

**DR CLEMINSON, DR CAPEHORN,
DR J W BYRNE & DR J E BYRNE**

This is not a limited partnership

SURGERY INFORMATION BOOKLET

SURGERY OPENING TIMES

Clifton Medical Centre

Doncaster Gate, Rotherham S65 1DA

Telephone No. 0844 477 3622 or 363950 (no queuing system)

Fax No. 01709 722406

www.cliftonmedicalcentre.co.uk

**Clifton Medical Centre is Regulated by the Care Quality Commission under
reference 1-199713213**

Weekdays	7.00am - 6.00pm
Saturday, Sunday and Bank Holidays	Closed

Wickersley Health Centre

Poplar Glade, Wickersley, Rotherham S66 0JQ

Telephone No. 01709 544000

Fax. No. 01709 703644

Weekdays	8.00am - 5.00pm
Tuesday	8.00am – 8.00pm
Saturday, Sunday and Bank Holidays	Closed

Monthly training events are held on a Thursday afternoon when the Practices close from 12 o' clock for staff training.

NHS Rotherham

Oak House, Moorhead Way, Bramley, Rotherham S66 1YY

Tel: 01709 302000

District Nurses and Health Visitors

The District Nurses can be contacted by telephone on 01709 302395. The Health Visitors can be contacted by telephone on 01709 336498 between 9.00am – 10.00am. They are based at the Place, Coleridge Road. An answering machine is in operation outside these times and calls are monitored regularly.

This Practice operates a No Tolerance Policy in regard to violence or abuse towards members of staff

We observe a non-smoking policy within the premises and we follow a non-discriminatory policy with regard to patients and staff.

JOINING THE PRACTICE

All persons making an application to join our Practice List must do so by requesting an application form from our Reception staff. Please check with the Reception staff that you live within our Practice boundary or refer to the rear of the practice leaflet for further information.

A New Patient check appointment with the HCA will be made with all newly registered patients to ensure that the Practice offers the most appropriate medical service to each patient.

APPOINTMENTS

Consultations are by appointment only. These can be made by telephone or by calling in at the Surgery personally. Patients may express a preference for a particular Doctor but we cannot always guarantee that this can be fulfilled.

We will always endeavour to deal with urgent requests as soon as possible on the same day. **Wickersley Patients** – please note that Wickersley Health Centre is a Branch Surgery and from time to time this may mean seeing a Doctor at the Main Surgery. If you think your problem is urgent please tell the Receptionist. The Receptionist will be pleased to inform you about a Doctor's availability.

THE RIGHTS AND RESPONSIBILITIES OF THE PATIENT

You have the right to seek the doctor of your choice at the time of your choice wherever possible. If for any reason you are unable to keep an appointment you are urged to tell us as soon as possible, so that the slot can be offered to another patient. Non-attendance without prior notice means someone else missing out.

TELEPHONE CALLS

In some situations discussing your problem on the telephone with the Doctor will help you decide what action to take next. An appointment can be made for the Doctor to ring you at an agreed time. Please note that all telephone calls to 0844 477 3622 and 01709 544000 are recorded for medico-legal purposes.

Please note that if calling from a mobile telephone, the cost of the call may vary.

NURSE TRIAGE

We also operate a Nurse Advice Line each morning when the Nurses can provide information on minor illnesses, medication and vaccine information.

DISABLED ACCESS AND CAR PARKING

There is access for wheelchairs at both Clifton Medical Centre and Wickersley Health Centre. There are car parking facilities at both Centres too.

HOME VISITS

Home visits are at the discretion of the Doctor. The best, and safest, place for a medical consultation is in a properly equipped Surgery with access to nursing aid and diagnostic equipment if required. Several patients can be seen in Surgery in the time it takes to do one home visit.

We expect patients to attend the Surgery unless genuinely too ill or infirm to travel. Feverish children can quite safely be transported to the Surgery where they can be seen immediately if necessary. We are happy to visit the housebound elderly, but if a patient is normally transported for trips to the shops and other services, then we expect them to attend the Surgery.

Where a home visit is essential, please try to give notice before 10.30am on the same day that the visit is required. After this time emergencies only will be attended on the same day.

The Receptionist will ask for some details of the illness. This is to enable the Doctor to assess the priority of the call. Requests for urgent visits during office hours should be telephoned to 0844 477 3622 or 01709 363950.

EMERGENCY CONSULTATIONS OUT-OF-HOURS

In case of emergency, telephone 0844 477 3622 or 01709 544000 outside normal working hours (8am – 6pm). You will be put through to the out of hours service. Please allow plenty of time for an answer. You may be offered advice, an opportunity to visit an emergency Surgery, or a home visit if necessary. This service is commissioned by NHS Rotherham. You could also visit the Walk in Clinic at Rotherham Community Health Centre, Greasbrough Road, Rotherham S60 1RY.

The GP contract is held with NHS Rotherham, Oak House, Bramley. If a patient wishes to contact the NHS Rotherham they should do so via 01709 302000.

In an **ABSOLUTE EMERGENCY**, dial 999
for an emergency ambulance

NHS 111 – Tel No. 111

For nurse advice and health information - open 24 hours.

TEST RESULTS

If the Doctor has asked you to telephone for the result of a test, please ring after 2.00pm. Most test results are back within 7 days; X-rays and ultrasound scans can take 2 weeks. Cervical smears can take longer. Please ensure you know how to obtain the result(s) before leaving the surgery.

REPEAT PRESCRIPTIONS

In order to guard against any adverse drug interactions and any known allergies, all our prescribing is processed through our computerised system. If you require a repeat prescription the Doctor will issue you with a copy prescription, which should be presented at the Surgery 48 hours before the new prescription is required.

You may send the request through the post and if you enclose a stamped addressed envelope we will post it back to you.

Requests for prescriptions not on your copy slip should be discussed with the Receptionist first.

We are now able to accept orders for repeat prescriptions over the internet, once you have registered with the Surgery to enable you to access this facility.

ADDITIONAL SERVICES

Well Baby/Immunisation Clinics

These Clinics offer well baby advice and a full vaccination programme. The Health Visitor is in attendance, and we carry out child health surveillance procedures according to national guidelines. You will receive a card through the post informing you of when your baby requires an injection.

Please ring the Surgery to confirm the appointment, which will be at one of the following times:

Wednesday	1.00pm – 2.00pm Alternate Weeks	Wickersley Health Centre (Doctor & Health Visitor)
Friday	12.30pm – 2.30pm	Clifton Medical Centre (Doctor & Health Visitor)

Antenatal Clinics

Clinics are held, with the Midwives, as follows:

Clifton Medical Centre

Tuesday & Wednesday 1.00pm – 5.00pm
1.00pm - 3.45pm

Wickersley Health Centre

Thursday 1.00pm – 4.00pm

Health Promotion Clinics

The Doctors and Practice Nurses will advise you on a healthy lifestyle. We currently run Asthma, Heart Disease Prevention, Hypertension, Andrology, Weight Management and Diabetic Clinics. Patients over 75 are entitled to request an annual consultation to assess any health care needs they may have.

We also provide a comprehensive holiday vaccination and immunisation service.

Rotherham Institute for Obesity (RIO)

RIO is a specialist centre for the management of obesity which is based at Doncaster Gate. The service includes a gym, cooking classes, therapists and resource centre which provides specialist support for overweight and obese people.

The service is provided for all patients registered at a practice in Rotherham, however they must be referred by a Doctor.

Practice Managers

A large business like ours needs to be efficiently managed. Our Practice Managers are Mr Barry Wiles and Mrs Sandra Poore. Both are based at Doncaster Gate and deal with the day-to-day running of the Practice, as well as being available to discuss non-medical problems and will accept any comments or complaints you may have.

Sandra Poore heads our support team which comprises of Receptionists, Secretaries and Administrative teams, all of whom work hard to maintain a quality service for our patients.

Barry Wiles primarily deals with the business side of the partnership. He is our liaison officer with NHS Rotherham.

Making a Complaint

If you feel you need to make a complaint about any issue at the Surgery please speak to one of the Practice Managers. Alternatively you can write in to Dr J W Byrne, who deals with any complaints. You will be treated fairly and not discriminated against. If you feel that the outcome is unsatisfactory or you need assistance with your complaint you can contact Healthwatch via email info@healthwatchrotherham.co.uk or 01709 717130.

Receptionists

Our Receptionists are here to help you. They are fully trained and do a difficult job well. Receptionists will arrange appointments either with the Doctor or a Practice Nurse, and will take requests for home visits or arrange for you to speak to a Doctor or Nurse on the telephone. They can give patients results of laboratory tests, if they have been actioned by a GP/nurse. Sometimes they may need to ask one or two questions to help judge the urgency of your request, or how best to help you, but the information you give will always be treated in confidence as they are bound by the same codes of conduct as the Doctors. Please treat all staff with respect. If we are all polite to each other any problems can be resolved both quickly and amicably.

Practice Nurses

We have a team of Practice Nurses who run a Triage Service, together with manning many of our Health Promotion Clinics. The Nurse Manager is Rowena Clarkson (RGN B.MedSci (Hons) Independent Nurse Prescriber), and our Practice Nurses are Gill Fawcus (RGN, B.MedSci, Independent Nurse Prescriber), Tracy Gardner (RGN B.MedSci, Independent Nurse Prescriber), Denise Hicks (RGN B.MedSci, Independent Nurse Prescriber), Dale Carter (RGN), Helen Ireton (RGN) and Angela Cooke (RGN). We also have a Health Care Assistant, Shelagh Dale (NVQ3), Lindsey Harrison and Caroline Steele.

Further Team Members include the District Nurses, Health Visitors, Community Midwives, Macmillan Nurses, Physiotherapists, Mental Health Workers, Social Services Advisor, Health Trainers, Community Matron, Counsellors, Pharmacist and Dietician.

ACCESS TO MEDICAL RECORDS

We are required by law to allow you access to your medical records. If you wish to see your records, please contact the Practice Manager for further advice. All requests to view medical records should be made in writing to the Surgery. Law allows us to charge a small fee to cover our administration and costs.

We have a duty to keep your medical records accurate and up to date. Please feel free to correct any errors of fact that may have been included in your medical records over the years.

DATA PROTECTION

We respect your right to privacy and keep all your health information confidential and secure. However, there will be occasions when the data needs to be used for training purposes or audit, to ensure that patients receive the best possible care, and that services offered by the Practice meet required standards. In these cases, your written consent will be sought with a full explanation of the proposed activity. We use anonymised data when dealing with outside agencies such as the NHS Rotherham. Some information may be shared with other relevant health care agencies when necessary for patient care.

CHANGE OF ADDRESS

Please let us know as soon as you change your name, address or telephone number.

CARERS AND YOUNG CARERS

We realise that many people are carers to family and friends. If you would like support and help in this often difficult and tiring task please ask at reception for assistance. Alternatively you may contact the Carers Centre on 254809.

YOUR PRIMARY HEALTHCARE TEAM

Partners and their special interests

Dr Karen D Cleminson, MC ChB (Sheffield, 1990) MRCP
Women's Health and Family Planning

Dr Matthew S Capehorn, BMedSci MB ChB (Sheffield, 1996)
Drug/Alcohol Dependence and Weight Management/Obesity

Dr John W Byrne, MB ChB (Sheffield, 1990)

Dr J E Byrne, MB ChB (Manchester 2001) Tutors Foundation
doctors

Salaried GP

Dr P Vohra MB ChB (Sheffield 1993) FRCS (England 1999)

Additional Doctors work in the Practice from time to time who have their own special interests. The Practice also undertakes the supervision of junior (Foundation) doctors and may teach medical students.

PRACTICE REGISTRATION AND BOUNDARY AREA NEW PATIENTS

Will be accepted from the following postcodes only:-

S60 1	S61 1	S65 1	S66 1
S60 2	S61 3	S65 2	S66 2
S60 3	S61 4	S65 3	S66 3
S60 4*		S65 4**	

***Excl residences south of M18**

****Excl Hooton Roberts**

OUTER BOUNDARY PATIENTS

We will continue to provide medical services for existing patients who have moved to an address which fulfils **BOTH** the criteria listed below and who wish to remain on our list:-

- a) Postcode is S60, S61, S65 or S66
- b) West of M18 and north/east of M1

If existing patients move outside this boundary then they will be required to register at another practice which covers their residence

We will not register new patients in the 'Outer Boundary' even if someone in the household is already registered with us

CCTV

CCTV is in operation at the Practice. Images are being recorded for the purpose of crime prevention and public safety. Please contact the Practice Manager for further information.