

## WINGERWORTH MEDICAL CENTRE

3 Allendale Road  
WINGERWORTH  
CHESTERFIELD  
S42 6PX

Email: [haccg.admin.wingerworth@nhs.net](mailto:haccg.admin.wingerworth@nhs.net)

### OPENING TIMES

**Mon: 07:00 – 20:00**

**Tue: 07:00 – 19:00**

**Wed: 07:00 – 19:00**

**Thu: 07:00 – 19:00**

**Fri: 08:00 – 19:00**

**Sat: CLOSED**

**Sun: CLOSED**

### TELEPHONE NUMBERS

**Emergencies, Visits and Out of Hours**

01246 275228

**Appointments**

01246 275228

**Enquiries and Results**

01246 275228

**Fax**

01246 211115

## PRACTICE STAFF

Dr V Desai – Salaried GP

Dr T George – Salaried GP

Dr H Rapaport – Salaried GP

Dr N Senthil Nathan – Salaried GP

Dr S Todd – GP Retainer

Jessica Mitchell – Clinical Pharmacist

Beverley Cole – Practice Nurse

Nichola Atkins – Nurse Prescriber

Hayley Hewitt – Nurse Prescriber

Louise Moore – Nursing Associate

Janet Davies – Phlebotomist

Debra Clarke – Reception / Admin

Elaine Gale – Reception / Admin

Sharon Holmes – Reception / Admin

Alison Moore – Reception / Admin

Helen Wells – Reception / Admin

Holly Wharmby – Reception / Admin

Sarah Bartlett – Clinical Coder

Beverley Fox – Reception / Admin

Kayleigh Linney – Receptionist / Admin

Lucy Crowder – Receptionist / Admin

Jane Hoole – Practice Manager

Claire Johnson – Practice Team Leader

WINGERWORTH MEDICAL CENTRE

## PRACTICE CHARTER and Information for Patients

### PARTNERS

Dr S Chawla



**Please take a copy**

Version 1.0 last updated 29<sup>th</sup> January 2019

## How we'll respect your rights as a patient

- ❖ We'll offer you a health check when you first join
- ❖ We'll prescribe appropriate drugs and medicine.
- ❖ When you and your GP agree the need, we'll refer you to an acceptable consultant, and we'll refer you for a second opinion where necessary
- ❖ We'll give you access to your health records, within the limitations of the law, and fulfil our legal duty to keep your records confidential
- ❖ We'll give you the choice to take part in, or decline research or medical student training
- ❖ We'll give you a copy of this leaflet, setting out the services that we provide
- ❖ We'll provide a full and prompt reply to any complaints you might have about the care you receive here.

## Our philosophy

We aim to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

## Our Practice Charter

- ❖ Everyone in the practice will treat you with courtesy and respect.
- ❖ An urgent appointment with a Doctor will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours whenever possible.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. Any receptionist is prepared to explain the reason if someone has to wait longer than that.
- ❖ We aim to answer the telephone within six rings.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Repeat prescriptions, whether requested in person or online, will be processed within 48 hours.
- ❖ We welcome comments and suggestions about the service. We provide a box in the waiting area.
- ❖ Any member of staff has the authority to deal with a complaint and will do so in a professional and efficient manner.
- ❖ We aim to make WINGERWORTH MEDICAL CENTRE accessible to all. If you have difficulty with hearing, sight, movement or anything else please let the receptionist know so we can help you to make full use of our service.

## Your Responsibilities

- ❖ If you can't attend an appointment please let us know so we can offer it to someone else.
- ❖ If you are late you might miss your appointment. If you let us know about a delay in advance, we'll do our best to rearrange the time for you.
- ❖ Please don't expect a home visit unless someone is gravely ill or infirm so they can't come to the surgery. In that case please ring before 10:00 a.m. if you can.
- ❖ Appointments are meant to deal with immediate medical problems. The Receptionist is the person to help you with sick notes or repeat prescriptions.
- ❖ Please be patient if you have to wait. The Doctor is probably dealing with an unforeseeable emergency. Feel free to ask the Receptionist for the reason if you feel you've waited too long.
- ❖ Make a separate appointment for each person who needs to see a Doctor. This ensures each patient has time with the Doctor enough to obtain the treatment they deserve.
- ❖ For the safety and comfort of others please act responsibly and with courtesy on the premises.
- ❖ Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. We don't tolerate violence or verbal harassment. People who offend might be required to leave and even deregister from the surgery.