

PRACTICE INFORMATION LEAFLET

HACKENTHORPE MEDICAL CENTRE

**15 MAIN STREET
HACKENTHORPE
SHEFFIELD, S12 4LA**

TELEPHONE: 0114 2488187 (24 HOURS)

FAX: 0114 2510539

www.hackenthorpemedicalcentre.co.uk

**DOCTORS: Dr. Andrew M Parkes MBChB MRCGP
Dr. Julie E Pycock MBChB DipObs
Dr. Joanne P. Beckett MBBS MRCGP
Dr. Victoria J Hodges MBChB MRCGP
Dr. Fleur R Jones MBChB MRCGP DFRS
Dr. Kathryn Almond (currently covering Maternity Leave)
Dr. Victoria Holden (currently covering Maternity Leave)**

**Practice Manager: Angela Powell
Business Manager: Helen Lenthall**

**Practice Nurses: Louise McSweeney & Carol Clinton
Rebecca Page – Nurse Practitioner**

**Health Care Assistant / Phlebotomist:
Michelle Hall & Tina Morton & Katy Myers**

**Other Staff: District Nurses – Claire Hollingsworth
Health Visitor – Brenda King
Midwife – Jo Varley
Counsellor – Mel Sharman Team Leader
Podiatrist - Arranged by Podiatry Services**

OPENING HOURS: Medical Centre: Mon to Fri. 08:30 to 18:00hrs

**CONSULTATIONS: Monday, Wednesday, Thursday, Friday:
08:30 - 10:45 & 15:15 - 17:45.
Tuesday 08:30 – 10:45 & 15:15 – 20:15 hrs
(All consultations are by appointment only)**

DISABLED PATIENTS

Suitable access is available for disabled patients and visitors.

MAKING AN APPOINTMENT

TO SEE A DOCTOR

Please telephone or call into the Surgery or book your appointment online. The Receptionist will try to arrange a convenient appointment with the Doctor of your choice. You may consult any of the Doctors in the Practice but it is better to see your regular Doctor. However if you require an URGENT appointment you will be either allocated an appointment with the first available Doctor without choice, or you may be offered an initial telephone consultation with the doctor on duty. Appointments are usually for 10 minutes and are for one patient only. For patients unable to attend in normal hours there are limited appointments until 8: 00pm on Tuesdays.

Please remember to **cancel** any appointments if you are unable to attend or can no longer keep your appointment.

Please note patients with suspected infections may be asked to sit and wait in another room until the time of their appointment.

TELEPHONE CONSULTATIONS

Sometimes a face to face consultation may not be necessary e.g. medical advice, minor ailments, certificates or medication queries. For these problems you may phone the surgery and request a telephone consultation with a doctor or nurse, who will normally phone you at the end of their morning surgery.

FOR A HOME VISIT

Home Visits may only be requested for a patient who is **too ill to attend the surgery**. The Receptionist will ask for details to enable the Doctors to assess the degree of urgency when planning their rounds. **Please make best use of the Doctor's time by attending surgery if at all possible. Three patients could be seen in surgery while one patient is being seen at home.**

TO SEE A PRACTICE NURSE

Please telephone or call into the Surgery. The Receptionist will try to arrange a convenient appointment with one of our Practice Nurses who are available for Minor Illnesses, wound dressings, ear syringing, travel vaccination, hormone replacement therapy and contraception.

TO SEE THE PRACTICE PHLEBOTOMIST

Blood samples are collected by specially trained staff on weekdays between 08.35 and 11.25 hrs. Please telephone or call into surgery, the Receptionist will try to arrange a convenient appointment. Please note the Phlebotomist cannot give medical advice or discuss your treatment.

TO SEE THE HEALTH CARE ASSISTANT

You can make an appointment to see the Health Care Assistant for Blood Pressure checks, weight checks, smoking cessation and diet advice.

TEST RESULTS

Please ring after 2pm. Results can only be given to the patient.

HACKENTHORPE MEDICAL CENTRE IS A TRAINING PRACTICE

We currently are involved in training recently qualified doctors. They attend the Medical Centre for four months each, gaining experience in General Practice before moving on to other areas of medicine i.e. Gynaecology, Paediatrics, Laboratories, A & E etc. They are always closely supervised by more experienced GP's.

FAMILY PLANNING

Advice is available on all aspects of family planning.

MINOR OPERATIONS

Dr Hodges is qualified to perform minor surgery. Ask at reception for details.

NEW PATIENT MEDICALS

All new patients are invited and are expected to attend for a medical check-up. This involves a general health check e.g. height, weight, blood pressure and urine examination with our **Health Care Assistant**.

PRIVATE MEDICAL EXAMINATION

Examinations for insurance, employment, driving and legal purposes are not provided on the NHS. If you require any of these, please ascertain the fee before arranging an appointment.

ASTHMA, DIABETES, HEART DISEASE and CHRONIC LUNG DISEASE

The Practice has registers of patients with these conditions and the Practice Nurse reviews these patients regularly, giving advice on lifestyle and medication if possible etc.

DISTRICT NURSES

The District Nursing Team for the area is based at Birley Health Centre. They provide general nursing care, treatment & advice on wound dressing, disability aid, incontinence aids and other nursing services to housebound patients. Should you need to contact the District Nursing team please phone the Manor Clinic on 3054280.

HEALTH VISITORS

The Health Visitors Team for the area is based at Birley Health Centre. They are registered Nurses who have undertaken further training in health promotion, child health and health visiting. Their work is concerned with promoting Family Health in the Community and can be contacted on 2648785.

Health Visitors are able to offer advice to anyone, but work particularly with pregnant women, the under fives, the elderly and those with special needs.

They can be contacted Monday to Friday on 2648785, but as they work in the community, please be prepared to leave a contact number on their answer phone.

In addition the health visitors are available to give advice to mothers in well baby clinic in the surgery. The Health Visitor is available for pre bookable appointments every fortnight at the Well Baby Clinic sessions held on Tuesdays 1.00pm till 2.00pm.

MIDWIFERY

The Practice Midwife holds a weekly ante-natal clinic together with a doctor for regular review of ante natal and post natal patients.

PODIATRY

The Podiatry Service offers a limited service mainly to Patients with Diabetes and severe circulatory problems. Referrals are through the GPs.

COUNSELLING

There is a small team of counselors working within the Practice. Referral to this Counseling Service is through the GPs.

EMERGENCIES AND OUT OF HOURS CALLS AND SERVICES

A Doctor is always available – but should only be called outside surgery hours for a problem which cannot wait until the next surgery.

The Following Services are available both during and outside normal surgery hours:

EMERGENCY DOCTOR & FREE MEDICAL ADVICE

When the surgery is closed Ring 111.

The new free **NHS 111 number**, you can ring day or night. Call this number when you need medical attention fast if it is **not** an emergency in the event of **an emergency then dial 999**. For more information www.nhs.uk/111

When you call 111, you will speak to an adviser from the NHS 111 team. The team has trained advisers and nurses who can help you. They will ask you questions to find out what you need. They will be able to decide what medical help you need, tell you where to go and or transfer your call to the service you need, or book an appointment for you if possible.

MINOR INJURIES

The Minor Injuries Unit, situated within the Royal Hallamshire Hospital, is open between **08:00hrs and 20:00hrs daily**. This unit will assess and treat minor limb injuries such as sprains, minor fractures, cuts and bruises. It **cannot** see injuries to the head, neck, chest, back, abdomen, or see minor illnesses such as sore throats, earache etc.

MEDICAL TREATMENT

The **NHS WALK-IN SERVICE**, situated at Broad Lane Sheffield S1 4BT is open between 8am to 10pm, telephone number 2412700. This is a Nurse led service and offers treatment for Minor illnesses without appointment; available 7 days a week including Bank Holidays.

The NHS Walk-in Service can provide advice and treatment for:

- Minor illnesses
- Coughs, colds and flu-like symptoms
- Skin complaints – rashes, sunburn
- Minor infections
- Stomach complaints such as indigestion, constipation, vomiting and diarrhoea
- Emergency contraception
- Sexual health advice
- Chlamydia screening
- Women's health problems – thrush
- Allergies – Hayfever
- Bites and stings
- Muscle strains

The service is **unable** to offer:

- Ear syringing
 - Repeat prescriptions
 - Dental treatment
 - Minor injuries – broken bones, cuts and bruises
- The service is unable to treat minor injuries that may be a result of a break or a fracture. Minor injuries will be referred to the Minor Injuries Unit which is situated at the Royal Hallamshire Hospital.

REPEAT MEDICATION & PRESCRIPTIONS

If the Doctor wishes you to have repeat medication it will be on the Practice Computer. NHS guidelines suggest that all requests for repeat prescriptions be ideally made in writing. Your ticked computer slip should be left at Reception, put through our letterbox or posted, (please enclose an SAE if you wish us to return your Prescription).

You can also order your prescriptions, book an appointment online, and access your medical record by visiting: www.hackenthorpemmedicalcentre.co.uk and follow the instructions on screen. If you have not already registered to do this, you will first need a password, this can be obtained from the receptionist at the Medical Centre (please ask reception for details).

The staff are unable to accept requests on the normal telephone line, this line is to be kept free for appointments and emergencies.

Please do not request medication you do not need.

Allow two full working days for your prescription to be checked and signed.

You can request your Prescriptions to be sent to a local chemist, who may be able to arrange delivery.

REPEAT DISPENSING SERVICE

This service allows several months supply of your prescriptions to be sent to a pharmacy of your choice. This will allow you to collect your medication without having to contact the surgery to re-order. Some medications will require a doctor to check things such as your blood pressure or do blood tests on a regular basis, we will write to you asking you to attend surgery for the relevant tests. Some items though are unsuitable for repeat dispensing. An information leaflet is available for patients wishing to join this service, please ask at reception.

PRACTICE CATCHMENT & BOUNDARY AREAS

Hackenthorpe Medical Centre covers the following areas:

Hackenthorpe, Frecheville, Birley, Owlthorpe

We do have a Map in Reception of our full catchment area as a guide to new patients wanting to register at Hackenthorpe Medical Centre.

TO REGISTER AT HACKENTHORPE MEDICAL CENTRE

If you would like to register at our Practice and providing you are in our catchment area please call into the Medical Centre and ask the Receptionist for a New Registration Form. **The Doctors also require sight of your passport or/and proof of ID and proof of address.**

You can also register on line at www.hackenthorpemedicalcentre.co.uk. Follow the links, New Patients/ Pre Registration then click on the Pre Registration Form, complete this form and then click on send. **Once you have completed the online form it will be checked by a receptionist and you will be invited into the surgery to sign the form, bring your passport or/and proof of ID and proof of address.** Alternatively you can call into the surgery and ask the receptionist for a registration form for you to complete straight away.

Whether you register at reception or register online you will need an appointment with the Health Care Assistant for a "New Registration Chat". Your Medical Records from your previous Medical Practice will then be requested to be kept at Hackenthorpe Medical Centre for as long as you are registered with us.

ACCESS TO MEDICAL RECORDS & PATIENT CONFIDENTIALITY

Only members of the Practice Team have access to Medical Records without patient consent. Any other parties requesting access to Medical Records can only do so with signed consent from the patient. A list of the practice team is available from reception, all of whom have signed a confidentiality contract. You have a right to see your medical record if you wish, by appointment. Please speak to a member of staff.

Confidentiality is a fundamental part of health care and crucial to the trust between doctors and patients. Patients entrust their practice with sensitive information relating to their health and other matters in order to receive the treatment and services they require. They should be able to expect that this information will remain confidential unless there is a compelling reason why it should not. All staff in the NHS have legal, ethical and contractual obligations of confidentiality and must ensure they act appropriately to protect patient information against improper disclosure.

PATIENTS CONSENT

Before a doctor or other health professional examines or treats you, they need your consent. Sometimes you can simply tell them whether you agree with their suggestions. However, sometimes a written record of your decision is helpful, for example if your treatment involves a minor operation. You will be asked to sign a consent form. If you later change your mind, you are entitled to withdraw consent even after signing.

PRACTICE CHARTER

“Every member of the Primary Health Care Team in Hackenthorpe is committed to providing a high quality, personal, confidential service, within the National Health Service”

This service is not only provided to you when you are ill, but our aim is also to keep you healthy.

PARTNERSHIP

Our Staff are trained to be polite, courteous and helpful at all times. They will always try to accommodate a Patients needs and requests if at all possible, within the service available. In return we expect our Patients to treat our staff with respect and courtesy, realizing that we are trying to provide a first class service to around 7000 patients so we are not always able to accommodate every individual request. In order to provide this service, we would ask any patient unable to attend an appointment to phone and cancel it in sufficient time to allow the slot to be offered to someone else.

SAFEGUARDING POLICY

Please note:-

In line with the latest Child Safeguarding Best Practice, we would like to inform all parents that medical records of children up to the age of their sixth birthday are automatically shared amongst appropriate agencies.

Patients who regularly miss appointments or who verbally abuse any member of our team will be asked to register elsewhere.

We operate an “ NHS ZERO TOLERANCE” Policy and physical abuse will be reported to the police.

SUGGESTIONS AND COMPLAINTS

We try to provide a high quality of care within the Practice, however if you have any complaints or suggestions, please contact the Practice Manager or if you prefer, one of the doctors and we will do our best to address any problems. Positive suggestions to improve our service are always welcome.

Complaints about GP Practices are now handled by NHS England and not by the Sheffield Clinical Commissioning Group.

NHS England have provided the following information about how to make a complaint:

By Post

NHS England
PO Box 16738
Redditch
B97 9PT

By email

england.contactus@nhs.net

With "For then attention of the complaints manager" in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 9.00pm, excluding English Bank Holidays)

For more information please visit the NHS England website "Contact Us" section at: <http://www.england.nhs.uk/contact-us/>

You can obtain details of our primary care medical services if you contact:

**NHS ENGLAND AREA TEAMS
722 PRINCE OF WALES ROAD
SHEFFIELD
S9 4EU
TELEPHONE 0114 3051000**