

The Surgery @ Wheatbridge
Practice Booklet

30 Wheatbridge Road
Chesterfield
S40 2AB

Tel: 01246 277 287

Fax: 01246 223 399

Email: surgery.wheatbridge@NHS.net

Website: www.wheatbridge.co.uk

Welcome To The Surgery @ Wheatbridge

How To Contact Us

Address: 30 Wheatbridge Road, Chesterfield S40 2AB

Telephone (appointments, enquiries, general & emergency): 01246 277 287

Introduction

In this booklet you will find information that we hope will be helpful to patients of our practice.

The General Practitioners

Partners

Dr Catherine Spooner MB ChB (Liverpool 1990) MRCP (Female)

Dr Emer O'Donnell MB BCh (Dublin 1997) BAO MRCP (Female)

Dr Shahrian Chowdhury MB ChB (Manchester 2005) DRCOG MRCP (Male)

Dr James Spooner MB ChB (Leeds, 2006) MRCP (Male)

Dr Raquel Garofano MB BS (Granada, Spain 2001) MD, MFyC (Female)

Dr Haran Paul MBBS (Dhaka 2003) MRCP DFRH DRCOG (Male)

Dr Ali Al-Sahab MB ChB (Basra 2001) MSc (mental health), MRCPsych, nMRCP (Male)

Associate GPs

Dr Sue Savage MB ChB (Sheffield 2004) BSc (hons) RN RMidwife MRCP (Female)

Surgery Hours

The surgery is open from 8.00am - 6.30pm Mondays to Fridays.

Within these times the clinical sessions of the individual doctors and nurses vary.

We offer additional pre-bookable appointment times between 7.00 - 8.00am

Mondays to Fridays, and 6.30 - 8.00pm Mondays.

Between 6.00pm - 8.00am (and at weekends and Bank Holidays) you may obtain medical advice and if necessary a consultation, by ringing our out-of hours service which has its own team of doctors and nurses on 111.

Once a month, the practice closes enabling staff to participate in training. This usually happens on the second Wednesday of each month, but look out for posters displaying information about when they are due to take place and on our website's news feed. Emergency cover is provided by our out of hours service on 111.

Nursing Team

Nurses play an increasingly important part in the modern health service. Our practice nurses are: Vicky Chiverton (Nursing Team Leader), Petula Castledine, Jenny Lloyd, Jeanette Ravey, Sara Turner, Sarah Davies Julia Sanderson (HCA/ECG), Helen Tagg (Phlebotomist). Each of our nurses has a specialist role in addition to their general nursing role. From time to time you might find that you are asked to see a nurse for care that you may previously have received from a doctor. We have a District Nursing Team that cares for patients at home often following discharge from hospital. They also run dressing and treatment clinics at the surgery - details from reception.

Other Professionals

We have a strong team of professional staff not listed above. These include health visitors, midwife, physiotherapists, mental health staff and citizens' advice workers. Details of their services can be obtained from reception.

Students

Occasionally we have students attached to our practice for short periods. We are also planning on being a training practice in the near future. If you do not wish to have a student present during your consultation, please inform the reception staff prior to seeing the doctor.

Appointments

Appointments with a Doctor: On the 6th May 2013, the Surgery @ Wheatbridge introduced a redefined appointment system.

Our aim is to continue to create a more efficient appointment system with soon access to a clinician, thereby ensuring that you receive the most appropriate care.

The main change to our system will be that our patients will have the option of a telephone consultation or face-to-face appointment with the doctors (urgent or routine) booked via the reception team. There are pre-bookable face-to-face appointments up to two weeks in advance. **When you have booked a pre-bookable telephone call our Doctors will try 2 times to get in touch with you on your chosen number.**

When requesting an appointment, the receptionist will confirm your contact details and to help the Doctor, will ask patients for basic details of the nature of the problem. This is asked so that calls can be prioritised appropriately based on clinical need. You can, of course, decline to give this information.

Appointments with a Practice Nurse: For routine appointments call the surgery and we will offer the soonest available appointment.

PLEASE NOTE. Not all of our doctors will deal with **Termination of Pregnancy or Emergency Contraception**. If this is the reason for your appointment, to ensure you access the right care from the right person you may ask to speak to a Receptionist in a private area, away from the reception desk, to make sure that you have an appointment with an appropriate Doctor.

Home Visits

If you are too ill to come to the surgery then you can be seen at home. If possible please try to ring before 10.30am Monday to Friday on our usual surgery telephone number.

Weekend And Night Cover

Out-of-hours GP services are organised by NHS Derbyshire County. You can access these services by phoning 111.

999 is for emergencies only and should not be used for seeking advice as the **111** service is available 24 hours a day to assist.

Patient advice is available via the **111** service 24 hours a day. They will provide help with enquiries about health information, checking your symptoms, winter wellbeing and various health topics, such as sexual health and men's/women's health.

They can also be called for advice when the surgery is closed. Information about whether you need to see a pharmacist/GP/or may need an ambulance is available. Depending on your circumstances they may send out a clinician or ask you to go to one of the Walk-in centres, staffed by 111 medical staff. Pharmacists are also available to answer questions about colds, the flu and other day to day or seasonal ailments.

Repeat Prescriptions

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are now computerised. Please allow 48 Hours for your repeat prescription to be processed and prescriptions will be ready for collection after 3.00pm.

We are not able to issue repeat prescriptions at weekends, on public holidays or out of normal surgery hours.

Due to the large number of requests we process each day and the increased risk of making mistakes, we are also unable to take orders for repeat prescriptions over the telephone. Requests can be dropped off at the surgery or posted to us or sent via e-mail or fax. If you would like your prescription sent back to you, please remember to include a stamped self-addressed envelope. You can also request repeat prescriptions

via fax on **01246 223398**

or email to repeats.wheatbridge@nhs.net

Some local pharmacies offer a collection and delivery service for their customers and this can be arranged direct with the pharmacy, but you will need to add at least another day before collection or delivery from the pharmacy

Comments, Suggestions And Complaints

We always try to provide the best services possible, but there may be times when you feel that this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient concerns. We hope that you will use it to allow us to look into and, if necessary, correct any problems that you have identified or mistakes that have been made. We have to respect our duty of confidentiality to patients and a patient's consent will be necessary if the complaint is being made by someone other than the patient.

If you wish to make a complaint please telephone or write to our practice manager or request a complaint form at the reception desk. Full details will be taken and a decision made on how best to undertake the investigation. We believe it is important to deal with complaints swiftly so we will acknowledge your complaint and will aim to give a full response within an agreed timescale. We will keep you informed throughout. You may be offered a meeting to discuss the details in which case you may bring a friend or relative with you. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed. Please note: if you remain dissatisfied with our response to your concerns you may also approach **POhWER** who provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide. Please contact : 0300 456 2370.

It is also our duty to advise you that you have the right to seek independent review from NHS ENGLAND at:

NHS England

P.O. Box 16738

Redditch

B97 9PT

Or email on: England.contatus@nhs.net

Patient Participation Group

There is a Patient Participation Group at The Surgery @ Wheatbridge.

The group's aim is to promote the highest possible care for all patients and to communicate between the Practice and patients on subjects informally rather than on a personal basis. The group is not responsible for communicating with the practice on matters of individual clinical care. Please do not e-mail complaints to the PPG website as they do not handle such matters. If you would like more information about the group please visit our website at www.wheatbridgeppg.co.uk, contact our secretary Tracey Lawson at the surgery or by e-mail: traceylawson@nhs.net.

Statement of Fitness For Work (Fit Notes)

A doctor's fit note will not be issued for any illness lasting seven days or less. Your employer may, however, require you to complete a self-certification form (SC2), which is available from your employer. For any illness lasting longer than seven days you will need to speak to or see your doctor for them to issue a fit note. Subsequent renewal of the certificate may be possible with a telephone consultation – the doctor will advise you.

Clinics

The practice currently provides a number of clinics including:

Family Planning, Cervical Smears, Antenatal, Postnatal, Children's Immunisations, Child Health Surveillance, Travel and Yellow Fever Vaccinations, Well Person, Flu and Pneumococcal Vaccinations, Blood Pressure, Hypertension, Asthma and more complex Chronic Disease Management. For many of these clinics you will be sent an appointment and for some you will be sent a reminder, or asked by the clinical staff to attend, in which case you should make an appointment via our reception staff or on our usual surgery telephone number.

Most of the services we provide are available under the NHS and are free. However, we do make charges for certain services such as some travel vaccinations, report signing, insurance documents etc. Where there is a charge you will be advised in advance and a list of our current charges is displayed on the reception desk.

Disabled Access

Reserved car parking spaces for the disabled are marked in the rear car park. Wheelchair access to the building is available. All accommodation is accessible by lifts and we have a wheelchair for use by patients. Patients' WCs are provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. The information is recorded on computer and we are registered under the Data Protection Act (1998). The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

Practice Area

Our practice area includes – , Old Whittington, Newbold Moor, Whittington Moor, Tapton, Hady, Spital, Hasland, Wingerworth, Birdholme, Boythorpe, Walton, Holymoorside, Brookside, Old Brampton, Loundsley Green, Upper Newbold, Dunston. Registrations from these areas are welcome. However, new patients outside this area or existing patients moving out of the boundary will be asked to register with another GP. We will be happy to confirm prior to registration whether you are in our area. If you would like to register with the practice, please complete the necessary paperwork at the rear of this booklet

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

NHS Derbyshire County

The Clinical Commissioning Group (CCG) can be contacted to find out details of medical services in our area in any of the ways below.

Tel: 01246 231255

Email: communications@derbyshirecountypct.nhs.uk

Trust Headquarters
Scarsdale
Nightingale Close
Chesterfield
Derbyshire
S41 7PF

Please note: Do not send any email correspondence regarding personal circumstances or containing patient information to this e-mail account. Should you wish to discuss personal matters or receive confidential advice or support, it is advised that you call the Patient Advice and Liaison Service in the first instance on **0800 0323235**.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Useful Telephone Numbers

NHS Derbyshire County	01246 231 255
Chesterfield Royal Hospital	01246 277 271
CRH X-Ray Department	01246 512 627
Walton Hospital	01246 515 151
Northern General Hospital	0114 243 4343
Royal Hallamshire Hospital	0114 271 1900
Sexual Health @Wheatbridge	01246 235 792
Dentist @Wheatbridge	01246 293 744
Deaf and Hearing (CAMTAD)	01246 555 934
Health Visitors @ Wheatbridge	01246 293 755
Podiatry @ Wheatbridge	01246 293 731
Alzheimer's Society	01246 223 366
Out of Hours DHU (less urgent than 999)	111