-house checks (Doppler, Vascular) Well-person clinics Wound care & leg ulcer clinics</p>	1.1 miles	<p>Bus nos. 33/33A, 36/36A. Accessible from Sinfin/ Normanton Peartree, Cavendish and City Centre. Older building, but alterations made to ensure DDA compliance Open Monday to Friday 7am till 6.30pm</p>
<p>Macklin Street 90 Macklin Street Derby DE1 1JX</p> <p>Tel: 01332 340381 <i>Also have a branch at Allestree</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis GP with special interest in women's health Range of in-house checks (Doppler, vascular) Well-person clinics Wound & leg ulcer clinics</p>	1.1 miles	<p>Bus nos. 33/33A, 36/36A. Accessible from Sinfin/ Normanton Peartree, Cavendish and City Centre. Built within the last 20 years, fully DDA compliant Open Mon and Thurs 8am till 7.20pm; Tues, Weds and Fri 8am till 6.30pm;</p>

Practice Name	Additional Services Offered	Distance from Normanton Medical Centre	Other Comments
Friargate Surgery Agard Street Derby DE1 1DZ Tel: 0844 815 1056	Childhood immunisation Influenza vaccinations to eligible patients Contraception services including fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis	1.9 miles	Bus nos. 28 and 29. Accessible from Sinfin/Normanton Peartree, Cavendish and City Centre. Older building, but alterations made to ensure DDA compliance. Open Monday to Friday 8am till 6.30pm; Sat 7.45am till 10am

APPENDIX 3 SURVEY OF SERVICES

Practice	Do you offer planned home visits to housebound pts to review LTC's?	Do you offer diagnostic tests in patients home? Eg. spirometry, ECG	Do you offer blood tests in-house for children over 2?	Do you have a one-stop glucose tolerance testing service?	Do you have a Diabetes management service?	Do you have a GP with special interest in erectile dysfunction?	Do you have a GP/Nurse with special interest in womens health?	Do you have dedicated womens health clinics?	Do any of your receptionists spk. Polish, Czech, Slovakian, Russian, Urdu, Punjabi?	Do you undertake any of the following tests/checks In-house?						
										ECG	Doppler	Blood Test	GTT	Well person	Wound care/ leg ulcer	Vascular check
Practice 1	Yes- GP & Nurse	Yes	No	No	Yes	No	Yes	No	No	Yes	Yes	No	No	Yes	Yes	Yes
Practice 2	Yes- GP & Nurse	Yes	No	No	Yes	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	No
Practice 3	Yes- GP & Nurse	Yes	No	No	Yes	No	Yes	Yes	No	No	Yes	No	No	Yes	Yes	Yes
Practice 4	Yes- GP & Nurse	No	No	No	Yes	No	Yes	Yes	Yes - Asian Languages	No	Yes	No	Yes	Yes	Yes	No
Practice 5	Yes- GP & Nurse	Yes	No	No	Yes	No	Yes	Yes	Yes - Asian Languages	Yes	Yes	Yes	Yes	Yes	Yes	No
Practice 6	Yes- GP & Nurse	No	No	Yes	Yes	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	No
Practice 7	Yes- GP & Nurse	Yes	No	Yes	Yes	No	Yes	No	Yes - Asian Languages	No	No	No	Yes	Yes	Yes	Yes
Practice 8	Yes- GP & Nurse	Yes	No	No	Yes	No	Yes		Yes - Asian Languages	No	No	No	No	Yes	Yes	No
Practice 9	Yes- GP & Nurse	Yes	No	Yes	Yes	No	Yes	Yes	Yes - Asian Languages	No	Yes	Yes	Yes	Yes	Yes	Yes
Practice 10	Yes- GP & Nurse	No	No	No	Yes	No	Yes	No	Yes - Asian Languages	No	Yes	No	No	Yes	Yes	Yes

APPENDIX 4 – RANGE OF SERVICES (covering practices more than 2 miles from Normanton Medical Centre)

Practice Name	Additional Services
<p>Alvaston Medical Centre 14 Boulton Lane Alvaston Derby DE24 0GE Tel: 08444 994 770</p> <p><i>Also have branch surgeries at Shardlow and Aston on Trent</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>
<p>Brook Medical Centre 183 Kedleston Road Derby DE22 1FT</p> <p>Tel: 01332 291991</p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>
<p>Chapel Street Medical Centre 10 Chapel Street Spondon Derby DE21 7RJ</p> <p>Tel: 0844 477 0920</p> <p><i>Also has a branch surgery at Chaddesden</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>

Practice Name	Additional Services
<p>Chellaston Medical Centre Rowallan Way Chellaston Derby DE73 5BG</p> <p>Tel: 01332 721650 01332 720077</p> <p><i>Also has a branch in Melbourne</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>
<p>Derwent Medical Centre 26 North Street Derby DE1 3AZ</p> <p>Tel: 01332 292939</p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Warfarin monitoring Minor surgery procedures Smoking cessation Other vaccination programmes for eligible patients</p>
<p>Derwent Valley Medical Practice 20 St Marks Road Derby DE21 6AT</p> <p>Tel: 01332 224588</p> <p><i>Also have a branch in Spondon</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>

Practice Name	Additional Services
<p>Haven Medical Centre 690 Osmaston Rd Derby, DE24 8GT</p> <p>Tel: 01332 348845</p> <p><i>Also has a branch surgery at Alvaston</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>
<p>Hollybrook Medical Centre Hollybrook Way Heatherton Village Littleover Derby, DE23 3TX</p> <p>Tel: 01332 523300</p> <p><i>Also has a branch surgery at Sinfin</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>
<p>Meadowfields Practice (The) Fellows Lands Way Chellaston Derby DE73 6SW</p> <p>Tel: 01332 700455</p> <p><i>Also has a branch surgery at Allenton</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis</p>

Practice Name	Additional Services
Mickleover Medical Centre Vicarage Road Mickleover Derby DE3 OHA Tel: 01332 513283	Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis
Mickleover Surgery 10 Cavendish Way Mickleover Derby DE3 9BJ Tel: 01332 519160	Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis
Oakwood Surgery 380 Bishops Drive Oakwood Derby DE21 2DF Tel: 01332 281220	Childhood immunisation Influenza vaccinations to eligible patients Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis

Practice Name	Additional Services
<p>Overdale Medical Practice 207 Victoria Avenue Borrowash Derbyshire DE72 3HG</p> <p>Tel: 01332 280800</p> <p><i>Also has a branch at Breaston</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>
<p>Park Farm Medical Centre 3 Park Farm Centre Allestree Derby DE22 2QN</p> <p>Tel: 01332 559402</p> <p><i>Also has a branch on Vernon Street</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis</p>
<p>Park Lane Surgery 2 Park Lane Allestree Derby DE22 2DS</p> <p>Tel: 01332 552461</p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>

Practice Name	Additional Services
<p>Park Medical Practice (The) Maine Drive Chaddesden Derby DE21 6LA</p> <p>Tel: 0844 477 3495</p> <p><i>Also has a branch surgery in Borrowash and provides services to the University of Derby</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>
<p>Parkfields Surgery 1217 London Road Alvaston Derby DE24 8QJ</p> <p>Tel: 0844 477 3758</p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Warfarin monitoring Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with arthritis Additional services for patients with osteoporosis</p>
<p>Vernon Street Medical Centre 13 Vernon Street Derby DE1 1FW</p> <p>Tel: 01332 332812 / 01332 331692</p> <p><i>Also has a branch surgery in Littleover</i></p>	<p>Childhood immunisation Influenza vaccinations to eligible patients Contraception services including Fitting coils Minor surgery procedures Additional Diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis</p>

APPENDIX 5

ALL DERBY CITY GENERAL PRACTICE DETAILS

Practices within 1.1 miles of Normanton Medical Centre

NHS Derby City - July 2011		
Main Surgery	Area covered	List Status
Clarence Road Surgery 63-65 Clarence Rd Derby, DE23 6LR Tel: 01332 768912 Fax: 01332 271597	Normanton/Pear tree	Open Confirmed by phone Capacity will increase When in new building
Charnwood Surgery 5 Burton Rd Derby DE1 1TH Tel: 0844 477 8585 Fax: 01332 737738	Any area South A52	Open Confirmed by e-mail
Derby Family Medical Centre 1 Hastings Street Derby DE23 6QQ Tel: 01332 773243 Fax: 01332 761769	Normanton/Pear tree Siffin/Littleover	Open Confirmed by post
Derby Open Access Centre Derby Walk In Centre Lister House 207 St Thomas Road Derby DE23 8RG Tel: 01332 275610 Fax: 01332 275611	Open access centre so non-registered patients can use on a 'drop-in' basis	Open Confirmed by fax
Lister House 207 St Thomas Road Derby DE23 8RJ Tel: 01332 271212 Fax: 01332 271939	Oakwood Some Chaddesden City Centre Normanton/Pear tree Siffin	Open Confirmed by post
Macklin St Surgery 90 Macklin St Derby DE1 1JX Tel: 01332 340381 Fax: 01332 345387	Most of the City Centre excluding Chellaston & Spondon	Open Confirmed by post

Osmaston Surgery 212 Osmaston Rd Derby DE23 8JX Tel: 01332 346433 Fax: 01332 345854	All City Centre excluding Chaddesden and Spondon	Open Confirmed by post
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Main Surgery	Area covered	List Status
Peartree Medical Centre 159 Peartree Rd Derby DE23 8NQ Tel: 01332 360692 Fax: 01332 368181	Normanton/Peartree	Open Confirmed by post
The Village Community Medical Centre Browning Street Derby DE23 8AL Tel: 01332 777070 Fax: 01332 777078	Abbey Ward Arboretum Ward South of A50 Littleover	Open Confirmed by post
Wellside Medical Centre 3 Burton Rd Derby DE1 1TH Tel: 01332 737777 Fax: 01332 737778	Allestree Mackworth Mickleover Normanton/Peartree Part of Allenton/Alvaston City Centre	Open Confirmed by post
Wilson St Surgery 11 Wilson St Derby DE1 1PG Tel: 01332 332628 Fax: 01332 365596	City Centre Normanton/Peartree Chaddesden	Open Confirmed by post

Practices over 1.1 miles from Normanton Medical Centre

Main Surgery	Area covered	List Status	Additional Services
Alvaston Medical Centre 14 Boulton Lane Alvaston Derby DE24 0GE Tel: 08444 994 770 Fax: 08444 994 771	Alvaston A6	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis
Brook Medical Centre 183 Kedleston Road Derby DE22 1FT Tel: 01332 291991 Fax: 01332 207181	Mackworth Little Chester Allestree Darley Abbey Kedleston Road West End & 5 lamps Quarndon	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis
Chapel Street Medical Centre 10 Chapel Street Spondon Derby DE21 7RJ Tel: 0844 477 0920 Fax: 01332 280387	Chaddesden Spondon Oakwood Breadshall Hilltop	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis

Main Surgery	Area covered	List Status	Additional Services
Chellaston Medical Centre Rowallan Way Chellaston Derby DE73 5BG Tel: 01332 721650 01332 720077 Fax: 01332 720066	Chellaston Melbourne South of A50	Open	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Derwent Medical Centre 26 North Street Derby DE1 3AZ Tel: 01332 292939 Fax: 01332 292939	City Centre	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Derwent Valley Medical Practice 20 St Marks Road Derby DE21 6AT Tel: 01332 224588 Fax: 01332 224586	Chaddesden Spondon Oakwood Beradshall Hilltop	Open Confirmed by fax	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis

Main Surgery	Area covered	List Status	Additional Services
Friar Gate Surgery Agard Street Derby DE1 1DZ Tel: 0844 815 1056 Fax: 01332 732026	Littleover/Mickleover Mackworth Allestree Breadshall Chaddesden Western City Centre (not Normanton/Pearlton &Sinfen)	Open Confirmed by fax	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Haven Medical Centre 690 Osmaston Road Derby DE24 8GT Tel: 01332 348845 Fax: 01332 345726	Alvaston Wilmorton	Open Confirmed by phone	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis
Hollybrook Medical Centre Hollybrook Way Heatherton Village Littleover Derby, DE23 3TX Tel: 01332 523300 Fax: 01332 523388	Littleover Sinfen Mickleover	Open Confirmed by phone	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Meadowfields Practice (The) Fellows Lands Way Chellaston Derby DE73 6SW Tel: 01332 700455 Fax: 01332 700628	Chellaston Some of Alvaston/Allenton Sinfen Elvaston Thurston Aston-on-Trent South A50	Open Confirmed by e-mail & post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients

			Additional services for patients with osteoporosis Additional services for patients with arthritis
Main Surgery	Area covered	List Status	Additional Services
Mickleover Medical Centre Vicarage Road Mickleover Derby DE3 OHA Tel: 01332 513283 Fax: 01332 518569	Mickleover Some of Littleover	Open Confirmed by e-mail	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Mickleover Surgery 10 Cavendish Way Mickleover Derby DE3 9BJ Tel: 01332 519160 Fax: 01332 523054	Mickleover Some of Littleover	Open Confirmed by e-mail	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Oakwood Surgery 380 Bishops Drive Oakwood Derby DE21 2DF Tel: 01332 281220 Fax: 01332 677150	Oakwood Some of Chaddesden Breadsall	Open Confirmed by phone	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis

			Additional services for patients with arthritis
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Main Surgery	Area covered	List Status	Additional Services
Overdale Medical Practice 207 Victoria Avenue Borrowash Derbyshire DE72 3HG Tel: 01332 280800 Fax: 01332 669256	Spondon Borrowash Breaston Part of Long Eaton Sawley Elvaston Thurlston Draycott	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Park Farm Medical Centre 3 Park Farm Centre Allestree Derby DE22 2QN Tel: 01332 559402 Fax: 01332 541001	Allestree Darley Abbey Chester Green West of City Centre Mackworth Part of Mickleover Part of Littleover	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Park Lane Surgery 2 Park Lane Allestree Derby DE22 2DS Tel: 01332 552461 Fax: 01332 541500	Breadshall Allestree Duffield Some of Oakwood	Open Confirmed by phone	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis

Main Surgery	Area covered	List Status	Additional Services
Park Medical Practice (The) Maine Drive Chaddesden Derby DE21 6LA Tel: 0844 477 3495 Fax: 01332 678210	Chaddesden Spondon Oakwood University of Derby Draycott Borrowash	Open Confirmed by phone	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Parkfields Surgery 1217 London Road Alvaston Derby DE24 8QJ Tel: 0844 477 3758 Fax: 0844 477 3759	Alvaston Chellaston Osmaston	Open Confirmed by post	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis
Vernon Street Medical Centre 13 Vernon Street Derby DE1 1FW Tel: 01332 332812 / 01332 331692 Fax: 01332 202608	Mackworth Chester Green Part of West City Centre Littleover Micklover Abbey Ward Blagreaves	Open Confirmed by e-mail	Childhood immunisation Influenza vaccinations to eligible patients Contraception services include fitting coils Warfarin monitoring Minor surgery procedures Additional diabetic services Smoking cessation Other vaccination programmes for eligible patients Additional services for patients with osteoporosis Additional services for patients with arthritis

APPENDIX 6

BUS ROUTE INFORMATION

