

Chapelgreen Practice

Burncross Surgery
1 Bevan Way
Chapelton
Sheffield, S35 1RN

Telephone: 0114 232 9030

Fax: 0114 232 9031

Website www.chapelgreenpractice.co.uk

When the surgery is closed call 0333 321 0912

Welcome To Chapelgreen Practice

Our ethos

We are an enthusiastic practice with a commitment to providing high quality medical care. We have a long history of GP training and teaching which ensure the practice maintains high standards of clinical and organisational care that are externally assessed. We take pride in our provision of care to our list of patients and we encourage innovation and feedback to help us to continue to meet the changing needs of the local population.

We are confident that our website will provide clear and concise help and give our patients the information they require in an easy and convenient format. It has been designed with the patient's needs at the forefront of everything, from checking surgery times to letting us know what you think of us.

Serving You

Our dedicated team are here to treat those minor ailments that occur as well as providing specialist management of long-term conditions and clinics covering a wide range of healthcare issues. The technology also means you can now do a lot of things from the comfort of your home such as order a repeat prescription or cancel an appointment.

Partners in Care

Once registered, patients and healthcare professionals work together to ensure the most appropriate care is provided. This partnership philosophy extends even further and our active patient group exists to make sure that patient needs and the practice offering are always heading in the same direction.

Access

All consultations and clinics are accessed via the ground floor at both premises and disabled parking is provided subject to availability.

Telephone System

Please note that all our calls are now recorded for training and quality purposes.

Opening Times

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00 (closed between 12:00 - 13:00)
Friday	08:00 - 18:00
Weekend	<i>closed</i>

Calls from 12pm on Thursday will be diverted to Care UK until 8am on Friday Morning

Extended Hours

We provide extended hours surgeries (outside of normal hours) for those who are not able to attend during normal working hours. Please be aware that these surgeries are for routine appointments only. If you need to be seen as an emergency, you will be redirected to the out of hour's service.

Early morning surgeries are operated from 07:00 on Tuesday, Wednesdays and Fridays, there are also late evening appointments on Tuesday, with the latest appointment being 19:45. They alternate weekly between both surgeries.

We also offer a morning surgery one Saturday per month 08:00 to 09:30, again alternating between both surgeries.

When We Are Closed

We have arranged for **Care UK** (www.careuk.com/) to help you with any urgent problems when we are closed. You can call them on **0333 321 0912** if you feel you need to see a doctor urgently.

What happens?

Initial details will be taken by the call centre staff and then you will be called back by a doctor for a more detailed clinical assessment. If felt necessary by you and the doctor, you

may be offered an appointment at the Out-of Hours centre which is based at the Rotherham Community Health Centre, Greasbrough Road, Rotherham, S60 1RY.

Patients just turning up without going through the proper process of getting an appointment will not be seen.

Who else can help me?

An alternative source of care is the NHS Walk in Centre, Rockingham House, 75 Broad Lane, Sheffield S1 3PB. You can call them on **111**, they are open 08:00 – 20:00 365 days a year.

Sheffield residents do not have to change their GP to make an appointment or use the walk-in service.

What about A&E?

The A&E department is for people needing EMERGENCY medical attention or who have had an ACCIDENT. Please look at the **NHS Choices** website for advice on Emergency situations.

An emergency is a situation where someone is experiencing a loss of consciousness, heavy bleeding, suspected broken bones, chest pain, breathing difficulties, an overdose, has swallowed something harmful, poisoning or has a deep wound.

Before you go to A&E Think!

- Is this an emergency/accident?
- Can I wait and see my GP?
- Could another GP help me?
- Would an alternative service be better and quicker?

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Appointments

The routine surgery opening hours are Monday to Friday 08:00 to 18:00.

Routine Appointments

We offer routine appointments in morning and afternoon surgeries.

How do I make an appointment?

Appointments are available online and can be made by calling the surgery and speaking to the receptionist. The receptionist will be able to offer you the next available routine appointment.

You may have to wait longer for an appointment if you wish to specify a particular doctor.

How long are the appointments?

Routine appointments are made at ten minute intervals

Please be on time for your appointment, as your delay has an impact on all the other patients after you. If you are more than ten minutes late for your appointment, the receptionist will ask you to rebook.

How many problems can I discuss?

Sometimes it might take more than one appointment to deal with a single problem in a safe and comprehensive manner, on other occasions it might be possible to deal with a couple of minor issues together.

Which doctor should I see?

You can make an appointment to see any of the doctors, but you might find it beneficial to stick with the same doctor for an ongoing problem.

Because the doctors work from two surgeries, your own doctor may not always be available at the time you want to be seen.

What if I can't attend during normal opening hours?

We provide extended hour surgeries for those who are not able to attend during normal working hours. See extended hours page above.

Telephone Triage

We operate a nurse triage system for patients requesting same day attention. The nurse will call you back and assess your condition.

It is only the triage nurses who can allocate a same day appointment, not the receptionists.

How can the nurse help?

It is entirely possible that the nurse herself can deal with your condition. Two of our nurses are nurse practitioners. The nurse can treat and prescribe for many acute illnesses. If the nurse feels you need to see a doctor they will arrange the right appointment for you.

Please remember, these appointments are strictly for the condition triaged and are in addition to the doctor's routine appointments.

Extended Hours

Who are these appointments for?

We provide extended hours surgeries for those who are not able to attend during normal working hours. Please be aware that these surgeries are for routine appointments only. If you need to be seen as an emergency, you will be directed to one of the out of hours services. Please contact reception to book an appointment.

When are these appointments?

Early Morning

Surgeries are operated from 07:00 on Tuesdays, Wednesdays and Fridays. They alternate weekly between both surgeries.

Late Evening

There are also later evening appointments, with the latest appointment being 19:30. These surgeries operate on Tuesday evenings; again they alternate weekly between both sites.

Saturday

We also offer a morning surgery one Saturday per month 08:00 to 09:30, again alternating between both surgeries

For security reasons, during these extended hour surgeries, we do not open the door to anyone that does not have an appointment. Therefore we are unable to allow prescriptions to be ordered / collected out of normal hours.

Home Visits

We reserve home visits for patients who are unable to leave their home. This group of patients would be expected to be the very elderly who are housebound or disabled.

- **Telephone Assessment** - all requests for visits may be assessed by a doctor who may be able to deal with your problem on the phone. The doctor will prefer to speak to the patient directly.
- **Why is this our policy?** In the time it can take for one home visit, the doctor can see about four patients in surgery. A lot of people now have access to their own transport or can ask for help with transport from their friends, neighbour and family. Minimising home visiting allows more people overall to access our doctors.

Please make visit requests **before 10:30**. Requests after 10:30 may be deferred to the next working day. The receptionist may ask you what the problem is so that this information can be passed onto the doctor.

Emergencies

There are some situations that require immediate attention and calling 999 is the right thing to do. This would include somebody having a heart attack, stroke, being unconscious or a broken limb. More information on emergencies can be found on the **NHS Choices** web site.

Sickness Certificates

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

Statement of Fitness for Work - 'Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website (where this information was sourced).

Repeat Prescriptions

If you require a repeat prescription this needs to be agreed with a doctor and can then be issued on a monthly basis via reception or by arrangement with your pharmacy.

You can now also register to order your prescriptions online via the link at the top of this page.

Please give 48 hours' notice when ordering a prescription.

Please don't send children under 16 to collect prescriptions.

Medication Reviews

Repeat prescriptions do need to be reviewed on a regular basis, usually every 6-12 months around the month of your birthday. The date when your review is due is printed on the right hand side of your prescription.

If you have a chronic condition for which you see the nurse, the medication reviews will be carried out by the nurse in clinic. You may not need to make an appointment with the doctor.

Prescriptions Charges and Exemptions

Extensive exemption and remission arrangements protect those likely to have difficulty in paying charges (NHS prescription and dental charges, optical and hospital travel costs).

The NHS prescription charge is a flat-rate amount which successive Governments have thought it reasonable to charge for those who can afford to pay for their medicines. Prescription prepayment certificates (PPCs) offer real savings for people who need extensive medication.

NHS charges

These charges apply in England only. In Northern Ireland, Scotland and Wales prescriptions are free of charge.

- Prescription (per item): £8.20
- 12-month prepayment certificate (PPC): £104.00
- 3-month PPC: £29.10

If you will have to pay for four or more prescription items in three months, or more than 15 items in 12 months, you may find it cheaper to buy a PPC.

- Telephone advice and order line **0845 850 0030**
- General Public - Buy or Renew a PPC On-line

There is further information about prescription exemptions and fees on the NHS website

Clinics & Services

NHS Health Checks

Everyone is at some risk of developing heart disease, stroke, diabetes, kidney disease and some forms of dementia. An NHS Health Check aims to help you lower your risk of developing these common but often preventable diseases.

Female Contraception Clinic

Female Contraception Clinics are held at each site, alternating on a weekly basis. There are lunch time sessions and also evening sessions for patients who work. At High Green the

lunchtime session is on a Tuesday and at Burncross it is on a Thursday. Both sessions start at 11:40.

The evening clinics take place on a Tuesday with a doctor and practice nurse in attendance. We offer a wide range of contraceptive services that now includes coil fittings that are available once a month at High Green Health Centre.

Emergency contraception

If you require emergency contraception this should be taken as soon as possible, please inform the receptionists and you will be allocated a nurse triage telephone call. Due to a change in regulations for the emergency contraceptive, anyone over the age of sixteen can buy it over the counter from a pharmacy.

Some pharmacies are able to provide free prescriptions for the emergency contraceptive; we would advise calling the pharmacy first to check they can provide that service.

Young people's services

NHS Sheffield is able to provide confidential sexual health services specifically for young People at a variety of locations over the city. These include schools, further education centres, community centres and youth centres.

General Clinics

Clinics are available at both sites and are held by either health care assistants, clinical support workers or practice nurses. Dressings, removal of stitches, ear syringing, blood tests and most adult vaccinations are dealt with at this clinic. Appointments are booked at reception, self-referral is usually okay for most problems, but some conditions may require a referral from the doctor. Please ask the receptionist for details

Well Baby Clinic

This clinic is held on Tuesday at High Green and Thursday at Burncross. Both clinics start at 13:30 and are by appointment only.

First appointments for baby clinic are invited centrally by Child Health Services in Sheffield. This is usually made for when your baby is eight weeks old. At the first appointment baby is examined by one of the doctors and immunisations are given by the nurse. Two further appointments are then arranged at around 12 weeks and 16 weeks.

Further recalls are arranged by Child Health Services in Sheffield at twelve months and at three years old.

Preschool booster vaccinations are now given during general nursing clinics.

Please do not bring ill children to the well-baby clinic.

Other Services

Flu vaccination, Diabetic, Hypertension and Asthma clinics are available through the surgery and are by invitation through your doctor or practice nurse. Appointments for all these clinics can be made at reception.

Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
- Insurance claim forms
- Prescriptions for taking medication abroad
- Private sick notes
- Vaccination certificates

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Test Results

Calling about your results

If you require information about test results, **please telephone after 10:30** and speak to the receptionist. Some tests may take up to 7 days to come back, others more.

To maintain confidentiality, test results can only be given to the patient concerned, unless specific consent has been given to share information with a nominated person.

What can the receptionist tell me?

The receptionists are only able to give limited information about test results, depending on what the doctor will have noted when they were received. If the doctor has commented that they are normal, the receptionist can tell you this.

What if there's a problem?

If there is a test result that requires urgent action, the practice will try to get in touch with you. Initially this would be by telephone, otherwise by letter. Again it is important for you to notify us of any change of your contact details.

Why do I need to repeat the test?

The doctor may request that you need to repeat a test, if they require further information before seeing you to discuss the results.

Who should I see for results?

It is generally felt that it's best to make an appointment with the doctor that requested the test.

Blood Tests

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example, a blood test can be used to:

- assess your general state of health
- confirm the presence of a bacterial or viral infection
- see how well certain organs are functioning

A blood test usually involves the phlebotomist/ health care assistant taking a blood sample from a blood vessel in your arm, and the usual place for a sample is the inside of the elbow or wrist, where the veins are relatively close to the surface.

You can find out more about blood tests, their purpose and the way they are performed on the NHS Choices website.

Hospital Blood Tests

If you are having your blood sample taken at the hospital on behalf of the practice you will need to request an identification label from the receptionist before attending the hospital.

X-Ray

An X-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones, such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

All X-ray's must be arranged by a clinician and you will be provided with a form to take to your appointment. Please make sure you take this with you.

An X-ray is usually carried out by a radiographer, a healthcare professional who specialises in using imaging technology, such as X-rays and ultrasound scanners.

You can find out more about x-ray tests, how they are performed, their function and the risks by visiting the NHS Choices website.

Registration

New Patient Registration

If you would like to register with the practice as a patient, and live within the **practice boundary**, you can do so by completing a registration form and new patient questionnaire. Forms can be obtained from reception

Please hand completed forms in at reception.

All patients registering with the practice will be required to provide identification such as a driving license or passport before being accepted on to the practice list.

Please keep us informed if you change your details, such as name, address or telephone number. This will enable us to contact you if needed. You will be asked to provide evidence of any name change.

Temporary Residents

Temporary Registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Download the Temporary Resident Registration Form

Friends & Family Test

Tell us about the care or treatment you have received from us by taking the **Friends & Family Test**

Care Quality Commission

The Care Quality Commission (CQC) are the independent regulator of health and adult social care in England.

The CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve.

They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what is found, including performance ratings to help people choose care.

Our GP Practice has recently undergone a CQC inspection and the results are now freely available on the CQC Website.

Training Practice

Chapelgreen Practice has a long history of being involved in GP training, having been associated with the local Vocational Training Schemes for more than 30 years. Many of the GPs at the Practice, were trainees here earlier on in their careers.

We believe that training gives a fresh and up to date approach to general practice allowing variety in the service that we can offer. By training we ensure that high standards of care and organisation are delivered and this is externally assessed. The whole Practice has a commitment to training.

Chapelgreen practice pride ourselves on providing high quality educational placements. In addition to GP Registrars we also provide training placements for

- Medical students
- Nursing students
- Physicians associates
- HCA apprentices
- Business admin apprentices

Please note, appointments with trainees are longer durations than standard appointments.

Our trainers

There are currently 4 trainers, Dr Kemp, Dr Mills, Dr Croft and Dr Story. Dr Rughani is an Associate Postgraduate Dean in the Yorkshire and Humber Deanery and is an experienced Examiner for the Royal College of General Practitioners. Dr Mills is a Programme Director for the Sheffield General Practice Speciality Training Programme.

What is the difference between a registrar and the other practice doctors?

GP registrars are fully qualified doctors who have had recent specialist experience in the Hospitals. The doctors at this stage of their career have committed to general practice as a career.

These doctors are learning about delivering clinical care in general practice. They are undertaking supervised practice. The appointment slots may be longer than usual and the registrars have regular sessions with one of the other doctors later in the day to discuss any uncertainties they may have.

Videos

On occasions a doctor will be video-recorded while conducting a surgery for teaching purposes. We will seek your agreement to be videoed before the consultation. If you are unhappy about the video then let the doctor know and it will be turned off and the consultation will then proceed as normal.

You will be alerted to this again by posters in reception and at the self-check in screen, and you will also be required to sign a Consent to Video form. These recordings are not of intimate examinations, and you can request not to take part in these.

Joint Surgeries

We would like to advise that as a training practice we have registrars that take part in Joint Surgeries; this means that as well as seeing a doctor there will also be another doctor sat observing. These surgeries are vital for registrars who are qualified doctors but who are training to be general practitioners. We put posters on reception and at the self-check in screen to inform you on the day.

Unfortunately we are unable to inform patients of these surgeries on our online booking system but please be assured that there will be notices in the surgery when these situations are taking place.

If you feel you are unwilling to participate in this training we would advise you to contact the practice by telephone or face to face rather than use the online booking system.

Practice Policies

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

Staff Details

Doctors

	The Partners
Dr Amar Rughani	BSc (Hons), MBBS, DRCOG, DCH, FRCGP GMC Number: 2618043
Dr Richard T Kemp	BMedSci, BMBS, DCH, DRCOG, MRCGP GMC Number: 3249075
Dr Caroline A Mills	MBChB, DRCOG, DFFP, MRCGP GMC Number: 3466120
Dr Yatin N Chauhan	MBChB, DFFP, MRCGP GMC Number: 6039211
Dr Nicola J Moody	MBChB, DCH, DRCOG, MRCGP GMC Number: 4410539
Dr Justin W Croft	BSc (Hons), MBChB (Hons), DFSRH, MRCGP GMC Number: 6159160
Dr Elizabeth Helen Story	BSc, MBBS, DRCOG, DFFP, MRCGP, DipDERM (Glasgow)

GMC Number: 4115346

Salaried GP's

Dr Noreen K Ahmed MBChB, MRCP, DRCOG, DFSRH

GMC Number: 6144618

Dr Petya Kalinova MBChB, MRCP, DFSRH

GMC Number: 7060707

Dr Shazia Noor MBChB, DFFP, MRCP

GMC Number: 4639514

Dr Caroline F Wiltshire MBChB, BMedSci (Hons), MRCP

GMC Number: 6159079

Dr Lisa Philip MB ChB 2011 MRCP

GMC Number: 7130353

Dr Sujith Abraham MB ChB 2010 MRCP

GMC Number: 7072651

GP Registrars

Dr David Donkin

Dr Susanna Clements

Dr Sarah Peart

Dr Nushrat Rahman

GP Returner

Dr Deanne Henderson

Nurse Practitioners

Wendy Taylor Nursing Team Manager

RGN, Independent Nurse Prescriber

Lisa J Carrack RGN, Independent Nurse Prescriber

Nurses

Patricia RGN
Bell

Janet RGN
Davies

Zoe RGN
Herbert

Hannah RGN
Turner

Emily
Moxon

Emma
Wright

The nurses follow specific protocols for each condition, in keeping with local and national guidelines. These protocols are designed by all the members of our team including doctors, nurses and administrative staff to make them safe, practical and efficient.

Treatment Room Nurses

Francis Armitage Clinical Support Worker

Mandy Hawkins Clinical Support Worker

Healthcare Assistants

Julie Wilkes

Practice Management

Mr Blake D Foster Practice Manager

Lv 5 Dip (Merit) in PCM, Dip in B&A, IOSH

Mrs Kathy Peasegood Deputy Manager

Retail Management Lv 1, Business Management Lv 1

Administration

Jan M Data Management Team Supervisor
Monkhouse

Patient Services

A full team of Patient Services Medical Receptionists are employed at both sites. Receptionists are usually your first port-of-call for all business. They work at the reception desks and answer the telephones along with organising and performing some tests and helping the practice with paperwork. Through them you can access the services that the Practice offers.

Queues

The surgeries are open to public access, and there may be occasions when queues build up which take some time to clear. If you are in a queue please be patient and courteous to the Reception Staff and others in the queue.

Touch screen check-in

We provide Touch Screen check-in terminals for each site, with the aim to streamline the process of attending an appointment.

If you are using our touch screen check in machines, please remember to wait until the final confirmation screen when a message will ask you to take a seat in the waiting area.

Data Management and Patient Services

We also employ other Patient Services Administrators and have developed a dedicated Data Management Team who provide the necessary back office functions that the practice needs to work effectively and efficiently. They are involved in correspondence with other Healthcare Professionals as well as maintaining your records, keeping Disease Registers up to date and coordinating the necessary reviews and tests.

Reception

Julie Swinburn	Reception Supervisor
Susan Staniforth	Senior Medical Receptionist

Community Midwives

The practice midwives run our antenatal clinics and visit new mothers at home. They also attend some deliveries at Hospital, and some home births. If you think you may be pregnant, please make your 1st appointment to see the midwife by phoning 0114 2329030.

Community Nurses

The practice team of district nurses will assess your needs and, if necessary, provide nursing services in your home. Please phone 0114 3051460 for more information about this service.

Health Visitors

The practice team of health visitors work mainly with families with children under five, at home, offering advice and support on all aspects of childcare, health and development. They are also involved with helping older children and adults to achieve a healthy lifestyle. You can contact them by phone on 0114 2847660.

Attached Staff**Counsellors/IAPT (Improving Access to Psychological Therapies)**

Our Counselling and IAPT worker team is accessed via a GP referral; the practice will book the first appointment which is initially a telephone review.

Community Support Workers

In conjunction with Sheffield City Council the practice provides a community support worker who specialises in assessing patients health and social care needs.

Health Trainer

In conjunction with SOAR the practice provides a health trainer who specialises in providing important health information and education.