

## Useful Telephone Numbers

Derby and Derbyshire CCG	<b>01332 868 700</b>
Chesterfield Royal Hospital	<b>01246 277 271</b>
CRH X-Ray Department	<b>01246 512 627</b>
Walton Hospital	<b>01246 51 51 51</b>
Northern General Hospital	<b>0114 2 43 43 43</b>
Royal Hallamshire Hospital	<b>0114 271 1900</b>
Sexual Health @Wheatbridge	<b>0800 328 3383</b>
Dentist @Wheatbridge	<b>01246 293 744</b>
Health Visitors @Walton	<b>01246 253 025</b>
Podiatry @Wheatbridge	<b>01246 293 731</b>
Physio @ Wheatbridge	<b>01246 565 050</b>
DHU Out of Hours (less urgent than 999)	<b>111</b>

# Practice Booklet

The Surgery @ Wheatbridge  
30 Wheatbridge Road  
Chesterfield  
S40 2AB

Tel: **01246 277 287**  
Email: **surgery.wheatbridge@NHS.net**  
Website: **www.wheatbridge.co.uk**



## 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 e-mail unless we are sure that we are talking to you. We also cannot respond by e-mail unless you can prove your line is secured to only 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.

## Derby and Derbyshire CCG

The Clinical Commissioning Group can be contacted to find out details of medical services in our area by phone or post.

Trust Headquarters  
Scarsdale  
Nightingale Close  
Chesterfield  
Derbyshire  
S41 7PF

Tel: 01246 514000

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

## 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.

When we are closed and at weekends and Bank Holidays you may obtain medical advice and if necessary a consultation, by ringing the out-of-hours service which has its own team of doctors and nurses on 111.

Once a month, the practice closes for an afternoon 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.

## Home Visits

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

## 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.

A map of our Practice Area is included on page 11 of this booklet.

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

## Registration

Forms to register as a patient at [thesurgery@wheatbridge](mailto:thesurgery@wheatbridge) are available for completion on our website or you can stop by the surgery to pick-up a form for completion and e-mail, post or drop this off when completed.

## Practice Nursing Team

Nurses play an increasingly important part in the modern health service. Our practice nurses are:

Jo Kaczmarek (Nurse Manager)

Keris Rhodes

Stacey Ward

Lynn Brockwell-Ogley

### Health Care Assistants:

Helen Tagg

Rebekah Gorton

**Phlebotomist**—Charlotte Kerry

## District Nursing Team

We have a District Nursing Team that cares for patients at home often following discharge from hospital. They also run daily dressing and treatment clinics at the surgery. If you need to leave the district nursing team a message, please call the reception staff on our usual surgery telephone number and we will put a note on their bulletin board.

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.

## Other Professionals

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

## 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 formal complaint, please write to our project manager (Amanda Raybould) 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

Or email on: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

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**

## Patient Participation Group

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.wheatbridge.co.uk/](http://www.wheatbridge.co.uk/) and click onto the Patient Participation Link on the left hand navigation Pane or you can contact our secretary Ian Edmondson by e-mail: [ianed@live.co.uk](mailto:ianed@live.co.uk)

## 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. Fit Notes can be backdated to the start of your current sickness period.

## Weekend And Night Cover

Out-of-hours GP services are organised by North Derbyshire CCG. 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.

## Clinics

The practice currently provides a number of clinics including: Family Planning, Cervical Smears, Antenatal, Postnatal, Children's Immunisations prior to entering education, 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 should be advised in advance and a list of our current charges is displayed on the reception desk and on our website.

## Disabled Access

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

## 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.

## Appointments

**Appointments with a Doctor:** We work hard as a team to provide good appointment availability, we realise how important it is for patients to have quick access to an available appointment slot. There are several appointment lines into the surgery and when they are busy there is a queuing system, and you will be informed where you are in the queue. Our Staff always try to answer the lines promptly but there will obviously be times of high demand where a short wait is inevitable. Our appointment system allows patient to pre-book an appointment up to 4 weeks in advance. Routine appointments are usually available within a few weeks, however the situation may change during busy periods. For genuinely urgent medical problems that cannot wait, patients will normally be seen on the same day.

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 to ensure that calls and appointments are booked with the appropriate clinician to deal with your problem and then can be prioritised appropriately based on clinical need. You can of course, decline to give this information or state that it is personal.

**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. If you do not answer either time it will be marked as a DNA.**

Please remember appointments are only 10 minutes long so only one problem can be dealt with per appointment

**Appointments with a Practice Nurse/HCA/Phlebotomist:** For routine appointments call the surgery and we will offer the soonest available appointment that is convenient for you.

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.

Local GP practices are working together to offer patients better access to GP appointments in Chesterfield.

You can now book appointments to see a GP, practice nurse or other health professional at the Extended Access Hub at: **Avenue House Practice Surgery** in the evenings from 18.00 to 20.00 and at weekends, Saturday 08.00 – 12.00 and Sundays 09.00 -12.00. To arrange an appointment, speak to the practice receptionist on **01246 277287**

## Repeat Prescriptions

### We No Longer Process Urgent 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. If brought in by 11:00 am the prescription will be ready to collect:

Monday— will be ready Wednesday after 3:00pm

Tuesday— will be ready Thursday after 3:00pm

Wednesday— will be ready Friday after 3:00pm

Thursday— will be ready Monday after 3:00pm

Friday— will be ready Tuesday after 3:00pm

Please request your prescription items no more than 2 weeks before it is due if you have a 2 monthly script or 1 week before it is due if it is a 1 monthly script. 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 unable to take orders for repeat prescriptions over the telephone**. If you would like your prescription sent back to you, please remember to include a stamped self-addressed envelope.

**Starting from 3rd February 2022 the Surgery will be going live with a new service called The Medicines Order Line (MOL).** The MOL is another way for you to order your repeat prescriptions. You can contact the MOL by calling 01246 588 860. Their lines are open from 8AM to 4PM Monday thru Friday.

**There will be no changes to the surgeries prescription processes, and you can still continue to order in the normal way through the surgery if you prefer, either on paper, online or by e-mail The surgery will still not be accepting prescription requests via telephone.**

You can also request repeat prescriptions by e-mailing to:

[repeats.wheatbridge@nhs.net](mailto:repeats.wheatbridge@nhs.net)