

A guide for patients

OUGHTIBRIDGE SURGERY

Church Street, Oughtibridge,
Sheffield S35 0FW
Tel: 0114 2299835

Website

www.oughtibridgesurgery.co.uk

Email address [syicb-
sheffield.oughtibridgesurgery@nhs.net](mailto:syicb-sheffield.oughtibridgesurgery@nhs.net)

Dr Ruth Izard MB ChB Sheffield 1997
MRCGP 2002, DRCOG 2000

Dr Dan Sears MB ChB Sheffield 2000

Dr Anna Hodge MB ChB Sheffield 2005

Dr Lorna Penty MB ChB Sheffield 2006

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Not a Limited Company

Our aim is to provide the highest standard of modern family medicine in an efficient, friendly and caring manner as possible.

Our surgery is fully computerised and has full access and facilities for the disabled. All consulting rooms are on the ground floor and have wheelchair access.

This practice operates as a partnership. Under the terms of the new General Medical Services Regulations 2004, patients are registered with the practice and not with an individual doctor as previously. You do have the right to express a preference for a doctor when you register and are free to see any doctor in the practice, if available.

At the present time, this practice does not teach medical students or train general practitioners, but are involved with teaching Early Years Students who have just started at University. Nursing staff may be accompanied by student nurses or midwives.

Practice Area

Our practice area is centred on the villages of Oughtibridge, Worrall and Wharnccliffe Side. Patients are also welcome from Bolsterstone, Ewden, High and Low Bradfield, Dungworth, Loxley, Wadsley, Middlewood, Grenoside and north Hillsborough. Please go on our website to access the boundary map and where you can type in your postcode to see if we cover your address.

How to register as a patient

Individuals or families who live within our practice area are welcome to register at the surgery during opening hours. Our receptionists will be pleased to provide you with details of the practice and assist with the paperwork. Alternatively, the registration form (GMS1) is available on our website. Please print it off and post or hand it to reception.

Surgery Appointments

Appointments can be made by phone, at reception or on line. We have a range of appointments with a GP, nurse, Health Care Assistant, a Physiotherapist and a Social Prescriber. Due to emergencies etc. appointments may be unavoidably delayed. We will try to inform you of any delay, and the reason. Please try to reduce delays by remembering that each appointment is for one person and for 1 issue only.

Home Visits

Please attend surgery when at all possible. If a home visit is essential, please try to request this before 10 a.m. to allow the doctor to plan their day. You may be asked for details of the patient's condition by our receptionist, or the doctor may phone you back to assess the need for a visit and its urgency. Sick children will always be seen as soon as possible, though patients will always be asked to attend the surgery if they are able to, please phone the surgery for advice.

Telephone Advice

The doctors are currently providing all appointments/consultations initially by a telephone call, they will then arrange with the patient if they need to see the patient face to face.

Out of Hours Services

The practice contracts care for patients at night, and during weekends and bank holidays to the Yorkshire Ambulance Service. If you have a medical problem that will not wait until the surgery is next open, they may be contacted directly by calling 111. If you have a life threatening emergency please dial 999.

There are four "Hubs" in the city where patients can be seen up to 10pm at night and at weekends. They offer appointments with doctors, nurses, Health Care Assistants and physiotherapists. These appointments are pre bookable in advance through the surgery and through 111.

The Walk-In Centre is on Broad Lane, Sheffield S1 3PB, and will deal with general medical problems including emergency contraception and is open 8 am. to 10 pm. More information can be obtained from their web site www.sheffield.nhs.uk/walk-in

The Minor Injury Unit at the Royal Hallamshire Hospital will deal with cuts and bites, injuries to arms and legs, foreign bodies in eyes and ears and is open 8 am. to 8 pm. every day without appointment. This is

for adults only.

Casualty Depts. at the Children's and the Northern General Hospitals are open 24hrs every day.

The Wicker Pharmacy phone number is 0114 2727676. It has extended opening hours, including late nights, weekends and bank holidays.

Repeat Prescriptions

Please telephone for repeat prescriptions during surgery hours on 0114 2299835. Choose option 2; give your name and date of birth with details of the medication required.

If the surgery is closed and you would like to order your medication, you can;

- Post your prescriptions to us
- Written requests can also be left at the surgery
- Requests can be made on line via the NHS App.

Please allow 2 full working days for your Repeat prescriptions to be processed before you come to collect it. Please allow for a longer time period for weekends and bank holidays.

If your medication request is urgent and you feel you may run out, speak with a member of our staff.

Repeat Prescribing Service

A repeat prescribing service for some long term medication is available at this surgery. Further details of this service will be available at your annual medication review. This service is not available for dispensing patients

Dispensary

Our dispensers can dispense prescriptions to patients who live more than 1.6km from a Community Pharmacy. The Dispensary is open from 8.00am to 6.30pm Monday, Tuesday and Wednesday, 8.30am to 3.00 pm Thursday and 8.00am to 6.30pm Friday. Should you require urgent medication when the Surgery is closed, please dial 111 who will be able to advise you. Please allow two working days if you would like a repeat prescription request to be dispensed. We are unable to sell over the counter medications to patients.

Test Results

Results of blood, urine and X-ray examinations are usually available after one week. If the doctor or nurse did not ask you to make an appointment to discuss the results, please contact reception after one week. All our staff respect your medical records as strictly confidential. Results will not be given to any third party for patients over 16 years of age. It is not necessary to phone if you have a follow-up appointment with the doctor.

Hospital Referrals

Routine referrals for out-patient appointments are made as soon as possible. If you have any queries, please speak to one of the secretaries.

Private Referrals

Referral for private treatment can be arranged after discussion with the doctor.

Complaints Procedure

We operate a practice complaints procedure as part of the NHS system. Our procedure meets national criteria, and we try to deal swiftly with any problems that may occur.

The practice manager, or any of the doctors, will give you further information. A practice complaints leaflet detailing the procedure is available from reception.

Services Available at the Surgery

Appointments

Appointments are available with the doctors during opening hours and with the practice nurses on most days. Appointments can be made by phone, at reception or on-line; we have routine pre bookable appointments and same day appointment for urgent problems.

Although we try to avoid delays, due to emergencies etc. sometimes the appointment system may run late. We will try to inform you of any delay and the reason.

Well Patient Advice

Patients aged between 16 and 74 who have not been seen for three years, and those over 75 who have

not been seen for twelve months, may be seen for general advice and examination, by appointment at the surgery or at home if unable to attend.

Contraceptive Services

Full contraceptive advice, including emergency post-coital contraception and IUCD (coil) fitting is available at the surgery. Please contact reception to arrange an appointment. Alternatively, Emergency Hormonal Contraception is available from Community Pharmacies across Sheffield.

Asthma, Heart Disease and Diabetic Clinics

Our practice nurses hold regular clinics for patients with these conditions, by appointment.

Well Baby services

Post-natal examinations and routine child health surveillance checks are also performed by GPs and Practice nurses by appointment only.

Maternity Care

Antenatal and Postnatal care is available at the surgery in conjunction with our midwives. Please see the doctor in surgery for pre-conceptual advice, pregnancy testing and antenatal booking.

Cervical Screening

Cervical screening is available at the surgery. Our practice nurses are able to perform routine cervical smears.

Minor Surgery

Some minor surgery procedures (including wart and cyst removal, joint injections etc.) are undertaken at the surgery, after discussion with the doctor.

Anticoagulation Monitoring

We are pleased to be able to offer anticoagulation monitoring to our patients taking Warfarin. Please contact reception for details.

Flu Immunisation

Flu immunisation for elderly and high risk patients is available at the surgery, usually from October onwards each year. Pneumovax is also advised for certain patients.

Holiday Immunisation and Vaccination

Advice and immunisation to protect travellers is available from our practice nurses, by appointment. It is advisable to contact the surgery at least eight weeks before your departure. A questionnaire is available at reception or on the website for completion prior to making an appointment with the nurse for your injections. She will be able to work out what injections are required before you travel and if there is a charge. However we may not be able to fit you in for an appointment before your travel and therefore we may direct you to another provider.

Private Services

Our prime responsibility is for the health of our patients under the NHS. Other services are available at the recommended BMA rate. These include pre-employment medicals, private insurance claims for insurance benefits, fitness to drive and holiday cancellation certificates. Current charges are available at reception.

Please note - special appointments are necessary for all medicals and elderly driver assessments etc.

Your Rights and Responsibilities

The care of your health is a partnership between you and the practice team. The success of this partnership depends on several factors:

- Shared responsibility to prevent problems before they occur.
- Having a clear understanding of each other's needs.
- Developing feedback on how you feel about our services.

Our Responsibilities to You:

- You will be greeted in a friendly, welcoming manner
- You have a right to confidentiality
- Details of your medical records will only be divulged to agencies outside the surgery with your consent. Only members of the practice staff and associated health care professionals have

access to your records. Confidentiality is a contractual responsibility of our staff. Anonymised data may be shared with the NHS England or other authorised authorities for auditing and monitoring.

- You will be offered a routine appointment with a doctor or a same day appointment if you need to see the doctor urgently.
- You have a right to information and answers to questions about your own health.
- You have a right to see your health records, subject to the limitations of the law .
- Repeat prescriptions will be ready within two working days.
- Routine referrals will be dispatched to the hospital the next day were practicable. We will investigate delays longer than three weeks if you inform us that you have not received an outpatient appointment.
- The equipment we use is regularly serviced, calibrated and properly cleaned.

Your Responsibilities to Us:

In order to give you and other patients the best service, please note the following:

- You are responsible for keeping appointments with us and for giving adequate notice if you wish to postpone or cancel.
- The first hour in the morning is the busiest time so please keep telephone calls brief.
- You should not delay the doctor unnecessarily, other patients are waiting. Several different problems may require more than one appointment.
- Please remember that an appointment is for one person only. If another member of the family needs to see the doctor, another appointment should be made.
- You should always come to surgery unless you are prevented by illness or injury. The doctor can see many more patients at surgery than when out visiting, and has a right to ascertain that a visit is truly necessary.
- Use the out of hours service only if the problem is urgent. Please see Out of Hours Services for other sources of assistance when the surgery is closed.
- We will always see urgent or distressing problems the same day. You should not claim that a routine matter is urgent, merely to obtain a same-day appointment.
- Violence or abuse directed at anybody in the surgery will not be tolerated. Special arrangements for the treatment of violent or abusive patients are available elsewhere in Sheffield and we will not hesitate to exclude such patients from the practice list.

Oughtibridge Surgery Staff

Practice Manager: *Tracey Dunbar*

Our manager and reception staff deal with the administration of your health care. If you have a problem or suggestion, please write to the manager, or ask to see her personally.

Practice Nurses: *Liz Lewis
Kathryn Heap
Diane Hakes*

Health Care Assistants: *Caroline Wilson
Jayne Biggins*

Our practice nurses and health care assistants are available by appointment for blood tests, injections, well person and chronic disease clinics, health promotion, contraception and advice on general health, immunisation and travel.

Health Visitor:

The health visitor is responsible for promoting health and giving support to people in their homes, particularly mothers with young children. She runs well baby clinics, carries out routine developmental checks on children and advises on smoking cessation.

District Nurses: *Angela Walker and team*

The district nurses are available at surgery by appointment and provide continuity of care at home for the housebound chronically ill, convalescents and patients recently discharged from hospital. They are based at Stocksbridge Town Hall but messages can be left at the surgery.

Community Midwives:

The team of midwives run clinics at the surgery, to give complete antenatal and postnatal care. They hope to visit their patients at home during their pregnancies.

Dispensers: ***Maxine Watkins***
Nicola Chambers

The dispensary team prepare and dispense medication to patients

The Reception Staff: ***Janet Crawshaw***
Diane Clegg
Deborah Brameld
Caroline Wilson
Gaynor Barker
Leah Ousley
Zoe Royles

Practice Secretaries ***Cheryl Revitt***
Deborah Brameld

Our friendly and efficient administrative staff are all here to support the GP's in ensuring the efficient running of the surgery for the benefit of all patients. We have an excellent mix of experience and skills and the team have increasingly busy and complex roles and need a wide knowledge of day to day administrative issues in general practice

Surgery Telephone Numbers

Appointments and Enquiries	0114 2299835
Out of Hours – Yorkshire Ambulance Service	111
Repeat Prescriptions	0114 2299835, option 2

Surgery Opening Times

Monday	8.00 to 18.30
Tuesday	8.00 to 18.30
Wednesday	8.00 to 18.30
Thursday	8.00 to 15.00
Friday	8.00 to 18.30

The surgery is closed Saturday and Sunday.

The surgery phone lines are open 8am to 6pm on Monday, Tuesday, Wednesday and Friday. The lines are open 8am -12.30pm on Thursdays.

On Tuesday, Wednesday and Friday mornings we offer some nurse and HCA pre-bookable appointments from 7.30am.

Dispensary Opening Times

Monday	8.00 to 18.30
Tuesday	8.00 to 18.30
Wednesday	8.00 to 18.30
Thursday	8.00 to 15.00
Friday	8.00 to 18.30