



**WEL- COME
TO
BURNGREAVE SURGERY**

**DRS. BEATTIE,
MARTINEZ & BRYSON**

**BURNGREAVE SURGERY
5 BURNGREAVE ROAD
SHEFFIELD S3 9DA
TEL: 0114 2725619
FAX: 0114 2798004**

**HERRIES ROAD SURGERY
450 HERRIES ROAD
SHEFFIELD S5 8TP
TEL: 0114 2326590
FAX: 0114 2339909**

**CORNERSTONE BUILDING
1-3 BURNGREAVE ROAD
SHEFFIELD S3 9DA
TEL: 0114 2750131**

www.burngreavesurgery.co.uk

Welcome to the Practice

Partners: Dr Joanna Beattie, Dr Charlotte Bryson & Dr Liz Martinez
Salaried G.P. Dr Ceri Galliva, Dr Aarti Bansal & Dr Iain Carr

The surgery is inner city practice covering most of the S3, S4 and S5 areas.

Our practice cares for almost 7000 patients, a large majority of these are from ethnic minorities, from many countries around the world and interpreters are frequently used in our work.

We recognise that many patients in this area have severe and complex health needs and we try to make sure that they have access to the care they need.

We are a very busy practice so please be patient with us if there are any delays!

We welcome your views and suggestions on all aspects of care.

Accountable Named GP

All patients registered with this practice are allocated a named GP.

- Your accountable GP is responsible for your overall care at the practice, however you are welcome to see any GP within the practice.

- If you would like to express a preference as to which GP you are assigned, the practice will make reasonable efforts to accommodate this request.

- If you would like to know your accountable GP, please ask at the reception desk.

HELP US TO HELP YOU

PLEASE ADVISE US IF YOU CHANGE YOUR ADDRESS OR TELEPHONE NUMBER, IT IS IMPORTANT FOR US TO HAVE UP TO DATE RECORDS

BURNGREAVE SURGERY

'DID NOT ATTEND' POLICY

On average over 60 G.P. appointments per month are wasted because patients fail to attend.

The effect of this is:-

- **An increase in waiting time for appointments**
- **Frustration for both staff and patients**
- **A waste of resources**

It has been noticed that some patients persistently "did not attend" (DNA) appointments (These include emergency appointments, i.e. when the patient has telephoned and been offered an appointment on the same day after speaking to a G.P.

If a patient does not attend an appointment on three occasions (without notifying the surgery) they will be sent a 'missed appointments warning letter' detailing the Practice's Policy. This letter offers the patient an opportunity to meet with the Practice Manager to discuss any particular problems they may have (social or clinical) which prevents them from informing the surgery when they are unable to attend an appointment.

If you have any concerns in respect of this Policy please ask to speak to the Practice Manager



PATIENT COMMENTS AND COMPLAINTS PROCEDURE

The practice welcomes comments and suggestions from all patients which could effectively improve our service to you.

Any suggestions put forward will be given full consideration by the partners and implemented where possible.

If you are not satisfied with any aspect of the service you receive from the surgery ask for an informal meeting with the Practice Manager to discuss your concerns.

Interpreter services are available on request, if needed. Please note we have to give at least 4 days notice for interpreters.



THE PRACTICE TEAM

- | | | |
|--------------------|-----------------------|---|
| The Doctors | Dr Joanna Beattie | MB.Ch.B |
| | Dr Elizabeth Martinez | M.B. Ch.B
MRCGP |
| | Dr Charlotte Bryson | M.B. Ch.B |
| | Dr Ceri Gallivan | M.B. Ch.B
MRCGP, DTMNH, DRCOG, DFSRH |
| | Dr Aarti Bansal | |
| | Dr Iain Carr | |
| Practice Manager | Lisa Platts | |
| Practice Nurses | Alice Purdy | RGN |
| | Sally Marples | RGN |
| | Delia Kenley | RGN |
| Health Care Worker | Diane Carson | |
| | Alianeth Zapata | |

Help Us To Help You

Please attend appointments on time, or cancel if you cannot attend, as other patients could be offered these appointments.

The Practice will not tolerate physical or verbal abuse from Patients and have the right to remove such patients from the Practice.

G.P. SURGERY OPENING TIMES

BURNGREAVE SURGERY

By Appointment Only

Monday, Tuesday, Wednesday and Friday 8.15am—6.00pm

Thursday 8.15am—2:30pm

HERRIES ROAD SURGERY

By Appointment Only

Monday to Thursday 9.30 am—1.30 p.m.

CORNERSTONE BUILDING

By appointment only

Monday and Friday 08.30am—4.30pm

Thursday 9.00am— 12.00noon

Late Evening Mon/Wed 6.30 pm— 8.30 pm

Please ring the surgery if you would like an appointment with one of our doctors or practice nurses

G.P. Ringback Service

If you are unable to get an appointment and think you need to be seen urgently please ask for a “ringback” by the doctor on call.



DO NOT ATTEND THE WALK-IN CENTRE FOR THE FOLLOWING AS THEY DO NOT PROVIDE THIS SERVICE

Dental Pain (visit your dentist)

Minor Surgery including opening and draining abscesses

Repeat prescriptions for routine medication

X Rays

Sick Notes

Signing of Westfield Health or other Health Scheme Forms

Alternative therapy such as acupuncture or Massage

Send or provide hospital transport

NHS Walk-In Centre

NHS Walk-in Centre
Broad Lane
Sheffield
S1 4BT

The walk-in centre is open every day between the hours of 8.00 am—10.00 pm.

NO APPOINTMENT REQUIRED

You can be seen at the walk-in centre for:

Minor Illness Problems

Dressings (please take your own dressings)

Travel vaccinations— this is a private clinic and a charge for vaccinations is made, please ask your G.P. receptionist for a copy of your vaccination history before attending one of these appointments

Emergency Contraception

Removal of sutures

Patient Registration

Please ask at reception for a registration pack, if you have ID documents these are useful, although not essential for registration. We also encourage you to register for online services to book appointments and order repeat prescriptions. Anyone needing help in completing their forms please ask at reception. All new patients are entitled to a basic health check on joining the practice, this is carried out by our Health Care Worker or one of our Practice Nurses.

Services Offered by this Practice

Health checks and phlebotomy

Diabetic Clinic

Asthma/COPD Management

Coronary Heart Disease Management

Minor surgery

Anticoagulation Service

24hr ECG/24 hr BP Service

Well Woman Clinic

Chaperone Service

Contraception Services

Ante-Natal Care

Baby Clinic/Vaccinations

Health Visitor's Clinic

Travel Vaccinations

Counselling Service– IAPT and CBT

Physiotherapy

Gym (For Chronic Disease patients and patients with stress and anxiety)

To Speak to a Practice Nurse

Please ring the surgery and ask the receptionist to be put you down for a call back from one of the practice nurses.

If you feel you need to speak to one of the doctors urgently outside the times given please inform the receptionist who will be able to assist you.

Test Results



X-Ray



If you require any information regarding your blood tests, X-rays, urine tests, etc please ring the surgery

Please note this information is strictly confidential and can only be given to the person concerned

Carers

If you care a Carer please inform the Doctor, Nurse or the Receptionist.

We like to include this information in your records so we can offer support and flexibility in accessing services by our Primary Care Team.

Substance Misuse
(Fitzwilliam Centre) Tel: 3050500

Youth Clinic—Firth Park Tel: 3054000

Citizen's Advice Pitsmoor Tel: 2755376

Samaritans (24 Hours) Tel: 2767277

Sheffield Advocacy Hub—This service provides NHS Complaints Advocacy for children, young people and adults who wish to make a complaint through the NHS complaints procedure.

Sheffield Advocacy Hub
Michael Carlisle Centre
75 Osborne Road
Sheffield
S11 9BF

Freephone: 0800 035 0396
Email: referrals@sheffieldadvocacyhub.org
Website: www.sheffieldadvocacyhub.org

Useful Numbers

Clinical Commissioning Group
722 Prince of Wales Road
Darnall
Sheffield

Tel: 0114 3051000

Northern General Hospital Tel: 2434343

Hallamshire Hospital Tel: 2711900

Children's Hospital Tel: 2717000

Central Health Clinic
(Mulberry Street) Tel: 3054000

Centre for HIV Sexual Health Tel: 3054444
Email: Sheffield.chiv@nhs.net

Dept Genito-Urinary Medicine Tel 2766928

Repeat Prescriptions

We have a repeat prescription service for patients on long term medication. All repeat prescriptions require 48 hours notice. **Please avoid contacting the surgery before 11am to order your prescription as these are our extremely busy times.**

To order a repeat prescription:-

Telephone 0114 2720046

Mon—Friday 11.00 am— 3.00pm

Thursday 11.00 am—12.00 noon

Line closed between 12.00 noon and 1.00 p.m.

Or leave a written request in the prescription box in reception. We prefer to send prescription electronically to the pharmacy for you.

Home Visits

Requests for home visits should be made on the following numbers. Where possible requests should be made before 10.30 a.m.

Burngreave Surgery - 0114 2725619

Herries Rd Surgery - 0114 2326590

This allows us to arrange our visits in terms of urgency and geographical area.

Emergency Cases

If you have a serious emergency, such as severe chest pains, a fall with possible fracture, haemorrhage etc ring **999**. This is particularly important in cases of severe chest pain where the patient has a history of heart problems.

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Access is available



for the disabled at all sites

Parking is available

for blue badge holders only.

Patient Records

All our patient records are held on computer and in files. Any request for access to your medical records by a professional body, e.g. solicitor, must be accompanied by a signed authority from yourself before information is released. We can assure you of complete confidentiality. Your rights are protected by the Data Protection Act.

Interpreter Services

Interpreter services are available on request but at least 4 days notice is required by the Interpreting Services. Therefore if your appointment is urgent, please try to bring someone with you who can translate for you, such as a family member.

Practice Area/Boundaries

The practice covers largely postal areas S3, S4 and S5. Please ask if you require precise details.

CORNERSTONE BUILDING

Our district nurses are based in this building and can be contacted by telephone on:

0114 3054280

District Nursing Team Leader Sally Dallman

Sally and her team provide nursing care for patients unable to attend the surgery.

SERVICES AVAILABLE AT THE CORNERSTONE BUILDING

Counselling Service/

Heather Hirst
Jill Penman

CBT Therapist
IAPT worker

Helen Alsopp-Finner
Rafieda Nabi
Saffron Hattersley

Midwife
Health Visitor
Children's Immunisations
Physiotherapy

Carole Morris
Community
Practice Nurse
Tom Morgan & Linda
Eshelby

Podiatry
Dietitian
Dressings Clinic

Community
Hospital
District Nursing Team

Help Us To Help You

We strive to offer a high standard of health care at the surgery, please help us to achieve that aim by assisting us in the following way:

Please be courteous to staff at all times as they are working on the instructions of the doctors.

Please attend appointments on time so as not to inconvenience other patients or the doctors.

Please cancel appointments in plenty of time so that it can be offered to someone else and the doctors time is not wasted.

Please note—an appointment is for one patient only.

Please request home visits before 10.30 am, if possible, to enable the doctors to plan their time between surgeries.

Minor ailments can be dealt with by a pharmacist at your local chemist.

The Out of Hours service is available by calling 111. The service is always under extreme pressure and is very costly, therefore, if you can wait until the following day to be seen at surgery it will be greatly appreciated.

Patient's Charter

Patients have the right to be treated courteously

Patients have the right to absolute confidentiality

Patients have the right to see a doctor or nurse of their choice
Please ask the receptionist

If you feel an urgent appointment is required please ask to discuss this with the doctor

Patients have a right to information about their own health, particular illness, treatments and the likely outcome of the illness

Patients will be advised on Health Promotion activities and given advice on avoiding illness and also self-help in the case of minor ailments

Patients have the right to information about their records subject to any limitations in law

Patients will be referred to an appropriate consultant when a doctor considers this necessary

Patients will be advised of the services we offer by brochure, notice boards and leaflets