

## Health Visitor

Our Health Visitor looks after the 0-5 year olds and presently runs a baby clinic on the 2nd Tuesday of the month between 1:30pm – 3:00pm here at Pleasley Surgery. The Health Visitor's contact telephone number is 01623 672183.

## Our Aim

Our aim is to provide quality health care to all of our patients whilst maintaining improved access. We will endeavour to be helpful and polite at all times and trust this will lead to a long and contented relationship with our patients.

## Patient's Responsibility

To notify the practice, of any change of address / telephone number as soon as possible.

We also ask that you treat our reception staff with courtesy and respect at all times.

## PSPG (Pleasley Surgery Patient Group)

This is a group of patient volunteers who have agreed to represent all patients registered with the practice in order to help promote good health and improve communication etc. for further information please enquire at reception.

## Practice Manager

Denise Mcphee is responsible for the administration of the practice she is also the person to contact if you have any suggestions on how any of our services could be improved. Denise also deals with any complaint you may have, this Practice operates an in house complaints procedure please see our patient information leaflet. Or write to:

Ms Denise Mcphee  
Practice Manager  
Pleasley Surgery  
Chesterfield Road  
Pleasley  
Mansfield  
Notts. NG19 7PE

## Order Prescriptions/make/cancel Appointments online

You can now order your prescriptions, make/cancel your appointment online via the link ..... or via the website – **ask at Reception how to register for this**

## Practice Website

Our website address is  
[www.pleasleysurgery.com](http://www.pleasleysurgery.com)

## Useful Telephone Numbers

NHS 111  
The King's Mill Centre Tel. 01623 622515



Pleasley Surgery  
Chesterfield Road, Pleasley,  
Mansfield, Notts., NG19 7PE

Tel. 01623 810249

## Practice Leaflet

### Surgery Opening times:

MONDAY 8:00am until 6:30pm

TUESDAY 8:00am until 7:30pm

WEDNESDAY 8:00am until 6:30pm

THURSDAY 8:00am until 6:30pm

FRIDAY 8:00am until 6:30pm

**If you require urgent medical assistance which cannot wait until the surgery re-opens, please call 111. If you have a life threatening medical emergency please call 999**

**During the above opening times we offer a range of appointment sessions, please contact reception for further information.**

## **Welcome to Pleasley Surgery**

**We hope this leaflet will help you get to know the practice.**

### **The Surgery**

Pleasley Surgery has its own car parking facility and is all on one level making disabled /wheelchair access easily available. Our surgery is also conveniently situated close to public transport. There is a local pharmacy within a short walking distance from our surgery, which provide a collection and delivery service for repeat prescriptions.

### **The Practice Team**

Dr S Patel has worked here at Pleasley Surgery for over 3 years; his practice team consists of the following:

Practice Manager – Denise Mcphee

Practice Nurse - Lynn Worthington

Practice Nurse - Sue Skeavington

HCA/Receptionist – Lesley Hughes

Receptionist – Julie Rice

Receptionist – Sharon Morgan

Receptionist – Vicki Brown

Receptionist/HCA – Kerry Wright

Apprentice Receptionist – Megan Harris  
Under normal circumstances we are able to offer patients a routine appointment with a doctor the same day or the following day. We do offer pre-book appointments for patients who work or need the help of relatives to escort them, we also provide a late evening surgery every Tuesday until 7:30pm with both the doctor and practice nurse (except if the nurse is on holiday).

### **Carers**

Please advise our staff if you are a carer or have a carer or fill in the carer's identification form at reception

### **Chaperone**

We are happy to provide a chaperone during a Physical examination by a doctor or nurse, please ask at reception for further details.

### **Home Visits**

The doctor will visit a patient at home only if they are too ill/housebound and physically unable to attend the surgery. If you do need to request a GP visit, please telephone the surgery before 10:00am wherever possible.

### **Telephone Advice/ Consultations**

The doctors and the practice nurse will be happy to speak to any patient requesting advice over the telephone. The receptionists will advise of the most appropriate time for you to telephone.

In the event we are closed you can seek advice by phoning 111 for non-emergency symptoms or by contacting your pharmacist. If these services suggest you need to seek urgent care then Primary Care 24, right next to the emergency department at KMH, provides a 24 hour walk in service

### **Practice Nurses**

Practice nurses Lynn and Sue have clinics which include: Asthma, Coronary Heart Disease, COPD/Spirometry, Cytology, Diabetes, CKD, Well Person and Travel Health. Lynn also runs the baby immunisation clinic.

### **Other Services Provided**

Minor Surgery, Minor Injury's, Child Health Surveillance, Ante Natal, Weight Management and Phlebotomy.

### **Ante Natal Clinic**

Our midwife is Margaret clinics are on Friday mornings between 9.30am – 12.30pm.