

WINGERWORTH MEDICAL CENTRE

Wingerworth Medical Centre

Allendale Road, Wingerworth
CHESTERFIELD, Derbyshire. S42 6PX.
Tel: 01246 275228

www.wingerworthmedicalcentre.co.uk



**Appointments, Results & General Enquiries
(01246) 275228**

Healthcare for
all the family

HEALTHCARE FOR ALL THE FAMILY

We hope to provide you with a caring, convenient and well organised service which responds appropriately to your needs.

We aim to offer sufficient time to listen to you and offer a full range of services so that most of your health needs can be dealt with at the surgery.

We offer facilities for disabled patients.

Please read this leaflet carefully - we hope that you will find it useful. If there is any information you do not understand please enquire at the reception desk.

Our Practice Area:

New Registrations = S42 6



Jan 2019

SURGERY OPENING TIMES

Monday 07:00 – 20:00

Tuesday to Friday 08:00—1900

Saturday & Sunday—CLOSED

The Practice will close on a Wednesday afternoon once a month for staff training purposes - these dates are published on our website.



How To Register

WE ONLY ACCEPT NEW REGISTRATIONS FROM WINGERWORTH AND OLD TUPTON (S42 6XX)

Patients who move out of Wingerworth to some nearby localities may be able to remain on our register, please enquire at reception. If you move further afield, you will be asked to register with a new GP nearer to your new address.

Ask at the reception desk for a New Patient Registration Pack (1 per person). You will be registered with the Practice.

New patients are encouraged to make a New Registration Check appointment with the practice nurse.

From January 2015 the government introduced a new VOLUNTARY scheme enabling practices to register patients who live outside of the practice boundary without the requirement to provide home visits. Our doctors felt that they would be uncomfortable registering patients on these terms and so did not sign up for this scheme.

Therefore, we only accept New Patients from the area stated above.

District Nurse - Single Point of Access

Tel: (01246) 252929

Health Visitor

Tel: (01246) 252933

Midwife

Tel: (01246) 852228

Practice Manager

Jane Hoole

Accounts Manager

Dr R Subashchandran

Administration

Debra Clarke

Elaine Gale

Alison Moore

Sharon Holmes

Helen Wells

Holly Wharmby

Practice Team Leaders

Alison Gee

Claire Johnson

Cleaning Staff

Derren Walker

Layla Shaw

Maria Lowry

THE SURGERY TEAM

Doctors

Dr S Chawla

Dr T George

Dr V Desai

Dr S Todd

Dr L Spells

Dr H Rapaport

Dr Naren Senthil Nathan

Practice Nurses

Claire Shaw

Ebby Chanzu

Health Care Assistant

Louise Moore

Phlebotomist

Oana Bighian

Appointments - Tel: (01246) 275228

Open 08:00 hours — 18:30 hours

If you are over 10 minutes late for your appointment it may not be possible to see you.

Always cancel your appointment if you cannot attend.

General Enquiries - Tel: (01246) 275228

Open 08:00 hours — 18:30 hours

In appropriate circumstances the doctor or nurse will return your call after completing their surgery consultations. Due to laws of confidentiality no attendance at surgery will be confirmed or denied to anyone other than the patient themselves.



Results - Tel: (01246) 275228

Open 08:00 hours — 18:30 hours

For confidentiality reasons, when requesting results over the telephone you will be asked several questions to confirm your identity as far as possible. You may be asked to make an appointment with the doctor to discuss your results in person. You may receive a SMS text giving you the result if you have signed up for this service.



Home Visits – Tel: (01246) 275228

This service is for patients who cannot attend surgery. The vast majority of patient with an illness not severe enough to require hospitalization should attend surgery where they can be assessed more accurately. Please request this service before 10.30 am if possible. A clinician on duty will telephone first to ascertain the necessity and/or urgency of the visit.

Patients Who Move Outside of Wingerworth

Patients who move outside of Wingerworth or some nearby localities will be asked to register with a new surgery.

This is to help us maintain the high standard of medical care which we aim to provide.

We understand that this can cause distress to some patients but we need to be very strict on this so as to ensure that the limited amount of resources available within the Practice are utilised within the Practice area.

Further Information

Information about the way in which the NHS uses personal information and your right in that respect can be found in:

The NHS Care Record Guarantee:
www.nigb.nhs.uk/pubs/nhscrg.pdf

The NHS Constitution:
www.gov.uk/government/publications/the-nhs-constitution-for-england

Care.data programme:
www.england.nhs.uk/ourwork/tsd/care-data/gp-guidance/

The HSCIC Guide to Confidentiality gives more information on the rules around information sharing:
www.hscic.gov.uk/confguide.org

The report, "Information: To share or not to share? The Information Governance Review"
www.gov.uk/government/publications/the-information-governance-review

The NHS Commissioning Board—NHS England—Better Data, Informed Commissioning, Driving Improved Outcomes: Clinical Data Sets provided further information about the data flowing within the NHS to support commissioning:
www.england.nhs.uk/wp-content/uploads/2012/12/clinical-datasets.pdf

Health and Social Care Information Centre (HSCIC) for further information about their responsibility for collecting data:
www.hscic.gov.uk/collectingdata
www.hscic.gov.uk/article/4963/What-we-collect
www.hscic.gov.uk/yourinfo
www.hscic.gov.uk/article/3388/How-we-look-after-information
www.gov.uk/dwp/fit-note-data

The Information Commissioner's Office is the Regulator for the Data Protection Act 1998 and offers independent advice and guidance on the law and personal data, including your rights and how to access your personal information:
www.ico.gov.uk/for-the-public

Repeat Prescription Requests

Once agreed by the doctor you may request repeat prescriptions:

MOL (Medicines Order Line) tel: 588860 - 09:00—16:00 or the NHSApp

Online, via 'Our Services' section on our website :

www.wingerworthmedicalcentre.co.uk

WE DO NOT ACCEPT PRESCRIPTION REQUESTS OVER THE TELEPHONE FOR SAFETY REASONS

Your prescription should be ready 48 working hours (excluding weekends and Bank Holidays). Your prescription will be sent electronically to the chemist of your choice.

Accessible Information Standard

www.england.nhs.uk/accessibleinfo

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and are provided with any communication support they might need.

This includes making sure that people get information in different formats if they need it, such as:

- Large print
- Easy Read
- Via eMail

The Accessible Information Standard also tells organisations how to support people's communication needs, e.g. by offering support from an interpreter or an advocate.

As part of the Accessible Information Standard we have to carry out 5 tasks:

- 1 Ask people if they have any information or communication needs and find out how to meet those needs
- 2 Record those needs in a set way
- 3 Highlight a person's file, so that it is clear that they have information or communication needs, and clearly explain how those needs should be met
- 4 Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so
- 5 Make sure that people get information in an accessible way and communication support if they need it

Online Services

Would you like to use our online services?

Book and cancel appointments up to 2 weeks in advance

Order repeat prescriptions

View your Medical Summary Record

View your Detailed Medical Records

Pop into the surgery to register and complete some consent forms. Once you have registered our online services can be found on our surgery website.

You will need to provide us with ID when you register.

www.wingerworthmedicalcentre.co.uk

Violent or Abusive Patients— Zero Tolerance Zone

The Department of Health launched the NHS Zero Tolerance Zone campaign in October 1999.



This Practice will not tolerate aggression, violence and threatening behaviour towards any member of the Practice Team or other patients.



Patients behaving in a verbally or physically abusive or aggressive manner will be removed from the list with immediate effect.

**What to do when the surgery is closed and you need medical advice –
Tel: Freephone 111**

NHS Walk-in Centre

open everyday 8.00am – 10.00 pm

Whitworth Hospital, 330 Bakewell Rd, Darley Dale, Matlock, DE4 2JD
Tel: 01629 580211

Ripley Hospital, Sandham Ln, Ripley, DE5 3HE Tel: 01773 743456

**NHS Choices, your health, your choices:
www.nhs.uk**

This is a simple to use website where you can obtain up-to-date information regarding both the NHS and health.

Patient Advice & Liaison Service (PALS)

This is a service for patients their relatives, carers and visitors which offers help, advice, support and information about local health services

Freephone 0800 032 32 35

Accident & Emergency Department

(Emergency Medical Problems Only)

Chesterfield Royal Hospital

Calow, Chesterfield, S44 5BL

Tel: 01246 277271

OR

999 for the emergency services

What you can expect from us and what we expect of you as a patient



What you can expect of us:

- ◆ Good quality care and environment based on best practice
- ◆ Not to be discriminated against on the grounds of gender, race, religion and belief, sexual orientation, disability or age
- ◆ To receive drugs and treatment as recommended by the National Institute for Health and Clinical Excellence (NICE) for use in the NHS if your doctor feels it is clinically appropriate for you
- ◆ To be treated with dignity and respect
- ◆ The right to privacy and confidentiality

What we expect of you:

- ◆ Recognise that you can make a significant contribution to your own good health and wellbeing and take some personal responsibility for it
- ◆ Treat ALL staff and other patients with respect
- ◆ Provide accurate information about your address, health condition and status
- ◆ Keep appointments or cancel in reasonable time, so that other patients can benefit
- ◆ Follow the course of treatment which you have agreed with your doctor and talk to your doctor if this is difficult

Access to personal information—Subject Access Report (SAR)

Under the General Data Protection Regulation (GDPR) 2016 you have the right to access/view information the Practice holds about you, have it amended or removed should it be inaccurate.

- * Your request should be made to the Practice.
- * We are Required to respond to you within one month
- * You will need to provide adequate information e.g. full name, address, date of birth, details about the information you are requesting
- * There is no charge for this service, however, a reasonable charge will be made for repeated requests.

Where an application is declined a reason will be given. In some circumstances some parts of your record may be withheld.

The Practice is registered as a data controller with the Information Governors Office. The registration number is **Z7323009** and can be viewed online in the public register at http://ico.org.uk/what_we_cover/register_of_data_controllers



General Data Protection Regulations (GDPR) 2016—How We Use Your Information

(for more information and full Privacy Notice and policies please see the practice website or ask at Reception for an information leaflet)

Why we collect information about you—to help provide the best care we can. We record things like your name, address, date of birth, appointments, test results, telephone calls, information that other health professionals or your carers provide

How your records are used—to help keep your care safe and effective, to check the quality of care you receive, to protect public health, to manage NHS services, to investigate concerns or complaints

How we keep your records confidential—everyone working for the NHS has a legal duty to keep information confidential. We have a duty to keep full and accurate records, keep them confidential and secure. We **WILL NOT** share your identifiable information unless you ask us to, you give us specific consent.

How to make a Suggestion

We welcome your suggestions on ways to improve our service. There is a suggestion box in the waiting room. Please ask if you need paper and a pen if they are missing.

How to make a Complaint

We always try to give you the best service possible, but there may be times when you feel this has not happened.

If you wish to make a complaint you have the choice to either have your complaint investigated by the Practice or by Derbyshire CCG

All complaints should be made in writing and directed to either the Practice Manager, Wingerworth Medical Centre, OR, to Derby and Derbyshire CCG Complaints Manager, C/O GEM CSU, 3rd Floor, Cardinal Square, 10 Nottingham Rd, DERBY. DE1 3QT

A Complaints Leaflet can be obtained from Reception and The Practice Complaints Policy can be found on our Surgery Website:
www.wingerworthmedicalcentre.co.uk
www.wingerworthmedicalcentre.co.uk



Some services we offer in surgery include:

Chronic Disease Management, including:
Minor surgery and joint injection
Coronary Heart Disease
Diabetes
Chronic Obstructive Pulmonary Disease (COPD)
Weight management
Hypertension
Asthma
Stroke
Routine Childhood Vaccinations
Holiday Vaccinations (Not Yellow Fever)
Smear testing
Contraception Advice inc. Implants and Coil Fits
Wound Management
Warfarin Management

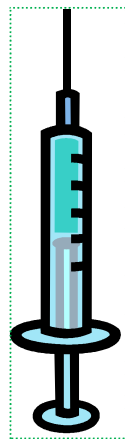
Influenza Vaccination

We offer influenza vaccination each year, usually around October, to all recommended groups:

- ◆ All patients aged over 65
- ◆ Children aged 2,3 & 4

OR, those under 65 who are 'at risk', such as:

- ◆ Coronary heart disease
- ◆ Diabetes
- ◆ Kidney problems
- ◆ COPD
- ◆ Asthma (if using steroid inhalers)
- ◆ Immune system problems
- ◆ Carers in receipt of carers allowance
- ◆ Currently Pregnant
- ◆ Morbidly Obese (BMI over 40)
- ◆ Multiple Sclerosis, this list is not exhaustive, ask if you are unsure



GP Registrars

The practice have GP Registrars. GP Registrars, are Doctors who have worked within a hospital setting, and have made the career path of training to work within General Practice. They are supervised by GP trainers, who work within the practice. GP Registrars, are able to prescribe, refer, do examinations and give advice.

Chaperones

We are committed to providing a safe and comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. All formal chaperones understand their role and responsibilities and are competent to perform that role. If wanted, patients are encouraged to ask for a chaperone at the time of booking their appointment wherever possible. If you prefer however a relative or friend can act as a chaperone.