

WELCOME TO

n nethergreen surgery

PRACTICE BOOKLET

www.nethergreen-surgery.co.uk

Telephone: 0845 1212214

34-36 Nethergreen Road, Sheffield, S11 7EJ



WELCOME

The Doctors and Staff welcome you to Nethergreen Surgery

Our surgery is modern, computerised and well equipped, with some facilities for the disabled, including car parking, an automatic sliding front door, wheelchair access and toilet provisions.

We offer surgeries throughout every weekday including general medicine as well as a wide range of specialist skills.

This is a group practice providing Personal Medical Services, which means you may see any of the doctors, as well as the doctor with whom you are registered. For good medical care we prefer you to see the same doctor during any one spell of illness. One partner may refer you to another partner with specialist knowledge, which may benefit you.

Our car park is small, both in terms of the number of spaces available, and the turning circle available in the car park; however, there are 2 car spaces for disabled drivers at the front of the practice. **The driveway is not for general parking**; there is usually parking space available on the roads near the practice and on Fulwood Road. **Please only use the car park if you are entitled to do so (blue badge holders only)** and please also ensure you do not damage other cars parked there

We now have 5 GP consulting rooms on the ground floor, and two on the first floor. There is a Minor Ops/Nurse room on the ground floor and another Nurses room on the first floor. There are 3 waiting rooms and this includes a small family waiting room. We try to ensure that the surgery is warm, bright, clean and comfortable at all times, and we have recently (August 2010) had the waiting rooms etc redecorated and new seating in the main waiting room.

NEW PATIENT REGISTRATION

When you join the practice you will be asked to complete a short form giving us your name, address etc, telephone number and previous GP so that we can obtain your medical notes.

You will be offered an appointment for a Health Check with the Nurse, or Health Care Assistant.

PRACTICE BOUNDARIES

A map of our Practice area can be found later in the booklet, and a more detailed and larger map can be found on our website, www.nethergreen-surgery.co.uk . If you are unsure whether or not your address falls within our area, please ask at Reception.

If you move out of our Practice area, you will be expected to re-register at a Surgery whose area covers your new address.

Useful Phone Numbers

SURGERY 0845 1212214

(For appointments, home visits, enquiries and test results)

AFTER SURGERY HOURS AND WEEKENDS 0845 1212214

In the event of a real emergency please remember you may dial 999 for an ambulance.

HOSPITAL NUMBERS

ROYAL HALLAMSHIRE 2711900

NORTHERN GENERAL 2434343

CHILDRENS 2717000

JESSOPS WING (RHH) 2268000

WESTON PARK 2265000

NHS Direct (Nurse led telephone advice) 08454647

(links to NHS Direct can be found on our website

www.nethergreen-surgery.co.uk)

Staff at the Practice

Doctors

Dr Christopher Barclay	MB. ChB. (Sheffield) 1978 MRCOG FRCOG
Dr Adrian Smith	MB. ChB. (Sheffield) 1985 MRCGP. DRCOG. DFFP
Dr Patricia Broadbent	MB. ChB. (Sheffield) 1987 MRCGP. DRCOG. DFFP
Dr Eithne Cummins	MB. Bch. BAO (N.U.I.) 1992 DRCOG.
Dr Emma Ludlow	MB. BS. (Newcastle) 1994 MRCGP. DRCOG. DFFP
Dr James Lee	MB.ChB (Sheffield) 1999
Dr Karen Joshi	MB ChB (Liverpool) 1996 MRCGP
Dr Christine Lockwood	MB.ChB (Dundee) 1980 MRCGP.DRCOG

Nurses

Elaine Ellis	RGN
Kathy Stacey	RGN ENB (A51)
Liz Smith	RGN
Judith Richards	RGN

Administrative Staff

Richard West	Practice Manager
Sue Dilks	Assistant Manager
Elizabeth Franks	Senior Receptionist

Reception and secretarial staff complete the administrative team.

We employ a Phlebotomist for 2 days per week, who provides a Phlebotomy Service, both at the Surgery and for housebound patients

We also employ a Pharmacy Advisor, who assists the Doctors in ensuring all medicine prescribing is up to date.

Other Clinical Staff

District Nurses
Midwife
Health Visitor

Appointments

Doctors and Nurses see patients by appointment. To make an appointment please telephone or call in during reception opening hours, or make use of the Internet booking facility that is now available – details can be obtained at Reception.

We have a mixture of book on the day appointments, **for urgent problems**, and appointments that can be booked 48 hours in advance, 1 week, two weeks, three weeks, or four weeks (depending on availability) in advance for routine, non –urgent problems.

Early morning & late evening appointments are primarily for patients who are working.

We also offer a telephone consultation service each morning, when a Doctor will ring you back if you wish to discuss an urgent medical issue over the phone, rather than arranging an appointment in the Practice.

If your problem is urgent but not an emergency you will be seen by a doctor within 24 hours. Children are normally seen the same day.

If you wish to see a specific doctor you may have to wait a little longer but you will normally be seen within 3 working days (unless he/she is on leave).

Emergencies will be seen without an appointment by the first available doctor.

You can choose any doctor for routine appointments but it is best to see the same doctor for each episode of illness. Appointments are normally available as follows:

Monday, Tuesday, Wednesday and Friday	8:00 am to 10:40 am 2:00 pm to 6:00 pm
Thursday	8:00 am to 10:40 am

We also offer pre-bookable appointments only on

Monday 6.30 pm – 8.30 pm and Saturday 8.00 am – 10.45 am -**

Appointments are normally for 10 minutes. If you think that you may need more time please let the receptionist know and a double appointment can be made if required. Please try to be punctual for appointments. PLEASE always let the receptionist know if you cannot keep your appointment.

Children's Appointments

Children are normally seen within the same day. We have a children's waiting room (with a few toys which help pass the time while you are waiting – you can also bring your own toys).

Children over the age of 14 do not need to be accompanied by a responsible adult.

Children who want to participate in decisions will be helped and encouraged to do so. They need information about their condition and options, and the Doctor will take steps to enhance their ability to make decisions by providing information in a way the child finds most accessible. They will also give the child options about having parents or other third parties present, and talk to the child at a time when he or she is relatively relaxed, comfortable, and free from medication that may affect the ability to choose.

Sick children will be seen as quickly as possible. Please telephone and be prepared to bring your child to the surgery if you can so that the doctor can see him/her without delay. It does not harm a child to be brought to surgery warmly wrapped unless he/she is extremely ill. – **You can always telephone for advice.**

Telephone Advice

If you telephone during normal Surgery times for a Doctor, then you will be passed to the on call Doctor of the day if you have an acute medical problem or enquiry.

If your call is non urgent, then normally we will ask you to ring back to speak to a Doctor between 11.15 and 11.45 that day; if you ring back during that time and a Doctor is still unavailable, we will take your telephone number and a Doctor will ring you back when they become available. If you need to speak to a Nurse, we will endeavour to put your call through if she is not with a patient, but otherwise we will take your telephone number and she will ring you back after Surgery.

Test Results

Please telephone after 1.30pm or call in person at reception in the afternoon. Results will not normally be given to a third party such as parents or guardians for patients over 16 years of age.

Home Visits

Please telephone before 10.30am whenever possible, giving the patients name, address, telephone number and a brief outline of the problem. This will help the doctor decide which visits are most urgent. Visits are for those who are housebound, or too ill to come to surgery.

Repeat Prescriptions

Some patients may be issued with repeat prescriptions for their medication (items are listed on a sheet on the right hand side of the prescription) so that they do not need to consult the doctor each time a script is requested.

Requests can be made by:

- Letter (please enclose your right hand computer sheet and a SAE for return)
- Via the repeat prescription box at the entrance to the surgery
- By email through the EMIS Access system (please ask at the desk for more details)

We need about 24 hours to prepare the prescription. Requests received before 6pm will normally be ready the next day after 2pm. On a Friday this means after 2pm on Monday. All patients on repeat prescriptions must see the doctor for review at least every 6 months. If the hospital changes your medication please let us know to change your repeat prescription.

Amount Supplied

28 days supply will be made on each repeat prescription. Exceptions to this are

- ❖ Oral contraceptives – 6 months
- ❖ Hormone Replacement therapy – 3 months

If inhalers are prescribed, only one of each will be issued per prescription.

Depending on the condition being treated, up to 3 prescriptions at a time *may* be issued, each for 28 days.

Medication that is not on the 'repeat list' will not be issued without consultation with a GP.

Medication Review

All patients receiving repeat prescriptions will have a medication review at least annually. Patients over 75 years will have a medication review every 6 months.

Sheffield NHS Walk-In Centre

An experienced NHS nurse will be pleased to see you and will be available to give you health advice, information and treatment. No appointment is necessary, just walk in. The Centre is open every day from 8am to 8pm. It is based at the Royal Hallamshire Hospital and works alongside the existing GP and hospital services.

The centre provides advice on health issues, and treatment for minor illnesses. Sexual health and contraception advice and emergency contraception is also available.

Nights and Weekends (Out of Hours)

If you have an urgent medical problem and the surgery is closed you will hear a recorded message which will give you options to contact either the Sheffield GP Co-op, or NHS Direct. Your call will be taken by a receptionist and information passed on to a doctor. You may be asked to attend the Primary Care Centre located at the Royal Hallamshire Hospital.

All calls to this service are recorded. Please remember that the out of hours service is for emergencies only.

Doctors Services

The doctors in this practice work as a team so we do not have individual lists. This means we jointly monitor all patients' test results and hospital letters. You can request an appointment with any of the doctors although we recommend you try to see the same doctor for each period of illness so that we can more easily get to know you. In addition to general medical services the doctors provide minor surgery in the practice and cryosurgery.

NHS and Private Services

Our prime responsibility is for the health of our patient within the NHS terms. Certain other services are offered where the recommended BMA fee is chargeable (displayed at reception and in the waiting rooms). These range from pre-employment medicals to private insurance claims for sickness benefits, fitness to drive and holiday cancellation certifications etc. Please note: Special appointments are necessary for all medicals etc.

Complaints

At Nethergreen Surgery, we pride ourselves on providing a first class service to all our patients.

However, from time to time, mistakes can be made, or misunderstandings arise, which necessitate the implementation of our Complaints Procedure. Details of the procedure are available from the leaflet rack in the vestibule, or from the Manager, or from the website.

Removal from Practice list

Nethergreen Surgery aims to provide the best possible health care for their patients. However there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list. Details are available from the leaflet rack in the vestibule, from the Manager, or from our website, www.nethergreen-surgery.co.uk

Nursing Services

Nursing teams work closely with the doctors. They can be contacted via our main telephone number.

Practice Nurses

Practice nurses are available to treat minor injuries and illnesses. They provide medical and health advice, holiday and work related vaccinations, blood tests, removal of stitches, asthma and diabetes management and contraception (after initial GP consultation). They also provide well woman clinics, wound management and childhood immunisations.

Phlebotomist

The Phlebotomist provides a Phlebotomy service at this Practice.

District Nurses

The district nursing team provide nursing care at home. The district nurse will make a full assessment of your nursing and person needs at home and will involve you and your family in a plan of care. To help you stay at home our district nurses are able to put you in touch with other agencies such as home helps. District nurses can be contacted via the surgery or by telephoning; 2718453 – this is a 24 hour manned switchboard where a message will be taken and passed on..

Midwife

Midwives monitor the health of mother and baby at regular intervals during and after pregnancy.

Health Visitor

The Health Visitor is experienced in child care, health promotion and health education. Her main area of work is to offer support, help and advice to families with children under 5 years. She can be contacted via the surgery or by telephoning; 2630317. She normally operates an appointment only clinic on a Friday afternoon. There is also a drop in session on Tuesday mornings between 10.00am and 11.30 am at St Lukes Church, Blackbrook Road, Lodge Moor.

Confidential Services for Teenagers

The consultation will be treated with full confidentiality. Only in exceptional circumstances, and with the prior knowledge and consent of the young person, will the information be given to others.

Smoking cessation advice

There is a smoking cessation clinic every Friday afternoon, run by a qualified advisor. You can book in for an advice cessation yourself, or by a referral from your Doctor.

Special Services (by appointment only)

Baby Checks

The doctor, health visitor and practice nurses run these checks, normally on Friday afternoons. An appointment is needed with the doctor for your baby's 8 week assessment and inoculation. This is normally followed at 12 and 16 weeks with an appointment with the practice nurse for further immunisations.

The health visitor also has a clinic by appointment on Friday afternoons, from 1.30 – 3.00 pm You are welcome to come for advice on anything to do with childcare.

Travel Clinic

We offer a comprehensive vaccination and advice service which covers worldwide travel to the well known parts of the Earth but also the more remote corners of the globe. Many of our services are covered by the NHS and are therefore FREE to patients registered with this surgery. We also have available a range of travel products which you can purchase in our travel clinic. Please ask our receptionists for details.

We do not normally offer travel clinic appointments, or travel injections, (except yellow fever) for patients not permanently registered with us. If you are a student studying away from Sheffield, but returning home in the vacations, then you must see the University Doctor in the town you are studying and are registered with, as we do not have your medical records to enable the Nurses to make an appropriate decision on vaccinations.

Yellow Fever Vaccination Centre

We are fully recognised and appointed Yellow Fever Vaccination Centre for all patients not just those registered with the practice. A charge is made for this service. Please ask our receptionist for details.

Health Promotion

Special appointments are available throughout the week and they cover many aspect of health care such as:

Antenatal/Postnatal care	Child Development
Well Woman (Where cervical smears can be taken)	Diabetes
Cardiovascular	Contraception
	Asthma (Children & Adults)

As more and more of us come to believe that positive good health is more desirable than just treatment of disease, the promotion of a healthy lifestyle has an increasing role in the care we provide our patients. We offer advice and support for people who wish to give up smoking. We will advise you about your alcohol intake, healthier eating and the importance of exercise.

Minor Surgery

We offer a wide range of minor surgery procedures including Cryosurgery. Please ask at reception for details and appointments.

Access to your Medical Records

You are entitled to see your health records if you wish. Please make an appointment to view and discuss your notes with the doctor. We would prefer to have your request in writing and normally ask you to come to the surgery about half an hour before your appointment so that you can read your notes. There is a small copying charge for any letters etc. you may want copied.

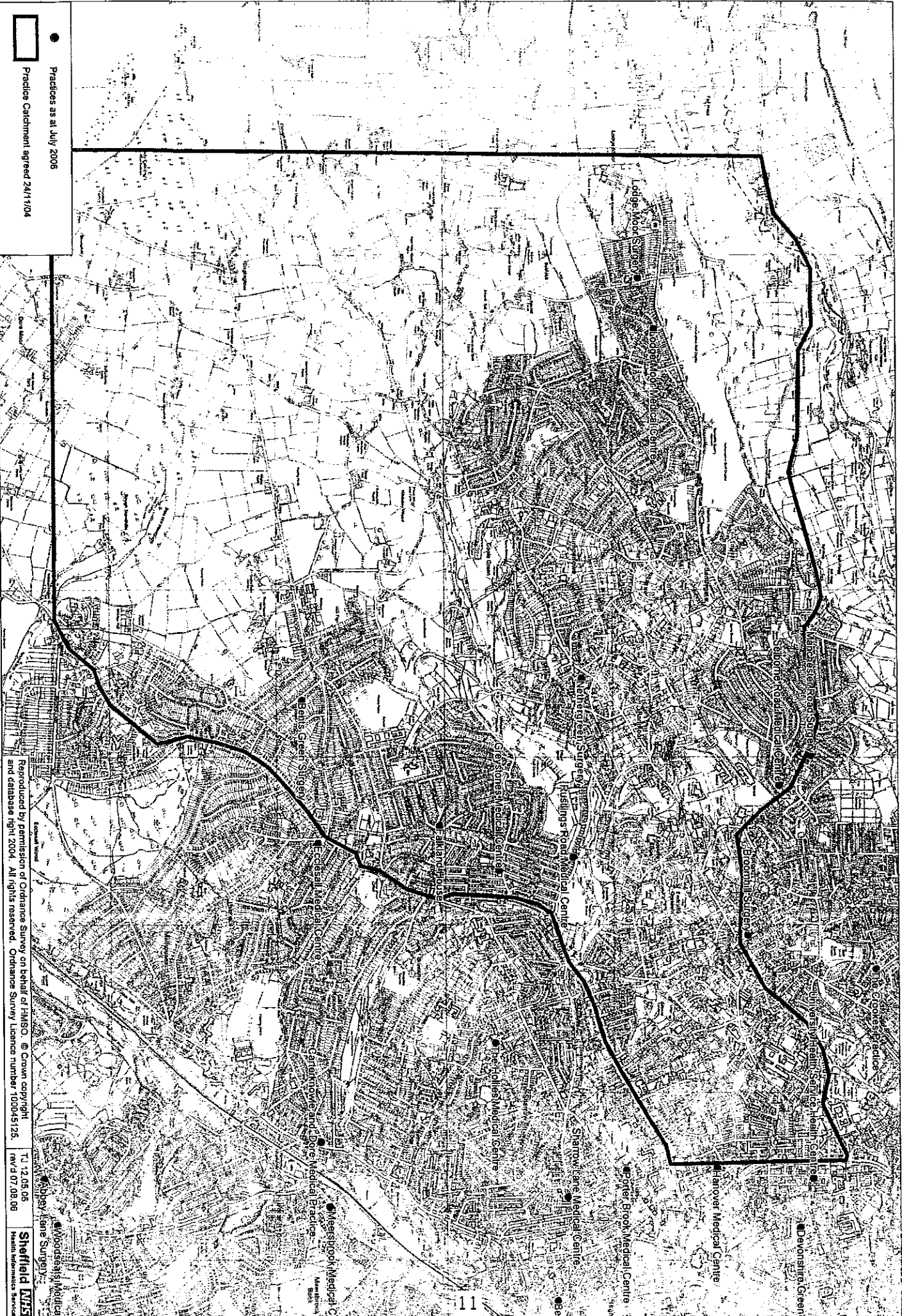
All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements, however, **your personal information and consultations are private and will not be revealed to anyone without your permission.**

From time to time we may need to share your personal information with other NHS organisations where this is appropriate for your healthcare. In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not normally be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent, however you may be consulted about these in advance.

C88034. Nethergreen Surgery (Yates & Partners). Catchment Area Boundary



● Practices as at July 2006
□ Practice Catchment agreed 24/11/04

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Sheffield NHS
Health Information Service

HELP US TO HELP YOU

Our Responsibility to You:

- ⊙ You will be greeted courteously
- ⊙ You have a right to confidentiality
- ⊙ You have the right to see your medical records subject to the limitation of the law
- ⊙ You will be seen the same day if your problem is urgent
- ⊙ You will be seen by your own doctor whenever possible
- ⊙ You will be informed if there will be a delay of more than 20 minutes for your appointment
- ⊙ You will be referred to a consultant when your GP thinks it necessary
- ⊙ You will be given the result of any test or investigation on request or at your next appointment
- ⊙ Your repeat prescription will be ready or for collection within 48 hours of your request
- ⊙ Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

- ⊙ Please treat all surgery staff with the same respect – we are all just doing our job
- ⊙ Do not ask for information about anyone other than yourself
- ⊙ Tell us of any change of name or address, so that our records are accurate
- ⊙ Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only – the Doctor On-Call will be at work as usual the next day
- ⊙ Please cancel your appointment if you are unable to attend
- ⊙ Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- ⊙ Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- ⊙ You will be advised of the usual length of time to wait
- ⊙ Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- ⊙ Do let us know whenever you feel we have not met our responsibilities to you
- ⊙ We would, of course, be pleased to hear when you feel praise is due as well

nethergreen surgery
FEES FOR NON-NHS SERVICES
 From April 1st 2010

The Doctors at this Surgery work exclusively for the National Health Service. Consequently, some of the services requested by patients fall outside the NHS remit, and not only will the work take longer than our usual NHS work (**please allow a minimum of 5 working days for any forms or letters to be completed**), but a charge will also be made, as follows:

DESCRIPTION OF SERVICE	FEE PAYABLE
Full Employment Medical Examination & Report	£160
Employment Medical Report without examination	£110
Completion of Private Health Forms (BUPA, PPP etc)	£25
Driving Medical & Report (includes elderly fitness to drive) * also applicable for Pilots licences	£110
Driving report (elderly & short report)	£60
OFSTED Health Declaration	£75
Holiday cancellation certificate	£25
Fitness to travel certificate/fitness to attend certificate	£25
Immunisation status/Certificate of vaccination	£15
Any other simple certificate/form	£15
Passport countersignature (at Doctors discretion)	£20
Photocopying from notes	35p per copy, minimum £10
Copy of full set of medical notes	Minimum £50, dependent upon size of notes
Travel vaccinations	See separate travel vaccinations fees
Private Blood tests	£15
"To whom it may concern" letters	£15
Westfield forms (at discretion of GP)	£15

Please note:

- a) this list is not exhaustive – if you are requesting a service that is not listed above, please ask at Reception for the relevant fee
- b) you will be advised of the fee prior to the work being carried out
- c) Payment is by either cheque supported by valid Bankers Card, or cash.

TRAVEL VACCINES

Recommended Time Limits and Practice Fees

This facility is for registered patients only

From 1st April 2010

VACCINE	TIME REQUIRED BEFORE TRAVEL	DURATION	CHARGE (our patients)
Hepatitis A	2-4 Weeks before departure. Booster 6-12 months later	10 years	Free
Hepatitis B	8-10 Weeks before departure Booster 6-12 months later	3-5 years	£25 per dose. Free if for occupation
Yellow Fever	At least 10 days	10 years	£45.00
Typhoid	At least 1 week	3 years	Free
**Meningitis ACWY	At least 2 weeks	5 years	£25.00
Mengivac C	At least 2 weeks	3-5 years	Free
Diphtheria/Tetanus/Polio	Course of 3, 1 month apart – if none previous	10 years	Free
Rabies	6-8 weeks before departure. Course of 3 at 0, 7 & 28 days	3 years	£120.00
Japanese Encephalitis	6 weeks before departure. Course of 3 at 0, 7-14, & 28 days	3 years	£150.00
Tick Borne Encephalitis	4-12 weeks before departure. Course of 2 or 3. Booster after 9-12 months	1 year	£55 per dose, 2 or 3 doses required

Would patients please note that payment for any course of vaccinations will be required **IN FULL** when attending the first appointment.

As this service falls outside the NHS remit, we will endeavour to provide you with the required number of appointments prior to your departure, but this may not always be possible as our NHS appointments must take priority

Payment is by cash, or cheque supported by a valid Bankers Card

Some advice for common ailments (links for all ailments and advice can be found on our website – www.nethergreen-surgery.co.uk)

Measles

This usually causes high temperature, cough and sore eyes, before the typical rash appears. The rash is red, blotchy and occurs on the face and trunk. It is contagious until 5 days after the rash began. Severe illness is unusual, but complications can occur, so consult your doctor. It is strongly recommended that every child is immunised by the MMR vaccine.

Mumps

Systems are swelling of the glands in front of one or other ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from 2 to 3 days before the swelling appears and until 5 days after that. If the pain is severe you should consult your doctor.

Minor Cut & Grazes

Wash the wound thoroughly with water. To stop bleeding, apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

Nose bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. If symptoms persist consult your doctor.

Sore Throat/Tonsillitis

Sore throats invariably get better within a few days whatever treatment is given. Mostly the are caused by viruses which do not respond to antibiotics. Take Paracetamol and suck lozenges for ease of symptoms.

Stomach Ache

Most attacks for not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion a teaspoon of bicarbonate of soda in a half glass of water will help. If the pain lasts for longer than 8 hours or increases in intensity you should consult your Doctor.

Diarrhoea & Vomiting

The main treatment aim here is to prevent dehydration by drinking plenty of clear fluids. Vomiting usually settles within a few hours, if it persists beyond 24 hours consult your doctor. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first 6 months due to their predominantly liquid diet. If a baby or child is unwell consult your doctor.

Emergency Contraception

If you have unprotected sexual intercourse or had problems with your usual method of contraception you should seek advice from your doctor or from the NHS Walk-In Centre at the Royal Hallamshire Hospital. This should be done as a matter of some urgency i.e. within 72 hours (preferably within 24 hours). Unplanned pregnancy can be prevented if contraceptive problems are attended to rapidly.

Flu

Influenza is another virus infection. It causes fever, aching, shivering, coughing. Usually it subsides in a few days, but it may leave the sufferer feeling washed out for a while. Treatment of symptoms with Paracetamol is usually all that is possible. If you are concerned consult your doctor, as complications are possible particularly in the elderly or infirm. For these groups of people a yearly vaccination is advisable.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs with small pink patches about 2-4mm and does not itch. No other symptoms are usually present, apart from occasional aching joints. It is infectious from 2 days before the rash appears, until 5 days after the onset of the rash. The only danger is to unborn babies, and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Headlice

These creatures contrary to popular belief, prefer clean hair and are therefore, not a sign of poor personal hygiene. The most effective initial treatment is to use headlice combs available from your local pharmacist who will advise you.

Insect Bites & Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note; Bee stings should be scraped away rather than “plucked” in order to avoid squeezing the contents of the venom sac into the wound.