

## **Welcome to Clifton Medical Centre**

Thank you for choosing to register at one of our surgeries. We have two sites one is Clifton Medical Centre which is our main surgery and the other is Wickersley Health Centre. This leaflet is to give you basic information about our sites. The practice leaflet is available on our website at [www.cliftonmedicalcentre.co.uk](http://www.cliftonmedicalcentre.co.uk) or you can ask at reception for a copy.

Our practice team is changing as we try to meet the increasing needs of our patients with a reduction in the NHS budget and workforce.

GPs across the country participated in an audit which identified that approx 25% of appointments made i.e. 25 out of every 100 with a GP, were avoidable.

The avoidable appointments fell in to the following areas:

- Patients who could have been seen by others in the practice
- Patients who could have been seen by other services such as pharmacies
- Patients, who could, with the right support, have been in a position to self-care
- Requests for documentation for gyms, benefit appeals

### **Care Navigation**

Our population is living longer, often with multiple illnesses which are complex.

As a result there is a need to change our current frontline services to one which is more integrated with health and social care so we can best meet the needs of our population.

Care navigators are being introduced to assist patients to access the most appropriate services for their needs.

Our reception teams have recently undergone care navigation training to help our patients access the most appropriate care.

If our reception teams appear to be asking additional questions this is because they are trying to help you make the right choice when needing to access care.

Please do not be offended if the receptionist asks what the problem is when you call to make an appointment, you always have the right to refuse, but the above will be the reasoning behind our questions.

The receptionist might suggest that you see someone else who can help you better, such as:

IAPT – Physiological therapy team

Self care via Pharmacy

Sexual Health

Physio first

Stop smoking  
Midwifery

**Care Quality Commission** - Clifton Medical Centre is regulated by the Care Quality Commission under reference 1-199713213. The practice was routinely inspected on 17<sup>th</sup> February 2016. The practice is pleased to announce that we received an overall rating of Good for the services we provide to our patients. Please visit our website to read the full report.

### **Dementia Friendly**

We are pleased to say that our organisation has been recognised as dementia-friendly.

### **Family and Friends Test**

Was introduced in December 2014 and it is a requirement that all GP practices undertake the NHS Friends and Family test. The idea behind the test is that anyone who uses NHS services has the opportunity to provide feedback on their experience so that the information can be used to improve services where it is appropriate to do so. Please see our results on our website and displayed in the waiting room.

### **Telephone Numbers and availability**

Clifton Medical Centre 0844 477 3622 incorporates a queuing system and 01709 363950 patients will receive the engage tone if the number is busy. Telephone availability is from 8.00 am until 6.00 pm.

Wickersley Health Centre 01709 544000. Telephone availability is from 8.00 am until 5.00 pm.

Our telephone lines are very busy first thing in the morning where the demand for appointments is high. Patients wishing to be seen on the day should call as close to 8 o' clock as possible as appointment availability decreases as the morning progresses. If the matter is routine, it might be more convenient for patients to call after 10.30.

When our appointments are filled for the day you will be offered the opportunity to attend one of the surgeries in the neighbourhood i.e. Broom Lane, Kimberworth Park or Dinnington Group Practice as these surgeries are offering extended hours which include evenings and weekends for a group of neighbouring practices. Please note these are not drop-in surgeries.

### **Our opening times**

Clifton Medical Centre – Weekdays 7.00am – 6.00pm

Wickersley Health Centre – Weekdays 8.00am – 5.00pm except Tuesdays when the surgery is open until 8.00pm

In case of emergency outside normal working hours (08:00 – 18:00) **or when surgery is closed** telephone **111**.

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.

### **Online Health Services**

- Appointment booking
- Prescription ordering
- Access to medical records

Please contact reception for more information.

### **Days and Dates we are closed:-**

#### **Saturday and Sunday**

#### **Public holidays**

Good Friday	Friday 30 <sup>th</sup> March 2018
Easter Monday	Friday 2 <sup>nd</sup> April 2018
Early May	Monday 7 <sup>th</sup> May 2018
Spring Bank	Monday 28 <sup>th</sup> May 2018
Summer	Monday 27 <sup>th</sup> August 2018
Christmas Day	Tuesday 25 <sup>th</sup> December 2018
Boxing Day	Wednesday 26 <sup>th</sup> December 2018
New Year's Day	Tuesday 1 <sup>st</sup> January 2019

#### **Training Days - Thursday training days closed from 12 o' clock**

15<sup>th</sup> February 2018  
15<sup>th</sup> March 2018  
19<sup>th</sup> April 2018  
24<sup>th</sup> May 2018  
21<sup>st</sup> June 2018  
12<sup>th</sup> July 2018  
16<sup>th</sup> August 2018  
13<sup>th</sup> September 2018  
11<sup>th</sup> October 2018  
8<sup>th</sup> November 2018  
13<sup>th</sup> December 2018

The availability to see your preferred GP may take longer when the practice has been closed. Traditionally we experience our highest demand on Monday, Friday

and after a Bank Holiday. For a routine appointment you may prefer to organise outside of these times.

### **Parking**

We are fortunate enough to be able to offer parking at both of our sites, however both are very busy. You may want to allow extra time prior to your appointment to ensure that you are able to park. Traffic wardens are in operation at our Clifton site as the council own some of the land so please park in the appropriate bays.

### **Re-development of our site**

The expected completion date is autumn 2018 for the development of a new university building.

Please be vigilant for the new routes to and from the site and allow extra time for parking.

### **Disabled Patients**

Our premises provide disabled friendly facilities such as car parking, wheelchair access and an induction loop for the hard of hearing. Please tell us if you need assistance in any way in order to access any of our services.

### **Our services**

Our medical centre provides a range of GP and nursing services. Additionally to complement our team we have additional services such as, counselling, midwifery and alcohol misuse.

### **Interpretation Services**

If you do not speak English, or if you are deaf, hard of hearing, or deaf/blind, you can have interpretation services provided for you at no charge. Tell the person helping you that you need an interpreter.

### **Recording of telephone calls**

For quality and training purposes all calls are recorded.

### **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.

### **Our team**

Our healthcare team consists of Doctors, Nurses, Pharmacist, Health Care Assistants, Phlebotomist, Reception and Admin teams. Our Reception teams are here to help you and direct you to the most appropriate team members.

## Named GP for patients

As part of a national programme, all practices are required to provide their patients with a named accountable GP who will have overall responsibility for the care and support that the surgery provides to them. Your named GP will have overall responsibility for your care but it does not prevent or restrict you from seeing any other GP or nurse in the practice.

For patients your named GP is your usual GP. If you wish to confirm your usual GP please ask at reception when you next attend.

If you wish to change your usual GP please inform reception of your preferred GP at the time.

## Doctors working hours

We have a complement of 7 GP's. 4 male GP's work full time and hold sessions at both of our sites. 2 female GPs who work part time and hold sessions at both of our sites. Unfortunately this may mean you wait longer to see a female GP. Please see below the GPs name, their special area of knowledge and location within Clifton Medical Centre.

DOCTORS	SPECIALITY	LOCATION IN THE BUILDING	AVAILABILITY
<b>FEMALE GP's</b>			
Dr Karen Cleminson	Women's Health and Family Planning	Ground floor	Part-time
Dr Anjumane Auckloo		Ground floor	Part time
<b>MALE GP's</b>			
Dr John Byrne	Long term conditions	First floor	Full-time
Dr James Byrne	Tutors Foundation Doctors	First floor	Full-time
Dr Matt Capehorn	Drug, Weight Management/Obesity and Andrology	First floor	Full-time
Dr Paul Vohra (salaried GP)		Ground floor	Full-time
Foundation Doctor		First floor	Works with us for 4 months
Judith Wilde	Pharmacist	First floor	

## **Our Appointment System**

Our aim is to see any patient who has a health problem within a timespan that is appropriate for that problem.

As a practice we undertake more than 30,000 face to face consultations in a year for our population of more than 13,000 registered patients.

Some of these consultations are for new illnesses whilst others are for continuing problems. More than 90% of all medical care being provided in general practice.

It can therefore be a massive challenge to match the needs of individual patients to the supply of appointments.

### **Appointment Types**

We have several different types of appointments aimed at meeting the needs of the majority of patients

*Telephone appointments.* A telephone call can often save time for both patients and doctors.

*Urgent (same day) appointments.* These are intended for problems that need to be dealt with as a matter of medical urgency. Please phone early in the day if you genuinely require one of these appointments

*Routine appointments.* These can be booked several weeks in advance and are best suited to follow-up of continuing problems with a doctor of your choice.

*Nurse appointments.* Our experienced nursing team consists of Minor Illness Nurses who are specifically trained to diagnose and treat more common conditions. They also offer a daily telephone advice service. If you prefer to speak to the Doctor for advice ask the receptionist for a telephone consultation.

*Home visits.* Our doctors typically see 4 patients in surgery in the time it takes to complete a single visit, additionally our consulting rooms make it easier to examine patients. For this reason home visits are restricted to patients who are genuinely unable to leave their home. Whilst patients may request that a particular Doctor visits we are unable to guarantee this as it depends on the Doctors availability on the day of the request. Prior to visiting one of our Doctors may contact you to discuss your condition. Please contact the surgery before 10.30am to arrange a visit. If you have not received any contact from the surgery by 2.00pm please contact the surgery again.

## **Making Appointments**

When a patient contacts the surgery for an appointment our receptionists are trained to identify whether your condition would be more suited to see either the Minor Illness Nurse or a Doctor.

There will be times when Wickersley patients will be offered appointments at our main Clifton site for example when Wickersley do not have any appointments left for that day. Also our late night surgery is at Wickersley so Clifton patients will also be offered the opportunity of going to Wickersley.

Head of NHS England Simon Stevens issued a statement in March 2017 to say waiting times for routine operations will be longer as part of a trade-off to enable improvements in cancer care and A and E performances. If your GP refers you to the hospital please be aware that your wait times will be longer.

*In person.* We are happy to make appointments at the reception desk although it can sometimes be very busy as other patients are often at the desk collecting prescriptions etc.

*By phone.* This is still the most popular way of making an appointment and therefore our lines are very busy, particularly first thing in the morning. Please ring as early as possible to ensure the best opportunity of gaining a same day appointment if required.

*Online.* We offer routine appointments and has the advantage in that it is available when the surgery is closed. You will need to register for this service so please enquire at reception.

## **Tips to help you get the most out of the appointment system**

**Is it 'urgent'?** Please do not request an urgent (same day) appointment unless you consider your problem to be medically urgent. If you are not sure then you can ask to leave a message for one of the doctors to phone you back to assess your situation. Inappropriate requests for same day appointments mean that it is more difficult for patients with genuine urgent problems to be seen.

**Think ahead.** If you have a long term medical condition or you take regular medication then you will need to be seen periodically for review, usually every 6 or 12 months. Please try to book these review appointments well in advance so that you can see the doctor (or nurse) of your choice.

**Turn up.....or cancel.** We do send out text messages to patients to remind them of their appointments and there is an option to cancel the appointment if you no longer wish to attend.

Please ensure that you do contact the surgery as soon as possible to cancel an appointment that is no longer required. Patient demand is high for appointments and this enables us to offer the appointment to another patient.

Unfortunately there are occasions where unexpectedly we have to cancel a clinic. We will make every effort to contact you to re-arrange your appointment. Please make sure that if you change your contact details you advise the practice of this.

**Can anyone else help .....including yourself?** Before you make an appointment please think about whether there are other services that might be more appropriate. For example, remember that **pharmacists** are trained to give advice about minor health problems and answer any questions about your medicines and treatment. The **NHS 111 system** is also able to guide you to appropriate sources of advice.

Consider **self-care**, health services are very busy at the moment. Help us to help those most in need. Follow these steps to use the right treatment: Please see the link below. Getting the right care, first time will ensure you receive the best possible treatment, leaving health services free for those who need them most.

You can treat most common ailments and illnesses at home by keeping a well-stocked medicine cabinet. This should include:

Pain relief e.g. paracetamol or ibuprofen

Children's paracetamol oral suspension and ibuprofen syrups – free from pharmacy if you receive free prescriptions.

Mild laxatives to relieve constipation.

Cold relief products.

Rehydration mixtures to use if feeling dehydrated after a bout of sickness or diarrhoea.

Indigestion remedy.

A range of bandages, plasters, non-absorbent cotton wool, elastic bandages and dressings for minor cuts, sprains and bruises.

<http://www.rotherhamccg.nhs.uk/rightcare-firsttime.htm>

**What's the problem?** Understandably many people are reluctant to tell a receptionist about the reason that they want to see a doctor. However our reception team are more likely to be able to guide you in the right direction if you give them a rough idea about your problem. All of our team have a responsibility to treat your information confidentiality, and we take this very seriously.

**Go online.** You can book routine appointments with a doctor, online, as well as ordering repeat prescriptions. Online services are available 24 hours a day so

you can use these services at your convenience. Using the online services also reduces demand on reception staff during the day so everybody gains.

**Telephone consultations.** If you have a simple problem or question then it may be possible to sort this out over the phone. Ask the receptionist who will be happy to help you.

**Continuing care.** For continuity of care patients sometimes prefer to see a particular Doctor. So this can be accommodated our reception team will offer you an appointment at either of our surgeries i.e. Clifton or Wickersley. Our computer system enables us to view medical records at either site.

Please remember GPs have annual holidays and variable working patterns and this may affect their availability. Patients who have a preference for which GP they see may also experience an extended waiting time for an appointment.

Patients who choose to visit a particular site may have to wait to see the GP they prefer.

**Multiple problems.** A routine appointment is for 10 minutes. During that time the doctor needs to read up on your records, wait for you to walk from the waiting room, deal with your problem and record that information on the computer. For these reasons, if you have more than one problem then it may not be possible to deal with it in a single appointment. Ask the receptionist if you think you may need more time.

**Appointments at the hospital** Please check with the practice that the outcome of your hospital appointment has been communicated to the practice before you make an appointment to see a GP to discuss.

The hospital letter will communicate to the GP what decisions and clinical management has been agreed during your hospital appointment. In most cases the GP is unable to act without seeing the hospital letter.

**Be patient.** Please understand that our team are trying to meet the needs of thousands of patients, each of whom is very important. Although we want to offer personal, patient-centred care, we are often stretched to the limit. Please try to be understanding if things are not completely to your satisfaction.

### **Did Not Attend**

Approximately 300 appointments per month are classified as 'Did Not Attend' (DNA) - i.e. the patient did not turn up for the appointment with a member of the healthcare professional team and did not contact the surgery in advance to cancel/change appointment. The effects of these are:

An increase in the waiting time for appointments  
 Frustration for both staff and patients  
 A waste of resources  
 A potential risk to the health of the patient

In conjunction with our patient group we have developed a policy where we will monitor patients who fail to attend for their appointment. These patients will be followed up by letter and if their pattern of behaviour continues we may remove the patient from our list. Posters are displayed in our waiting rooms informing patients of our new policy.

### **Review Appointments**

A lot of what we do at Clifton Medical Centre is preventing illness. Therefore patients with long-term conditions need checking twice a year to make sure they are well. Patients are often confused about this and the language used, so here is a glossary – please feel free to learn the medical term or use normal language, as below.  
 In medicine, chronic means long-term, not severe.

### Chronic Disease List

<b>Computer Language</b>	<b>Normal Language</b>
CVD (Cerebrovascular Disease)	Stroke Disease
CHD (Coronary Heart Disease)	Heart Disease
CKD (Chronic Kidney Disease)	Kidney Disease
COPD (Chronic Obstructive Pulmonary Disease)	Lung Disease *
Asthma	Asthma *
Diabetes	Diabetes
Hypertension	Blood Pressure
Monitoring	Spot Check/Small 6-monthly check (10 mins)
Annual Review	MOT/Big Annual check-up (usually 20 mins)

\* Only one check a year needed

All cars have a yearly M.O.T. and you are more important – please make sure you plan and keep your own M.O.T and Spot Checks. Help us to help you stay healthy

### **Young People**

We recognise that many young people – especially teenagers - have their own set of problems and may want to either talk to someone in complete confidence about these or as a minimum want access to information about certain issues.

We write to all patients once they are 14, advising them about the services we offer and how they access our GPs and our Nurse led Minor Illness clinics.

This letter was introduced some years ago in response to what was called 'Gillick competency' in conjunction with Fraser guidelines. This was a legal case which specifically looked at whether Doctors should be able to give contraceptive advice or treatment to under 16 year olds without parental consent. One of the key areas is "parental right yields to the child right to make his own decisions when they reach a sufficient understanding and intelligence to be capable of making up their own minds on the matter requiring decision. Please see the reference below to the nspcc website for more information.

We detail below some useful website addresses which you may find of interest:

- [www.bullying.co.uk](http://www.bullying.co.uk)
- [www.nspcc.org.uk](http://www.nspcc.org.uk)
- [www.studenthealth.co.uk](http://www.studenthealth.co.uk)
- [www.nhs.uk/LiveWell/TeenGirls/Pages/teengirlshome.aspx](http://www.nhs.uk/LiveWell/TeenGirls/Pages/teengirlshome.aspx)
- [www.nhs.uk/LiveWell/TeenBoys/Pages/teenboyshome.aspx](http://www.nhs.uk/LiveWell/TeenBoys/Pages/teenboyshome.aspx)
- [www.nhs.uk/Pages/HomePage.aspx](http://www.nhs.uk/Pages/HomePage.aspx)
- [www.talktofrank.com/](http://www.talktofrank.com/)
- [www.divorceaid.co.uk/child/teenagers.htm](http://www.divorceaid.co.uk/child/teenagers.htm)
- [www.therainbowproject.ork.uk](http://www.therainbowproject.ork.uk)

Whilst the Drs and Nurses offer a full range of advice about sex and contraception (including Chlamydia screening) if you feel you would rather seek advice elsewhere with regard to these matters you may contact:-

CASH contraception and sexual health services on 0179 423129

Sexwise Youth Clinic 820100

GUM 01709 307777

Thrybergh Drop in 851131(Mon 3-4.30 pm term time only Thrybergh Comp school)

Maltby Drop in 819581(Thurs 315-5 pm Maltby Linx youth and community centre)

### **Chaperones**

We can provide a trained chaperone as required for intimate examinations. You are always welcome to have a friend or relative present at your consultation.

### **Self check in**

We try and give everyone who comes to reception the time to resolve any queries they have. This sometimes results in delays at our reception desk. For the benefit of those patients who wish to avoid the queue at reception and simply want to tell

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us that they have arrived for their appointment we have introduced self check in screens.

Our team is spread over 2 floors. Please tell us if you need help with using these screens.

### **How to obtain results**

When a patient has a blood test, the arrangements on how to obtain the result is normally discussed during the consultation. Please ensure before you leave the practice you are clear how many tests you have had and how to obtain your results. Patients are normally asked to contact reception in order to obtain your results preferably after 11.00am as this is when our telephone lines are less busy. If a result is abnormal and needs action the practice will automatically contact the patient by telephone or letter. If you haven't heard about the result in the advised time span, please ring reception requesting that the result is traced. In this way, results which haven't been received by us can be traced through the lab.

### **How to obtain prescriptions**

If you have recently registered and been prescribed medication by your previous surgery, please bring the latest copy of the right hand side of your prescription with you when you see the Doctor so that we can undertake a medication review.

We take over the counter and postal prescription requests and also have an online order facility. Please ask at reception to organise a password for you. If you need to make alternative arrangements for requesting a prescription please advise reception.

48 working hours (excl Saturday and Sunday) notice is required for prescription requests. Please collect after 4 pm on the day of collection. This is the Department of Health standard which is set to allow practices to process the prescriptions, review the medication request and obtain the Doctor's signature.

Periodically there may be a note on your prescription asking you to have a review. This is important in order to check you are taking the correct medicines. However, sometimes you don't need to see the GP, but rather the Healthcare Assistant for blood tests, BP or other checks. Do ask us - the staff will be pleased to advise you.

If you request an item which you have not asked for recently and some time has elapsed since the last prescription was issued for patient safety reasons the receptionist will need to check with a Dr before the prescription is processed. It may be that you need to come in and see a Dr before the item can be issued.

Please remember to order your prescriptions 2 working days before you are due to run out of your medication and allow extra post handling time if you use the postal system.

For patient safety we do not routinely process requests made 7 days prior to the medication finishing.

Prescription collection service offered by pharmacies – patients can choose to nominate a preferred chemist for prescription collections.

**Electronic Prescription Service (EPS)** A system has been created to make it easier for some patients who have a stable medical condition to pick up their repeat prescription. It is called the Electronic Prescription Service, or EPS for short.

The Electronic Prescription Service is an NHS service that sends your prescription from GP surgery to Pharmacy without the need for a paper copy.

If you are interested in using the Electronic Prescription Service please speak to a member of our reception team.

### **Medicines piling up and don't know what to do about it?**

Wasted medicines cost the NHS in Rotherham 1.5 million a year, money that could be spent on patient care.

### **If you tell us, we'll sort it so contact:**

Our reception team who will ask you to complete a form to pass to the dedicated pharmacy team

Telephone our MedLine on 01709 308999

Email your telephone number to [medicines.waste@rotherhamccg.nhs.uk](mailto:medicines.waste@rotherhamccg.nhs.uk)

### **For emergencies out of hours**

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

New NHS 111 service – The 111 advisor will be able to decide what help you need and assist you with obtaining that help. 111 is available anytime of the day or night.

- You should call 111 if you think you need to go to **A&E** or another NHS urgent care service.
- You should call 111 if you don't know who to call for medical help.
- You should call 111 if you need information about a health issue.

## **How to obtain Travel Advice**

Please check our website for details of our travel service. We need you to return your travel risk assessment form at least 8 weeks prior to travel.

To assist you with the travel vaccinations you require please contact:

Masta Travel clinic: telephone 0330 100 4200 [www.masta-travel-health.com](http://www.masta-travel-health.com) or nathnac.net

## **Fitness to work**

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 [www.hmrc.gov.uk](http://www.hmrc.gov.uk) 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 [www.gov.uk](http://www.gov.uk) (where this information was sourced)

## **Non NHS Services**

Most of the services we provide are funded by our NHS contract. There are, however, some services which are not funded and a private charge applies such as examinations for insurance, employment, driving and legal purposes, travel vaccinations. If you require any of these, please ascertain the fee before arranging an appointment and the timescale that relates to this type of request.

## **Carers Corner**

**Please tell our reception team, if you are cared for by another person or you care for another person**

A carer is someone who looks after a partner, relative, friend, an older person or someone who has a disability or long term illness.

Caring for someone is not always easy which is why the Rotherham Carers Corner is available to provide you with all the support you need under one roof.

The Rotherham Carers Corner can be contacted via:

Email - [carerscorner@rotherham.gov.uk](mailto:carerscorner@rotherham.gov.uk)

Telephone - 01709 254138 or 01709 254809

Alternatively, you can call in Carers Corner 9am to 5pm, Monday to Friday:

Room 41 Rain Building  
Market Hall  
Eastwood Lane  
Rotherham  
S65 1EQ

### **Carers Resilience Service**

'The Carers Resilience Service' offers short term support, information and advice for Carers of people with Dementia. The service, working in conjunction with Crossroads Care and Alzheimer's society, offers:

- Practical help with immediate and future needs
- Access to information and Advice
- Short term home based support in times of need
- Access to local support

If you would like to know more please:

Speak to a member of our reception team

Ring 01709 580543

Email [doncaster@alzheimers.org.uk](mailto:doncaster@alzheimers.org.uk)

### **Patient Group**

Our Patient Group was formed in February 2012 and we meet on a quarterly basis. We welcome new members. Please ask to speak to the Practice Manager if you would like to join this group.

### **Comments, suggestions**

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better. Feedback forms are available from reception and in the waiting room.

### **Complaints**

We hope that, if you have a problem, you will use our practice complaints procedure in the first instance. We believe this will give us the best chance of

putting right whatever has gone wrong. It also gives us an opportunity to improve our services.

If you would like help with making your complaint and would like to speak to someone outside of the Practice, Healthwatch Rotherham may be able to assist you. Healthwatch is the independent consumer champion who provide, a complaints advocacy service. You can contact them on 01709 717130. If you would prefer to write: Healthwatch Rotherham, 33 High Street, Rotherham S60 1AP or email to [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk).

Please ask at reception for a copy of our complaints patient information leaflet or visit our website.

In the event that you feel you need to speak to a manager the reception team are instructed that before a patient can speak to a manager they ask for details of the nature of the complaint.

The managers will always endeavour to contact you by either letter or telephone but that might not be immediately as we may have other practice commitments.

Our senior receptionists are always happy to assist with queries and may be better placed to answer day to day queries on the running of the practice for example prescription ordering.

## **What is Safeguarding?**

Everybody has the right to be safe no matter who they are or what their circumstances.

Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect.

Abuse may consist of a single act or repeated acts.

### **10 categories of adult abuse are:**

Physical

Sexual

Financial

Organisational

Neglect and acts of omission

Discriminatory

Psychological

Domestic Abuse

Self-neglect

Modern slavery

**4 categories of child abuse are:**

Physical

Sexual

Emotional

Neglect

We are all responsible for the safety of children, young people and vulnerable adults. We must ensure that we are doing all we can to protect the most vulnerable members of our society.

**If you see something, say something...**

In order to protect people from abuse and harm it is important that everyone knows what to do if they suspect someone is being abused.

You may suspect that someone is being harmed or abused because:

- You have general concerns about someone's wellbeing
- You see or hear about something which could cause abuse
- Someone tells you something has happened or is happening to them which could be abuse

**Rotherham Metropolitan Borough Council Safeguarding contact numbers for:**

Children's social services for children under 18 (MASH – multi-agency safeguarding hub) can be contacted on 01709 336080.

Adult social services (Assessment Direct can be contacted on 01709 822330 between 8.30-5.30 after 5.30 contact 01709 336080

**Child Sexual Exploitation Helpline – 0800 7319 256**

A new confidential helpline has been set up to provide support to victims and survivors of sexual exploitation. The 24-hour support service is a single point of contact for people who have suffered abuse in the past, or those who may be being exploited now. The Rotherham sexual exploitation helpline is being run by national charity, the NSPCC and provides **support to people of all ages**.

The confidential helpline and email address, [rotherhamcsesupport@NSPCC.org.uk](mailto:rotherhamcsesupport@NSPCC.org.uk) will be staffed 24 hours-a-day, seven days a week.

**hscic Health and social Care Information Centre [www.hscic.gov.uk](http://www.hscic.gov.uk) and [www.nhs.uk/caredata](http://www.nhs.uk/caredata)**

Patient information is already used extensively by the NHS but we need to improve how we use the information. Your medical records are already used by healthcare teams to provide your care. You also need to be aware how your information can be used to improve the way NHS delivers care to all patients. A patient leaflet 'How information about you helps us to provide better care' is available on our website and in the leaflet display area in reception.

Please let us know if you have any questions or if you have been registered with another surgery and chose to opt out so we can amend your medical records accordingly.

**Useful Websites/Numbers**

**Please Note:** By listing a website on this leaflet Clifton Medical Centre does not want to be seen to be promoting a company or service, it is purely to help patients access resources more efficiently. All website addresses were up to date at the time of publishing.

[www.sepsistrust.org](http://www.sepsistrust.org) – sepsis is a common potentially life threatening condition, triggered by an infection. Please visit the website to spot the signs.

Active Always – 01709 822453 [www.rotherham.gov.uk/activealways](http://www.rotherham.gov.uk/activealways)

[www.nhs.uk/conditions-health-check](http://www.nhs.uk/conditions-health-check)

[www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

[www.connecttosupport.org/rotherham](http://www.connecttosupport.org/rotherham) - a website for adults in Rotherham who need support to live independently

Domestic Abuse – If you are experiencing domestic abuse and would like advice, information or just someone to listen, these services are available to help: choices and options 01709 838400

<http://ceop/police.uk> – a website to assist parents and young people to provide advice regarding sexual abuse

<https://www.net-aware.org.uk> – a website which provides a guide to social networks your kids use

<https://www.commonsemmedia.org> – a guide to children's health and wellness in a digital age

<http://labtestsonline.org.uk> a website which has information about interpreting test results

NHS Rotherham – 01709 302000 [www.rotherham.nhs.uk](http://www.rotherham.nhs.uk)

[www.nhs.uk/selfcare](http://www.nhs.uk/selfcare) - how patients can help themselves and take responsibility for their own health

[www.ageuk.org.uk/rotherham](http://www.ageuk.org.uk/rotherham)

[www.nhs.uk/easy-mentalhealthact](http://www.nhs.uk/easy-mentalhealthact) - know your rights 17 easy read fact sheets about the Mental Health Act Code of Practice – useful resource for patients

Cruse Bereavement Care offers a number of different types of support. Grief is a natural process, and most people will cope with the help and support from family or friends. Cruse can provide additional specialist help for those who need it.

National Helpline: 0844 477 9400

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Sue Ryder online community and support – free support and advice for when someone you care about is dying or has died

Call: 0845 050 1953

Email: [Online.community@sueryder.org](mailto:Online.community@sueryder.org)

Visit: [www.sueryder.org/support](http://www.sueryder.org/support)

Emergency Dentist - If you are a Rotherham resident and need advice or treatment for a dental emergency such as persistent bleeding, swelling, trauma or pain that cannot be controlled:

- Contact your regular dentist in the first instance for an emergency appointment.
- If you do not have a regular dentist, please call 111
- For information on Rotherham NHS Dental Practices accepting new patients visit [www.nhs.uk](http://www.nhs.uk).

### **And finally**

Our team are here to help you. Our aim is to be as polite and helpful as possible to all of our patients.

If you consider that you have been treated unfairly or inappropriately, please ask the receptionist to contact the manager, who will be happy to look into your concerns.

In return, we ask patients to treat our team with respect and politeness and advise you that shouting and swearing at our team will not be tolerated and patients who are abusive may be removed from our patient list. Thank you.