

# PRACTICE LEAFLET

## OUR MISSION

*It is our aim to create a place where we provide the best care possible for our patients whilst ensuring staff are supported, have time to reflect and allow ideas to flourish and be realised. All of these will enhance the experience of our patients, staff, colleagues and local community.*

## DOCTORS

### Our GP Partners -

Dr Elizabeth Church - MBChB, DRCOG, MRCGP, DFFP  
Dr Katharine Stoodley - MBChB, DRCOG, MRCGP  
Dr Mary McKenzie - BChB, BScMRCPG, DFSRH, PGCCE  
Dr Nicola Stainton - MBChB, MRCGP  
Tamsin Pasinisi-Cooling - Managing Partner Non-Clinical  
MIGPM

### Our Salaried GP's -

Dr Louise Reynolds - MRCGP, DRCOG, DCH, BM  
Dr Philippa Grant - BA, MBChB, RCGP  
Dr Laura Rouke - MBBCh, MRCGP  
Dr Jack Marshall - MBChB, BMedSci

## NURSING TEAM

Hope Marsden - Practice Nurse  
Athulya Lukose - Practice Nurse  
Lauren Watts - Practice Nurse  
Jennifer Beastall - Healthcare Assistant  
Sarah Hattersley - Healthcare Assistant  
Jane Bagnall - GP Assistant

*We are a training practice, and are proud to invest in GP's for the future.*

## SURGERY OPENING TIMES AND EXTENDED HOURS

Monday to Friday - 08:00 - 18:30

Surgery Phone Lines - 08:00 - 18:00

We close early one Wednesday a month for staff training. Please see our website for early closure dates and times. If you require medical attention whilst we are closed, please call 111. In an emergency dial 999. The Practices in Chesterfield are working together to offer appointments between 8:00am and 8:00pm Monday-Friday and Saturday 9:00am - 5:00pm. Not all these appointments will be at our surgery however we will advise location prior to booking the appointment. Please contact reception or see our website for further details.

## HOW TO REGISTER

You can register by coming into the surgery and collecting the relevant forms, via our website <https://whittingtonmoorsurgery.co.uk/register-with-the-practice> or by clicking one of the QR codes below. Please have proof of address ready to show us. Please check the website for the practice boundary. If you live out of area, please see our website for further information and a link to the relevant form. Or speak to our helpful reception team!

Whilst registered with us we encourage patients to see any of the doctors and clinical staff. However, you may express a preference for a particular doctor. However, there may be times when this is not possible, for example, if the doctor is unavailable, or the services requested are not provided by your preferred doctor.



SCAN WITH YOUR  
PHONE FOR THE  
PATIENT REGISTRATION  
FORM



Download the NHS App or visit the NHS website and login to access a range of NHS services online. The NHS App is available on iOS and Android. Scan the QR code with your phone to get access.



Scarsdale Road  
Chesterfield  
Derbyshire, S41 8NA

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

01246 456938





## APPOINTMENTS

We offer face to face appointments, telephone consultations and video consultations. Please be aware that there are certain symptoms that the doctors would need to see you face to face and can't be dealt with over the telephone. Home visits are for the frail and truly housebound patients only. Please only request a home visit if you are unable to get to the surgery. If you do need a home visit, please call the surgery to request this before 10.30am. Our practice has suitable disabled access for our patients.



*The recent rollout of the Accurx software allows patients to complete an online triage form which will then be considered and triaged by one of our GPs on the same day. Accurx is helping to reduce the number of unnecessary appointments whilst also allowing our GP's to decide on the right needs for you and everyone else. Our online triage is open from 8am to 10.30am Monday to Friday and can be found on the practice website.*

## SERVICES WE OFFER

Asthma Clinic, Aural Toileting, Blood Tests, Cervical Smear Clinic, COPD reviews, Diabetic Clinic, Child immunisations, Family Planning Advice, Flu Vaccination, Hypertension, Lifestyle Advice, Menopause Advice, NHS Health Checks, Travel Vaccinations.

## PRESCRIPTIONS

You can order your repeat prescriptions in a number of ways - via Systmone, the NHS App, in person at reception, by posting to us, or through the **Medicines order line 01246 588860 (Mon-Fri 08.00-16.00) / [www.derbyshiremol.nhs.uk](http://www.derbyshiremol.nhs.uk)**

## YOUR RIGHTS & RESPONSIBILITIES

You have the right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available. In order to assist us in this we require that you take full responsibility to ensure you keep medical appointments and follow the medical advice given. Your health information is safe with us, and is kept confidential at all times. The practice also has the right to remove a patient if we have a specific reason eg, abusive behaviour towards our staff. Complaints or feedback should be sent to our Practice Manager. We also encourage our patients to become active members of our Patient Participation Group, which meets regularly to discuss and support the running of the practice.

## CQC

The Practice was rated 'Outstanding' after it's 2015 inspection and retained this rating in 2001 and more recently in May 2024.



The practice is part of Chesterfield & Dronfield Primary Care Network (PCN). PCNs are groups of GP practices working closely together along with other healthcare staff and organisations, providing integrated services to the local population. Community Nurse Practitioner Lois delivers increased complex health and care to patients in the community for patients living with multiple conditions. Social Prescribers connect patients with local community activities and services that can help improve their health and wellbeing. PCN Pharmacists provide primary support for prescription/medication queries and medication reviews. Training Nurse Associates work alongside our Practice Nursing team, contributing to the delivery of excellent patient care.

Scarsdale Road  
Chesterfield  
Derbyshire, S41 8NA

*The practice is commissioned by:*

NHS Derby and Derbyshire Integrated Care Board

The Council House, First Floor, Corporation Street, Derby, DE1 2FS

t: 01332 981601 during office hours Mon-Fri

e: [ddicb.enquiries@nhs.net](mailto:ddicb.enquiries@nhs.net)

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