



WOODSEATS MEDICAL CENTRE

The Roddick Building, 900 Chesterfield Road, Sheffield S8 0SH, Tel: 0114 2850140
www.woodseatsmedicalcentre.nhs.uk

Practice Leaflet & Patient Charter

GP Partners

Dr Anthony Gore
Dr Sophia Shah
Dr Wendy Stammers
Dr Sally M Badham
Dr Christopher Joyce
Dr Claire Rimmer
Dr Richard Dachtler

Salaried GPs

Dr Jessica Skilling
Dr Hollie Newbould

Appointments and Enquiries

(0114) 2850140

Website: www.woodseatsmedicalcentre.nhs.uk

E-mail: SHECCG.WoodseatsMedicalCentre@nhs.net (for non-clinical queries only)

Woodseats Medical Centre phone lines are open:

Monday – Friday between 8.30am – 12pm and then 1.30pm – 6.00pm

Appointments with a doctor

To make an appointment with a GP, please telephone the surgery between 08.30 and 09.30 Monday to Friday where your call will be triaged by a GP. Following triage by the doctor, you will be booked in for an appointment, if required, which could be an on-the-day appointment.

You must phone the surgery between 08.30am and 09.30am (Monday – Friday) to be guaranteed to speak with a Doctor who can book you a same day appointment if necessary. Alternatively by calling between 09.30am and 11.00am the on call GP will phone you to discuss over the telephone, however a same day appointment cannot be guaranteed. After 11am the Reception team will ask if this is a same day emergency, if it is deemed not to be then you will be asked to call the following morning, otherwise you will be put down for the on call GP to call you back.

We also offer extended hours appointments which are Monday evenings, Tuesday early mornings and one Saturday clinic a month.

To keep patients waiting time to a minimum:

When booking your appointment with the GP, please advise them if you need to discuss more than one medical issue.

If you do not inform the GP that you have more than one medical issue in advance then the GP may ask you to make another appointment to discuss any extra medical issues.

If you want to book an appointment in advance you can do this by calling the surgery between 10.00am to 12.00pm and then 1.30pm to 6.00pm to book our extended hours appointments.

If the doctor has asked you to come back to see them for a follow up appointment then the receptionist will book this for you without the need for an assessment by the doctor **but please book follow appointments well in advance to ensure you get an appointment as planned.**

Appointments with the Nurse, Health Care Assistant and Midwife may be booked by the receptionists (if booking by telephone please ring after 9.30am).

If any of the clinicians have asked you to book a follow up appointment please book this well in advance to ensure you are able to get an appointment as planned.

Nurse and HCA pre-bookable appointments are available throughout the day. Please be aware that Travel Health requires a pre-assessment travel form to be completed and handed to Reception at least 8 weeks prior to travel. Some specialist clinics are only available on certain days. Please check with Reception.

We have an extended clinical team at Woodseats Medical Centre, which includes GPs, Practice Nurses, Healthcare Assistants and other attached clinical staff. It may be more appropriate for you to see a Nurse or Healthcare Assistant for routine tests and follow-up appointments, so please always check with the Receptionist if you are unsure as to which clinician to make the appointment with and they will happily advise you.

We are not an emergency service and do not deal with problems which should be taken to A&E.

Appointments with a Nurse or Health Care Assistant

We have Practice Nurses and Health Care Assistants who offer a variety of services. Their services include advice about vaccinations (including foreign travel – see separate patient leaflet), blood pressure checks, blood tests, ears syringing (please note you need to speak to GP to be booked in for ear syringing), stitch removal, smears, pill checks amongst other checks.

Home Visits

If a patient is housebound or too ill to attend the surgery a home visit can be requested. Please telephone 0114 2850140, before 10.30am. Be prepared to give the receptionist details of the problem to enable the doctor to assess the urgency of the request. You may receive a telephone call from the Doctor to enable further assessment of the nature and urgency of the problem.

Housebound Patients

Housebound patients are patients who are **unable** to go out of the house, e.g. unable to go the supermarket, hairdressers, lunch clubs, etc. If you are housebound then please inform us and this can be entered on your medical record.

Repeat Prescriptions

If you are on regular medication the doctor may authorise a repeat prescription without you having to be seen each time, although you will need to be seen at least annually for a review. **Please let the receptionist know in plenty of time when you need another prescription to avoid running out of medication.** We do not accept repeat prescription requests over the phone unless you are as housebound. You can request prescriptions in the following ways:

- **On-Line** - register for our on-line service – see below
- **Email** - sheccg.woodseatsmedicalcentre@nhs.net
- **Pharmacy** – order by your nominated pharmacy
- **Drop** the prescription or counterfoil into reception
- **Post**- enclose a SAE if you want it sent back to you - remember that this may take a few days

48 working hours' notice must be given to order a repeat prescription.

Please note that if you are prescribed medication by the hospital or your medication is changed by the hospital, the Practice are unable to amend until we have received a letter from the hospital.

When you have ordered your medication, please allow 48 hours before collecting your prescription.

NHS Electronic Prescription Service

Paperless prescriptions are being introduced across England. Woodseats Medical Centre is able to send electronic prescriptions to nominated pharmacies. If a patient has nominated a pharmacy to receive their electronic prescription, instead of the GP giving them a prescription on paper, they will electronically send it straight to their chosen pharmacy, as part of the NHS Electronic Prescription Service.

You can choose to have your prescriptions sent to any pharmacy offering the service. Fill out a form in the surgery or tell your pharmacist that you want to nominate them to receive your electronic prescription. The next time you request a repeat prescription or the GP issues you an acute prescription it will be sent electronically to your chosen pharmacy.

Please ask your pharmacist for further details or go to:

<http://www.nhs.uk/nhsengland/aboutnhservices/pharmacists/pages/pharmacistsandchemists.aspx>

NHS Electronic Prescription Repeat Dispensing Service

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from using the NHS electronic repeat dispensing service at your pharmacy. This means you won't have to visit the GP practice or make an appointment to see your doctor or practice nurse every time you need more medicine. Please speak to a receptionist if you would like to know more about this service.

Process for Ordering Prescriptions on-line using SystmOnline

To be able to order your prescriptions on-line you will be asked to come into the surgery with photo ID and proof of your address, to be issued with your Unique username and Password to access on-line services. You will need your Username and Password to order future repeat prescriptions on-line. In order to protect patient confidentiality and comply with data protection laws we are unable to issue Usernames and Passwords to anyone other than the patient themselves. Once you have received your Username and Password you can follow the link below to request your repeat prescription. Only medications that have been authorised by the doctor for repeat prescriptions can be ordered on-line.

<https://systmonline.tpp-uk.com>

SystmOnline also allows you to view future and past appointments that you have booked.

Main Surgery Number: 0114 2850140

The Schedule for ordering and collection is therefore:-

- Monday - Wednesday
- Tuesday - Thursdays
- Wednesday - Friday
- Thursday- Monday
- Friday – Tuesday

Please note that if you order using SystmOnline when the surgery is closed the request will not be actioned until next working day.

Minor Operations

We perform minor surgery/cryotherapy and will remove warts, moles etc. Please use the Doctor Assessment Service and discuss with a G.P. You may be asked to attend for an appointment prior to any surgery/cryotherapy.

Maternity Care

We will share your care with the hospital staff and the community midwives - Reception will inform you how to contact Midwives once your pregnancy is confirmed and they will make the appropriate arrangements for your care.

Health Visitors

We hold baby clinics at the surgery on the 2nd and 4th Wednesdays of every month between 12.30 and 13.30. This is a drop in clinic, so no appointment is required. Just register at the library on arrival.

Post Natal and Child Health Surveillance

We provide 6-week postnatal checks at the surgery. At this appointment your baby will receive an assessment and Mum has a full postnatal check-up by the GP. You will also need to book baby's first immunisation at 8-week. **You need to book into these clinics AFTER you have registered your baby as a patient at this practice (see section below 'How to Register').**

Long-term Conditions Management

We hold various clinics to support patients in their management of their long-term condition (also referred to as chronic diseases). These include Asthma, Diabetes, COPD, CKD, Heart Failure, CVD, Rheumatoid Arthritis, Hypertension and related conditions. These are by appointment only and some are delivered by the Practice Nurses. These appointments last longer than routine 10-minute GP appointments.

Anticoagulation Monitoring

Patients who are on Warfarin therapy require monitoring by regular blood tests to check their INR levels. This is done by the HCAs and Nurses.

Sexual Health

We offer a wide variety of contraceptive services, women's health and STD testing. Please speak to a member of the clinical team if you require these services.

Mental Health Wellbeing Services

Alongside the GP care for patients with mental health conditions, we have appointments available with a Psychological Wellbeing Practitioner. These are by referral from a GP.

Medical Teaching

We are a teaching practice and we have students on attachment to us as part of their training in General Practice. We may also video consultations for in-house training purposes. You will always be asked for your consent to have a student present or for your consultation to be filmed. You can refuse this request.

Out of Hours Care

If we are closed and you require medical assistance which cannot wait until the surgery reopens, please call 111. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency please dial 999.

NHS Walk-in Centre

The Walk-in Centre is based at Sheffield City GP Health Centre, Rockingham House, Broad Lane, Sheffield, S1 3PB (please use S1 4BT with your Sat Nav) and is open from 8am until 10pm, 365 days per year. Tel: 0114 2412700.

Members of the public can walk-in as an unregistered patient and see a GP or a nurse without an appointment for a range of minor illnesses and ailments.

At busy times and Bank Holidays early arrival at the centre is advised as waiting times can increase throughout the day and peak towards closing time.

Your Health Records - Confidentiality, Sharing and Protection.

We take your personal information very seriously. Our staff follow strict protocols and procedures which are available on request.

We treat the information we hold about you on our system with great confidentiality.

We will seek your consent before your personal information is used in ways that do not directly contribute to the delivery of care services.

We have security measures in place to protect your personal information from unauthorised access, loss or damage. Please read more details in the "Information held about you and how we share and protect it" leaflet.

Complaints Procedure

If you wish to make a complaint - please ask at Reception for an informal complaints form, or formally write to the Patient Services Manager. Details of our Complaints Procedure can be found at Reception. The Complaints Procedure provides information on how to make a complaint and also provides contact details for NHS England Complaints Team and the NHS Ombudsman.

We are always keen to hear your comments/concerns or compliments of our service, as we constantly seek to improve our service. Please forward any suggestions or comments to the Patient Services Manager. We have a suggestion box in reception or you can email to SHECCG.WoodseatsMedicalCentre@nhs.net

Chaperone

If you wish to have a chaperone present during your consultation, please let Reception/Clinician know. If no one is available at the time of your appointment to chaperone, you may be asked to wait until one becomes available.

How to Register

We are open to new patients who reside in Sheffield 8. To register, please call at Reception with your Photo ID and proof of address. You will be asked to complete a registration form. You will be given a new patient health information form to fill in so that we have as much of your medical history as possible until your full records arrive from your previous GP. Should you leave your registered address and move out of the area, this includes living abroad for more than three months at a time, you may be removed from our list.

You will be allocated a named accountable GP, at the time of registering with the practice. **However this does not prevent you from seeing any GP in the practice.** If you are not sure who you're allocated named accountable GP is then please ask a receptionist.

Accessible Information Needs

Please let us know if you have any information or communication needs. We will then do our best to meet these needs.

Carers

A carer is someone **of any age** who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. **Please see our 'Carers' patient leaflet for more information.**

Non-violence and Aggression Policy

We have a policy of zero tolerance on unacceptable behaviour in terms of violence and aggression. The definition of violence is in terms of force, raising fists or feet or verbally threatening to strike or apply force to any person. Aggression is regarded as threatening or abusive language or gestures, which includes abusive language or threats over the telephone. Violent and aggressive patients will be removed from our list but police could also be called and charges could be pressed. We treat all our patients equally irrespective of race, colour, creed or sexual orientation and we expect patients to behave towards our staff in a similarly respectful manner.

Patients who make appointments and do not attend

Unfortunately we have a small percentage of patients who continually do not attend for appointments. If you fail to attend for three appointments in a year you may be written to and advised that this is unacceptable. Any further non attendances will result in the matter being raised at a practice meeting and you may be asked to leave our list.

Access to your information

We take your personal information very seriously. Our staff follow strict protocols and procedures which are available on request.

Your medical record will include details such as your name and address, details of any diagnosis and treatment you receive including drug prescriptions and test results, details of contact you have with other health professionals, such as visits to clinics and relevant information from other health professionals. The handling and sharing of personal information is controlled by law and guidance such as the Data Protection Act 1988. We will not release information about you to your relatives, friends or carers unless you say we can. Further information can be requested from the Practice, or from your local Patient Service Team (PST). The PST can be contacted by telephone on 0114 2712400 or email PST@sth.nhs.uk we collect totally anonymised data for a DoH agency which is absolutely untraceable to you. You can 'opt out' of this if you wish. Please ask the Reception/Admin Manager for details if you are in any way concerned. From time to time we work with other professional bodies for research and study purposes and your consent will be sought.

Practice Health Care Team

GP Partners

Dr Anthony Gore
Dr Sophia Shah
Dr Wendy Stammers
Dr Sally Badham
Dr Christopher Joyce
Dr Claire Rimmer
Dr Richard Dachtler

Salaried GP's

Dr Hollie Newbould
Dr Jessica Skilling

Management Team

Business Manager – Julie Govan
Business Support Manager - Amanda Walker
Patient Service Manager – Hannah Foster
Finance Manager – Julie Burgon
Data & IT Manager - Ekaterina Revina
Specialist Contract Administrator – Sandra Street
Maria Walsh (RGN) – Nursing team leader

Practice Nurse

Sam Cunliffe (RGN)
Ann Croft (RGN)
Harjit Kaur (RGN)
Jess Lee (Nurse Apprentice)

Health Care Assistants

Joanne Wolstenholme and Stephanie De'Pledge

Reception Team

Our Reception team consists of: Deborah Morley, Amanda Wood, Lisa Smith, Naomi Williams, Valerie Wothers, Hollie Goodison and Georgia Handisides

Business Support Team

Lauren Hales, Rebecca Cant and Joseph Foster make up our business support team.

Sheffield Clinical Commissioning Group (CCG)

We are a member of the Sheffield CCG based at 722 Prince of Wales Road, Sheffield S9 4EU 0114 3051000. You can check details on their website <http://www.sheffieldccg.nhs.uk/>

Sheffield Central Locality

We are one of the constituent practices of Central Sheffield GP Consortium: www.sheffieldhealth.co.uk

Young Carers

Do you have a young person aged 8 – 18 years of age in your family who have a 'caring' role? This can be anything from shopping tasks to attending to a parent's personal care. There is support available to the young carer and the family. For more details contact the **Sheffield Young Carers Centre on Tel: 0114 258 4595. You can visit their website:** <http://www.sheffieldyoungcarers.org.uk/>

Patient Reference Group

We have a Patient Reference Group (PRG) and are keen to hear from patients who would like to be a part of this group. The PRG will play a valuable part in the future of development of Woodseats Medical Centre. The broad aims of the group are as follows:

- Identify patient priorities
- Input on suggested changes within the Practice
- Feedback to the Practice on impact of changes made
- Address National GP patient survey issues

We meet periodically to discuss issues and develop ideas for improvements. Communication between members of the PRG and the practice will be via a PRG Forum and members will be able to choose their preferred communication route.

If you think this is something that you would like to be a part of, please ask at Reception for an application form, complete and return to us, either by hand or via email to:

SHECCG.WoodseatsMedicalCentre@nhs.net

Private Fees

The NHS provides most health care to most people free of charge but there are exceptions. GPs are not employed by the NHS, they are self-employed and they have to cover their costs, staff, buildings, heating, lighting etc. in the same way as any small building.

Some services are provided by GPs which are not part of the NHS please see list of charges in the surgery or if you are still unsure just ask us.

Website

Please check our website for further information www.woodseatsmedicalcentre.nhs.uk

This is our PATIENT CHARTER and outlines what you should reasonably expect from our Practice. It also outlines what the Doctors and Practice staff should reasonably expect from you.

All members of our Primary Health Care Team are committed to achieving high quality services for you, our patients. We will do everything we can to keep you healthy, treat you as an individual and make every effort to respect your personal beliefs. We will also try to ensure that you have easy access to the services available for your use. In return for these standards we ask that you take responsibility for your side of the bargain.

OUR RESPONSIBILITY TO YOU

You will be treated as an individual and will be given courtesy and respect at all times irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

As a general rule you should be seen within 30 minutes of your appointment time, hopefully much sooner. The Receptionist will notify you of any delays arising out of prolonged consultations during surgery or as a result of emergency visits.

We have an extensive Primary Health Care Team with many specialists. Dialogue with our receptionists when making an appointment will mean that you are given the correct appointment.

Wherever possible we will give you 24 hours notice of any cancelled surgery or clinic.

We will try to answer the phone promptly and courteously to deal with your requests.

If we are closed and you require urgent medical assistance which cannot wait until the surgery reopens, please call 1-1-1. Calls to the NHS 111 service are free from both landlines and mobiles. If you have a life threatening medical emergency please dial 999.

We will visit you at home if you are too ill or infirm to be brought to the surgery. Please do not ask for a home visit unless it is strictly necessary.

We will offer advice and information about how you can promote good health and avoid illness.

Repeat prescriptions may be requested by telephone Monday to Friday between the hours of 12 noon and 1:00pm, using our prescription line.

Results of blood tests etc. taken at the Medical Centre can be accessed via our reception - currently between 12.00 noon and 2.00pm. Monday to Friday.

We will maintain accurate medical records – the majority of which are on the computer – but copies of these will be added to your hand-held records should you change surgery.

We will supply you with information about how you can make suggestions and complaints about the services we offer.

We have the right to remove patients from our list if they persistently ignore their responsibilities to us and other patients, or threaten violence to any member of staff or are continuously violent or abusive.

If you are seriously unhappy with us, or the services we provide then you have the right to complain using our practice complaints procedure. You have the right at any time to leave our list and register with another practice.

YOUR RESPONSIBILITY TO US

We ask that you treat the Doctors and all practice staff with the same courtesy and respect. You will be treated as a partner in the care and attention you receive. Being a partner means that we have responsibilities to each other.

Delays may be avoided by making separate appointments for each patient.

The Doctors have instructed the receptionists to ask certain questions in order that they can give you the appropriate appointment, with the correct clinician and for the correct appointment length. Please help them to help you.

Please try to keep your appointment. If you need to cancel let us know in good time so it can be offered to somebody else.

Please try to call outside our peak surgery times for non-urgent, non-medical requests. Our telephone lines and reception desk are generally quieter late morning and in the afternoon.

Please remember that the Doctor may not always be available due to holidays, study days, other commitments within the Practice etc.

Please do not call out of hours services except in real cases of emergency.

Facilities for examination and treatment are better at the surgery. The less time a Doctor or Nurse spends travelling, the more time there is available for patients.

You are responsible for your own healthcare and that of any children in your care, and should take appropriate action and advice.

Please keep a close watch on your medication and request a repeat prescription in good time before you run out. Please allow a minimum of 48 working hours for repeat prescriptions, and remember you cannot order or collect on Saturdays or Sundays when we are closed.

Please do not call for results before the suggested time as this causes delays in dealing with requests for visits etc.

Please remember to tell us if you change your name, address or telephone number. Also please tell us if you are put on new treatment by a hospital Doctor or a family planning clinic.

Please read our Practice Leaflet as this will give you details on how you can make suggestions and complaints about the services we offer.

If you are seriously unhappy with us, or the services we provide then you have the right to complain using our practice complaints procedure. You have the right at any time to leave our list and register with another practice.