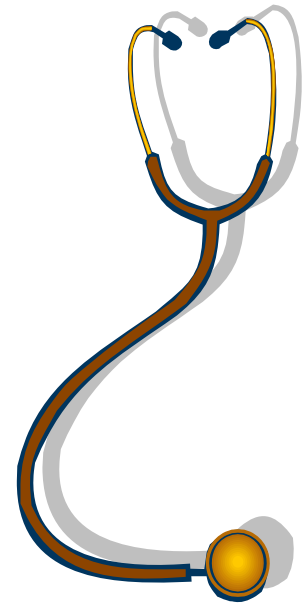


ECCLESFIELD GROUP PRACTICE

Practice Leaflet



**Doctors Butcher, Oliver
Hackney & McCoye**

Ecclesfield Group Practice

96a Mill Road, Ecclesfield, Sheffield S35 9XQ

Tel: 0845 120 4443 - Fax: 0114 2571935

Margetson Surgery (Branch Site)

1 Remington Avenue, Parson Cross, Sheffield S5 9PA

Tel: 0845 124 2664 - Fax: 0114 2855724

For Home Visits - Tel 0845 120 4443

In An Emergency Ring - 0845 120 4443

www.ecclesfieldgp.co.uk

INTRODUCTION

Welcome to Ecclesfield Group Practice. This leaflet is for use by the patients and community served by our practice. It includes information about who we all are, the services we provide and outlines the standards we aim to achieve.

THE TEAM

The Doctors

Dr Geoffrey Butcher	GMC Reference Number: 2479370 <i>B.Sc (Hons) M.B. Ch.B. F.R.C.P</i>
Dr Richard Oliver	GMC Reference Number: 2806820 <i>M.B. Ch.B. M.R.C.G.P. Dip Occ Med. Dip Resp Medicine</i>
Dr Margaret Hackney	GMC Reference Number: 3131785 <i>M.B. Ch.B. D.C.H.</i>
Dr Andrew McCoye	GMC Reference Number: 4536893 <i>MB. ChB. M.R.C.G.P. DFFP D.R.C.O.G. LoCSDI. PGC Card Med</i>
Dr Ibtahal Mansoor <i>Salaried GP</i>	GMC Reference Number: 6057517 <i>MB. ChB. M.R.C.G.P. DFFP</i>
Dr Mali Subasinghe <i>Salaried GP</i>	GMC Reference Number: 6026893 <i>MB. ChB. M.R.C.G.P. D.F.S.R.H</i>
Dr Jessica Sibson	GMC No: 6054553 (Salaried GP) <i>MB.ChB M.R.C.G.P. M.R.C.P. D.F.S.R.H (DFFP) D.R.C.O.G</i>

Practice Nurses & Health Associates

Sister Marie Larder	Practice Nurse, <i>SRN. BMEDSci Specialist Practitioner, Dip P.H.C</i>
Kerry Newton	Practice Nurse, <i>ADNS, BMEDsci Nursing studies</i>
Janet Wardle	Practice Nurse
Diane Appleton	Health Care Assistant
Claire Grierson	Phlebotomist

Management and Administration Team

Simon Kirby	Practice Manager <i>BA BS (Hons)</i>
Michelle Payling	Assistant Practice Manager
Gillian Hanby	Information Manager
Tracey Melluish	Medical Secretary
Rachel Gill	Medical Secretary
Jayne Wilkinson	Clinical Admin Co-ordinator

The Reception Team

Joy Cunningham	Senior Receptionist
Angie Dickinson	Receptionist
Jackie Kelsey	Receptionist
Tracy Barker	Receptionist
Katie Oldfield	Receptionist
Ann Marshall	Receptionist
Clare Turner	Receptionist
Sue Bamforth	Receptionist
Marilyn Hague	Receptionist
Jill Keyworth	Receptionist
Sharon Knight	Receptionist

The District Nursing Team

Led by Sister Liz Austin

The district nursing team provide clinics or home care depending on need for dressings, injections, continence supplies and palliative care.

Sector Base, Firth Park, Sheffield - Tel: **0114 271 6289**

The Health Visitor Team

Health Visitors are present at the baby clinic which runs on a Wednesday afternoon at our Ecclesfield site. They are also available for home visits. Their work is primarily with families with children under the age of five. The health visiting team run a number of community clinics. To find out when and where these run, ring them on **0114 284 7660**

Based at: Chapelgreen Practice, Thompson Hill, High Green, Sheffield S30 4JS

Community Midwife Team

The practice offers a midwife service at Ecclesfield Surgery. This is for both Margetson and Ecclesfield patients. This clinic is run by Dawn Baker.

Clinic Times:- Thursdays - 10.00am - 11.30am

The midwives can be contacted through their Community Office on: **226 8301**

SURGERY OPENING TIMES

Ecclesfield Surgery

Monday	8:30am to 6.30pm
Tuesday	8:30am to 6.30pm
Wednesday	8:30am to 8.00pm (6:30 – 8pm Extended hours - strictly by appointment only)
Thursday	8:30am to 1.00pm
Friday	8:30am to 6.00pm
Saturday	8:45am to 11.00am (strictly by appointment only)

Well Baby Clinic Wednesday 1.00 to 3.00 (by appointment only)

Margetson Surgery

Monday	8:30am to 1:00pm
Tuesday	8:30am to 1.00pm
Wednesday	8:30am to 1:00pm
Thursday	8:30am to 1:00pm
Friday	8:30am to 1:00pm

Margetson Patients should, where possible, attend in the morning, but can be seen at Ecclesfield for appointments in the afternoon. For such appointments, please ring our Ecclesfield number 0845 120 4443

REGISTERING AT THE PRACTICE

We accept patients on to our list if they reside within the practice area. To register please attend the surgery where you will be given a welcome pack. All new patients are offered an appointment with one of the Practice Nurses for a registration medical assessment. At that appointment we will ascertain your current health status and details of your current medication, so that we are aware of your health needs prior to your medical records being received from your previous practice. If you take any regular medication you will need to see a doctor first to enable you to get a new prescription. Please bring your current medication with you to the appointment and note that each individual from the family will require a separate appointment. It is helpful to bring a urine sample to these appointments. Sample bottles are available at reception.

Prior to your appointment you will need to complete the registration form so that your basic details can be added on to the computer before you are seen by one of our health professionals at this practice.

You will be registered with the practice, although patients can request a preferred named GP to be registered under. Appointments can be made with any doctor in the practice pending availability

APPOINTMENTS

The practice offers an appointment only system. We try to maintain a balance between pre-bookable appointments, whilst still allowing capacity to see patients who are unwell and need to be seen that day. An appointment is for one person only. Please let us know at the time of booking if more than one person needs to be seen. If your problem is complex or you feel you need extra time, please ask for a double appointment. We have a number of choices available, see below: -

Nurse Clinics

Our nurse practitioners hold some minor ailment clinics and can deal with many day-to-day ailments. You may therefore be asked whether an appointment with the nurse would be appropriate. Our nurses also run specialist clinics for the monitoring and management of chronic diseases, such as Diabetes, Heart Disease, Blood pressure, asthma and COPD. Please ask for details at reception.

Telephone Surgery

The doctors hold a telephone surgery every morning between 8.30 – 10.00. If you think your problem can be dealt with in this way, please ring the surgery before 10am. The receptionist will take your contact details and the doctor will then ring you back. If your problem cannot be dealt with on the phone then an appointment will be arranged with you.

Pre-bookable Appointments

We offer a number of appointments which can be booked in advance. For some doctors this may mean a wait of 2-3 weeks. Please bear in mind that some of the doctors work part time and that we have to provide services at two separate sites.

Extended Hours

Our **96a Mill Road surgery** will be opening longer hours. In response to our patient survey we will be opening on Wednesday evenings until 8.00 pm and Saturday mornings 8.45—11.00am.

This service is for all patients of the practice, but will be for **Pre-booked appointments ONLY** aimed at those patients who are unable to attend at other times of the week, perhaps due to work commitments, or if they need a carer to bring them to surgery.

This extended opening **IS NOT an emergency service** and requests for urgent appointments will still need to be accessed through our GP Collaborative Out Of Hours provider. **No telephone access to the surgery will be available during these hours**

Requests for home visits should also be made in the usual way for Out Of Hours care.

Book on the day appointments

We offer a number of appointments to book on the day you wish to be seen. Please ring after 8.30am to request one of these.

There are times when all of the available appointments have been taken on a given day. If you feel your condition is urgent and you need to be seen that day the receptionist may ask for certain details to discuss with the doctor. The doctor may phone you back directly or arrange for you to be seen as an extra during that days surgery sessions. At busy times this may mean a wait in the surgery but you will be seen as soon as we are able.

Consultations take place during the following times:-

Morning Sessions	8.45am – 11.45am
Afternoon Sessions	3.15pm – 5.45pm (except Thursdays)

We aim to see you within 20 minutes of your appointment time but please remember that unexpected emergencies may take the doctor away from his surgery and you will be waiting longer for your appointment. These are unavoidable and we ask you to be patient - one day you may need an emergency service. We will try to keep you informed of any such delays.

If you have booked an appointment which you no longer need please tell us as soon as possible. This allows us to offer the appointment to another patient.

If you simply do not turn up, that appointment is wasted. If you do this regularly we will warn you by letter and if you continue to abuse the service in this way we may ask for you to be removed from our list.

The receptionists are here to help you. They have a difficult and challenging job so please show the staff the respect they deserve and work with them to arrange the best possible solution. We may not always be able to offer you an appointment at your convenience but we will always try our best to get you seen.

HOME VISITS

Home visits are provided for housebound or seriously ill patients only. We are unable to provide visits for social reasons like lack of transport or because there is not an appointment for the exact time or day you want it. Please ask friends or relatives to bring you to surgery if you do not have transport or consider using the bus or a taxi before asking for a visit. A doctor can see around 4 people in surgery in the time they do one visit. Also, more thorough examinations can be done in the surgery than at home using surgery based equipment and facilities. Visit requests should be made before 10.30am so that the doctors can organise their visits efficiently. We will try our best to be flexible but do have limited resources.

If a visit is genuinely needed, then we will aim to respond as follows:

Emergencies	within the hour
Same day	within 3 hours after the end of surgery
Routine or follow up	within one week

EMERGENCY OUT OF HOURS ADVICE AND VISITS

The Sheffield GP Collaborative cover at all times when the surgery is closed.

The number to ring is: **0845 120 4443** - Ecclesfield Surgery
0845 124 2664 - Margetson Surgery

(Your call will be automatically transferred to the out of hours service.)

Please have the following details to hand when calling for a visit or the out of hours services

- * **Name and age of patient**
- * **address of which they are staying**
- * **Contact number**

The GP Collaborative will either give you advice over the telephone, ask you to go to their emergency surgery held at the Hallamshire Hospital or, in exceptional circumstances they will visit your home.

WE GET A LOT OF UNNECESSARY REQUESTS FOR HOME VISITS PLEASE THINK CAREFULLY BEFORE REQUESTING ONE

TELEPHONE SERVICE

The telephones are answered by the reception team during surgery hours and they will be able to offer you help and advice throughout the day.

Telephone consultations – These run at our Ecclesfield site daily. If you think your problem can be dealt with by a phone call, please give your details to the receptionist. The doctor will call you back as soon as possible. If you then need to be seen an appointment will be made. Please ring 0845 120 4443

Prescription Requests - Prescription requests are only taken after 10.30am on the dedicated number and will not be taken on our main number. This applies to the Ecclesfield site only. Margetson patients should ring the main surgery number.

Non-Urgent Queries – For all other non-urgent queries, including results please telephone after 2.00 pm. This applies to Ecclesfield patients only, Margetson patients should telephone during surgery opening times if at all possible.

Surgeries and telephones are at their busiest in the mornings so for all non-urgent requests or complicated enquires we ask that you contact us after lunch. This way, we will have more time to deal efficiently with your request

The doctors and nurses are also available at certain times of the day. You may be asked to call back or your details can be taken so that the doctor can call you back later. If your call is an emergency, please tell the receptionist who will respond accordingly.

REPEAT PRESCRIPTIONS

We ask you give us at least 2 working days notice if you collect your prescription and 5 working days if you have your prescription delivered. Home delivery services are available from a number of local pharmacies. You will need to confirm with them if you are eligible for this service.

You can order repeat prescriptions by:

- **Post** (please enclose a stamped addressed envelope if you would like us to post it back to you)
- **Telephone** between 10:30 am - 12:30 pm only, on the following telephone numbers: -

0114 257 3191 - Ecclesfield Patients
0845 124 2664 - Margetson Patients

- **in person** at the surgery, bring in the right side of the prescription and place this in our post box in the waiting area.

Please be absolutely clear about what you need when ordering and do not order anything you do not need. Keep the most recent copy of your prescription counter sheet so that you can refer to it the next time you need to order.

Some times, we need to check your items with a doctor. This can cause delays in preparing prescriptions. Similarly, you may need to be seen for a review before a prescription can be given - these procedures are for your own safety so please be patient if these occur.

Please take responsibility for your own medication by making sure you give us the right information and in plenty of time.

CHOOSE & BOOK

When being referred to hospitals, patients now have a choice of which hospital they would like to attend. Your appointment can also be booked directly by practice staff. Please feel free to discuss your referral with either a doctor or a member of the practice team.

A selection of Choose & Book leaflets, posters and guides are available at the surgery.

Information can also be sought online by visiting the Choose and Book website using the link below: -

www.chooseandbook.nhs.uk

OTHER SERVICES AVAILABLE FROM OUTSIDE THE PRACTICE

NHS Direct can give you telephone advice on **0845 46 47**. The NHS Walk in Centre is based at the **Royal Hallamshire Hospital, Glossop Road, Sheffield S10 2JF**, is open every day from **8.00 am to 8.00 pm** - No appointment is necessary.

The only service they do not provide is phlebotomy (blood tests).

www.nhsdirect.nhs.uk

OTHER SERVICES PROVIDED AT THE PRACTICE

We provide the special clinics or have time set aside for the following:

Antenatal care

Aural care - for ear problems

Minor surgery (cryo therapy/soft tissue & joint injections)

Asthma Management

Blood tests and warfarin monitoring

Chiropody for diabetic patients by doctors referral only

Cryo surgery - freezing treatment for warts and verruca

Diabetes Management

Flu vaccination clinics in October and November each year.

Hypertension management

Womens Health Reviews including Menopause

Physiotherapy - by doctors referral only

Travel advice and injections – (Not Yellow Fever)

Well baby clinics for advice and injections

Child Health Surveillance

Well person for general screening – blood pressure, height, weight, cervical smear testing.

Contraception & Sexual Health

Implanon Injections

Emergency contraception - fully confidential service.

Counsellor (by GP referral only)

Smoking Cessation Group In-house, one-to-one advice

3 Yearly checks for 16-74 year olds (*All 16-74 year olds ideally should have at least one medical within a 3 year period*)

Elderly Over 75 check (*All 75+ patients should ideally have a annual check and the practice will honour its obligation to promote this check*)

GENERAL INFORMATION

Medical Records

Patients may request, in writing, access to their medical records but the original records may not be removed from the practice premises. If copies or computer printouts are required, a charge is made for this to cover our costs incurred.

Private Fees

There are certain services that patients request which are not covered by the National Health Service, e.g. fitness to drive medicals and completion of private health insurance claim forms, for which we must charge. When charges are made we use the British Medical Association scale of recommended fees. These are updated annually.

Chaperones

We appreciate that some patients may feel more comfortable having a chaperone present during an examination by a doctor or nurse. If you would like to have someone else with you during an examination, please tell the receptionist when you arrange the appointment.

Confidentiality & Access to Patient information

We will do our utmost to maintain the highest possible standards of confidentiality. Staff are contracted to follow the regulations as laid down in the Data Protection Act (1998) and the Access to Health Records Act (1990). We will not use or divulge to others any confidential information in the course of consultation, for any purpose other than clinical care.

The only exceptions are:

- With the consent of the patient e.g. for completing insurance and medical reports
- If the law requires e.g. notifying certain illnesses
- If there is an overriding duty to society

Facilities for the Disabled

There is access for wheelchairs to all surgeries and treatment rooms at both surgeries.

Sickness Certificate

Under current legislation a patient 'self certificate' is used for the 7 days. The self certificate (form SC2) is available from your employer or the Post Office. After the first week, certificates may be obtained at consultation with your doctor. Some employers insist on sickness certificates lasting less than seven days. As this is not a statutory requirement, a charge will be made for issuing a certificate under seven days.

Information about you

We ask for information about you to enable staff to provide you with relevant care and treatment, both within the surgery and the local NHS area. We keep this information so that it can be referred to during future consultations/treatment. This information may also be used for other reasons; other areas of the NHS may require information upon referral to secondary care, for data collection or research purposes. Wherever possible or relevant all patient identifying details are removed.

The NHS Central Register for England and Wales contains details of all patients registered with a GP, but this does not include clinical information. Under certain circumstances we are required by law to provide information, such as a birth. We may also need to share information about you with other healthcare workers who are providing care for you. Anyone receiving this information is under a legal duty to keep any information known about you confidential. Further information regarding access to patient details and your rights are available from the surgery.

Violence and Abuse

A zero tolerance policy towards violence, threatening and abusive behaviour is now in place throughout the National Health Service. The staff at the surgery have a right to carry out their work in an environment free from such behaviour and accordingly we take this right seriously. If you do not respect this right we may choose to inform the police and make arrangements for your removal from our medical list.

Training & Education

The practice plays an important part in the training of medical students from Sheffield University. Students do sit in with our clinicians and on such occasions your consent for them to do this will be sought. If you do not wish for a student to be present your wishes will be honoured.

Contact Details

To keep our contact records up-to-date, please inform us regularly of any changes to your address /telephone number and/or next of kin details. Please ask at reception for a change of contacts form. Please help us to help you.

Moving House

Patients have a responsibility to inform us when they move house. The practice has a right to remove (with notice) any patient who has moved outside the practice boundary, and we will inform you on how to find an alternative practice.

OUR PROMISES TO YOU

- We will respond positively to your privacy, dignity, religious and cultural beliefs.
- We will listen to your problems and allow you time to voice your concerns.
- We will provide you with information about the services we offer.
- No care or treatment will be given without your informed consent.
- Your personal information will be treated in strict confidence.
- Our staff will be friendly, helpful and efficient.
- We will ensure our surgeries are warm clean and tidy.
- We provide health information and community information.

YOUR VIEWS

We are keen to listen to your views. If you would like to make a comment, we do have a comment/compliment form which you can use – please feel free to download a copy (we will be adding this facility soon), complete it and send to Ecclesfield Group Practice, 96a Mill Road, Ecclesfield, Sheffield S35 9XQ.

Complaints

For more formal issues, we do have a confidential complaints procedure. All complaints are investigated thoroughly and impartially. We will acknowledge receipt of your complaint within 2 working days and respond formally in writing within 10 days after investigation is complete. If necessary, we will offer you the opportunity to meet with the appropriate persons to discuss our response.

If you are not satisfied with the outcome of a practice review, you may request an Independent complaint review from the NHS Sheffield, Patient Experiences, 722 Prince of Wales Road, Sheffield S9 4EX

You may also seek independent advice from: -

Healthcare Commission
Kernel House
Killing-beck Drive
LEEDS LS14 6UF
Tel: 020 7448 9200

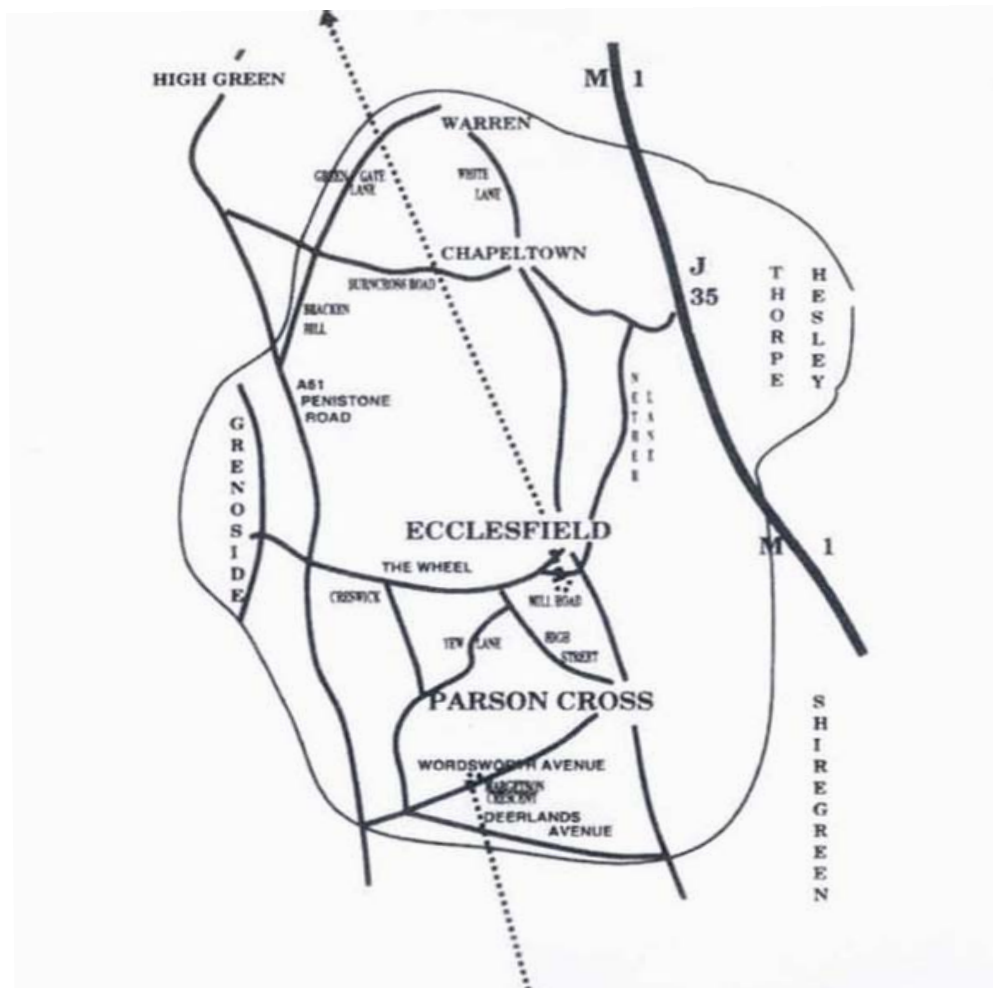
FREEDOM OF INFORMATION ACT 2000

From January 2005 the practice has a legal responsibility to respond to patient requests for information about the practice that is publicly available. The practice will respond to any such request made in writing within 20 days, however there may be a charge for the information requested, of which you will be informed prior to release of information



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 Sheffield S35 9XQ

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