

# Ecclesfield Group Practice

## Practice Newsletter

### Help us, help you

When requesting care, whether online, by phone or in person, it helps us if you explain what's wrong. This ensures you get the care you need at the right time from the right person – for example, from the doctor or nurse who normally treats you. It also helps our medical team to prioritise those who need our care most. If you prefer not to say what's wrong – for example, when talking to our reception team – they will always respect your privacy. However, it's an important part of their job to ask, so thank you for your support with this.

### Please also tell us if:

- You would prefer us to talk with you by phone or face-to-face.
- You need to speak to a particular person because they have treated you before
- There are certain times of day when you can't talk, for example you are at work, at school or college
- You need English to be interpreted, you need help from another person at your appointment, or if you have other communications needs.

We will do our best to meet your needs in the way you would like, but please bear in mind that if you are unwell, our priority will be to ensure you receive care quickly.

**For urgent medical help** - If you have an urgent medical problem and you're not sure what to do, NHS 111 can help. Call or go online, 111.nhs.uk. For life-threatening emergencies, dial 999.

### Keep us updated!

If you change your name, phone number, address or email address, please let us know either by completing the online queries form via our Website or use the form below: Many of our patient records have out of date information which causes us difficulties when trying to contact you. We will need to see proof of name change if you have changed your First name or Surname.

Please also remember to change your details with any other service that you are receiving care from, such as hospitals, social services etc. This is your responsibility as these organisations do not always have access to your records, so this will not update automatically.

✂ .....

Name		
Address		
Contact Numbers	Home	
	Work	
	Mobile	
Email Address		

**FEBRUARY 2024**

[www.ecclesfieldgp.co.uk](http://www.ecclesfieldgp.co.uk)

**PLEASE NOTE THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES**

- Friday 29th March 2024
- Monday 1st April 2024
- Monday 6th May 2024
- Monday 27th May 2024
- Monday 26th August 2024
- Wednesday 25th December 2024
- Thursday 26th December 2024
- Wednesday 1st January 2025



The practice will be closed for staff training one afternoon a month from 1.00pm. Should you need a doctor during this time, please telephone the surgery number and your call will be dealt with by the GP collaborative.

The next PLI date is:

**Wednesday 6th February 2024**

## Ecclesfield Group Practice

Appointment Report for: **January 2024**  
(Data from 1<sup>st</sup> to date of printing – not a full month's data)

	<b>Total Number of patients registered at Ecclesfield Group Practice &amp; Margetson Surgery</b>	8631
	Patients seen by the GP, practice nurse, health care assistant and other health care professionals at the surgery	4269
	Total calls answered by the reception team	3200+
	Patients who were seen at home	62
	Patients who did not attend their appointments	153

We also provide appointments to patients via the Sheffield GP Hubs. The hub appointments are in addition to the appointments provided at the practice and are not included in the above figures.

If you are unable to attend an appointment, please remember to cancel it. Thank you



**Our practice is working closely with local pharmacists to support you with a range of minor health conditions.**

### Ecclesfield Group Practice The Health Centre

96a Mill Road, Ecclesfield, Sheffield S35 9XQ  
Tel: 0114 2469030

[syicb-sheffield.ecclesfieldgp@nhs.net](mailto:syicb-sheffield.ecclesfieldgp@nhs.net)

**Margetson Surgery** (Branch site)  
1 Remington Avenue, Parson Cross, Sheffield S5 9PA  
(Same number as above)