

# Arden House Medical Practice

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💻 [www.ardenhousemedicalpractice.co.uk](http://www.ardenhousemedicalpractice.co.uk)

Dear New Patient,

Welcome to Arden House Medical Practice! We are delighted that you have chosen to register with us for your medical care. Visit [www.ardenhousemedicalpractice.co.uk](http://www.ardenhousemedicalpractice.co.uk) for full details of our services.

Since each GP practice has its own way of operating, we want to explain the systems in place at Arden House. This should help you get the most out of our services and avoid any frustration or confusion.

Unlike some other practices, we do not operate a total triage system. That means that you are able to pre-book routine appointments at a time convenient to you. You can choose who you see, but waiting times may vary for different clinicians. There are currently 3 GPs and 1 ANP (Advanced Nurse Practitioner) that you can book with.

There are a few urgent appointments open at the end of each morning and evening surgery. These are for urgent issues that can't wait for a routine appointment. Examples include serious infections and mental health emergencies. We understand that every clinical issue is important and may feel urgent, but please do not abuse this system. Please wait for the next routine appointment, unless it's urgent. You are more likely to be able to access an urgent appointment if you call at the beginning of the session i.e. 8am for morning urgent appointments and 12pm for afternoon urgent appointments. If you need an urgent appointment but we have already reached capacity, we will advise you to attend the Walk-in Centre or the Emergency Department.

Appointments with the practice nurse and Health Care Assistants (HCAs) are also pre-bookable. Our HCAs provide phlebotomy services, ECGs, pre-diabetes advice and NHS health checks. Reception will ask you when booking blood tests who requested them and what their purpose is. We can't provide blood tests for the hospital in most cases. This is because we are not commissioned to do so. You can read our [policy](#) on our website.

If you think you or someone you care for needs a home visit, please try to call between 8-11am to request this. A GP will call you back to assess your request. The Home Visiting Service handles most cases, which works closely with the practice. Home visits are at the discretion of the GP who will determine if the visit is clinically necessary. Visits are for patients who are truly housebound. This includes people in nursing homes, residential homes, and those with terminal illnesses.

The partners Dr Halls and Dr Thomas have trained our reception staff to be Care Navigators. They will ask you to briefly describe why you need an appointment. They are not triaging your problem. Instead, they follow training to make sure you see the right person at the right time.

There is a range of healthcare professionals we can access for you:

- Book an appointment with our Musculoskeletal specialists or [First Contact Practitioners](#) (FCPs) for any musculoskeletal issue. They will do a specialist assessment. They can also get imaging, book physiotherapy, refer to specialists, or inject joints if needed.
- The community midwife holds [clinics](#) at the surgery once a week. You can [register a new pregnancy](#) with her on our website.
- You can self-refer for physiotherapy and podiatry. Reception can send you a text with the details on how to do this.
- [Pharmacy First](#) lets local pharmacies treat some minor conditions.

This includes:

- Earache (ages 1-17)
- Impetigo (age 1+)
- Infected insect bites (age 1+)
- Shingles (age 18+)
- Sinusitis (age 12+)
- Sore throat (age 12+)
- UTI (women ages 16-64)

You can get contraception from pharmacies without any charge. You can also have your blood pressure checked there. They will let us know the results.

- [CUES \(Community Urgent Eye Service\)](#) helps patients with sudden eye issues. They provide urgent assessment, treatment, or referrals. This isn't a walk-in service. Always call your local optician first. They can help with your issue in the best way.
- Our [Social Prescribers](#) can meet you at home or at the surgery. They focus on your health and well-being. They help you access local services for your non-clinical needs.
- We have a representative from the [Citizens' Advice Bureau](#) here every week. You can book an appointment with them at reception.

We are unable to deal with any dental issues. Please speak to your dentist or 111 for help with these.

The surgery works closely with local community services. These include:

- District nurses
- Mental health workers
- Audiology
- Social care
- Dementia support workers
- Palliative care services

We also have an active [Patient Participation Group](#) (PPG) and if you are interested in joining or finding out more, please follow the link above to our website.

Best Regards

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