



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

Appointments and Enquiries

(0114) 2850140

Website: www.woodseatsmedicalcentre.nhs.uk

E-mail: syicb-sheffield.woodseatsmedicalcentre@nhs.net (for non-clinical queries only)

Woodseats Medical Centre's phone lines are open:

Monday – Friday between 08:30am - 18:00pm

Appointments with a doctor

To request a GP appointment, please visit www.florey accurx.com/p/C88041 and complete the symptom questionnaire. A clinician will review your submission and, within two working days, you will receive a text message with either a self-booking link (if appropriate) or guidance on suitable treatment options, such as the Pharmacy First scheme.

Please note, we are not an emergency service and are unable to deal with conditions which should be seen in A&E.

When completing your triage form, please detail if you need to discuss more than one medical issue as this will likely require a longer appointment. If you do not inform us prior to your appointment that you wish to discuss more than one medical issue, you may be asked to make a further appointment.

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

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.

We have an extended clinical team at Woodseats Medical Centre, which includes GPs, Physicians Associates, 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.

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 housebound. You can request prescriptions in the following ways:

- *On-Line - register for online services such as the NHS App or Airmid*
- *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*

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 of confirmation.

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

NHS Electronic Prescription Service

Electronic prescriptions are now the standard method of issuing prescriptions in England. Instead of receiving a paper prescription from your GP, your prescription is sent digitally to a pharmacy of your choice via the NHS Electronic Prescription Service (EPS). This system is quicker, more secure, and helps reduce paper use.

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.

NHS app

The NHS App is a secure and convenient way to access a range of healthcare services on your smartphone or tablet. Once registered and verified, you can use the app to order repeat prescriptions, view your GP medical record, check and manage appointments, view test results, receive messages from your practice, and get advice on symptoms and health conditions. You can also use it to update organ donation preferences.

To register, download the NHS App from the Apple App Store or Google Play Store. You'll need to verify your identity using photo ID (such as a passport or driving licence) and answer a few security questions. Once verified, you'll have full access to your services.

For more information, visit: www.nhs.uk/nhs-app

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>

Minor Operations

Dr Joyce performs minor surgery/cryotherapy and will remove warts, moles etc. You will need an initial assessment with a clinician before being placed on the waiting list for any procedures.

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.

Post Natal and Child Health Surveillance

We provide 8-week postnatal checks at the surgery. At this appointment your baby will receive an assessment and their first course of immunisations and Mum received a full postnatal check-up from a Clinician.

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 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.

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 unregistered patients 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 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 a complaint form or formally write to the Assistant Practice 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 Assistant Practice Manager. We have a suggestion box in reception, or you can email to syicb-sheffield.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 request a registration form via Reception. 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.

Alternatively, you can register by visiting: <https://gp-registration.nhs.uk/C88041>

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

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.

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 Participation Group

We have a Patient Reference Group (PPG) 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 PPG 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:

syicb-sheffield.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

Woodseats Medical Centre – Patient Charter

Our Commitments to You

- We will treat you as an individual with courtesy and respect at all times—regardless of your background or the nature of your health concerns.
- We aim to see you within 30 minutes of your appointment, and we'll let you know promptly if there are any delays.
- Our reception team will help ensure you meet with the appropriate clinician by asking guiding questions when you book your appointment.
- Wherever possible, we will give you 24 hours' notice of any cancelled appointment or clinic.
- We will answer phone calls promptly and courteously and assist with your requests.
- In emergencies requiring urgent help outside our hours, we will direct you to NHS 111, and for life-threatening emergencies, to 999.
- We will visit you at home only if you are housebound and unable to attend the Practice—please request this only when strictly necessary.
- We will offer advice and information to help you maintain good health and prevent illness.
- Test results (e.g. blood tests) can be accessed via reception after 10:00 am.
- We will maintain accurate, confidential medical records—we follow legal requirements, and may add copies to your personal medical record if you move practices.
- We will provide information on how to make suggestions or complaints, using our practice complaints procedure; you also have the right to change practices if you wish.
- In rare circumstances—such as persistent irresponsibility, threats, or abusive behaviour—we reserve the right to remove a patient from our list, following due process.

What We Ask of You as a Patient

- Treat our doctors and all staff with courtesy and respect. We view your care as a partnership and mutual respect is key.
- If you need multiple appointments—for example, for different family members—please book them separately to avoid delays.
- Help us by answering receptionist questions—this allows us to give you the appropriate appointment with the correct clinician and length of time.
- Please attend your appointments; if you can't, let us know in good time to allow someone else to use that slot.
- For non-urgent, non-medical requests, try calling us outside of peak times—our lines are generally quieter in the late morning and afternoons.
- Remember, your doctor may be unavailable at times due to other commitments (e.g. holidays or training).
- Only use out-of-hours services for genuine emergencies; they're not an extension of regular surgery hours.
- You are responsible for your own health and that of any children you care for—follow medical advice and take front-line action where appropriate.
- Request repeat prescriptions in good time—allow at least 48 working hours, and remember the practice is closed at weekends.
- Don't call for test results before the advised time, as this creates delays in other services.
- Please inform us promptly if you change your name, address, telephone number, or if you start a new hospital treatment.
- Read our Practice Leaflet to understand your rights, options for suggestions, and complaint procedures.
- If either you or the practice feels that the relationship has broken down, you have the right to register with another GP surgery. Likewise, we reserve the right to remove you from our list if we believe this is in the best interests of both parties.