

Arden House Medical Practice Leaflet 2025

About Arden House Medical Practice

- Arden House Medical Practice
- Partners – Dr Laura Halls and Dr Kim Thomas
- Practice premises: Sett Close New Mills, High Peak, Derbyshire, SK22 4AQ,
- local authority pay and display parking – first hour free with ticket, step-free access
- Practice boundary and registration area: [Register with the surgery – Arden House Medical Practice](#)
- Registration: We welcome new patients living within our boundary. Please bring proof of address and ID if available (not mandatory). NHS number helps but is not essential. [Register with the surgery – Arden House Medical Practice](#)

Contacting us and getting help

- Telephone: **01663 745266** during core hours. **For urgent issues when we are closed, use NHS 111 online or call 111; in an emergency call 999.**
- Online requests: Use our **non-urgent online medical advice or query form** via our website for non-urgent medical and admin queries during core hours. Do not use online forms for urgent problems—please call us on 01663 745266 or attend the practice.
- In person: You can visit reception during opening hours (8.30 am – 6.30 pm) for assistance with booking or queries.

Appointments and access

- How to book: Online, by phone, or in person. We offer routine appointments and some URGENT appointments.
- Directly bookable appointments: All directly bookable appointments are available by telephone or in person, or you may be sent a booking link via text message, in line with contract requirements.
- Modes of consultation: Face-to-face, telephone, and video online consultation.
- Prioritisation: Requests are assessed so that the most clinically urgent are seen first. Routine appointments may have longer waits at busy times.
- Home visits: For housebound patients where clinically appropriate. Please call before 10:30 where possible.
- Interpreting: Available on request, including BSL.
- Chaperones: Available—please ask.

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Repeat prescriptions and medicines queries

- Ordering: Via NHS App, online via our website, or call the Medicine Orderline (MOL) services phone **01246 942751** or use the online ordering process <http://www.derbyshiremol.nhs.uk/>
- We accept written requests at reception in the practice. We **do not** accept routine requests by telephone at the practice.
- Processing time: Please allow [e.g. 3 -5 working days]; plan ahead for weekends/holidays.
- Medication reviews: We will invite you for regular reviews to keep your medicines safe and effective.
- Pharmacy services: Community pharmacies can provide advice for minor ailments.

Online services

- Registration for online services (NHS App or other): View your record, request repeat prescriptions, see test results, and submit non-urgent requests. If fewer than 10% of our patients are registered for online services, we will implement an improvement plan with our Commissioner as required by contract clause 16.5A.

Test results and referrals

- Results: We will contact you if urgent action is needed; otherwise, check via the NHS App or call the practice after 2pm. Please allow the stated processing time in your test request.
- Hospital and community referrals: We use NHS e-Referral where possible. You may be offered advice and guidance pathways; complex cases will be referred to outpatient clinics as appropriate. You will be provided with hospital contact information following acceptance of your referral.

Home visits and Safeguarding

- Elderly or Frail Housebound: We work with community teams to support care at home.
- Safeguarding: Our practice has leads for adult and child safeguarding.
- Carers: Tell us if you are a carer; we can offer support and signposting.

Practice team

- GPs: Dr Laura Halls GMC 6055048, Dr Kim Thomas GMC 455066, Dr Julia Jefferson GMC 4300694. Locum GP Dr Steve Clay.
- Nursing/ANP/ACP team: Claire Pickavance - Practice Nurse, Maria Turner - Advanced Nurse Practitioner.
- Clinical pharmacist – Jane Lambe

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- Practice manager and administration/reception team: Practice Manager – Lucy Padkin, Operations Manager – Kate Turner, Reception Manager – Georgina Wilkinson.
- Reception Team/Care Navigators: Tracey Beswick, Helen Hudson, Helen Gee, Anne Hynes, Sarah Robinson.
- Administration Team: Referrals - Joanne Wilkinson, Document Admin – Fran Scottney, Care Co-ordinator – Sarah Robinson, Anne Hynes – General Admin.
- Health Care Assistants: Steph Christie and Mary-Jane Snape
- Training practice: We host GP registrars and students who are supervised by our GPs.

Your information and confidentiality

- Data protection and confidentiality: We follow data protection law and NHS guidance. We have a nominated lead for information governance and the confidentiality of personal data, as required by the contract.
- Privacy notice: Full details on how we use your information are available on our website: [GDPR – Privacy notice – Arden House Medical Practice](#)
- Summary Care Record and local record sharing: You can choose to opt-out—ask reception for details.
- Access to medical records: You can view your record online or request copies. Please do not include patient identifiable data in general emails.

Repeatable policies and patient information

- Practice leaflet updates: We review this leaflet annually and update sooner if needed.
- Patient charter and expectations: Please see our Practice Charter on our website and NHS England's "You and Your General Practice" guidance below.
- Friends and Family Test: Please leave feedback online or via reception. We publish results and report to the Commissioner.
- Complaints and compliments: We welcome feedback. Ask reception for our complaints procedure or see our website. You can also contact the ICB or Parliamentary and Health Service Ombudsman if unresolved.
- Zero tolerance: We operate a zero-tolerance policy to abuse or aggression towards staff.

Accessibility

- Premises access: [Step-free access/loop system/lifts/toilets]
- Alternative formats: Leaflet available in large print and can be translated via google translate into other languages on request.

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Vaccinations and screening

- We provide NHS vaccinations and screening as per national schedules. Invitations may come from the practice or national programmes.

Non-NHS services

- Some services (e.g., certain reports/medical examinations) are not funded by the NHS and may incur a fee. A list of charges is available at reception and on our website.

Practice boundary map

- Link to boundary map: [Register with the surgery – Arden House Medical Practice](#)
- Integrated working and Primary Care Network (PCN)
- We are part of High Peak and Buxton Primary Care Network. Some services may be delivered by PCN teams at our practice or nearby sites, such as Musculoskeletal Assessment, Mental Health support, Dementia support, Cancer Care support, Social Prescribers, Pharmacy hub Team.

How we use advice and guidance (A&G)

- Where suitable, we may seek specialist advice without a hospital visit. If the advice is complex or a clinic assessment is needed, we will proceed with a traditional referral. We ensure secondary care does not transfer inappropriate workload to general practice.

How to find us and emergency information

- Car parking – Council owned car parking next to the practice, free for first hour, but all patients using the carpark must get a ticket.
- Out of hours: When we are closed, use NHS 111 online or call 111. In life-threatening emergencies call 999.

Patient Participation Group

Our Patient Participation Group (PPG) is small but growing, and we are actively recruiting new members. The group is community-focused and meets quarterly to discuss practice services, share feedback, and support improvements. If you live within our practice area and would like to get involved, please ask reception or visit our website for details.

NHS England guidance links

- NHS England: Implementing the 2024/25 GP contract changes (PMS/APMS) – helpful context on access and digital expectations: https://www.england.nhs.uk/wp-content/uploads/2024/03/PRN01101_ii_implementing-the-2024-25-contract-changes-to-personal-medical-services-and-alternative-provider-me.pdf

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- Implementing the 2023/24 GP contract changes (accessible long-read): <https://www.england.nhs.uk/long-read/implementing-the-2023-24-gp-contract-changes-to-personal-medical-services-and-alternative-provider-medical-services-contracts/>
- You and Your General Practice (YYGP) – patient information to link on your website: [Insert the NHSE YYGP link you use on your site]

CQC reference details

- CQC Regulation 12: Safe care and treatment (including infection prevention and control)
Guidance: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-12-safe-care-treatment>

Version control

- Document title: Practice Leaflet
- Version: 2025 Effective from: August
- Review due: Autumn 2026 or if any changes.
- Author/Owner: L Padkin

How to use this leaflet

- Display in reception and on the website. Review at least annually, as required by the contract. Keep a change log for CQC and commissioning assurance.